



**HelpAge**

**International**

# Annual report and financial statements 2024/25

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This report outlines the actions and progress of our work from April 2024 to March 2025.

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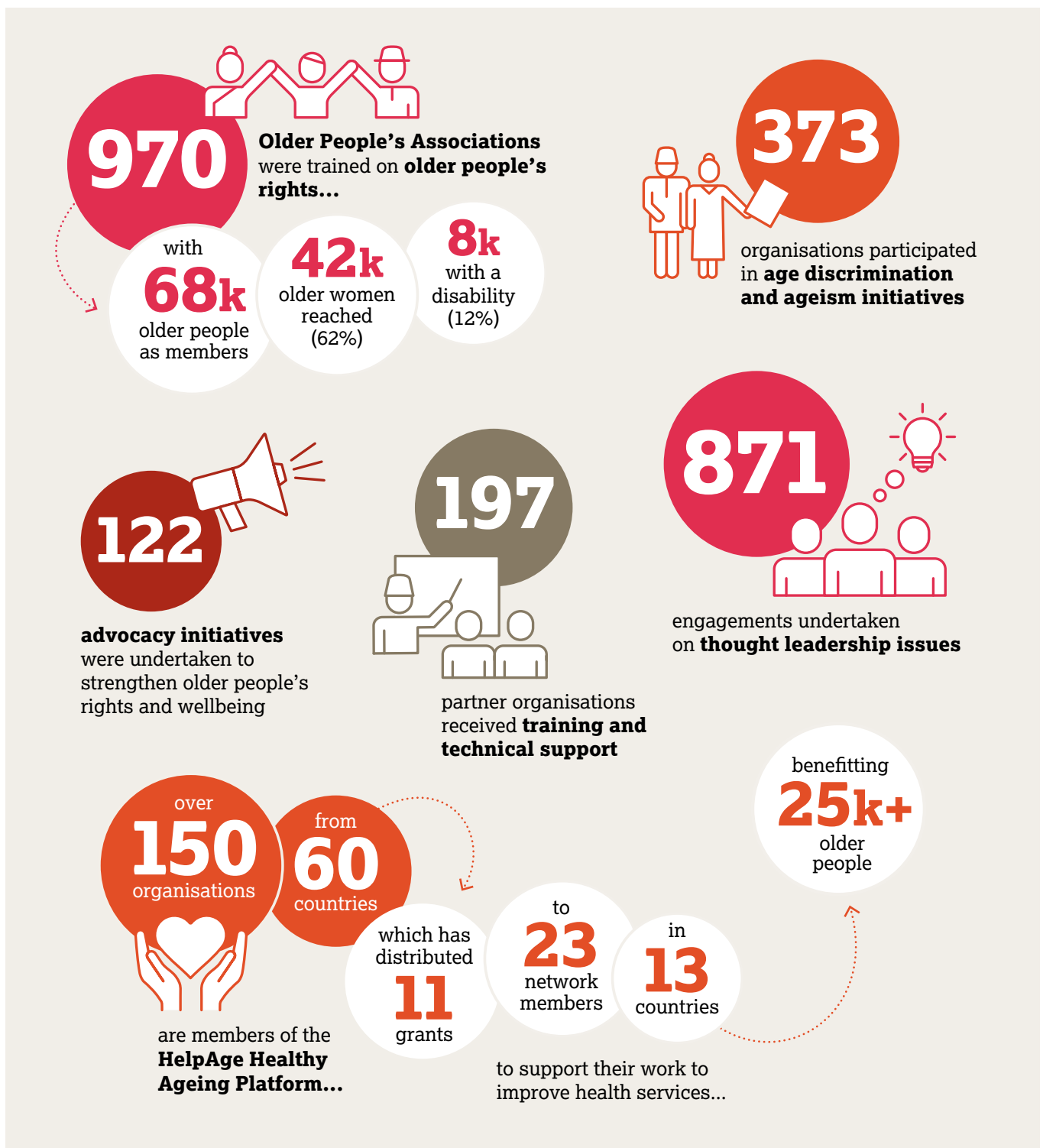
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# Our year in numbers

As a network-led organisation, our strength lies in collaboration. By working closely with HelpAge global network members worldwide, we have trained, supported and mobilised organisations to challenge ageism, advance older people's rights, and improve health and wellbeing.





# A welcome from the Chair

**It was a great honour to be appointed as the new Chair of HelpAge International in November 2024. This first year has been a time of considerable challenges for HelpAge but also provided significant opportunities as we move from our role as an international NGO to a network-driven organisation, the global alliance of HelpAge network members.**

Going forward we will play a key role as the global hub of the HelpAge global network and focus on developing our already strong experience in advocacy, policy and thought leadership, supported by robust scientific evidence and the co-created lived experience drawn from our extensive network of older people across the globe.

A key achievement of the past year has been the commitment of the UN Human Rights Council to establish a working group to draft a legally binding instrument to protect older people's rights. This development reflects decades of tireless advocacy by the HelpAge global network, and we will continue to push for a participatory, inclusive process to ensure the voices of older people remain central in shaping the future convention.

Extraordinary humanitarian relief is being carried out by our partners in the world's continuing conflict zones – attempting, often with limited resources, to reduce the plight of the oft neglected older populations. When the conflict has been resolved, however, it is often older people who are neglected as newly formed institutions attempt to rebuild infrastructure. Along with providing practical humanitarian support, we are also committed to increasing the participation of older people in the design, implementation, and evaluation of these institutions, to ensure accessibility, appropriateness, and acceptability to older people. We recognise that research evidence, data and the qualitative lived experiences of older people are needed to ensure that the long-term needs of the world's older population following conflict are addressed.

Our commitment to rights-based and partner-led approaches has necessitated a significant shift and reorganisation in our global staff. This has been handled with great sensitivity and understanding by our CEO, Cherian Mathews, supported by a strong and committed team, and the Board acknowledges

the challenges which have arisen during this period of change and the considerable work which has been undertaken by the Executive Leadership Group.

Over the past year we have seen the departure of five Trustees – Arun Maira, Robin Talbert, Abla Sibai, Ferdous Begum and Vappu Taipale all serving on the Board for nine years and we thank them for their significant contribution. We welcomed a large set of new Trustees – Ben Belton (USA), Rose Gahire (Rwanda), Jaco Hoffman (South Africa), Peter Kaldes (USA), Sonia Di Mezza (Australia), Martine Najem (Lebanon) and Samir Sinha (Canada). Six of the new Trustees were nominated by members of the HelpAge global network, reflecting our commitment to local representation on our Board. With their guidance and support, HelpAge is better placed than ever to respond to the challenges and opportunities of population ageing around the world.

Thank you to the Executive Leadership Group for their considerable achievements during a challenging year, and to our partners and collaborators for their continued support.

**Professor Sarah Harper CBE**  
*Chair, HelpAge International*



# ... and from the CEO

**Under the leadership of our new Chair, Professor Sarah Harper, HelpAge is entering a period of both challenge and opportunity. The Board's expertise in ageing and their commitment to equity will be central as we take the organisation forward.**

Across the globe, civil society is navigating increasingly complex terrain. The humanitarian and development space is contending with shrinking funding and escalating crises, while the role of international NGOs is under growing scrutiny. At HelpAge, we are responding by listening more closely to our network, adapting how we work, and reaffirming our commitment to rights-based and partner-led approaches.

This year's mid-term strategic review of our **2030 Strategy** → marked a key turning point for HelpAge. We are shifting to a network-driven organisation, focused on collaboration and long-term support to our members. We're strengthening our role as a convenor and thought leader on ageing, rooted in evidence and advocacy. And we're moving from direct delivery to equitable, partner-led programming by rebalancing power, resources and accountability. These shifts reflect our values and position us to better support older people to live with dignity, security and good health in an increasingly complex world.

This year has brought major advocacy milestones at country and regional levels. In Kenya and Tanzania, we advanced a new Bill and developed a Charter while empowering older people to claim their legal rights, with increased engagement from key institutions and political parties. In Pakistan, we helped draft the Senior Citizens Welfare Bill for Punjab province. In the Middle East, we produced a human rights guide to help governments and institutions include older people in policymaking across the Gulf region.

Across the world, members of the HelpAge network responded to some of the year's most urgent humanitarian crises, ensuring older people were not overlooked. HelpAge's Age Inclusion Specialists worked within humanitarian coordination systems across eight countries to ensure older people's needs are recognised and included in planning and response efforts. Their technical support led to the inclusion of older people's needs in key strategic documents and age-disaggregated data.

In Myanmar, we provided cash, shelter, health services and psychosocial support after a devastating earthquake. In Ukraine, our home-based care programme reached nearly 8,000 displaced and house-bound older people, delivering hygiene kits, winter sets, assistive products, cash assistance, and renovating community safe spaces. In Gaza and the wider Middle East, despite difficult conditions, we supported more than 68,000 people with food, health services, hygiene kits, assistive devices and emergency cash. Community Protection Committees restored clinics, repaired water lines and distributed essentials.

The **HelpAge global network** → is now over 200 members strong, a remarkable achievement and a clear sign of momentum. What's more important is how the network is evolving – our collective work is increasingly being led by local and national organisations, bringing us closer to the communities we serve. This is at the heart of our localisation agenda, with former country offices in Bangladesh, Moldova, Myanmar, Pakistan, Tanzania and Uganda now fully transitioned into independent national organisations.

Thank you to our staff, network members, and partners for their unwavering commitment and support. And to our donors, government collaborators, and older people themselves, whose voices and experiences continually inspire and guide everything we do.

**Cherian Mathews**  
*Chief Executive Officer, HelpAge International*



# **Localisation at HelpAge**

As part of our **2030 Strategy →**, launched in 2020, we made a commitment to change the way we work as we tackle the structural inequalities present across the INGO sector. This meant stepping back from directly implementing programmes and instead entrusting this role to our partners and network members.

## **What does this mean for HelpAge's work?**

We remain firmly committed to creating meaningful impact for older people by partnering with organisations at local, national, regional, and global levels. Our aim is to help build a broader movement that champions the rights and wellbeing of older people.

### **In practice, this means:**

- Collaborating with members of the HelpAge global network and wider partners, while stepping away from directly implementing programmes ourselves.
- Giving partners greater power and decision-making authority over how resources are allocated and spent, including sharing indirect cost recoveries from institutional grants.
- Localising HelpAge's 11 country offices through various pathways, such as supporting their transition into independent, self-regulated organisations; setting up social enterprises; creating ageing centres within existing national NGOs or platforms; or forming coalitions that advance older people's rights.
- Actively seeking regular feedback from partners to ensure our partnership model works in practice and reflects their needs.
- Offering training based on partners' priorities and facilitating peer-to-peer learning to strengthen the wider movement for older people.
- Supporting network members in leading their own advocacy efforts by providing the technical and strategic backing needed for successful campaigns.
- Increasing our engagement with like-minded organisations that champion partner-led approaches.

## **Our actions in 2024/25**

- We conducted our second partnership feedback survey in 2024, gathering insights and recommendations on HelpAge's approach to partnership and collaboration. The results built positively on the previous year's results, maintaining strong scores in areas such as relationship-building, collaboration, and amplifying the voices of older people and partners. However, the results also highlighted the need for continued efforts to improve transparency in resource sharing and decision-making, in line with our goal of becoming a truly partner-led organisation.
- As part of our ongoing commitment to partner-led approaches, staff completed two sets of trainings, one focused on partnership and implementing partner-led ways of working and a second action learning set to explore our approach to shifting power and transformation. These efforts aim to ensure that HelpAge develops the knowledge, skills, and culture needed to fully embed our new approach.
- With 2025 marking the midway point of HelpAge's **2030 Strategy →**, we conducted a mid-term strategic review to assess its progress. The findings showed strong progress in key areas, with solid foundations and growing momentum for the new model and network. The resulting recommendations to further develop our strategic planning processes, impact measurement and commitment to consistent network and partner-led programming practice will play a critical role in shaping the organisation's direction and driving the transformation agenda over the next five years.



- We also advanced the roll out of the Digital Monitoring System (DMS) and our contract and relationship management platform, HelpAge Connect, launched in 2024. These systems enable teams and partners to set targets and report results directly. They have improved impact assessment, communication, and alignment across the organisation, providing clear performance insights and enhancing accountability.
- HelpAge's localisation strategy is gaining increasing attention and recognition across the sector. We were featured as a case study in a **Bond publication** → highlighting organisations taking **“bold steps to turn their principles and commitments into action”** with a spotlight on the establishment of the HelpAge Advocacy Network Uganda (HANU). Additionally, we were invited to share our experience with the Network for Empowered Aid Response, the International Civil Society Centre, and several other organisations in recent months.

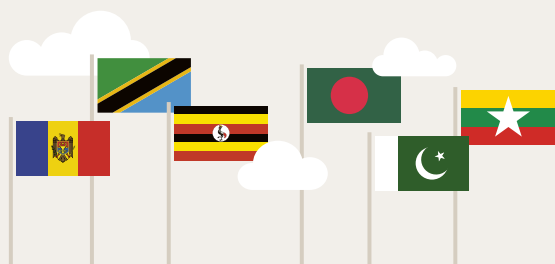
## Our commitment to localisation

### Local voices, local power

2024/25 marked important progress in our **localisation journey** →, as several former HelpAge country offices successfully transitioned into independent, locally-led organisations and formally joined the HelpAge global network.

On 1 April 2024, the country offices in Moldova and Tanzania became HelpAge Moldova and HelpAge Tanzania, both now independent members of the network.

In September 2024, HANU launched, bringing together eight Ugandan organisations, and joined the global network. That same month in Bangladesh, the former country office transitioned into the HelpAge Network of Partners in Bangladesh (HNPB), a coalition of five member organisations, and entered the network.



2024 saw additions to our global network in Moldova, Tanzania, Uganda, Bangladesh, Pakistan and Myanmar

The transitions continued later in the year. On 1 October 2024, the Myanmar office relaunched as AGE Myanmar, followed by the Pakistan office, which became the Foundation for Ageing and Inclusive Development (FAID) and joined the global network on 1 December.

*“Becoming a national entity has brought us closer to the communities we serve. This proximity enables quicker decision-making and programmes that reflect local realities. By strengthening our foundation, we’ve positioned ourselves to innovate and grow in ways that weren’t possible before.”*

Syed Moez, CEO of FAID Pakistan

### Localisation progress in countries

- **Lebanon:** Throughout 2024, HelpAge worked closely with network member Amel Association International to prepare for a new approach to ageing in Lebanon. It was agreed to close the HelpAge Lebanon country office and to pass the gauntlet in 2025 to a new ‘Ageing Unit’ hosted by Amel. This new unit is built around four pillars – research, advocacy, capacity-building, and community engagement.
- **Ukraine:** Due to the ongoing conflict and humanitarian crisis, the localisation process was previously paused while the team focused on urgent needs. Preparations resumed in 2024, and a localisation assessment consultation is planned for September 2025.
- **Kenya:** Project activities directly managed by the Kenya country office were successfully completed in April 2025. The focus is now on finalising the localisation recommendation, in consultation with the Kenya Board.
- **Vietnam:** In 2024 the HelpAge Board approved the recommendation to support the creation of a new social enterprise – Vietnam Organization for Better Ageing (VIOBA). VIOBA is now officially registered and will launch in October 2025, taking forward the work of HelpAge International in Vietnam to focus on ageing and older people. The team has begun applying for projects and consultancies, and is developing innovative services such as digital literacy, AI training, a one-stop-shop app for older people, and photography training as a life skill – all with potential for impact and income generation.
- **Ethiopia:** The establishment of HelpAge Ethiopia was approved by the HelpAge Board in 2024. A local board was formed, and the organisation was successfully registered with the NGO registration board in the country. The new entity is set to go live in September 2025.

# #ShiftThePower

At HelpAge, we are moving towards locally-led development, evolving how we add value, and working in partnership while transferring power to national and local organisations who engage directly with their communities.

We will now focus on the following three roles:



## **Supporter**

Support network members and partners to deliver quality services and programming.



## **Convenor**

Bring together a diverse range of stakeholders from different sectors and areas of expertise to nurture national, regional and international collaboration.



## **Thought leader**

Work with network members, partners and allies to develop new thinking and practical solutions to address global issues affecting older people.

Throughout this report we highlight our work in these three areas to underline our changing approach and commitment to locally-led development.





# Rights and inclusion

Fair and functioning societies only exist if everyone's basic human rights are met, no matter what age they are. We lobby nationally and internationally for intersectional rights that will help create inclusive societies for people of every age.

Convenor

Thought leader

## Landmark victory for older people's rights

The UN Human Rights Council took a significant step towards a UN Convention on the rights of older persons in April 2025, adopting a resolution to **establish an intergovernmental working group** → to draft a new international legally binding instrument on the rights of older people.

This represents a landmark victory after years of lobbying by older people, members of the HelpAge global network and human rights defenders, who have long argued for a dedicated instrument to protect older people worldwide. While the resolution is a historic first step, much work lies ahead. The next stage involves determining how the working group will function and, critically, how older people and their representative organisations will participate in the drafting process.

Convenor

Thought leader

## UN Commission on the Status of Women

Our work to advance the rights and visibility of older women took a step forward during the Beijing Declaration 30th anniversary review processes and 69th session of the Commission on the Status of Women (CSW69). Through joint advocacy with network members, we ensured that older women's rights and experiences were raised, supporting network members to engage in national and regional advocacy.

We **interviewed 25 women activists** → who attended the Beijing Conference 30 years ago, capturing their reflections and hopes for the future, as well as working alongside seven members of the HelpAge global network to represent and elevate older women's inclusion as part of the formal CSW69 meeting.

Our advocacy and engagement contributed to the adoption of a political declaration by member states that underscored the importance of achieving gender equality for women and girls of all ages. Building on this progress, older women are now being proposed as a focus area for next year's CSW.

Convenor

Thought leader

## Pivotal victory for African countries

Sustained advocacy by HelpAge partners and network members across Africa paid off when, in November 2024, the **African Union's Protocol on the Rights of Older Persons** → came into force. This was a historic moment that means there is now a clear legal framework to protect older people from violence and discrimination, as well as guaranteed access to healthcare and social protection. Twenty network members in Cameroon, Ethiopia, Kenya, Malawi, Mozambique, Nigeria, Rwanda and Togo actively lobbied for their national governments to ratify the Protocol.

Additionally, we continued to support network members to push for implementation of Article 22 of the Maputo Protocol on the Rights of Older Women, which ensures the rights of older women to freedom from violence and to be treated with dignity.



Ganesh Bista/Ageing Nepal/HelpAge International



Michael Goima/Fairpicture/HelpAge International

**Supporter****Thought leader**

## Legal empowerment for older people in Kenya and Tanzania

Training run by national paralegal associations in Kenya and Tanzania for members of Older People's Organisations (OPOs) has helped older people learn how to claim their rights, report abuse and influence political decision-making.

In Kenya, we supported civil society organisations to advocate for and participate in public consultations around the draft of the newly proposed Older People's Bill. Together, they have built a strong foundation for its adoption, fostering growing collaboration and engagement among key stakeholders. During the training, OPOs were actively encouraged to work with members of the drafting committee to ensure that civil society feedback is reflected in the development of the Bill.

In Tanzania, HelpAge Tanzania worked with older people and their representative organisations to develop the Older People's Charter, to be shared with political parties ahead of the September 2025 general election. A notable milestone was achieved when the current ruling party, Chama cha Mapinduzi (CCM), included specific commitments to older people based on the Charter in its manifesto.

**Convenor****Thought leader**

## Punjab Welfare Bill success

In Pakistan, local partner FAID collaborated with the government's Social Welfare Department to help develop the draft Senior Citizens Welfare Bill for Punjab province. Through targeted awareness sessions and policy engagement across key departments including health and social welfare, FAID helped finalise a Bill that forms a key step toward securing legal rights and protections for older people.

The Bill was approved by the Cabinet, and has now been presented in the provincial assembly. If approved, hundreds of thousands of older people across Punjab province will be eligible for support.



HelpAge International



## Thought leader

## Older women left behind in global aid

HelpAge published a **research report** → that laid bare **global aid's gender equality failures** →, detailing how older women are too often left behind. We found that only 0.1 per cent of total gender equality aid explicitly includes older women. The report also shines a light on the gap between member states' reporting against the Madrid International Plan of Action on Ageing, and the lack of progress on mainstreaming ageing into aid and external commitments.

The report has been an important tool in opening doors with potential new partners such as the

Development Assistance Committee of the Organisation for Economic Co-operation and Development (OECD). It also helped strengthen relationships with existing stakeholders including the Swedish International Development Cooperation Agency (SIDA) and the Norwegian Agency for Development Cooperation.



**Investing in equality**  
Addressing the funding gap for older women

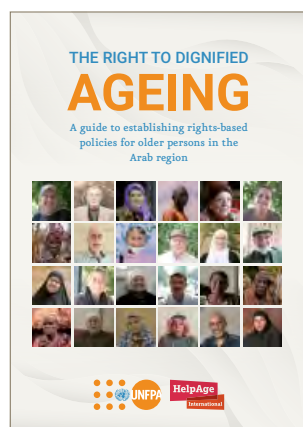
HelpAge  
International

## Convenor

## Advancing older people's rights in the Middle East

Since 2020, HelpAge has built a strong role in championing older people's rights in the Middle East. With UNFPA, we produced a **landmark report** →, a **human rights based guide** →, and 19 **demographic profiles** → on the rights of older people.

This groundwork led to our participation in conferences in Sharjah in the UAE and Oman in late 2024, where we shared our approach. Further regional roll out and training is now being discussed across the Gulf region, while the League of Arab States has indicated an interest for its forth-coming review of the regional Arab Ageing Strategy.



## Case study



Admasu Brook/HelpAge International

### When advocacy works, older people win

It took almost 15 years of dedicated advocacy and behind-the-scenes negotiating, but finally the UN Human Rights Council has agreed to **establish an intergovernmental working group** → to draft a new international legally binding instrument on the rights of older persons.

It is a victory that could have repercussions for millions of older people around the world, helping to build a network of national laws and rights that will protect and enhance their lives.

*"Witnessing the landmark moment where we took a step closer towards protecting our fundamental rights as we age was incredibly moving."*

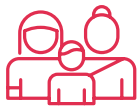
**Tanja Venisnik, HelpAge International's Global Rights Policy Adviser**

HelpAge, our partners, network members and older people had spent months putting together a varied programme of advocacy aimed at pushing the UN towards the final goal. Our strategy proved effective, gaining vocal support from targeted countries and securing new support from Finland, the Gulf Cooperation Council and the UK, among others – ultimately leading to a consensual adoption of the historic resolution on 4 April 2025.

*"It was not just a policy achievement; it was a testament to the tireless efforts of countless individuals and organisations who have championed this cause for years. I felt a profound sense of pride and hope, knowing that our collective voice is being heard and that we are on the path to creating a world where older people are respected and their rights protected."*

**Tanja Venisnik**





## A society for all ages

We want to achieve a world where older people can play a full part in society, recognised and respected as individuals, embraced equally and treated fairly. We work to ensure everyone can access the freedoms, services and support they are entitled to, and that societies across the world become better places to grow older.



Supporter



Thought leader

### Defining ageism and its effects

Despite the negative effects of ageism on older people, there has never been a way to fully understand its impact. Recently, the World Health Organization (WHO) developed an **Ageism Scale** →, providing for the first time accurate and comparable ways of measuring ageism and its effects.

Network members HelpAge Moldova, Red Colombiana, the University for Seniors at the American University of Beirut and our partner Al Safwa helped test and validate the scale in their local contexts: Moldova, Colombia, Lebanon and Libya.

For example in Moldova, testing among older Ukrainian refugees and older Moldovans helped ensure the scale was adaptable to humanitarian settings – and also revealed that higher ageism levels were associated with lower wellbeing, worse physical and psychological health and higher loneliness levels. Findings from all four countries are being assimilated by WHO and will act as a baseline for future research.



Supporter

### Older People's Associations driving healthcare rights in Pakistan

Training carried out through Older People's Associations (OPAs) in Pakistan helped hundreds of older people demand and receive better healthcare. After attending training on community-based advocacy, OPA members were empowered to make connections with NGOs working locally on healthcare – one of which agreed to set up a free medical camp in rural Islamabad for older people and people with disabilities. This led to more than 300 older people attending medical consultations and receiving free medicines.



HelpAge International

Bui Quang Huy/HelpAge International Vietnam



Supporter



Thought leader

### Vietnam's Intergenerational Self-Help Clubs

We continued to build on the success of our Intergenerational Self-Help Clubs (ISHCs) in Vietnam, setting up 109 new clubs throughout the year. Membership has now grown to over 10,000 people, almost three-quarters of whom are women and over two-thirds from disadvantaged backgrounds.

Our latest annual evaluation highlighted strong and widespread endorsement of ISHCs, with members consistently reporting improvements in income, knowledge, social networks and overall wellbeing.

We also advocated for the Vietnamese government to scale up the ISHC model nationwide by hosting more than 20 field visits and meetings attended by almost 2,000 people, including policymakers. These showcased the results of projects run by the ISHCs and their positive benefits.



Maria Kyrynska/HelpAge International

Convenor

Thought leader

## Ukraine – reform, recovery and enlargement

Over the past year, HelpAge has been collaborating with Age International, HelpAge Canada, HelpAge Deutschland, HelpAge USA, HelpAge office in Ukraine and Ukrainian network member Starenki Foundation to promote the rights and needs of older Ukrainians in the context of reform, recovery and EU enlargement.

The work has involved building relationships with government and multilateral stakeholders in Ukraine including the United Nations Development Programme (UNDP), WHO and the World Bank to instigate action on national policy reform as the Ukrainian government starts developing strategies and policies relating to older people.

A high-level event ‘Reform, recovery and enlargement – Rebuilding a society for all ages in Ukraine’ was hosted by HelpAge and Friends of Europe, with the co-sponsorship of the British Embassy in Kyiv on 8 May 2024. This event brought together a wide range of stakeholders, including representatives from the Ukrainian government, EU institutions, EU member states such as Sweden and Belgium, as well as international governments like the UK and Japan, international financial institutions and civil society organisations. Notable ministers who attended were Oksana Zholnovych, Minister of Social Policy of the Government of Ukraine, Anna Tenje, Sweden’s Minister for Older People and Social Security, and Dr. Hajime Inoue, Deputy Minister for Global Health and Welfare of the Government of Japan.

The Starenki Foundation played a key role by proposing speakers and coordinating the participation of older Ukrainians from affected communities.

The event provided a platform for the Ukrainian government to present their plans and garner support from international partners, who will play a pivotal role in ensuring the success of these reforms.

Convenor

Thought leader

## Asia-Pacific conference on population ageing

In partnership with the Indonesian government and UNFPA, HelpAge organised the **2024 Asia-Pacific Regional Conference on Ageing** → in Bali, Indonesia, in September 2024. This important regional event was attended by 479 participants from 38 countries, bringing together governments, civil society, academia, the private sector and older people in a dynamic, inclusive dialogue.

The central theme, Reframing Ageing, called for a shift away from outdated narratives of dependency towards a vision of older people as active contributors to development, resilience and innovation.

Network members were able to advance their knowledge and understanding of population ageing, connecting with each other as well as with their own governments, international organisations and academics. For HelpAge, the conference brought a positive increase in visibility and presence as convenor and thought leader in the region.



## Case study

## Thailand adopts the Intergenerational Self-Help Club model

After training and a study visit to Vietnam's ISHCs, network member Senior Citizen Council of Thailand was inspired to adapt the ISHC model for Thailand. The Council developed a proposal to bring new life to Thailand's existing – but undervalued and underused – Older People's Clubs (OPCs). The proposal was approved in late 2022 by the Ministry of Public Health, and a renewal plan put into action shortly afterwards.

By January 2025, the first phase was complete: 1,529 new OPCs were set up across 179 districts, providing well-equipped and welcoming learning and social spaces for more than 300,000 members.

The OPCs run a variety of activities to improve older people's health, wealth and wellbeing – many of them run by older volunteers such as Praew Busaba Woraphanitrattanacha, who says:

***“It is very important for older people to do regular physical exercise. My responsibility at the club is to promote simple but fun physical exercise for both the club and community members.”***

In the second phase – set to roll out in 2026 – the Senior Citizen Council of Thailand aims to set up at least 1,500 new OPCs and at least 1,000 new Older People's Schools.







# Healthy ageing

Everyone deserves the right to live long and healthy lives. But all too often, older people are failed by health, care, environmental and social systems that ignore their needs and rights. By promoting healthy ageing, we can maximise everyone's ability to live decent and fulfilled lives.



Convenor



Thought leader

## HelpAge Healthy Ageing Platform

The HelpAge Healthy Ageing Platform →, co-created by network members, launched in April 2024. Supported by more than 150 organisations from 60 countries, the platform brings members of the global network – and other partners – together to share knowledge and drive collective action.

Some of the positive interactions since launch include:

- Age Nigeria Foundation connected with the Ministry of Health and Sightsavers to advocate for the inclusion of older people in a Disability Guide for Action, and they are now part of a technical working group.
- Convite in Venezuela and GRAVIS in India collaborated on GRAVIS's work with inter-generational women's groups. The learnings helped strengthen Convite's volunteer work along Venezuela's borders with Brazil, Guyana, and Trinidad and Tobago.
- Eleven grants were made to 23 network members in 13 countries to support their work in improving health services for older people at grassroots and national levels. As of March 2025, more than 25,000 older people had benefited from these projects through health services, advocacy, support groups, training and inclusion in planning or policy efforts.



Mauro Vombe/Fairpicture/HelpAge International



Supporter



Convenor

## Improving management of non-communicable diseases in Mozambique

Non-communicable diseases (NCDs) including heart attacks and strokes, are the leading cause of death globally. With funding from the German Ministry for Economic Cooperation and Development (BMZ), we partnered with the Humanitarian Association for Support to Older People (Vuxoxa) in Chókwè district, Mozambique, to significantly strengthen the prevention, diagnosis, treatment, and management of NCDs. One hundred health workers and community mobilisers were trained on managing NCDs and providing age-friendly psychosocial support, while 20 new OPAs were set up and now have 1,267 members, helping to foster community support, advocacy and knowledge. As a result of the project 99 per cent of trained community health workers can name at least five symptoms that require referral to a health facility.

Alongside this community-level work, the lessons learned were shared with local health authorities and have been integrated into the provincial health plan. The district of Chókwè has committed to continue funding the NCD initiatives started by the project.



Juan Camilo Gonzalez /Santo Studio/AARP/HelpAge International



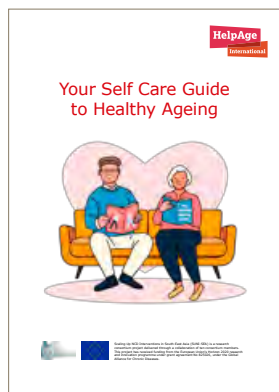
Supporter

## Self-care: adapting to country contexts

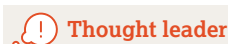
Self-care – actions people can take to improve their mental, physical and emotional wellbeing – is a core

part of healthy ageing. As part of our work to consolidate experience and knowledge across HelpAge and network members, a package of resources including a **self-care manual** → and volunteer guide, co-designed by 12 network members and partners\* is being adapted for use in a number of countries:

- Ageing Nepal turned the manual into a 30-page Nepali-language training tool which was used in two-day training sessions with more than 90 older people from 14 day care centres (who went on to train their peers), as well as local government representatives and community health workers. Daily health tips and group exercise sessions have now become routine in participating communities, and we are hopeful that this work will be adopted and scaled up via government-run day care centres.
- In Venezuela, network member Convite embedded self-care into its primary healthcare programme for older people. Led by older volunteers, the programme used locally-adapted self-care tools including fall-risk screening and individual health recommendations cards. Via radio campaigns in Spanish and the indigenous language of *Warao*, the ambition is to reach an estimated 330,000 people across Venezuela and Colombia.



Oblo/Pusat Rehabilitasi YAKKUM



Thought leader

## Influencing policies on assistive products

Tools or devices like spectacles, hearing aids and wheelchairs – assistive products – can make a huge difference in enabling older people to live more independently and improve the quality of their life. With this in mind, Age International supported us to work with partners in Indonesia and Tanzania to deliver a 14-month project aimed at improving government commitments towards assistive products, helping prepare both countries for large-scale investment in these life-changing products.

Tanzania approved a national assistive technologies strategy that has the potential to benefit around six million older people and people living with disabilities. And in Indonesia, the finalisation of the Central Java road map for assistive technologies has the potential to change the lives of about 1.7 million older people and people with disabilities.

Outcomes of the project saw HelpAge Tanzania set up a new national forum to provide leadership and advocacy on the importance of assistive products, while in Indonesia network member YAKKUM Rehabilitation Centre revived a similar forum in Indonesia that had been inactive since 2018. Both organisations undertook a combined strategy of media engagement, training for health officials and building relationships at all levels from communities to governments. Meanwhile, HelpAge engaged with key global bodies including WHO and the UN to promote the need for assistive products as part of Universal Health Coverage.



\* Ageing Nepal, FAID Pakistan, Help Lesotho, Reach One Touch One Ministries Uganda, Health Nest Uganda, Nsindagiza Rwanda, Roots and Wings Elixir Ethiopia, HelpAge Sri Lanka, HelpAge Cambodia, HelpAge Kenya, University Medical Centre Groningen, Asociación Mutual de Protección Familiar Argentina.





Supporter



Thought leader

## Innovations in home-based care in Vietnam

Funded by the Asian Development Bank and the UN Population Fund and working through our partners Thanh Hoa Provincial Association for the Elderly and Hoa Binh Provincial Association for the Elderly, we piloted a project in 23 Vietnamese villages focused on improving long-term care for older people in their homes. Both partners undertook a huge drive to recruit a total of 172 caregivers, 29 case managers and 46 case manager assistants, training them on case management, clinical and care skills, assistive tools and protective equipment. Training sessions were also held for local Association of the Elderly staff and healthcare workers.

To ensure the project's sustainability a case management system was established, holding monthly village meetings and quarterly Commune Care Coordinating Committee meetings.

The pilot model is now providing home-based care services for 130 older people – with participants and their families reporting a high level of satisfaction with the services they receive. We are documenting recommendations and lessons learnt to share with government agencies in order to scale up the project.



Supporter

## Improving palliative care in Ethiopia

With funding from HelpAge Deutschland and in collaboration with Hospice Ethiopia, we helped improve palliative care for people suffering from life-threatening illnesses in Addis Ababa. A total of 121 terminally ill people received home-based care tailored to their needs. Nurses made regular visits to provide pain management, medicines and psychological support, and food items were supplied to 41 people.

The project also aimed to tackle systemic issues related to the lack of trained professionals. Twenty-five healthcare professionals were trained in palliative care, after which mentorship sessions provided a platform for discussions on integrating palliative care into routine healthcare services and to offer technical assistance from Hospice Ethiopia, along with follow-up support post-training.

### Case study

## Self-care in action in Nepal

In Nepal, there are more than 600 government-run Senior Citizens Day Care Centres. However, most are not run effectively. To help reinvigorate the centres and encourage better government policies on healthy ageing, Ageing Nepal introduced self-care training and activities in 14 centres across Kathmandu district. First, 10 female community health volunteers were trained on effectively running the centres and encouraging active and

healthy ageing, then 91 members were trained on maintaining personal hygiene, healthy and active ageing and rights and entitlements. These members are now sharing their new knowledge with fellow members.

Many centres have now incorporated exercise routines into their regular activities. A monthly health screening programme has helped people become aware of their health status, with many healthier lifestyle choices being adopted.

*“The project has played a significant role in helping us operate the centre more effectively. Our members have become more capable, informed and aware of the issues affecting older people. The training greatly enhanced my knowledge and understanding on the needs and wellbeing of older people.”*

**Keshav KC, 72, Chairperson of Bandevi Senior Citizens Day Care Centre**



Ageing Nepal





# Income security

Whatever our life stage or position in society, being able to choose how we support ourselves as we age is key to a good quality of life. For this to be a reality, decent work, decent pensions, social protection systems and access to fair financial systems need to be in place.



Supporter

## Strengthening social protection in Ethiopia

In Ethiopia, the ROAR programme (Realising the Rights of Older People through Inclusive Social Protection Systems, Accountability and Resilience Strengthening) helped empower 933 members of OPAs through income-generating activities and training including leadership skills, evidence-based advocacy and digital literacy.

Along with network member Ethiopia Elderly and Pensioners National Association, we supported Older Citizens Monitoring Groups and OPAs to gather and analyse information, so they could conduct evidence-based advocacy to help ensure positive inclusion for older people in government social protection programmes. At the same time, we lobbied for inclusive social protection mechanisms that meet the needs of older people. As a result, 20 groups are

actively participating in managing the social protection programme cycle to ensure the inclusion and benefit of older people. We also set up 19 paralegal teams to support group members with legal support and referrals, and trained older people on income generation skills including **bee keeping and animal husbandry** →.



Supporter



Thought leader

## Strengthening social protection in Kenya

We've been supporting the Kenyan government's flagship national social protection programme, *Inua Jamii*, to ensure as many older people as possible can access the cash transfers they are entitled to. Following our research on the barriers preventing older people from accessing the *Inua Jamii*, we were able to promote older people's awareness of their rights, alongside greater knowledge of the scheme and how to access it. This led to a large turn-out for the recent governmental registration process and the numbers receiving the *Inua Jamii* increased in target areas from 2,598 (61 per cent of all eligible older people) in 2019 to 4,523 (85 per cent of eligible older people) in 2024.

**Key innovations and learning** → from our research were also shared nationally and internationally, to help inform the design and delivery of other cash transfer programmes in Kenya and elsewhere.





Lean Gomez/Shutterstock

**Supporter**

## Supporting income and food security in Argentina

We supported 13 network members\* in Argentina to raise awareness of the risks facing older people due to economic and food insecurity, currently being amplified by high inflationary pressure and devaluation of the local currency.

We supplied a grant to initiate influencing activities, alongside technical advice to develop an advocacy plan. As a result, the network members co-produced an **in-depth review** → of older people's experiences and challenges related to pensions, the labour market and poverty. The group carried out advocacy activities around the report, including media engagement, setting up a **website** → and presenting findings at the Argentine Congress of Gerontology and Geriatrics. The work helped persuade parliament to submit a proposal for the government to consider changes in the way the socio-economic circumstances of older people are measured in official statistics.

\* AAMIA Comunidad Judia, Universidad ISalud, RED Mayor, Centro sobre Envejecimiento Activo y Longevidad (CEAL), CRISALIDA, LaDorVaDor, LEON, Fundación Navarro Viola, Fundación RAFAM, Fundación SIDOM, Mayores en la Diversidad, SURCOS, Sociedad Argentina de Gerontología y Geriatria, Asociacion Mutual de Proteccion Familiar.

**Thought leader**

## Vietnam passes new social security law

In June 2024 the Vietnam government passed a revised Social Insurance Law, introducing several key reforms aimed at improving the wellbeing of older citizens.

Reforms included lowering the age of eligibility for social pension benefits from 80 to 75, with those aged 70 to 75 from poor or near-poor households also becoming eligible. This is expected to extend support to approximately 1.2 million older people, eventually leading to about 3.1 million beneficiaries. The revised law also provides for free health insurance, funded by the state budget, for people aged 75 and above without a pension, and monthly social allowance increases from the equivalent of US\$14.60 to US\$20.41, to reflect the higher cost of living.

HelpAge in Vietnam has advocated for these changes for many years, working alongside the government and other stakeholders to provide inputs to policy drafts, organise high-level policy dialogues and engage with the media to start conversations on stronger social protection policies – all of which made a meaningful contribution to this important milestone.





## Empowering older people through digital literacy

Older people can find it hard to understand and use digital devices, online payment platforms and mobile money services such as *M-Pesa*, widely used in East Africa, even though these tools could make their lives simpler and more connected.

Funded by Irish Aid under the ROAR programme, we worked alongside our partners and network members\* to develop a comprehensive digital literacy training manual tailored to the needs of older people across Ethiopia, Malawi, Mozambique and Tanzania. We used the manual in a ‘training of trainers’ model, training 522 older people, each of whom went on to train at least 20 peers. As a result 3,016 older community members across the four countries received digital literacy training, meaning they can now make calls, send and receive messages, conduct financial transactions and engage on social media.

\* *HelpAge Tanzania, JUYAWAZA and AFRIWAG in Tanzania, Malawi Network of Older Persons (MANEPO) in Malawi, and APITE, ACIDECO and The Anglican Church in Mozambique.*



Malumbo Simwaka/Fairpicture/HelpAge International

## Case study



HelpAge International

### Organic fertiliser grows farmers' groups

Across India, many farmers are dependent on chemical pesticides, exposing them to high costs and environmental risk. Through Age International's ‘Support a Grandparent’ scheme, HelpAge India supported members of OPAs (referred to as Elder Self Help Groups in India) to produce *Agniastram* – an organic, low-cost, eco-friendly alternative.

Groups were supported with information, equipment and ingredients including chilli and tobacco so they could start to prepare the new fertiliser. The venture was a great success, not only reducing costs substantially but also enhancing crop yields and quality. One group member says:

***“Our crops used to get infested within five days of spraying chemical insecticide, whereas our crops are now insect-free for nearly 10 days with Agniastram.”***

The groups have also begun providing low-interest internal loans, reducing dependence on moneylenders. Beyond economic gains, the activities have fostered a strong sense of mutual support among group members.

***“Now we know each other's problems and help one another. That bonding didn't exist before the group.”***

**Group member Upendra Mishra**

The ‘miracle’ fertiliser is now being prepared by 12 Elderly Self Help Groups with 171 members, and 11 local farmers were so impressed they asked to learn the technique so they could use it themselves.



# **Climate change**

As climate-related disasters become one of the world’s biggest emergencies, we continue to build resilience and raise the voices of older people, so as to protect and improve their lives.



Francisco Vigo/lin6by2030



Debsuddha Banerjee/GRAVIS/1in6by2030

## Thought leader

## Climate Elders project

In 2024, HelpAge partnered with *1 in 6 by 2030* to launch the **Climate Elders** → project, a visual campaign showcasing older people's experiences of climate change through photography (pictured above and on previous page). Participants from 15 countries shared reflections on a lifetime of environmental change, describing how the lands they inhabit and cultivate today differ profoundly from the landscapes they once knew. Their voices carry a powerful call to leaders and governments to act now, before the situation deteriorates further.

## Thought leader

## HelpAge gains observer status at UN

We reached a significant milestone in November 2024 when we were awarded observer status at the UN Framework Convention on Climate Change (UNFCCC) and the Intergovernmental Panel on Climate Change (IPCC).

This is a big step forward for our work on climate change, as we are now able to actively participate in the main Conference of the Parties (COP) agenda, engaging in key policy meetings where we can effectively amplify the voices and concerns of older people. Our engagement with the IPCC means we can nominate eight experts, drawn from staff, network members and partner institutions, as authors and reviewers for the upcoming Seventh Assessment Report (AR7). If even one of these nominees is selected, it will mark a historic opportunity to integrate older people into IPCC's scientific assessments – powerful documents that shape global climate policy and action.





## Urban gardens and climate resilience

We've been working with local authorities and communities in Bogotá, and with Placemaking Mexico in Mexico City, to strengthen climate resilience through urban gardening, placing older people's participation at the centre. In Bogotá, more than 30 older people from a local OPA are actively involved in planting, maintaining, and harvesting produce from two community-led gardens. The produce is shared or sold locally, supporting food security and social cohesion. In Mexico City, one of the city's major public parks was selected for its strategic location and potential to demonstrate age-friendly, community-led environmental practices.

Older people's leadership and knowledge have been vital to the project's success. We've worked closely with OPAs through participatory workshops and digital tools and engaged around seven local authorities to build partnerships and secure support.

Outcomes of the project include creating greenhouses, seedbeds, vertical gardens and shaded seating areas, while providing training on sustainable agriculture and adaptation. These nature-based solutions were chosen to address risks such as drought, floods, and landslides, while making gardens more accessible to older people. The designs reflect community priorities and were co-developed with residents, ensuring ownership and long-term sustainability.



HelpAge India



## Community climate change adaptation

In India's Thar Desert in Rajasthan, HelpAge has supported a project to empower women and girls in climate change adaptation. This project has brought change to more than 20 remote villages, transforming how communities adapt to climate extremes, farm sustainably and reclaim control over natural resources.

Funded by Age International, the work is led by network member GRAVIS, a grassroots organisation with decades of expertise in desert ecology. GRAVIS revived ancient *khadin* systems – 15th-century earthen embankments that capture and store monsoon runoff, slowly releasing moisture into the soil for months.

The organisation empowers older people, especially women, as agents of change in climate-vulnerable landscapes. With training in sustainable agriculture and use of the *khadins*, many group members were able to double their yields through intercropping (growing two or more different crops together at the same time), vermicomposting (using earthworms to decompose organic waste into nutrient-rich compost) and the cultivation of drought-resilient crops. The project promoted knowledge exchange with younger generations, to counteract the disruption caused by youth migration. It also advocates for the inclusion of older people's insights in climate policy and planning – ensuring that adaptation strategies are both age-inclusive and grounded in community wisdom. By the time the project ended in 2024, it had supported 42,000 people to become more climate resilient.



Charlie Cordero/Fairpicture/HelpAge International





## Building resilience in Mozambique

Mozambique is heavily affected by climate change. Cyclones bring heavy rain, flooding and high winds, destroying houses and infrastructure and leading to hunger and displacement. Crop failure caused by drought is also a frequent occurrence. Funded by Irish Aid, we supported our partner ACIDECO to work with 106 older people in reducing their reliance on climate-vulnerable subsistence farming, with nearly three-quarters of participants being women.

The project built awareness of climate change and introduced ways to adapt, including diversifying income through small business activities.

Meanwhile, network member The Anglican Church formed nine self-help groups with 188 older people, the majority of them women. These groups make regular savings, with the proceeds being used to improve housing, access health services, and start or expand small businesses.

We also trained three partner organisations, ACIDECO, APITE and Diocese de Libombos, in resilient shock response systems so that they are ready to respond to emergencies according to their expertise, geographic locations and the type of disasters in their areas.



## Climate-smart agriculture in Kenya

The Turkwel River in northwest Kenya is increasingly drying up due to climate change. Funded by Aktion Deutschland Hilft, alongside local partner Echami A Ito, we are helping local people adapt through climate-smart agriculture. More than 200 older people, over 80 per cent of them women, as well as 50 young people, attended training on environmental conservation and natural resource management, after which they received drought-resistant seeds, fertilisers and irrigation tools. Training was also held on diversifying incomes through activities including butchery, retail and hospitality.

An additional benefit was the technical support offered to Echami A Ito, including capacity building on grant management and financial reporting, and having their internal policies reviewed and updated by an external consultant, which will help them roll out their own programming in future.



Anwar Sadat Swaka/HelpAge International

## Case study



Restless Development/HelpAge International

## Bringing generations together for climate action

A three-country project in Nepal, Uganda and Vietnam\* is bringing younger and older people together as climate changemakers – sharing their experiences and putting forward ideas for locally-led climate action. We collaborated with Restless Development on pilot projects in Uganda and Nepal, and with Newcastle University in all three countries.



Different generations from communities significantly affected by climate change sat down together to talk about their experiences and strategies for coping with its impact →. Older women shared personal stories, while young people contributed their understanding of technology and

digital media to address climate challenges. What became clear in all countries was that climate change is causing a disconnect between older and younger people.

The group discussion helped people come to an understanding of how each generation's strengths can work together to protect the whole community.

*"It gave them a chance to reflect on their actions and not push the blame. Instead, they were able to listen to each other... and realise they could work together to solve those challenges."*

### Uganda's facilitator

Partner organisations also received small grants to implement local climate actions, one of which successfully translated the research into a longer-term initiative for multi-country programming and global advocacy, promoting locally-led climate action.

\* **Nepal:** Restless Development Nepal and its local partners, Social Organization District Coordination Committee, Parsa (SODCC).

**Uganda:** Reach One Touch One Ministries (ROTOM) as well as Restless Development's local partners – Karamoja Youth Effort to Save Environment (KAYESE), and Karamoja Agricultural Pastoral Development Program (KADP).

**Vietnam:** HelpAge International in Vietnam and its local partner, Youth Union.





# Inclusive humanitarian action



Katya Moskaliuk/HelpAge International

2024 brought continued humanitarian crises across the world, with Russia still at war with Ukraine and the people of Gaza increasingly cut off from aid and medical assistance. Dozens of countries were hit by conflict, droughts, floods, earthquakes and cyclones.



Supporter



Convenor



Thought leader

## Raising older people's visibility in humanitarian response

HelpAge built a team of **Age Inclusion Specialists** → working across Ethiopia, Lebanon, Moldova, northwest Syria, Sudan, Türkiye, Ukraine and Venezuela. They are embedded in humanitarian coordination systems, working with UN agencies, NGOs and government partners. Their goal? To make older people visible – in needs assessments, planning meetings and response activities – so that their voices are heard and older age inclusion is mainstreamed across different sectors.

To achieve this, the specialists provide technical and capacity support to National Protection Clusters (groups of organisations that co-ordinate humanitarian-related work) and technical working groups focused on age and disability (amongst others).

As a result, explicit reference to the needs of older people has been included in key strategic documents in the above countries – such as humanitarian response plans, situation overviews and needs assessments, and data is now disaggregated by age.



Convenor



Thought leader

### Focus: Lemlem Abrham

Ethiopia's Age Inclusive Specialist is Lemlem Abrham. Over the year, Lemlem helped develop national guidelines on age and disability inclusive shelter and aid distribution, supported training for 300 people and organisations on inclusive humanitarian action, provided safeguarding training to network members, and ensured that age and disability indicators are included in key documents guiding humanitarian action in the country.

***"This year, we've made real progress – developing national guidelines, training hundreds of humanitarian actors and ensuring inclusion is written into the core of our response strategies. Inclusion isn't an add-on; it's a necessity for a truly effective and equitable humanitarian response."***



Photo courtesy of Lemlem Abrham



## Middle East crisis response



Supporter

### Lebanon

Funded by Age International through the Disasters Emergency Committee (DEC) in response to the **escalation of the conflict** → with the Israeli Defence Force (IDF) in September 2024, our network member IDRAAC conducted a rapid needs assessment to find out how best to help the older people who had fled the south of Lebanon and sought refuge in shelters and households in Beirut and the nearby Mount Lebanon.

Based on the findings – and the onset of winter – IDRAAC distributed essential winter items including clothing, carpets and hygiene kits to more than 1,200 people. In addition, individual mental health consultations and group mental health awareness sessions were held.

With the support of HelpAge and HelpAge Deutschland, additional funding was secured to distribute multi-purpose cash assistance and assistive devices, such as glasses, hearing aids and wheelchairs to improve the quality of life of older people and people with disabilities displaced by the war.



Anas-Mohammed/Shutterstock



Supporter

### Emergency response in Gaza

In Gaza, we worked with our local partners, the Agricultural Development Association (PARC) and Juzoor for Health and Social Development, to deliver humanitarian assistance focused on addressing urgent health needs and improving access to life-saving services for older people and other vulnerable groups. The work was carried out under extremely challenging conditions, including widespread displacement, bombardments and the collapse of basic services.

Despite the major constraints, our partners formed two Community Protection Committees, each with 10–12 members, who went on to undertake life-saving work including repairing a bombed public clinic in Khan Younis, distributing cooked meals to displaced families, supplying safe drinking water, repairing damaged water lines and providing transport to families fleeing conflict zones.

Other support included distributing food parcels with fresh vegetables, setting up three health clinics to provide consultations and primary health care, and distributing medicines, clothing, bedding and hygiene kits. In total, an estimated 68,626 people were supported.



Ralph Dargham/IDRAAC/HelpAge International



HelpAge International



Supporter

## Support continues after Pakistan floods

After the immediate need for humanitarian support recedes, it can take years for people to rebuild their lives. In northern Pakistan, we continue to support those affected by extreme flooding in 2022 as part of a comprehensive approach to long-term recovery and resilience building. Our partners Community Development Foundation and Initiative for Development and Empowerment Axis distributed 1,090 solar kits including panels, batteries, fans and lights to older people and people with disabilities, following it up with training on how to use them.

As a result, 8,000 family members no longer rely on intermittent electricity and can remain comfortable even in extreme heat. Solar energy also reduces carbon emissions and promotes long-term environmental sustainability, while a further positive effect was that many older people gained greater respect and more prominent roles within their households.



Supporter

## Becoming BRAVE in Pakistan

This five-year initiative, funded by the UK Foreign, Commonwealth and Development Office under the Building Resilience and Addressing Vulnerability to Emergencies (BRAVE) programme, is now in its third year of implementation.

We worked with network member FAID in Pakistan to roll out training on inclusion to partners including Concern Worldwide and the Aga Khan Foundation. Over 200 participants were able to learn key ways of integrating inclusive approaches in their projects. As a result, age, gender and disability considerations were integrated into climate resilience strategies, especially in the development and implementation of the country's Gender Equality and Inclusion Strategy.



Supporter

## Reaching those left behind in Ethiopia

Conflict in northern Ethiopia has forced many people from their homes, while instability in neighbouring Eritrea, Sudan and South Sudan has driven refugees across the border. Working with local partners – Afro Ethiopia Integrated Development (AEID), SOS Sahel, Organisation for Sustainable Development (OSD), Rift Valley Children & Women Development Organization (RCWDO), and Mijjugua Loka Women Development Association (MLWDA) – we supported more than 200,000 people, including refugees, internally displaced people (IDPs) and host communities. Our projects focused on protection, health and nutrition, water, sanitation and shelter.

Besides the increased number of older people benefiting from the initiatives, we were able to expand our reach to three further regions severely affected by conflict, Amhara, Tigray and Afar, helping us reach older people who had been neglected in aid efforts so far.





Supporter

## Supporting indigenous and migrant communities

With the support of our Colombian and Venezuelan local partners\* we delivered an integrated humanitarian response in Colombia and Venezuela, addressing protection, water, sanitation and hygiene (WASH), food security and health needs of over 411,000 people. This included nearly 77,000 older people and close to 9,000 people with disabilities.

The project focused on providing inclusive and dignified support across health, water and sanitation, food security, protection and livelihoods, with special attention to indigenous populations, migrants and host communities. Older people received a range of assistance including healthcare services for over 9,000 individuals, mental health and psychosocial support for more than 3,000, and access to assistive devices for hundreds with disabilities.

Water and sanitation and food security activities had far-reaching impacts, with more than 56,000 older people benefiting from hygiene awareness campaigns and direct home visits. Over 7,400 older people saw improvements in food security through training, hot meals, food packages and cash transfers. And nearly 2,700 accessed services such as family support, legal counselling and inclusive risk management initiatives. Livelihood recovery efforts supported older people and their families with seed capital for agriculture, herding and handicrafts.



Jorge Panchoaga/Fairpicture/HelpAge International

\* Vicariato Apostólico de Puerto Carreño, Fundación Cadena Colombia, GOAL, Hospital San Juan de Dios de Puerto Carreño, Alcaldía Municipal de Puerto Carreño, Fundación Roles de Colores, Fundación Dones de Misericordia, Humanity and Inclusion and Funambiente and network member Convite AC.



Adelina Borets/HelpAge International



Supporter

## Community-led, home-based care in Ukraine

The situation in Ukraine remains unpredictable and dangerous. Despite frequent air raids, attacks on civilians, destruction of infrastructure and seasonal weather fluctuations, our project teams remain committed to assisting those most in need.

**To support older people** → in the most hard-to-reach areas, we helped create a network of almost 1,000 community social care workers across the east and west of Ukraine, providing psychosocial support through home visits, phone calls when people are bombarded or on the move, and referring people to local and international NGOs to receive additional legal and medical support, as well as nutrition and other types of assistance.

Peer-to-peer and initiative groups were also set up. Older people are trained to carry out home visits to support others who are housebound, offering psychosocial support, informal chats and community connection. This often complements the work of community social care workers, enabling older people to be active agents in supporting those in need in their communities.

Every home-based care client received a winter set before the cold weather set in. Feedback confirms that the kits' warm bedding is a simple, high-impact intervention where heating is unreliable or unaffordable. Teams also managed to renovate, equip and successfully launch two community safe spaces (in Vasylkivka in the east and in Vynohradiv in the west), which have supported 400 older people to date.

Over the year, 2,300 people received multipurpose cash assistance, while 9,929 older people received assistance through home visits and participation in community safe space activities. A further 6,165 received hygiene kits, 1,114 received urological pads and 2,776 adult diapers. Over 1,000 new beneficiaries received assistive products, like spectacles, hearing aids and wheelchairs.

In partnership with **dedicated Ukrainian film-makers** →, HelpAge has produced a trilogy of short films that movingly highlight the resilience of older people in Ukraine amid the ongoing war.





## Thought leader

## E-learning for the humanitarian sector

The **Kaya learning platform** → offers free, accessible and high-quality content to strengthen knowledge and capacity across the humanitarian sector. In 2024, HelpAge launched two e-courses on the platform exploring older people's role in humanitarian response, as well as age-inclusive humanitarian interventions. In addition, we offer live virtual courses to members of the HelpAge global network on subjects including climate change adaptation, humanitarian standards, resource mobilisation and much more. In 2024/25, around 600 participants took part in 38 online courses.

## Supporter

## Post-earthquake recovery in northwest Syria

In the year following the 7.8 magnitude earthquake that devastated much of **northwest Syria** → in February 2023, thanks to Age International's funding through the DEC, we helped rebuild older people's economic independence through vocational training, digital literacy, income-generating activities and business microgrants.

Over 140 older people attended digital literacy training, learning new skills on mobiles, laptops, social media and software. It's now much easier for them to connect with family members and use digital tools to support their businesses.

In addition, 130 older people received practical, hands-on training in vocations including dairy and cheese making, sewing and detergent production, after which they received roughly US\$300 via a microgrant to help them start their own businesses.

## Thought leader

## The incontinence research project

The incontinence research project explored the needs of older people living with incontinence across 11 countries (Chad, DRC, Ethiopia, Lebanon, Malawi, South Sudan, Syria, Tanzania, Ukraine, Venezuela and Yemen), with funding from Elrha and active involvement from HelpAge network members Convite in Venezuela, HelpAge Tanzania and MANEPO in Malawi. The aim was to develop practical tools and a training module for community workers and health staff in humanitarian and low-resource settings to help improve conditions for people with incontinence.

All three network members piloted the training module with a mix of INGOs, government departments and local NGOs. Notably, HelpAge Tanzania delivered the training in Nyarugusu refugee camp, engaging frontline staff and collecting valuable feedback that was used to refine and strengthen the materials. Meanwhile, in Malawi, MANEPO co-designed a home-based care package in partnership with carers and older people with incontinence in urban and rural areas. This user-driven tool, designed to support incontinence care at home, has since been adapted for wider use and is available in both **digital** → and printed formats.





Ivanka Kate Yakovyna/HelpAge International



Convenor



Thought leader

## Working together for innovative humanitarian programming

Age International secured three grants from the DEC in 2024 to fund our work for a new type of project: collective initiatives. These bring DEC members together to work on projects to improve aid delivery and accountability and promote cross-organisational learning.

- In Syria, we worked with Christian Aid and local partners Action for Humanity and Violet, to support and strengthen 20 small grassroots civil society organisations through training, coaching and mentorship, with additional cash grants. These organisations can now take the lead on priorities they decide, playing a local leadership role in humanitarian response in the future.
- Also in Syria, local partners Action for Humanity and Hope Revival Organization were trained by Christian Aid on survivor and community-led response, which enabled them to roll out a programme of community-led initiatives including solar lighting and emergency help points. In total, 81 different initiatives supported 3,149 older people in Idleb and Aleppo. Action for Humanity and Hope Revival Organization are now in a position where they can take the lead on similar future projects.
- In Ukraine we worked with Action Against Hunger and ActionAid to strengthen local civil society organisations. The project provided tailored training and mentorship to our local partner, POMOGAEM, who in turn supported five grassroots civil society organisations, including through small grants. The project modelled an approach that centres local actors' leadership, enabling more inclusive, context-sensitive and sustainable humanitarian responses in Ukraine, and promoting equitable partnerships and shared learning across the DEC network.





## Global Emergency Fund

HelpAge's Global Emergency Fund (supported by Margaret A. Cargill Philanthropies and Age International) offers rapid, flexible funding to help meet the needs of older people and their families when crisis hits. During 2024/25 the Fund supported responses to 23 disasters including floods, droughts, earthquakes and cyclones across Bangladesh, Colombia, Ecuador, Myanmar, the Philippines, Somalia, South Sudan, Sri Lanka, Thailand, Yemen, Zambia and Zimbabwe. In total 59,096 people were reached with support including cash transfers, hygiene kits, health camps, non-food items, psychosocial support and water and sanitation services.

The Fund has been responding to a growing number of requests from partners for grants that prioritise cash-based programming over in-kind support. This is a positive shift that allows people the freedom to choose the products or services they need, instead of being limited to what humanitarian actors choose to offer. We are also pleased to report that response times in reaching affected communities has reduced from 10 days to one week, thanks to consistent engagement and coaching provided to partners.



HelpAge International

## Case study



National Age Network of Zimbabwe

### Holistic support through e-vouchers

*"This help made me feel like a human being again, not just someone people had forgotten."*

**87-year-old Jotina Chakauya**

Jotina lives in Masvingo district in Zimbabwe, where the latest El Niño induced drought is causing acute food insecurity.

We supported network member National Age Network of Zimbabwe to put in place an e-voucher food programme as part of a targeted emergency drought response. Jotina was one of 32,875 households enrolled. Following her husband's death in 2018, Jotina's family had been deteriorating both physically and financially. Jotina's health is fragile, heavily dependent on high blood pressure medication that she cannot afford. She is also the sole caregiver for her two grandchildren, aged nine and seven, but most days the family is lucky to have enough food for a single meal.

Jotina received regular food assistance – enough maize flour, beans and cooking oil for three meals a day. Not only did this ensure that the children could have regular meals, Jotina is regularly taking her medication now she can afford it. The assistance also allowed Jotina to participate in community life. For the first time in years, she could attend social gatherings, where her absence had once been a symbol of her poverty and isolation.

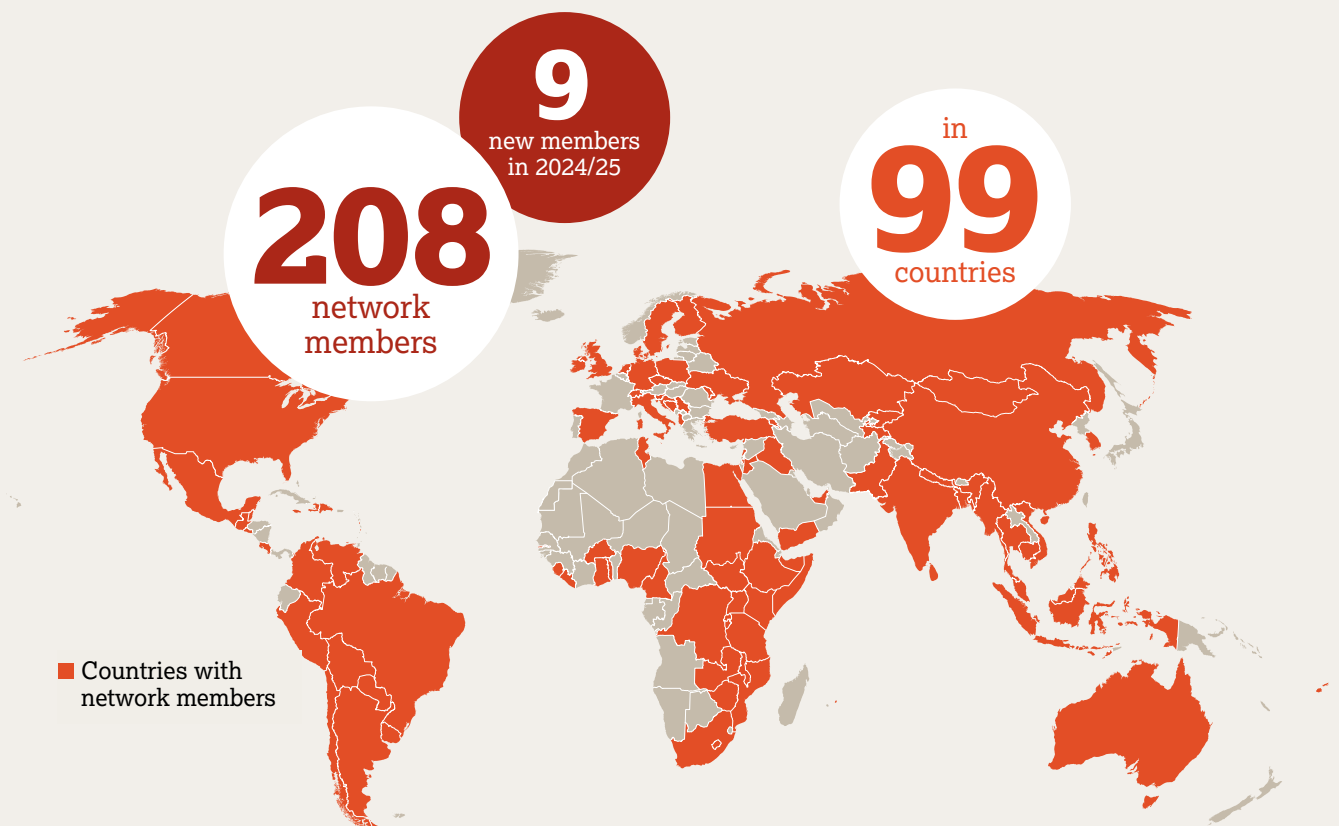
*"Now we can eat, and my grandchildren go to school again. I never thought I'd see that happen."*

## HelpAge global network

At HelpAge, the **global network** → lies at the heart of everything we do, bringing together 208 organisations committed to building a fairer world for older people. Through this network, members collaborate to strengthen influence at regional, national, and global levels on issues of ageing, while also sharing information, knowledge, and best practices to drive a wider movement for change. The partnerships and support of our members are fundamental to the success of our programmes and activities.

In 2024/25, the network grew with the addition of nine new members who share our mission of enhancing the wellbeing and inclusion of older people, and of advancing a fairer, more equal

world for them. Notably, we welcomed our first member from the United Arab Emirates, extending our presence to 99 countries worldwide.





# Global network members

## Africa

Africa Development Aid (ADA), South Sudan  
 Afro Ethiopia Integrated Development Association (AEID), Ethiopia  
 Age in Action, South Africa  
 Ageing Concern Foundation (ACF), Kenya  
 Ageing with a Smile Initiative (ASI), Gambia  
 AgeWatch Africa Foundation (AAF), Kenya  
 Almanar Voluntary Organization (AMVO), Sudan  
 Association for Community Development Action in Sofala (ASADEC), Mozambique  
 Association of Retired Persons Mozambique (APOSEMO)  
 Cameroon Association for Elderly Care (ACAMAGE)  
 Center for Community Advancement and Family Empowerment (CECAFE), Liberia  
 Coalition of Societies for the Rights of Older Persons in Nigeria (COSROPIN)  
 Community Based Rehabilitation Alliance (COMBRA), Uganda  
 Community Development Volunteers for Technical Assistance (CDVTA), Cameroon  
 Country Trackers Elderly, Kenya  
 Current Evangelism Ministries (CEM), Sierra Leone  
 Droits Humains Ocean Indien (Dis-Moi), Mauritius  
 Elim Hlanganani Society for the Care of the Aged, South Africa  
 Ethiopia Elderly and Pensioners National Association (EEPNA)  
 Fantsuam Foundation, Nigeria  
 Fondation Moje, Cameroon  
 Foundation for Civic Education and Social Empowerment (FOCESE), Malawi  
 Foundation for Community and Capacity Development (FOCCAD), Malawi  
 Grandmothers Consortium (GMC), Uganda  
 Health Nest Uganda (HENU)  
 HelpAge DRC  
 HelpAge Ghana  
 HelpAge Kenya  
 HelpAge Tanzania  
 HelpAge Zimbabwe

Horn International Relief & Development Organization (HIRDO), Somalia  
 Humanitarian and Development Consortium (HDC), South Sudan  
 Humanitarian Association for Support to Older People (VUKOXA), Mozambique  
 Human rights and forest brain Africa (HURIFBA), Cameroon  
 Integrated change agent, Burundi  
 Joncaring Foundation, Ghana  
 Kaalmo Relief and Development, KRD, Somalia  
 Kenyan Aged People Require Information, Knowledge & Advancement (KARIKA)  
 Kenya Pro Ageing Organization  
 Kenya Society for People with AIDS (KESPA)  
 Kibera Day Care Centre for the Elderly (KDCCE), Kenya  
 Kulmiye (or District) Pastoral Association (DPA), Kenya  
 Malawi Human Rights Resource Centre (MHRRC)  
 Malawi Network of Older Persons' Organisations (MANEPO)  
 Mang'u Integrated Community Project (MICOP Kenya)  
 Maseru Senior Women's Association, Lesotho  
 Mauritius Family Planning and Welfare Association (MFPWA)  
 Mujejeguwa Loka Women Development Association (MLWDA), Ethiopia  
 Muthande Society for the Aged (MUSA), South Africa  
 National Age Network of Zimbabwe (NANZ)  
 National Senior Citizens Organization of Liberia (NASCOL)  
 NSINDAGIZA Organization, Rwanda  
 Organization for Sustainable Development (OSD), Ethiopia  
 Palliative Care Association of Uganda (PCAU)  
 Pamoja Community Based Organization, Kenya  
 Promo-Femmes/Development Solderite (PFDS), Burkina Faso  
 Reach A Hand Uganda (RAHU)  
 Reach One Touch One Ministries (ROTOM), Uganda  
 Regional Center for the Welfare of Aging Persons in Cameroon (RECEWAPEC)

Rehabilitation and Development Organization (RaDO), Ethiopia  
 Relief to Development Society (REDESO), Tanzania  
 Rift Valley Children and Women Development Organisation (RCWDO), Ethiopia  
 Saidia Wazee Karagwe (SAWAKA), Tanzania  
 Senior Citizens Association of Zambia (SCAZ)  
 Senior Citizen's Council of Mauritius  
 Senior Women Citizen for Change, Kenya  
 South Sudan Older People's Organization (SSOPO)  
 Sudanese Society for the Care of Older People (SSCOP)  
 Support To Older People-Zambia (STOP-Zambia)  
 Tanzania Mission to the Poor and Disabled (PADI)  
 Tesfa Social and Development Association (TSDA), Ethiopia  
 Tiphedzane Community Support Organization (TICOSO), Malawi  
 Uganda Reach the Aged Association (URAA)  
 Univers de solidarité et de développement (UNI.SOL.D.), Togo  
 Voice of the Elderly, Uganda  
 Women for Dementia Africa (WFDA), Kenya

## Asia and Pacific

Ageing China Development Centre (ACDC)  
 Ageing Nepal (AN)  
 Age Myanmar  
 Bangladesh Association for the Aged and Institute of Geriatric Medicine (BAAIGM)  
 Bangladesh Women's Health Coalition (BWHC)  
 Centre for Ageing Support and Community Development (CASCD), Vietnam  
 Centre for Human Rights and Development (CHRD), Mongolia  
 China National Committee on Ageing (CNCA)  
 Coalition of Services of the Elderly (COSE), Philippines  
 Council on the Ageing (COTA), Australia  
 Dhaka Ahsania Mission (DAM), Bangladesh  
 Faculty of Nursing, Chiang Mai University, Thailand  
 Fiji Council of Social Services (FCSS), Fiji

Foundation for Ageing and Inclusive Development (FAID), Pakistan  
 Foundation for Older Persons' Development (FOPDEV), Thailand  
 Gramin Vikas Vigyan Samiti (GRAVIS), India  
 HelpAge Cambodia  
 HelpAge India  
 HelpAge Korea (HAK), South Korea  
 HelpAge Sri Lanka  
 Helping Hand Hong Kong, China  
 Help without Frontiers Thailand Foundation  
 Instituto de Acção Social, China  
 Mongolian Association of Elderly People (MAEP)  
 National Council of Senior Citizens Organisations Malaysia (NACSCOM)  
 National Senior Citizen Federation (NASCIF), Nepal  
 Nepal Participatory Action Network (NEPAN)  
 Pakistan Medico International (PMI)  
 Resource Integration Center (RIC), Bangladesh  
 Senior Citizen Chautari (SCC), Nepal  
 Senior Citizens' Council of Thailand  
 Society for Women's Initiative for Ageing Successfully, Singapore  
 Tsao Foundation, Singapore  
 Vietnam Association of the Elderly  
 Yayasan Emong Lansia (YEL), Indonesia  
 Young Power in Social Action (YPSA), Bangladesh

## Eurasia and Middle East

Albanian Association of Geriatrics and Gerontology (AAGG)  
 Alzheimer's Association Lebanon (AAL)  
 Amel Association International (Amel), Lebanon  
 Arager, Kazakhstan  
 Babushka Adoption, Public Charitable Foundation, Kyrgyzstan  
 Central Asia Gerontology Center, Tajikistan  
 Center for Studies on Ageing (CSA), Lebanon  
 Dobroe Delo, Russia  
 El Wedad Society for Community Rehabilitation (WSCR), Palestine

Golden Years Foundation  
for Community Development,  
Egypt

HelpAge Moldova

Hope Revival Organization  
(HRO), Türkiye/Syria

Institute for Development,  
Research, Advocacy and  
Applied Care (IDRAAC),  
Lebanon

Jiyan Foundation for Human  
Rights, Iraq and Syria

Juzoor for Health and Social  
Development, Palestine

Kadirat Women  
Empowerment, Tunisia

King Hussain Foundation/  
Institute for Family Health  
(KHF/iIFH), Jordan

Life Makers Meeting Place  
Organisation (LMMPO),  
Yemen

Mission Armenia NGO

OSMIJEH, Association for  
Psychosocial Help and  
Development of Voluntary  
Work, Bosnia and Herzegovina

Palestinian Center for  
Communication and  
Development Strategies  
(PCCDS)

Red Cross of Serbia (RCS)

Resource Center for Elderly  
(RCE), Kyrgyzstan

Right to Protection, Ukraine

Social Research Center  
(SRC), Egypt

Solidarity Is Global Institute  
(SIGI), Jordan

Starenki, Ukraine

Syrian Expatriates Medical  
Association (SEMA),  
Türkiye/Syria

Syrian Network League,  
Türkiye/Syria

Turbota pro Litnix v Ukraini  
(TLU), Ukraine

Turkey Retirees Association

University for Seniors (UfS)  
at the American University  
of Beirut (AUB University  
for Seniors), Lebanon

Yemen Family Care  
Association (YFCA)

4get-me-not Alzheimer's,  
United Arab Emirates

### Latin America & Caribbean

Asociación Alianza de  
Salvadoreños Retornados  
(ALSARE), El Salvador

Asociación Central de  
Funcionarios Públicos  
y Docentes Jubilados del  
Paraguay

Asociacion Cultural Casa  
Del Nino (ACCN), Colombia

Asociación Gerontológica  
Costarricense (AGECO),  
Costa Rica

Asociación Mutual de  
Protección Familiar (AMPF),  
Argentina

Asociación Mutual Israelita  
Argentina (AMIA), Argentina

Asociación Red Colombiana  
de Envejecimiento Activo  
y Digno (Red COENVE),  
Colombia

Asociacion Uruguaya de  
Animadores y Auxiliares  
Gerontologicos (AUDAAG),  
Uruguay

AVU Innovación, Mexico

CADENA, Argentina

CADENA, Guatemala

Caritas Chile

Centro Gerópolis – Universidad  
de Valparaíso, Chile

Consejo Distrital de Sabios  
y Sabias, Colombia

Convite A.C., Venezuela

Coordinaion Group of  
Older People, Peru

Dominica Council on  
Ageing (DCOA)

Federal University of Santa  
Catarina (UFSC), Brazil

Fundación Acción Familiar  
Alzheimer Colombia (AFACOL)

Fundacion ISALUD,  
Argentina

Fundación Navarro Viola,  
Argentina

Fundación Yamuni Tabush,  
Costa Rica

Haitian Society for the  
Blind (SHAA), Haiti

HelpAge Belize

HelpAge St. Lucia National  
Council of and for older  
persons

Horizons Foundation, Bolivia

La Coalición Nacional  
para la Dignidad de las  
Personas Mayores (CORDES),  
El Salvador

Lador Vador, Argentina

Mexican Alzheimer's Center

NTD Foundation, Republica  
Dominicana

ONG Sumaj Punchay, Bolivia

Pro Vida Colombia

Pro Vida Perú

RAFAM Argentina  
Foundation (Physical Activity  
Network for Older Adults)

Rizhome Center for Migrants,  
Mexico

Servicio Social de Iglesias  
Dominicanas (SSID),  
Republica Dominicana

SIDOM Foundation,  
Argentina

Sociedad Argentina de  
Gerontología y Geriatria  
(SAGG), Argentina

St. Catherine Community  
Development Agency  
(SACDA), Jamaica

Surcos AC, Argentina

### North America

AARP, USA

HelpAge Canada

HelpAge USA

### Europe

Age Action Ireland

Age International, UK

Beauty of Help Foundation,  
Czechia

Bonum Vitae, Poland

Caritas Malta Foundation

Centre for Policy on Ageing,  
UK

Croatian Red Cross City  
of Valpovo, Croatia

Dane Age, Denmark

Dorcas Aid International,  
Netherlands

Globale Seniorer, Denmark

HelpAge Deutschland

HelpAge España

HelpAge Italia

Kwa Wazee , Switzerland

PRO Global/Pensioners  
without Borders, Sweden

Slovene Philanthropy,  
Slovenia

The Polish Center for  
International Aid (PCPM)

The Union for Senior  
Services – VALLI, Finland

Zivot 90, Czechia

## Our values

We strive for  
significant and lasting  
**impact**

We are  
**inclusive**

We work  
as committed  
**partners**

We are  
passionate about  
**learning**



# Our funders

We extend our sincere thanks to the funders whose generosity and steadfast commitment – particularly during the past challenging year marked by aid cuts and reduced funding – have been essential to our work in building a better world for older people.

Their continued support has enabled us to press on with our mission and to work toward a future where people of all ages can live with dignity, good health, and security.

We are especially grateful to our supporting members: Age International, HelpAge Canada, HelpAge Deutschland, HelpAge Korea, and HelpAge USA.



# Governance and finance

## Financial statements 2024/25

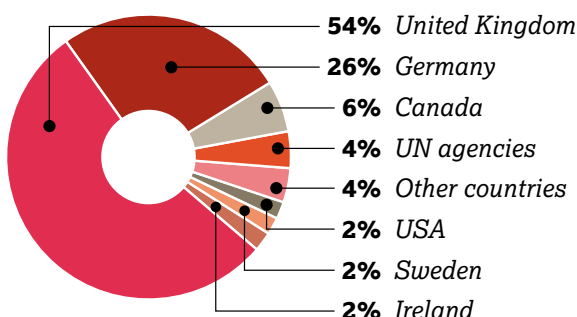




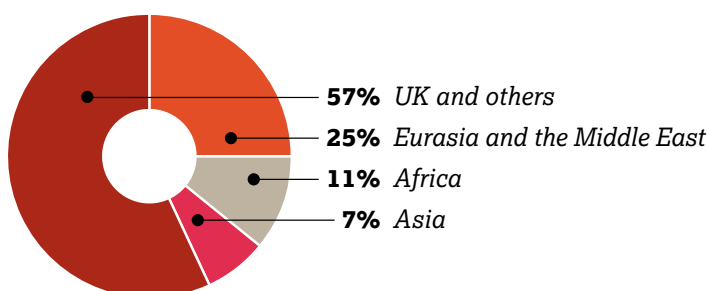
## Financial overview 2024/25

# Income and expenditure at a glance

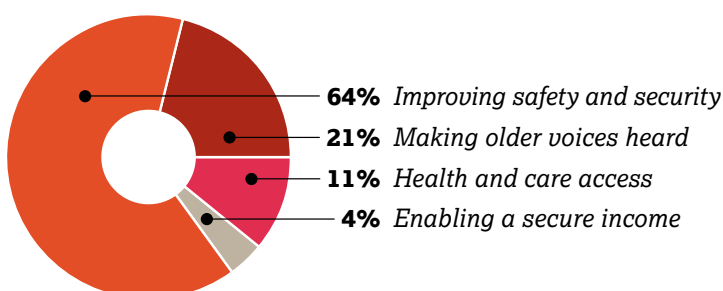
### Where the money came from £32.1m



### Where we spent this money £34.0m



### How we spent this money £34.0m



### Highlights of our financial performance

	Year ended 31 March 2025 £m	Year ended 31 March 2024 £m
<b>Income</b>		
Restricted	26.2	27.4
Unrestricted	5.9	6.9
<b>Total income</b>	<b>32.1</b>	<b>34.3</b>
<b>Expenditure</b>		
Restricted	(27.4)	(35.4)
Unrestricted	(6.6)	(6.8)
<b>Total expenditure</b>	<b>(34.0)</b>	<b>(42.2)</b>
Net restricted income / (expenditure) for the year	(1.9)	(7.9)
Net unrestricted income / (expenditure) for the year	(0.8)	0.1
<b>Net income / (expenditure) for the year</b>	<b>(2.7)</b>	<b>(7.9)</b>
Actuarial (losses) / gains on final salary pension	(0.1)	(0.1)
<b>Net income / (expenditure) including actuarial gains / (losses) on final salary pension</b>	<b>(2.8)</b>	<b>(8.0)</b>
Funds at the start of the year	7.9	16.0
Total funds carried forward including pension liability	5.8	8.0
Pension liability	–	–
<b>Funds excluding pension liability</b>	<b>5.8</b>	<b>8.0</b>
<b>Funds</b>		
Restricted	2.4	3.6
Unrestricted general	3.4	4.4
<b>Funds excluding pension liability</b>	<b>5.8</b>	<b>8.0</b>

## Corporate governance report

# Managing the risks to achieve our strategy and future prospects

HelpAge International's main objective is to protect the well-being, dignity, and rights of older people, particularly those in low- and middle-income countries. Many of those we serve live in areas that are insecure or prone to crisis or conflict which can create various levels of risk in delivering our programmes.

Effective risk management is therefore a necessary part of our corporate governance. With war continuing in Ukraine, security challenges persisting in Myanmar and Ethiopia, and escalating conflict and insecurity in the Middle East, the inherent risk in the delivery of our programmes remain high.

The senior leadership team and Trustees actively manage organisational risks in line with our risk management policy. This includes identifying emerging risks and regularly reassessing those already listed in our risk register to ensure they remain within our defined risk appetite. We also ensure that effective mitigation strategies are in place and are regularly reviewed. Our risk register outlines key security, strategic, operational, and financial risks facing the organisation.

We are making progress in our strategic shift to partner-led programming, including the localisation of our country offices. Moldova and Tanzania localised into national entities on 1 April 2024 while Myanmar and Pakistan followed suit in the 2024/25 financial year. In Bangladesh, Lebanon and Uganda we have transferred our work to partners to take the ageing agenda forward. Ethiopia and Mozambique are in the process of transition to national entities in 2025/26 financial year. The localisation process in Vietnam, and in Kenya have progressed and we expect to transfer our work in these countries to partners in the 2025/26 financial year. The assessment of the localisation options for our Ukraine programme has started with a view to making substantial progress by the end of the financial year.

## Income

In the year ended 31 March 2025 our total unrestricted income was £5.9m, which is about £1m less than the previous year (2024: £6.9m). In the face of a general reduction in available funding across the sector, we continue to have strong relationships with our strategic partners, including Age International and the Swedish International Development Cooperation Agency (Sida), collaborating closely to achieve our shared goals.

We have started implementing a shift in our approach to fundraising. Our Business Development team is now working alongside other departments in line with a new integrated fundraising approach which should better enable us to explore new income opportunities.

The localisation of our country offices will affect the overall income and size of the organisation. The expected reduction is modelled in our new organisation design which will take effect from September 2025.

## Programme delivery and compliance

Given the nature of our work, risks related to programme delivery and compliance are inevitable. While we currently assess these risks as moderate, the risk level is expected to reduce when we move to the partner-led programming model, which carries less risk than direct programme delivery. However, we remain vigilant as risks remain high during the transition stage. We are investing in agile systems that align with our evolving approach to improve efficiency and lower risk.

As part of an organisation design process carried out in 2025, we are evolving our internal audit function, a key component of our compliance framework, to ensure it adapts to the changing scale of the organisation and method of delivering our work. We continue to invest in both systems to enable the audit function in a smarter and efficient way and mitigate risk.

## Safety and security

HelpAge operations continue to face significant security risks particularly in high-risk locations where HelpAge staff are based. These include:

- In Ukraine regular air attacks present an ongoing threat to our staff, programmes and partners; particularly those working in the centre and east of the country.
- In Lebanon, security deteriorated significantly in the last year due to armed cross-border conflict.
- In Ethiopia the security environment for our programmes continues to be high risk and dynamic.

We also work with partners based in high-risk locations who are facing ongoing, and in some cases deteriorating, conditions; such as Libya, Myanmar, Palestine, Sudan, Syria, Venezuela and Yemen.

HelpAge continues to take action to reduce and manage these risks, including suspending programme work and relocating staff to safer areas where necessary. We continue to prioritise security management and have travel security processes, location risk assessments and staff security training in place.



HelpAge provides health and safety advice, equipment, and financial support for all staff working remotely. We are also enrolled in an external Employee Assistance Programme that staff can access when in need of personal support.

### Going concern

Our financial performance in 2024/25 reflects the increasingly challenging funding environment. While our unrestricted income was £1m lower than the previous year, we managed our expenditure within budget.

The year closed with a planned deficit on unrestricted activities funded from our core income. This was designed to steady our activities and maintain capacity during the period of organisation change.

While we expect a further reduction in income in the coming years, we have modelled our future projections to take this into account, and our reserves are deemed sufficient for the organisational size and risk profile. The directors have not identified any significant material uncertainties that could challenge HelpAge's ability to continue as a going concern in the foreseeable future.

### Employee involvement

Our decision-making processes prioritise employee consultation through a mix of the line management structure, regular leadership meetings, and a Global Staff Council. In the UK, we also recognise the Unite union. Representatives from the Global Staff Council, along with union representatives, meet with the Board's People's Committee every six months to address key organisational issues.

We ensure transparent communication through team briefings and regular updates from the Chief Executive. Additionally, we publish a regular news digest, and employees are encouraged to connect and share updates via Yammer/Viva Engage. Fortnightly global staff meetings are held online as a matter of course engagement meetings led by the Chief Executive and other leaders to discuss our strategic direction.

### Equal opportunities

HelpAge has a continued commitment to diversity, inclusion and equality, articulated in a Diversity, Equity, Inclusion and Belonging Policy which launched in 2022.

We are committed to operating as a truly global organisation, exemplified by the diversity of our staff who are based in 26 countries across the world. This diverse workforce brings a wide range of perspectives, experiences, and approaches, enriching our work and helping us achieve our global ambitions.

We also have a commitment to gender equity, including in leadership roles. Currently, 60 per cent of HelpAge staff are women and 58 per cent of leadership positions are occupied by women, of which 45 per cent are BIWOC (Black, Indigenous and Women of Colour).

### Safeguarding

Safeguarding remains a priority for HelpAge and we have had a full time Global Safeguarding Adviser who provides strategic and advisory support to the organisation on all matters relating to this topic. We also have a Global Safeguarding Working Group that includes representatives from different teams and country offices working to ensure the implementation of all safeguarding policies and practices. We continue to provide mandatory safeguarding training for all new staff and Trustees, including how to report serious incidents.

As HelpAge transitions to a partner-led programming model, we are creating tools to further support our partner organisations in establishing and maintaining robust safeguarding standards.

HelpAge is committed to ensuring all our staff, volunteers and consultants can work in a supportive environment of trust and respect. All new staff and Trustees are briefed on our Code of Conduct to provide an oversight of the policy and let them know what behaviours are expected of them.

## Structure, governance and management

### Status and governing document

HelpAge International is a charitable company limited by guarantee, incorporated on 19 October 1983 and registered as a charity on 17 November 1983.

The company was established under a Memorandum of Association, which sets out the objects and powers of the charitable company and is governed by its Articles of Association.

### Organisational structure

HelpAge operates as a unified global team, with staff based in 26 countries.

During the last 12 months HelpAge has undertaken an organisation design process to ensure we have the best possible structure to deliver the second half of our **2030 Strategy** → and enable our continued transformation journey.

As the focal point for a global network of member organisations dedicated to addressing issues related to individual and population ageing, much of our work is carried out in partnership with members of the HelpAge global network, as well as with Older People's Associations (OPAs), community development organisations, and NGOs.

We use this partnership model to offer capacity-strengthening and to connect different members to share their experiences of national government policies, building a global alliance which amplifies the voices of older people.

Membership of the HelpAge global network is open to any legitimate organisation involved in ageing-related work. Some network members collaborate with HelpAge at an operational level, implementing specific projects.

As a result of our strategy to localise our country offices, we only had four offices where staff are directly employed by HelpAge at the end of the financial year. These offices will all transition to either become independent national entities or will hand their work over to who will take the ageing agenda forward. This includes our national office in Ukraine, where we continue to directly manage programmes in the conflict zone.

We also collaborate closely with academic institutions on research, as well as local and national governments and international agencies to ensure ageing is central to development policies.

Most members of the HelpAge global network operate in their own countries, but their work is enhanced by a small group of key members – including AARP, Age International, HelpAge Canada, HelpAge Deutschland, HelpAge Korea and HelpAge USA – who partner with us to improve the lives of older people in low- and middle-income countries. These members play an important role in fundraising and supporting our programme activities.

## Trustees

HelpAge is governed by a Board of Directors who serve as the Charity's Trustees. They are responsible for overseeing the overall management and strategic direction of the organisation.

The Articles of Association allow for a minimum of eight and a maximum of 15 Directors, at least six of whom are nominated by network members and up to nine appointed by the Board of Directors for their qualifications and skills. The gender and geographical composition of the Board is also considered. The current Board consists of 14 Trustees, including six nominated by member organisations.

Trustees serve an initial term of three years, with the option to be reappointed for a second three-year term. After completing two terms, they may seek reappointment for a final three-year term but cannot be reappointed beyond this.

New Trustees are either nominated by members or recruited with the help of external agencies. Candidates undergo an interview process with the Governance Committee, and recommendations are then presented to the Board for approval. Upon appointment, new Trustees complete a comprehensive induction, meeting key staff across the organisation.

Over the past year, we have appointed Professor Sarah Harper CBE as the new Chair of HelpAge International. Five long-serving Trustees – Arun Maira, Robin Talbert, Abba Sibai, Ferdous Begum and Vappu Taipale completed their nine-year terms and stepped down from the Board. At the same time, we welcomed a diverse group of new Trustees: Ben Belton (USA), Rose Gahire (Rwanda), Jaco Hoffman (South Africa), Peter Kaldes (USA), Sonia Di Mezza (Australia), Martine Najem (Lebanon) and Samir Sinha (Canada). Six of the new Trustees were nominated by members of the HelpAge global network, reflecting our commitment to local representation on our Board.

Trustees actively support and promote HelpAge in various ways. The Board meets twice a year and is supported by six permanent sub-committees: Executive, Audit and Risk, Governance, People, Strategic Partnership & Income, and Impact. These sub-committees meet at least twice a year and provide specialised support as needed between Board meetings.

## Fundraising

HelpAge does not raise funds in the United Kingdom from the public. Age International raises funds in the UK, which form part of its strategic grant to HelpAge.

## Reserves policy

The Trustees have adopted a reserves policy they consider appropriate to ensure the continued ability of the Charity to meet its objectives. The policy is reviewed regularly taking account of the level of risks associated with current operations and future plans. The Trustees consider that unrestricted reserves should be at the level of 4–5 months of unrestricted expenditure which translates to £2.2 to £2.8m.

On 31 March 2025, the level of the unrestricted general fund, before pension provision, was £2.8m (2024: £3.5m). This is within the target reserves level.



Designated funds for specific investments approved by the Board totalled £845,00 as of 31 March 2024. £0.5m of these investment funds remain at the end of the 2024/2025 financial year. These will be used to pay for costs relating to the organisation change programme expected to be completed by September 2025.

On 31 March 2025, the Charity held total funds of £6m (2024: £8m) of which £343,000 (2024: £421,000) were held in fixed assets.

Restricted funds held at the year-end were £2.4m (2024: £3.6m). These are project funds held to carry out specific donor requirements and include funding received in advance to finance ongoing programmes planned for current and future years.

## Pensions

HelpAge is a participating employer in the Help the Aged final salary pension scheme. The Scheme was closed to new members from 31 July 2002 and to future accrual on 30 September 2009. The employer's financial contribution towards the fund deficit is a cost to the Charity, and full details are included in the annual accounts.

In accordance with Financial Reporting Standard 102, HelpAge has obtained an actuarial valuation for the Help the Aged defined benefit scheme and the pension gain of £343 (2024: £110,000) has not been recognised as asset in the accounts. Future contribution rates have been calculated in accordance with the terms of the pension scheme in light of advice from the actuary and based on the results of the last full triennial valuation of the pension scheme carried out as of 31 March 2019.

HelpAge was a participating employer in the Pensions Trust Growth Plan Series 2, 3, and 4. HelpAge withdrew from the Growth Plan with effect from 30 June 2014 and all employees previously on the Growth Plan were moved to the Pensions Trust Flexible Retirement Plan. All existing employees who have opted for a pension scheme now participate in the Pensions Trust Flexible Retirement Plan.

## Public benefit statement

HelpAge has developed its aims and strategic plans to ensure that we provide public benefit and achieve the objectives set out in our governing document.

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning its future activities.

# Trustee and staff remuneration

## Trustee remuneration

Trustees do not receive remuneration in their position as Trustees or for any services rendered to HelpAge. They are reimbursed for travel, accommodation and incidental expenses when attending Board meetings and other meetings or programmes on behalf of HelpAge.

## Staff remuneration

HelpAge employed 394 staff on average around the world last year.

Staff salaries and benefits are set in the countries where they work. A variety of factors are taken into consideration when setting terms and conditions, including national employment laws, cost of living considerations, and salary benchmarking against other charities.

The Board oversees the terms and conditions of employment for the Chief Executive and Executive Director team. The Executive Directors set the salaries for senior managers and the rest of our staff, using a system of job evaluations and pay bands. The Board aims to pay staff at rates comparable to the second quartile or median rate in the development and humanitarian sectors.

No bonuses or other financial incentives are offered to staff at any level. Our highest-to-lowest pay ratio in the UK for staff on our salary structure is 4:1, which is considered low for the UK charity sector. Care is taken, however, to set pay at levels that allow the Board to have confidence that suitably talented and experienced candidates will apply for and remain in senior positions that come with considerable responsibility and complexity.

HelpAge has a strong commitment to providing staff with working conditions where they can pursue their careers free from discrimination or harassment of any kind. We have introduced flexible working practices to encourage potential candidates to join the staff if they have care or other personal responsibilities. The Board is confident that the opportunity to advance the rights of older people is the primary motivation for HelpAge's staff.

# Statement of the responsibilities of the Trustees

The Trustees (who are also Directors of HelpAge International for the purposes of company law) are responsible for preparing the report of the Trustees, including the strategic report and the financial statements, in accordance with applicable law and UK Accounting Standards (the United Kingdom Generally Accepted Accounting Practice).

Company law requires Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income or expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going-concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the charitable company's assets and taking reasonable steps for the prevention and detection of fraud and other irregularities.

As far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- Trustees have taken all required steps to make themselves aware of any relevant audit information and establish that they are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information, including on the charitable company's website.

Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Each member of the Charity guarantees to contribute an amount not exceeding £5 to the assets of the Charity in the event of winding up while he or she is a member, or within one year after he or she ceases to be a member. The total number of such guarantees as of 31 March 2025 was 14 (2024:13). The Trustees are members of the Charity, but this entitles them only to voting rights. The Trustees have no beneficial interest in the Charity.

## Auditors

Our auditors for the financial year 2024/25 remain Moore Kingston Smith.

The report of the Trustees, which includes the strategic report, has been approved by the Trustees and signed on their behalf by:



Helen Mealins  
Trustee (Treasurer)

29 September 2025



# Independent auditor's report to the members of HelpAge International

## Opinion

We have audited the financial statements of HelpAge International ('the company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

## Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' annual report has been prepared in accordance with applicable legal requirements.

## Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' annual report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to take advantage of the small company's exemption from preparing a Strategic Report.

## Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 43, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
- Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



## Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

## Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to any party other than the charitable company and charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Moore Kingston Smith LLP*

Neil Finlayson  
Senior Statutory Auditor

For and on behalf of  
Moore Kingston Smith LLP, Statutory Auditor,  
9 Appold Street, London EC2A 2AP

2 October 2025

## Financial statements

# Statement of financial activities for the year ended 31 March 2025

(Incorporating an income and expenditure account)

	Note	Restricted £000	Unrestricted £000	Year ended 31 March 2025 £00	Restricted £000	Unrestricted £000	Year ended 31 March 2024 £000
<b>Income</b>							
<b>From donations and legacies</b>							
Gifts, fees and donations	2	53	1	54	24	–	24
Donations and legacies	2	6,665	4,237	10,902	3,226	4,392	7,618
<b>Total donations and legacies</b>		<b>6,718</b>	<b>4,238</b>	<b>10,956</b>	<b>3,250</b>	<b>4,392</b>	<b>7,642</b>
Grants for international programmes	3	19,551	1,491	21,042	24,139	2,290	26,429
Investment income		–	124	124	1	214	215
<b>Total income</b>		<b>26,269</b>	<b>5,853</b>	<b>32,122</b>	<b>27,390</b>	<b>6,896</b>	<b>34,286</b>
<b>Expenditure</b>							
<b>Charitable activities</b>							
Enabling a secure income		851	499	1,350	2,057	1,107	3,164
Health and care access		1,298	2,428	3,726	3,793	1,194	4,987
Improving safety and security		18,504	3,292	21,796	27,625	3,640	31,265
Making older voices heard		6,767	421	7,187	1,891	883	2,774
<b>Sub-total</b>		<b>27,420</b>	<b>6,640</b>	<b>34,060</b>	<b>35,366</b>	<b>6,824</b>	<b>42,190</b>
Transfer (to) / from fixed asset fund		–	–	–	–	–	–
<b>Total expenditure</b>	4	<b>27,420</b>	<b>6,640</b>	<b>34,060</b>	<b>35,366</b>	<b>6,824</b>	<b>42,190</b>
Net (expenditure) / income for the year		(1,151)	(787)	(1,938)	(7,976)	72	(7,904)
Actuarial gains / (losses) on defined benefit pension scheme	16	–	(126)	(126)	–	(125)	(125)
<b>Net movement in funds</b>		<b>(1,151)</b>	<b>(913)</b>	<b>(2,064)</b>	<b>(7,976)</b>	<b>(53)</b>	<b>(8,029)</b>
<b>Reconciliation of funds</b>							
Funds at the start of the year		3,568	4,376	7,944	11,544	4,429	15,973
<b>Total funds carried forward including pension liability</b>		<b>2,417</b>	<b>3,463</b>	<b>5,880</b>	<b>3,568</b>	<b>4,376</b>	<b>7,944</b>
Pension liability		–	–	–	–	–	–
<b>Funds excluding pension liability</b>		<b>2,417</b>	<b>3,463</b>	<b>5,880</b>	<b>3,568</b>	<b>4,376</b>	<b>7,944</b>

All of the above results are derived from continuing activities. There were no recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 14 to the financial statements.

# Balance sheet at 31 March 2025

Company number: 1762840

	Note	Year ended 31 March 2025 £000	Year ended 31 March 2024 £000
<b>Fixed assets</b>			
Tangible fixed assets	9	343	421
<b>Current assets</b>			
Debtors	10	2,249	3,704
Short-term deposit		300	226
Cash at bank and in hand		3,768	6,736
		<b>6,317</b>	<b>10,666</b>
<b>Current liabilities</b>			
Creditors: amounts due within one year	11	(484)	(2,678)
<b>Net current assets</b>		<b>5,833</b>	<b>7,988</b>
<b>Total assets less current liabilities</b>		<b>6,176</b>	<b>8,409</b>
<b>Provisions</b>	12	<b>(296)</b>	<b>(465)</b>
<b>Net assets excluding pension liability</b>		<b>5,880</b>	<b>7,944</b>
Defined benefit pension scheme asset / (liability)	16	–	–
<b>Net assets including pension liability</b>	13	<b>5,880</b>	<b>7,944</b>
<b>The funds of the Charity</b>			
Restricted funds	14	2,155	3,209
Restricted fixed asset fund	14	262	359
<b>Total restricted funds</b>		<b>2,417</b>	<b>3,568</b>
<b>Unrestricted reserves</b>			
General funds		2,958	3,531
Designated funds		505	845
Total unrestricted funds excluding pension liability		3,463	4,376
<b>Total funds excluding pension liability</b>		<b>5,880</b>	<b>7,944</b>
Pension liability		–	–
<b>Total Charity funds</b>	14	<b>5,880</b>	<b>7,944</b>

Approved and authorised for issue by the Trustees on  
29 September 2025 and signed on their behalf by:



Helen Mealins  
Treasurer



# Cash flow statement at 31 March 2025

		Year ended 31 March 2025 £000	Year ended 31 March 2024 £000
	Note		
<b>Reconciliation of net outgoing resources to net cash flow from operating activities</b>			
<b>Cash flow from operating activities</b>			
Net income / (outgoing) resources		(1,938)	(7,904)
Depreciation charge	9	170	175
Increase / (decrease) in debtors	10	1,455	521
Increase / (decrease) in creditors	11	(2,194)	920
Disposal of tangible fixed assets	9	49	122
Changes to provisions	12	(169)	(235)
Investment income		124	(215)
<b>Defined benefit pension scheme</b>			
Impact on net incoming resources before gains and losses	16	24	25
Employer contributions paid	16	–	(150)
Change in the effect of the asset ceiling	16	–	–
<b>Net cash provided by / (used in) operating activities</b>		<b>(2,727)</b>	<b>(6,741)</b>
<b>Cash flow from investing activities</b>			
Interest receivable		124	215
Purchase of tangible fixed assets	9	(141)	(149)
FX gain / (loss)		(150)	–
<b>Net cash provided by / (used in) investing activities</b>		<b>(167)</b>	<b>66</b>
<b>Change in cash and cash equivalents in the year</b>			
		<b>(2,894)</b>	<b>(6,675)</b>

	At 1 April 2024	Cash flows	At 31 March 2025
<b>Analysis of movement in net funds</b>			
Cash at bank and in hand	6,736	(2,968)	3,768
Short-term deposit	226	74	300
<b>Total</b>	<b>6,962</b>	<b>(2,894)</b>	<b>4,068</b>

# Notes to the financial statements

## 1. Accounting policies

### a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Second Edition, effective 1 January 2019) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

The Trustees have not identified any material uncertainties that may cast significant doubt on the ability of HelpAge to continue as a going concern for a period of at least twelve months from the date of approval of these financial statements. The factors considered by the Trustees have been set out further in the Trustees' annual report.

### b) Statutory information

HelpAge International is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is Romero House, 55 Westminster Bridge Road, London SE1 7JB.

### c) Fund accounting

**c.1: Restricted funds** are used for specific purposes as laid down by the donor. Expenditure that meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

**c.2: Unrestricted funds** are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and include general funds, designated funds and pension reserve as follows:

**General funds** are unrestricted funds that are available for use at the discretion of the Trustees in the furtherance of the general objectives of the Charity and which have not been designated for other purposes.

**Designated funds** comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund are set out in the notes to the financial statement.

### Significant estimation uncertainty and key judgments

The only significant judgement used in the preparation of the financial statements relates to the recognition of the defined benefit pension scheme liability. Apart from Pension liability, the Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**c.3: Pension liability** In accordance with FRS102 – Retirement Benefits, the liability attributable to the pension schemes as set out in Note 16 is shown as a reduction of total funds. It is anticipated that these commitments will be met through future cash flows, and this is subject to regular review in conjunction with actuarial valuations and related professional advice.

### d) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

### e) Foreign exchange

Monetary assets and liabilities in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. Transactions in foreign currencies are translated into sterling at the average rate of exchange in the month of the transaction. All exchange rate differences are taken to the Statement of Financial Activities (SOFA).

### f) Income recognition

Income is recognised when the Charity has an entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether capital grants or revenue grants, is recognised when the Charity has an entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

In applying this policy, HelpAge recognises income, when grants claims are made to donors in accordance with its individual funding agreements or reporting and other contractual conditions, are met and income entitlement.

# 1. Accounting policies continued

## Donation of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the Charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the Trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

## Interest receivable

Interest on funds held on deposit is included when receivable, and the amount can be measured reliably by the Charity; this usually is upon notification of the interest paid or payable by the bank. Bank interest is the amount receivable for the year.

## g) Expenditure

Expenditure is allocated to a particular activity where the cost relates directly to that activity. Resources expended include attributable VAT, which cannot be recovered. The cost of support, management and administration of each activity is apportioned on the basis of an estimated time allocation against each theme.

The costs of raising funds relate to the expenditure incurred by the Charity in raising funds for its activities.

Governance costs are the costs associated with the governance arrangements of the Charity, including meeting all constitutional and statutory requirements.

Grants payable are accounted for in line with the payment schedule stipulated in the agreement, providing the conditions set have been met. Grants payable are made to third parties in furtherance of Charity's objects. Single or multi-year grants are accounted for when either the recipient has a reasonable expectation that they will receive a grant and the Trustees have agreed to pay the grant without condition, or the recipient has a reasonable expectation that they will receive a grant and that any condition attaching to the grant is outside of the control of the Charity. Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

Grants payable are charged to the statement of financial activities in the year in which the offer is conveyed to the recipient except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled.

## h) Allocation of support costs

Expenditure are allocated to a particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of expenditure by different activities.

Support and governance costs are re-allocated to each of the activities on the following basis, which is an estimate, based on staff time, of the amount attributable to each activity.

Governance costs are the costs associated with the governance arrangements of the Charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the Charity's activities.

## i) Operating leases

Rental charges are charged on a straight-line basis over the term of the lease.

## j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

## k) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

## l) Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third-party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.



# 1. Accounting policies continued

## m) Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

## n) Fixed assets and depreciation

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as revaluation reserve in the balance sheet. The depreciation rate in use was as follows:

Computer equipment	4 years
Office equipment	4 years
Overseas project assets	4 years
Motor vehicles	4 years

Overseas project assets are expensed in the year of purchase. However, acquisitions made on or after 1 May 2005 are included in the balance sheet and a restricted fund shows the net book value of these items. The restricted fund reflects the change in net book value during the year as a transfer for SOFA. Assets with a cost of over £250 are capitalised.

## o) Terminal benefit provision

Most staff employed in international offices on local contracts are eligible for a service-related terminal benefit for each full year of service when they leave HelpAge. International staff on a UK contract are eligible for a service-related relocation allowance. These benefits are accrued during the years of service.

## p) Pension costs

HelpAge is a member of the Help the Aged defined benefit scheme. The amounts charged in resources expended are the current service costs and gains and losses on settlements and curtailments. They are included as part of staff costs. Past service costs are recognised immediately in the profit and loss account if the benefits have vested. If the benefits have not vested immediately, the costs are recognised over the period until vesting occurs. The interest cost and the expected return on assets are shown as a net amount of other finance costs or credits adjacent to interest. Actuarial gains and losses are recognised immediately in the other recognised gains and losses.

The Help the Aged defined benefit scheme is funded, with the assets of the Scheme held separately from those of the group, in a separate trustee-administered fund. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis, using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent currency and term to the scheme liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. The resulting defined benefit asset or liability is presented separately after other net assets on the face of the balance sheet. The interest cost and the expected return on assets are shown as a net amount of other finance costs or credits adjacent to interest.

The costs related to the defined contribution scheme (Pensions Trust Flexible Retirement Plan) are charged in expenditure on accrual-based accounting principles.

## 2. Donations and legacies

### Core grants for international programmes

	Restricted £000	Unrestricted £000	Year ended 31 March 2025 Total £000	Restricted £000	Unrestricted £000	Year ended 31 March 2024 Total £000
Age International <sup>A</sup>	6,665	4,237	10,902	3,226	4,392	7,618
Membership fees	29	–	29	24	–	24
Donations	–	1	1	–	–	–
Gifts in kind	24	–	24	–	–	–
<b>Total</b>	<b>53</b>	<b>1</b>	<b>54</b>	<b>24</b>	<b>–</b>	<b>24</b>

	Restricted £000	Unrestricted £000	Year ended 31 March 2025 Total £000	Restricted £000	Unrestricted £000	Year ended 31 March 2024 Total £000
<b>A. Income from Age International</b>						
Strategic funding	570	3,840	4,410	1,004	4,250	5,254
Appeal and other restricted funds	184	–	184	162	–	162
Disasters Emergency Committee <sup>B</sup>	5,911	397	6,308	2,060	142	2,202
<b>Total</b>	<b>6,665</b>	<b>4,237</b>	<b>10,902</b>	<b>3,226</b>	<b>4,392</b>	<b>7,618</b>

	Year ended 31 March 2025 Total £000	Year ended 31 March 2024 Total £000
<b>B. Income from Disasters Emergency Committee via Age International</b>		
DEC Türkiye and Syria Earthquake Response Appeal	–	319
Ukraine Humanitarian Response – DEC Phase I – Poland	3,171	394
DEC-PAK Inclusive Humanitarian Response Flood 2022	532	317
DEC Türkiye and Syria Earthquake Response Appeal – Phase 2	500	690
DEC Afghanistan Appeal 2021 Phase II	932	482
DEC Ukraine Humanitarian Appeal – Phase 2b – Moldova	338	–
DEC Türkiye and Syria Earthquake Appeal – Phase 2	370	–
DEC Collective Initiative: As Local as Possible	332	–
DEC CI Ukraine Humanitarian Response	124	–
Provide Essential Humanitarian Support To Flood Affected Areas – Pakistan	8	–
<b>Total</b>	<b>6,307</b>	<b>2,202</b>

### 3. Incoming resources from charitable activities

#### Grants received for international programmes

			Year ended 31 March 2025 Total £000			Year ended 31 March 2024 Total £000
	Note	Restricted £000	Unrestricted £000		Restricted £000	Unrestricted £000
Age International		6,358	140	6,498	8,999	158
HelpAge Deutschland		7,581	251	7,832	8,162	385
US Agency for International Development		5	1	6	489	84
BMZ Germany		493	10	503	565	50
Sida – Swedish International Development Cooperation Agency		–	729	729	–	1,142
European Commission		165	10	175	–	–
HelpAge Canada		1,159	34	1,193	408	26
HelpAge USA		603	44	647	559	30
World Bank		115	–	115	663	–
UN agencies		895	64	959	515	28
Irish Aid		683	67	750	541	46
The Margaret A. Cargill Foundation		653	65	718	1,706	180
Asian Development Bank		122	–	122	85	–
CARE International		–	–	–	215	15
Bureau of Population, Refugee and Migration		140	21	161	342	53
International Rescue Committee		–	–	–	442	27
KOICA – Korea International Cooperation Agency		260	–	260	–	–
Other agencies (less than £300,000)		246	35	281	426	57
<b>Total</b>	17	19,478	1,471	20,949	24,117	2,281
Other income		73	20	93	22	9
<b>Grand total</b>		19,551	1,491	21,042	24,139	2,290



## 4a. Total resources expended

### Current year (2025)

	Staff-related costs (Note 7) £000	Programme costs £000	General office costs £000	Travel and related costs £000	Grants (Note 5) £000	Legal and professional fees £000	Fixed asset fund £000	Total £000
<b>Activities:</b>								
Enabling a secure income	611	600	53	66	–	20	–	1,350
Health and care access	2,521	771	83	147	210	(6)	–	3,726
Improving safety and security	5,436	14,645	1,086	393	108	128	–	21,796
Making older voices heard	2,328	4,026	323	196	311	4	–	7,188
Fixed asset fund	–	–	–	–	–	–	–	–
<b>Year ended 31 March 2025</b>	<b>10,896</b>	<b>20,042</b>	<b>1,545</b>	<b>802</b>	<b>629</b>	<b>146</b>	<b>–</b>	<b>34,060</b>

The following UK support and governance costs are allocated based on expenditure by different activities

<b>Support costs</b>	<b>3,343</b>	<b>2,466</b>	<b>285</b>	<b>90</b>	<b>–</b>	<b>30</b>	<b>–</b>	<b>6,214</b>
<b>Governance costs</b>	<b>94</b>	<b>–</b>	<b>–</b>	<b>20</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>114</b>

## 4b. Total resources expended

### Prior year (2024)

	Staff-related costs (Note 7) £000	Programme costs £000	General office costs £000	Travel and related costs £000	Grants (Note 5) £000	Legal and professional fees £000	Fixed asset fund £000	Total £000
<b>Activities:</b>								
Enabling a secure income	595	1,765	382	56	350	16	–	3,164
Health and care access	697	3,148	495	110	518	19	–	4,987
Improving safety and security	5,561	12,556	604	718	11,685	141	–	31,265
Making older voices heard	611	1,412	268	79	402	2	–	2,774
Fixed asset fund	–	–	–	–	–	–	–	–
<b>Year ended 31 March 2024</b>	<b>7,464</b>	<b>18,881</b>	<b>1,749</b>	<b>963</b>	<b>12,955</b>	<b>178</b>	<b>–</b>	<b>42,190</b>

The following UK support and governance costs are allocated based on expenditure by different activities

<b>Support costs</b>	<b>1,516</b>	<b>2</b>	<b>397</b>	<b>180</b>	<b>–</b>	<b>42</b>	<b>–</b>	<b>2,137</b>
<b>Governance costs</b>	<b>76</b>	<b>–</b>	<b>–</b>	<b>112</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>188</b>

## 5. Grants paid to members and partner organisations

	Number of grants	Year ended 31 March 2025 £000	Year ended 31 March 2024 £000
HelpAge Moldova (HAMD)	5	3,914	1,646
Hope Revival Organization – Syria	4	1,195	571
National Age Network of Zimbabwe (NANZ)	2	1,193	61
Rapid Needs Assessment of Older People – Venezuela	6	682	479
Syrian Expatriates Medical Association (SEMA)	3	620	1,106
HelpAge Tanzania (HATAN)	14	593	201
Institute for Development, Research, Advocacy and Applied Care (IDRAAC) – Lebanon	3	479	176
Action for Humanity – UK	6	318	505
Vicariato Apostólico de Puerto Carreño – Colombia	1	301	160
CADENA Foundation – Colombia	4	287	281
Afro Ethiopia Integrated Development (AEID) – Ethiopia	1	245	238
Organisation for Sustainable Development (OSD) – Ethiopia	1	220	181
Al Safwa – Libya	2	217	–
Rift Valley Children & Women Development Organization (RCWDO) – Ethiopia	2	196	245
Juzoor for Health & Social Development – Palestine	4	190	50
Christian Aid	1	157	–
Gramin Vikas Vigyan Samiti (GRAVIS) – India	1	138	201
Gouteburg University – Myanmar	2	129	79
SOS Sahel – Ethiopia	1	122	134
Coalition of the Services of the Elderly (COSE) – Philippines	1	118	91
Community Aged Foundation (CAFO)	2	110	–
Resource Center for Elderly (RCE) – Kyrgyzstan	1	107	–
Relief Society of Tigray, Ethiopia	1	106	–
Ultimate Concern of the Deprived (UCD), Ethiopia	1	102	–
Mujejeguwa Loka Women Development Association (MLWDA), Ethiopia	1	96	–
World Vision – Colombia and Venezuela	2	96	112
HelpAge India	1	96	98
GOAL – South Sudan	2	89	59
HelpAge Sri Lanka	2	79	78
Malawi Network of Older Persons Organizations	3	72	178
Associação Humanitária de Apoio à Velhice – Mozambique	3	71	154
Relief to Development Society (REDESO) – Tanzania	1	67	133
POMGEM – Ukraine	1	58	–
Yoma Social Development Association – Myanmar	1	57	137
Community Development Foundation – Pakistan	1	57	82
Foundation For Ageing and Inclusive Development – Pakistan	3	57	–
Resource Integration Centre – Bangladesh	3	56	57

## 5. Grants paid to members and partner organisations *continued*

	Number of grants	Year ended 31 March 2025 £000	Year ended 31 March 2024 £000
Palestinian Agricultural Development Association	1	54	–
NTAE – Vietnam	1	52	73
Afghanischer Frauenverein e. V. (AFV) – Afghanistan	1	51	–
Humanitarian and Development Consortium – South Sudan	1	47	111
Plan Colombia	1	45	–
Echami A Ito – Kenya	2	44	52
Fundación Dones de Misericordia – Colombia	1	43	–
Hung Yen Association Of Elderly – Vietnam	2	43	41
Polish Center for International Aid Poland (PCPM)	–	–	690
Handicap International EME (HADCAP) – Jordan	–	–	538
Right to Protection (R2P) – Ukraine	–	–	475
National Institute of Public Health – Myanmar	–	–	335
Public Health Research Development Center – Myanmar	–	–	306
Secretariado de Pastoral Social Riohacha – Colombia	–	–	246
Dhaka Ahsania Mission – Bangladesh	–	–	178
Fondation Nouvelle Grand'Anse (FNGA) – Haiti	–	–	164
RADO – Ethiopia	–	–	162
Jumuia ya Wastaafu na Wazee Zanzibar (JUWAZA) – Tanzania	–	–	149
FNDE – Ukraine	–	–	145
Hoa Binh Association of the Elderly – Vietnam	–	–	123
Health and Nutrition Development Society – Pakistan	–	–	101
KHAE – Vietnam	–	–	80
DNAE – Vietnam	–	–	77
QBAE – Vietnam	–	–	74
Thanh Hoa Province Association of the Elderly – Vietnam	–	–	73
Interfaith Partnership – Tanzania	–	–	66
Pry Hindia, health portfolio – Indonesia	–	–	64
Initiative For Development and Empowerment – Pakistan	–	–	58
World Jewish Relief – Colombia	–	–	55
Yakkum Emergency Unit – Indonesia	–	–	51
YPSA – Bangladesh	–	–	51
El-Wedad Society for Community Rehabilitation – Palestine	–	–	43
Hai Duong Association of the Elderly – Vietnam	–	–	41
Bac Ninh Supporting Disadvantaged Older People by Replication – Vietnam	–	–	41
Ninh Binh Association of the Elderly – Vietnam	–	–	41
Hanoi Association of the Elderly – Vietnam	–	–	41
Other small grants (less than £40,000)	–	879	718
		<b>13,948</b>	<b>12,955</b>



## 6. Net incoming resources for the year

	Year ended 31 March 2025 £000	Year ended 31 March 2024 £000
This is stated after charging / crediting:		
Other finance income:		
Expected return on pension assets	246	243
Interest cost on pension scheme liabilities	246	243
<b>Net other finance (loss) income from pension scheme</b>	<b>492</b>	<b>486</b>
Depreciation	170	175
Exchange rate gain / (loss)	135	147
Trustees indemnity insurance	–	–
Trustees' expenses	13	25
(Loss) / gain on disposal of assets	–	(122)
<b>Auditors' remuneration (fees for Moore Kingston Smith)</b>		
Annual statutory audit	53	38
<b>Total</b>	<b>53</b>	<b>38</b>

During the period, no Trustee received any remuneration. Trustees' expenses are for the reimbursement of travel, accommodation, and subsistence costs for 12 Trustees' attendance (2023/24: 12 Trustees) at all meetings.

The UK office is licensed from Cafod at a commercial rent of £28,000 per annum.

The audit fee includes the balance of prior year fees paid in the current year.

## 7. Staff costs and numbers

	Year ended 31 March 2025 Staff	Year ended 31 March 2024 Staff
<b>a) Average number of employees on full cost per person basis during the year was as follows:</b>		
Corporate Transformation	7	9
Global Impact and Resourcing	66	52
Corporate Support	48	40
<b>Total staff on UK payroll based in the UK</b>	<b>121</b>	<b>101</b>
Staff on UK payroll based outside the UK	34	31
	155	132
Non-UK staff on local contracts	239	281
	<b>394</b>	<b>413</b>

## 7. Staff costs and numbers *continued*

	Year ended 31 March 2025 £000	Year ended 31 March 2024 £000
<b>b) Staff costs were as follows:</b>		
UK paid staff:		
Salaries and wages	3,042	3,001
Social security costs	226	210
Pension contributions towards defined contribution scheme	198	174
	<b>3,466</b>	<b>3,385</b>
Non-UK-based national staff on local contracts	6,768	7,864
Other staff-related costs	662	1,349
	<b>10,896</b>	<b>12,598</b>

Other staff-related costs include staff training and workshops (£95,239), contractors (£561,720), recruitment (£5,877), employer contribution towards defined pension (£150,000) and other non-salary costs.

	Year ended 31 March 2025	Year ended 31 March 2024
<b>c) The number of staff whose emoluments fell within each of the following bands, excluding National Insurance, were:</b>		
£60,000 – £69,999	9	6
£70,000 – £79,999	0	0
£80,000 – £89,999	1	1
£90,000 – £99,999	2	1
£100,000 – £109,999	1	1

Remuneration excludes employer's pension contributions of £85,736 (2023/24: £66,148) paid into pension schemes for all 13 (2023/24: 11) higher-paid staff members.

The salaries and benefits, including pension contributions and employer's National Insurance contributions for the key management personnel (five directors) were £474,923 (2023/24: £431,163, four directors) for the year ended 31 March 2025.

## 8. Taxation

The Charity is exempt from corporation tax, as all its income is charitable and is applied for charitable expenditure.

## 9. Tangible fixed assets

	Unrestricted fixed assets £000	International restricted fixed asset £000	Year ended 31 March 2025 Total assets £000	Unrestricted fixed assets £000	International restricted fixed assets £000	Year ended 31 March 2024 Total assets £000
<b>Cost</b>						
At the start of the year	176	1,291	<b>1,467</b>	121	1,721	<b>1,842</b>
Additions	26	115	<b>141</b>	55	94	<b>149</b>
Disposals	–	(459)	<b>(459)</b>	–	(524)	<b>(524)</b>
At the end of the year	<b>202</b>	<b>947</b>	<b>1,149</b>	<b>176</b>	<b>1,291</b>	<b>1,467</b>
<b>Depreciation</b>						
At the start of the year	88	958	<b>1,046</b>	65	1,208	<b>1,273</b>
Charge for the year	33	137	<b>170</b>	23	152	<b>175</b>
Disposals	–	(410)	<b>(410)</b>	–	(402)	<b>(402)</b>
At the end of the year	<b>121</b>	<b>685</b>	<b>806</b>	<b>88</b>	<b>958</b>	<b>1,046</b>
<b>Net book value</b>						
Computers	73	128	<b>201</b>	77	139	<b>216</b>
Other office equipment	7	23	<b>30</b>	10	36	<b>46</b>
Motor vehicles	–	105	<b>105</b>	–	151	<b>151</b>
Fixture and fittings	1	6	<b>7</b>	1	7	<b>8</b>
At the end of the year	<b>81</b>	<b>262</b>	<b>343</b>	<b>88</b>	<b>333</b>	<b>421</b>
At the start of the year	<b>88</b>	<b>333</b>	<b>421</b>	<b>56</b>	<b>513</b>	<b>569</b>

## 10. Debtors

	31 March 2025 £000	31 March 2024 £000
Other debtors	1,163	813
Provisions	(670)	–
Pre-payments	12	44
Accrued income	1,744	2,847
	<b>2,249</b>	<b>3,704</b>

A provision of £508,800 was made for debt owed by Crown Agents following the company liquidation.



## 11. Creditors: amounts due within one year

	31 March 2025 £000	31 March 2024 £000
Taxation and social security	54	59
Accruals	336	1,711
Other creditors	94	908
	<b>484</b>	<b>2,678</b>

## 12. Provisions

### For terminal benefits

	31 March 2025 £000	31 March 2024 £000
At the start of the year	465	700
Charged for the year	30	60
Utilised in the year	(199)	(295)
<b>At the end of the year</b>	<b>296</b>	<b>465</b>

## 13. Analysis of net assets between funds

### Current year (2025)

	Restricted £000	Unrestricted £000	Total funds £000
Tangible fixed assets	262	81	<b>343</b>
Net current assets less provision	2,155	3,382	<b>5,537</b>
<b>Net assets at the end of the year</b>	<b>2,417</b>	<b>3,463</b>	<b>5,880</b>

### Prior year (2024)

	Restricted £000	Unrestricted £000	Total funds £000
Tangible fixed assets	333	88	<b>421</b>
Net current assets less provision	3,235	4,288	<b>7,523</b>
<b>Net assets at the end of the year</b>	<b>3,568</b>	<b>4,376</b>	<b>7,944</b>

## 14. Fund movement

### Current year (2025)

	At the start of the year £000	Income and gains £000	Expenditure and losses £000	Transfer and actuarial valuation £000	At the end of the year £000
<b>Restricted funds:</b>					
Africa	192	5,058	5,707	–	(457)
Asia	410	2,027	2,733	–	(296)
Latin America and Caribbean	833	1,375	1,752	–	456
Eurasia and Middle East	1,014	16,428	16,441	–	1,001
UK and others	761	1,381	690	–	1,451
Fixed asset fund	359	–	97	–	262
<b>Total restricted funds</b>	<b>3,569</b>	<b>26,269</b>	<b>27,420</b>	<b>–</b>	<b>2,417</b>
<b>Unrestricted funds:</b>					
General reserve	3,531	5,853	6,300	126	2,958
Designated reserve	845	–	340	–	505
<b>Total unrestricted funds</b>	<b>4,376</b>	<b>5,853</b>	<b>6,640</b>	<b>126</b>	<b>3,463</b>
Pension reserve	–	–	–	–	–
<b>Total funds</b>	<b>7,945</b>	<b>32,122</b>	<b>34,060</b>	<b>126</b>	<b>5,880</b>

### Prior year (2024)

	At the start of the year £000	Income and gains £000	Expenditure and losses £000	Transfer and actuarial valuation £000	At the end of the year £000
<b>Restricted funds:</b>					
Africa	541	5,783	6,132	–	192
Asia	2,032	4,465	6,087	–	410
Latin America and Caribbean	857	1,495	1,519	–	833
Eurasia and Middle East	5,586	13,712	18,284	–	1,014
UK and others	2,169	1,935	3,343	–	761
Fixed asset fund	359	–	–	–	359
<b>Total restricted funds</b>	<b>11,544</b>	<b>27,390</b>	<b>35,365</b>	<b>–</b>	<b>3,569</b>
<b>Unrestricted funds:</b>					
General reserve	3,197	6,896	6,437	(125)	3,531
Designated reserve	1,232	–	387	–	845
<b>Total unrestricted funds</b>	<b>4,429</b>	<b>6,896</b>	<b>6,824</b>	<b>(125)</b>	<b>4,376</b>
Pension reserve	–	–	–	–	–
<b>Total funds</b>	<b>15,973</b>	<b>34,286</b>	<b>42,189</b>	<b>(125)</b>	<b>7,945</b>

## 14. Fund movement *continued*

### Purposes of restricted funds and unrestricted funds

The Charity has various funds for which it is responsible and which require separate disclosure, which are as follows:

#### Restricted funds

Income where the donor specifies the purposes within the overall aims of the organisation. Restricted funds will generally be utilised during the next financial year on agreed programme activities according to contracts with different donors.

#### Fixed asset fund

The fixed asset fund represents the net book value of assets held overseas that were purchased with restricted income. The full purchase cost is included within total resources expended as this is consistent with the basis of reporting to donors. The change in net book value is credited against expenditure in SOFA.

#### Unrestricted funds

**General reserve:** Unrestricted funds which are expendable at the discretion of the Trustees in furtherance of the objectives of the Charity. In addition to expenditure directly on international work, such funds may be held in order to finance working capital

**Designated reserve:** Unrestricted funds which are expendable at the discretion of the Trustees in furtherance of the specific purpose for which they have been designated. Funds designated in previous years for activities related to the organisational change process and system changes were partly spent during the year.



## 15. Grant income

	Year ended 31 March 2025 £000	Year ended 31 March 2024 £000
<b>Strategic grants for international programmes</b>		
Age International	10,902	7,618
Sida – Swedish International Development Cooperation Agency	729	1,143
	<b>11,631</b>	<b>8,761</b>

### Other grants for international programmes

HelpAge Deutschland	7,832	8,547
Age International	6,498	8,611
UN Agencies	960	543
Irish Aid	750	586
US Agency for International Development	6	572
The Margaret A. Cargill Foundation	718	1,885
HelpAge Canada	1,192	434
World Bank	115	663
BMZ Germany	503	615
HelpAge USA	647	589
Asian Development Bank	122	85
Bureau of Population, Refugee and Migration	161	396
World Vision	–	68
CARE	–	231
KOICA – Korea International Cooperation Agency	260	281
Agence Française de Développement	–	172
KOFIH – Korea Foundation for International Health	–	70
HelpAge Korea	–	102
CADENA Foundation	–	68
World Jewish Relief	–	120
European Commission	176	–
Other agencies (less than £50,000 in 2024/25)	551	886
	<b>20,491</b>	<b>25,232</b>

## 15. Grant income *continued*

### Income through Age International from the following donors:

	Year ended 31 March 2025 £000	Year ended 31 March 2024 £000
<b>UN agencies for:</b>		
Food Security for Refugees from Ukraine in Moldova	–	1,784
Ukraine Humanitarian Response – WFP – Moldova (HAMD)	3,388	1,581
Provision of Hot Meals in Refugees Accommodation Centers	–	1,317
Integrated Life-saving Emergency Response to Conflict – Ethiopia	325	470
WHS+ WHO Health Examination Survey	385	–
Other various projects	611	1,887
	<b>4,709</b>	<b>7,039</b>

### Save the Children via Start Fund for:

Start Fund Ecuador	–	420
Start Fund Alert	–	300
Start Fund Anticipation of Flooding – Venezuela	–	200
Start Fund Colombia	256	–
Drought Res Cost Replica Insurance Policy – Zimbabwe	1,185	–
Start Fund Alert 820 (Landslide) – Uganda	100	–
Other contracts below £100,000	65	130
	<b>1,606</b>	<b>1,050</b>

### European Union and trust foundations for:

Livelihood Recovery Programme for Drought Affected Communities in Borena Zone	–	424
Scaling-up NCD Interventions in South East Asia	135	–
Other contracts below £250,000	46	98
	<b>181</b>	<b>522</b>

## 15. Grant income *continued*

### Income through Age International from the following donors:

	Year ended 31 March 2025 £000	Year ended 31 March 2024 £000
<b>Other:</b>		
Meeting Needs of Older People in Rohingya Camp – Bangladesh	–	125
Improve Protection Services for Older People – Tanzania	–	125
To Provide Life-saving Cash-based Response – Ethiopia	250	–
Other funds via Age International below £75,000	324	293
	<b>574</b>	<b>543</b>

### Income from Sida – Swedish International Development Cooperation Agency for:

Strategic partnership	729	1,143
	<b>729</b>	<b>1,143</b>

### Income from Irish Aid for:

Accountability and Fulfilment for Older Persons (AFFORD)	–	586
	<b>–</b>	<b>586</b>

### Income from HelpAge Deutschland for:

Ukraine Humanitarian Response – GFFO	2,609	3,651
Multi-sectoral lifesaving and recovery assistance to IDPs and refugees, Ethiopia	1,001	2,066
Integrated Response in Colombia and Venezuela	1,103	842
Community-based mental health, protection and WASH intervention for the most at-risk Syrian refugees and host community members, in particular older people and people with disabilities – Lebanon	70	811
Promoting inclusive and forward-looking agriculture – Ethiopia	250	307
ADH Phase 2 Türkiye and Syria EQ Response	–	264
Age inclusive assistance and protection services for older persons affected or at risk of violence – Moldova	–	223
Strengthen the legal framework of civil society – Pakistan	117	131
Inclusive Health and Protection in Syria and Lebanon	1,423	–
Ukraine Humanitarian Response – ADH	250	–
Health and Protection Service ADH – Libya	206	–
Other contracts less than £200,000	803	251
	<b>7,832</b>	<b>8,546</b>



## 16. Pensions

### Help the Aged Final Salary Scheme

#### FRS 102 disclosures for accounting period ending 31 March 2025

The Scheme is a defined benefit (final salary) funded pension scheme. The Scheme is closed to new entrants and to future accrual of benefits but has retained the salary link for active members.

The employer contribution for the year of £150,000 (2024: £150,000) is based on the triennial actuarial valuation of the Scheme as at 1 April 2019, which includes an allowance for administration expenses and Pension Protection Fund (PPF) levies.

The Scheme assets neither include investments issued by HelpAge nor any property occupied by HelpAge.

At 31 March 2025, the Scheme showed an asset of £343,000 (2024: Asset of £110,000). In line with FRS 102, the asset has not been recognised as it is not considered to be recoverable.

The overall expected rate of return of the Scheme assets has been based on the average expected return for each asset class, weighted by the amount of assets in each class. The Scheme has no contingent assets or liabilities.

The Scheme holds quoted securities, and these have been valued at the current bid price.

#### Employee benefit obligations

	Value at 31 March 2025 £000	Value at 31 March 2024 £000
Present value of funded obligations	(4,633)	(5,159)
Fair value of Scheme assets	4,976	5,269
<b>(Deficit) / surplus in the Scheme</b>	<b>343</b>	<b>110</b>

#### The amounts recognised in the Statement of Financial Activities are as follows:

Administration expenses	24	25
Past service cost (including curtailments)	–	–
Net interest on defined benefit liability	–	–
	<b>24</b>	<b>25</b>

*The current service cost includes the cost of administration expenses and PPF levies.*

#### Actuarial gains and loss

(Loss) / gain on Scheme assets	(404)	(87)
(Loss) / gain on Scheme liabilities	511	(17)
Change in the effect of the asset ceiling	(233)	(21)
<b>Net accumulated (loss) / gain recognised in the other comprehensive income</b>	<b>(126)</b>	<b>(125)</b>

## 16. Pensions

### Help the Aged Final Salary Scheme *continued*

#### Reconciliation of present value of Scheme liabilities and assets

	Value at 31 March 2025 £000	Value at 31 March 2024 £000
<b>Change in the present value of the defined benefit obligation</b>		
Opening defined benefit obligation	5,159	5,110
Interest cost	246	243
Actuarial gains / (losses) on Scheme liabilities	(511)	17
Benefits paid (including expenses)	(261)	(211)
<b>Closing defined benefit obligation</b>	<b>4,633</b>	<b>5,159</b>

	Value at 31 March 2025 £000	Value at 31 March 2024 £000
<b>Change in the fair value of Scheme assets</b>		
Opening fair value of Scheme assets	5,269	5,199
Expected return on Scheme assets	246	243
Actuarial (losses) / gains	(404)	(87)
Employer contributions	150	150
Benefits paid (including expenses)	(285)	(211)
Administrative costs incurred	–	(25)
<b>Closing fair value of Scheme assets</b>	<b>4,976</b>	<b>5,269</b>

	At 31 March 2025 %	At 31 March 2024 %
<b>Assets in the Scheme as a percentage of total Scheme assets</b>		
Matching assets including Gifts and Bonds	70.6	63.4
Equities	9.8	16.1
Diversified growth	0.0	4.9
Infrastructure	13.1	12.0
Cash	6.5	3.6

	2025 £000	2024 £000
<b>Actual return on Scheme assets</b>		
Interest income on Scheme assets	246	243
(Losses) / gains on Scheme assets	(404)	(87)
	<b>(158)</b>	<b>156</b>

## 16. Pensions

### Help the Aged Final Salary Scheme *continued*

#### Assumptions

	At 31 March 2025 % pa	At 31 March 2024 % pa
<b>Principal actuarial assumptions at the balance sheet date</b>		
<b>Financial assumptions</b>		
Discount rate	5.80	4.90
Rate of increase in salaries	3.10	3.20
CPI inflation subject to a maximum of 5.0% pa	2.60	2.70
CPI inflation subject to a maximum of 2.5% pa	1.85	1.90
Rate of revaluation of deferred pensions in excess of GMP	0.00	0.00
Inflation assumption (RPI)	3.10	3.20
Inflation assumption (CPI)	2.65	2.75

#### Demographic assumptions

	2025	2024
Mortality	100% of S3PMA base tables for males and 100% of S3PFA_M base tables for females projected by year of birth assuming future improvements in line with CMI 2022 projections (with parameters $S_k = 7.0$ , $A = 0.25\%$ , $w_{2020/w2021} = 0\%$ and $w_{2022} = 25\%$ ) and a long-term improvement rate of 1.25% pa.	100% of S3PMA base tables for males and 100% of S3PFA_M base tables for females projected by year of birth assuming future improvements in line with CMI 2022 projections (with parameters $S_k = 7.0$ , $A = 0.25\%$ , $w_{2020/w2021} = 0\%$ and $w_{2022} = 25\%$ ) and a long-term improvement rate of 1.25% pa.
Cash commutation allowance	Allowance has been made for all members to exchange 70% of the maximum cash allowance available upon retirement.	70% of the maximum cash allowance available upon retirement.
Life expectancy for male currently aged 65	21.7 years (age 86.7)	21.7 years (age 86.7)
Life expectancy for female currently aged 65	23.7 years (age 88.6)	23.6 years (age 88.6)
Life expectancy at 65 for male currently aged 45	23.0 years (age 88.0)	23.0 years (age 88.0)
Life expectancy at 65 for female currently aged 45	25.1 years (age 90.1)	25.1 years (age 90.1)

Other assumptions are the same as those used in the preliminary results of the Trustees' Scheme Funding valuation as at 1 April 2019. A full valuation of the Scheme at 31 March 2025 is currently in progress.



## 16. Pensions

### Help the Aged Final Salary Scheme *continued*

#### Assumptions *continued*

Gains and losses	2025 £000	2024 £000	2023 £000	2022 £000	2021 £000
<b>History of experience gains and losses</b>					
Defined benefit obligation	(4,633)	(5,159)	(5,110)	(6,729)	(6,852)
Scheme assets	4,976	5,269	5,199	6,623	6,198
Surplus / (deficit)	343	110	89	(106)	(654)
Experience adjustments on Scheme liabilities	–	–	–	–	–
Experience adjustments on Scheme assets	(404)	(87)	(1,530)	404	494

This refers to the expected rate of return on assets as at the beginning of each period presented.

## 17. Related party transactions

There are no donations from related parties which are outside of the normal course of business.

## 18. Operating lease commitments

Total future lease commitments under operating leases are as follows for each of the following periods:

	Property / office lease		Equipment / vehicle lease	
	2025 £000	2024 £000	2025 £000	2024 £000
<b>International offices</b>				
Less than one year	115	122	–	–
One to five years	46	88	–	–
Over five years	–	–	–	–
	<b>161</b>	<b>210</b>	<b>–</b>	<b>–</b>

	Property / office lease	
	2025 £000	2024 £000
<b>London office</b>		
Less than one year	28	16
One to five years	–	31
Over five years	–	–
	<b>28</b>	<b>47</b>

This figure relates to the UK office leased from Cafod at a commercial rent of £28,000 per annum. The lease is renewable annually.

# Legal and administrative details

<b>Status</b>	The organisation is a charitable company limited by guarantee, incorporated on 19 October 1983 and registered as a charity on 17 November 1983.	
<b>Governing document</b>	The Company was established under a Memorandum of Association, which sets out the objects and powers of the charitable company and is governed by its Articles of Association.	
<b>Company number</b>	01762840	
<b>Charity number</b>	288180	
<b>Registered office and operational address</b>	Romero House, 55 Westminster Bridge Road, London SE1 7JB	
<b>Trustees</b>	Sarah Harper ( <i>Chair</i> ) Arun Maira ( <i>Chair</i> )* Sandra Aponte* Ferdous Begum*  Graham Bennet Andrew Cook* Peter Kaldes* Victoria Márquez-Mees Mika Marumoto Cecilia Mbaka Helen Mealins Abba Sibai* Alexandre Sidorenko ( <i>Vice-Chair</i> ) Samir Sinha* Vappu Taipale* Robin Talbert ( <i>Vice-Chair</i> )* Ninie Wang	<i>Independent (appointed 8 November 2024)</i> <i>Age International (departed 8 November 2024)</i> <i>Fundacion NTD Ingredientes</i> <i>Bangladesh Women's Health Coalition (departed 31 March 2025)</i>  <i>Independent</i> <i>Age International (departed 20 June 2024)</i> <i>HelpAge USA (appointed 1 October 2024)</i> <i>Independent</i> <i>Independent</i> <i>Independent</i> <i>Independent</i> <i>CSA Lebanon (departed 31 March 2025)</i> <i>Independent</i> <i>HelpAge Canada (appointed 1 March 2025)</i> <i>Valli (departed 31 March 2025)</i> <i>HelpAge USA (departed 31 March 2025)</i> <i>Independent (departed 20 January 2025)</i>  <i>*Trustees nominated by network members</i>
<b>Senior staff</b>	Cherian Mathews Rhea Tariq Olugbenga Coker Essi Lindstedt James Hardiman	<i>Chief Executive Officer</i> <i>Director of Global Impact</i> <i>Director of Finance and Operations / Company Secretary</i> <i>Director of Business Development (departed October 2024)</i> <i>Director of Business Development (appointed October 2024, interim)</i>
<b>Bankers</b>	Barclays Bank plc, 1 Pall Mall East, London SW1Y 5AX	
<b>Solicitors</b>	Veale Wasbrough Vizards LLP, Second Floor, 3 Brindley Place, Birmingham B1 2JB	
<b>Auditors</b>	Moore Kingston Smith LLP, Chartered Accountants and Statutory Auditors, 9 Appold Street, London EC2A 2AP	

**HelpAge International is a global network of organisations promoting the right of all older people to lead dignified, healthy and secure lives.**

**HelpAge International**

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Front cover photo: Mohammad Anwar Hossain (65, Bangladesh) lost his farmland and home to flooding and now lives under plastic sheets, surviving on daily fishing and labour. Jannatul Mawa/Resource Integration Centre/1in6by2030



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