



**TURN2US**  
FIGHTING UK POVERTY

# ANNUAL REPORT & ACCOUNTS 2018/19

OUR YEAR IN NUMBERS

Turn2us is a trading name of Elizabeth Finn Care

# WELCOME



**I give my heartfelt thanks to everyone who supports us and hope you continue to walk by our side in partnership**

In the current climate of immense political and economic uncertainty, what resonates for me is that it's the people in the most vulnerable of circumstances who bear the brunt of the impact.

Working mums and dads are deciding whether to use their static salaries to put food on the table or buy new school uniforms. Carers are struggling to manage rising energy bills while they try to keep homes warm and laundry clean for their loved ones. Those fleeing domestic abuse are trying to set up safe spaces for their families amid increasing rents.

and control, in addition to much needed financial assistance. The non-judgemental approach of our dedicated caseworkers and helpline teams enables people to overcome the powerful stigma they feel when reaching out for help. Our digital resources navigate people through complex and confusing welfare systems. To know we are having a real impact on real lives makes me tremendously proud.

But we can do more. We can continue to innovate and use our digital expertise to reach more people in need. We can build new partnerships to target help where and when it is needed most. We can place people's lived experiences of poverty at the heart of our work to shape better solutions.

I believe passionately that, through adversity and uncertainty, comes opportunity. While we cannot underestimate the task, I am excited and optimistic about our journey. To that end, I give my heartfelt thanks to everyone who supports us and hope you continue to walk by our side in partnership to create a better and fairer future.

**Sally O'Sullivan,  
Chair of the Board**



Not having enough money is just one element.

Mental health issues, disability and physical and social isolation all add further complexity to people's ability to cope under pressure.

We know Turn2us is making a real difference to lives across the UK. Our direct grant-making gives people back their dignity

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# A WORD FROM OUR CEO

One in five of us (22%) lives in poverty. That's 14.2 million of our population and that includes 4.5 million children. These are stark figures and you would be forgiven for thinking they paint a full picture. They don't. Poverty is not a simple issue to define. It's complex and multifaceted.

Independent evidence and our own data show that low pay is an endemic problem. Working households affected by financial exclusion are on the increase – static wages, the rising cost of living, from increased rates, rents and childcare all blight their opportunities to thrive. According to one study\*, it is rising faster than employment. The impact of the changes in the benefits system, such as the two child limit; Universal Credit; and the five week wait for payments, are making the situation worse. And it's people who are already marginalised, such as black and Asian families, or those with disabilities, who are disproportionately affected.

We're talking about people who are choosing between feeding themselves and their children, or heating their homes. That's why we're here – to help people from falling deeper into the trap of poverty so they can claim back the dignity our welfare system can strip away.

Our work in the last year has seen us give 2,500 people over £3.4 million in grants to help them keep their heads above water. Approximately 2.3 million people used our Benefits Calculator to help them navigate their way through jargon and red tape. Our helpline has

been a lifeline to people who have nowhere else to turn for information and support – receiving a new call every five minutes.

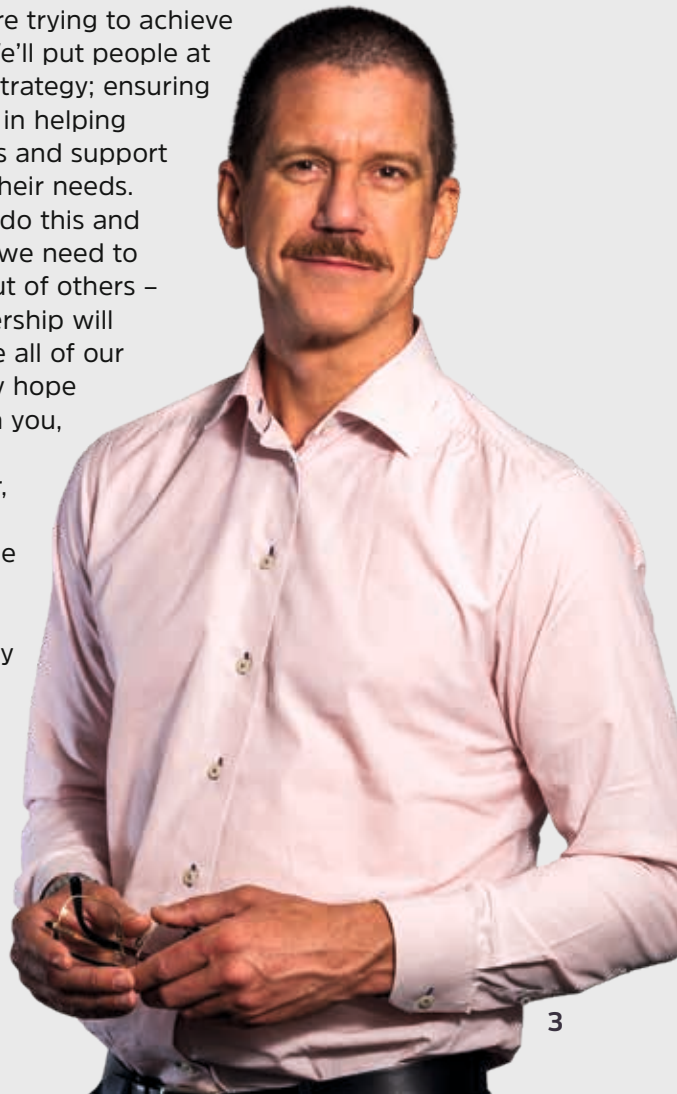
Turn2us's teams of dedicated specialists have done all this and then some. I feel proud that we have had a real and positive impact on people's lives. But to echo Sally O'Sullivan's earlier sentiments, we can do more. That doesn't necessarily mean doing more of the same.

Being new to Turn2us, I am keen to carry on the good work of my predecessor, Simon Hopkins. Now is the time for us to push forward and be clear about what we are trying to achieve and for whom. We'll put people at the heart of our strategy; ensuring they are involved in helping us design services and support that best meets their needs. We know that to do this and to do it well that we need to welcome the input of others – working in partnership will be crucial to scale all of our impact. I sincerely hope we can work with you, whether you are a delivery partner, a donor, a policy maker or someone who needs the opportunity to become financially stable and to thrive.

**Thomas Lawson,**  
Chief Executive



**We're talking about real lives. People who are choosing between feeding themselves and their children, or heating their homes**



\*An independent 2018 study produced by the Joseph Rowntree Foundation: <https://www.jrf.org.uk/report/uk-poverty-2018>



# SIARAH'S STORY



**My precious baby needed me, and I needed help. But I didn't know what to do or who to turn to**

Siarah and her husband Zeeshan's lives were turned upside down when their baby Solomon was born at only 25 weeks, weighing less than a bag of sugar (just 1lb 6oz).

Solomon spent 96 days in the Neonatal Intensive Care Unit requiring ventilation, breathing and cardiac support, blood transfusions and a long list of medications to keep him alive. His birth was a time of mixed emotions for Siarah, who was full of joy but also desperately worried for her son's health. Tragically Siarah and Zeeshan had already lost their first child, Noah, after he was born 21 weeks early. They couldn't help but fear that life was repeating itself.

A nurse by occupation, Siarah had to immediately start maternity leave despite her baby being born 15 weeks early. This, combined with travelling to and from hospital multiple times a day, and needing to buy expensive medical equipment, took its toll financially.

Thankfully Solomon pulled through and was eventually discharged. "Those first 13 weeks of Solomon's life were so critical, we were so focused on his survival that we just had to get by. It wasn't until we settled home after being discharged, that we realised we need financial support"

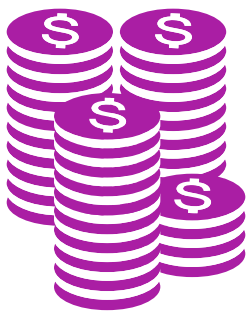
"My precious baby needed me, and I needed help. But I didn't know what to do or who to turn to as I kept hitting brick walls with the obvious routes. I was eventually recommended by my support worker to try and reach out to Turn2us."

As a nurse, Siarah was eligible for an Elizabeth Finn Fund grant and was given £1,500 to help support her family throughout the rest of her maternity leave.

"I can finally start to enjoy my maternity leave instead of constantly worrying over money, particularly as we are living on one and a quarter salary, rather than two."

# MAKING A DIFFERENCE

More than one in five of us are living in poverty in the UK today – that’s a staggering 14 million people. Turn2us is committed to fighting this inequality. In the last year:



We gave over **£3.4 million** in grants to **2,500** people in financial need

👤 Over **11 million** people visited our website

- 🧮 **1 in 42 UK** adults completed a benefits calculation
- 👉 After completing a benefits calculation online, at least **114,000** people claimed new benefits in the past financial year, at an average of **£6,370** per claim
- 👤 Almost **5 million** accessed information or guides on benefits



Over **700,000** grant searches were completed



Our helpline received over **76,000** contacts from people needing support to access our services



Almost **39,000** people completed surveys at the end of using the helpline and the website



We held workshops across the country to equip almost **2,000** frontline support workers to use our resources



Over **250** volunteers supported Turn2us, giving over **2,000 hours** of their time, which is **13% more** than last year

# OBJECTIVE 1



## OUR 2018/19 HIGHLIGHTS INCLUDE:

- ▶ The creation of The Grants Plus employment support programme to assist people with coaching for employment, mental health and wellbeing; and access to a free legal advice helpline. ▶▶▶▶▶
- ▶ Our research into people living without essential household goods, highlighting the true scale and impact of appliance poverty. ▶▶▶▶▶
- ▶ The newly launched Edinburgh Trust Response Fund went live in late 2018. ▶▶▶▶▶

# To give timely direct financial help to people in urgent need and to prevent a fall into deeper poverty



**39%**

**of our grants were awarded to women and children escaping domestic violence**



**80%**

**of respondents said the helpline met their expectations**

In the UK today, **22%** of our population is living in poverty. The prevalence of low paid jobs, high housing costs and an eroding welfare state are further intensified by ongoing austerity: pushing people deeper into debt, food poverty and homelessness.

Our services are designed to meet the needs of those most affected. It is our mission to provide much needed financial support to help people get back on track.

In the last year, we awarded a total of £3.4 million to over 2,500 recipients through our three core grant funds.

▶ The **Edinburgh Trust** awarded £346,000 in direct grants to over 900 people; including £29,000 for the Edinburgh Trust Response Fund that launched in October 2018.

▶ The **Elizabeth Finn Fund** continues to support those who are financially struggling through difficult life situations, as well as assisting new applicants. This year we shortened the timescale of the application journey with a **22%** improvement

for assessment completions. This means people can get the urgent support they need as soon as is practicably possible.

▶ Our **Response Fund** gives financial help to those struggling on reduced finances due to life changing events. This year we have awarded **39%** of our grants to women and children escaping domestic violence, with **20%** to those with newly diagnosed major health issues. We did this by collaborating with a number of other charities; and are proud to have worked alongside Refuge, Shelter, Maggie's, Together for Short Lives, Macmillan, NHS professionals, Carers Trust and Quaker Social Action.

As well as our digital solutions, we want to ensure those without online access can also benefit from our support. The **Turn2us helpline** received over 42,000 calls in the 12 month period. This vital service can be a lifeline for people who have nowhere else to turn. An independent evaluation of the helpline was completed by Eclipse Experience last December; reviewing its impact and identifying opportunities to improve. As a result, we are taking forward a number of recommendations including the development of user friendly video guides that explain the grant application process.

The evaluation told us:

- ▶ The majority of those who responded (**72%**) contacted the helpline due to an unforeseen change in their circumstances; such as a relationship breakdown, or a decline in health.
- ▶ Of those who were identified as eligible for a benefit, **67%** made an application; **80%** of which were successful.
- ▶ As well as financial uplift, people reported improvements to their wellbeing, feeling more in control and less anxious.



## LOOKING FORWARD TO 2019/20 WE WILL:

- ▶ Continue to monitor, review and, where necessary, adapt, to ensure the programme continues to meet people's needs.
- ▶ Raise awareness of the plight of people Living Without and explore the possible creation of a fund to provide essential household appliances to those affected.
- ▶ Continue to give grants through the Trust and consider developing a new fund specifically focused on helping people get into employment.

# 2

# OBJECTIVE

## To empower choice, dignity and hope by enabling people to access the help already available and creating new initiatives where gaps exist

The experience of claiming benefits can be daunting at the best of times, with the process consisting of complex forms and unnecessary jargon. Our work focuses on finding new and innovative ways to ensure our services are open to all those people who are marginalised, in hard to reach groups, and/or who have low digital skills.

We know that over £20 billion of welfare benefits goes unclaimed. There's a lack of awareness around what people are entitled to and how to claim. Our online **Benefits Calculator** does provide one solution, but research still shows a high dropout rate (**50%**) amongst people who could make an application.

It's for this reason that we created **Connect**: an SMS based peer support app that gives people one to one volunteer support ('Digital Buddies') as they navigate through the claim process.



### OUR 2018/19 HIGHLIGHTS INCLUDE:

- ▶ The design, build and launch of the Turn2us Connect app was supported by Comic Relief. We also created a training programme and trained 10 volunteer 'Digital Buddies'. ▶▶▶▶▶
- ▶ Research and training into the wider issues of Universal Credit claims and the creation of personalised email content and logic to support people to go on and make a claim. This is currently undergoing testing. ▶▶▶▶▶
- ▶ The creation of two information videos – focused on Personal Independence Payment (PIP) and carer's allowance – in order to lower the barriers to benefits and maximise people's motivations to take action. ▶▶▶▶▶



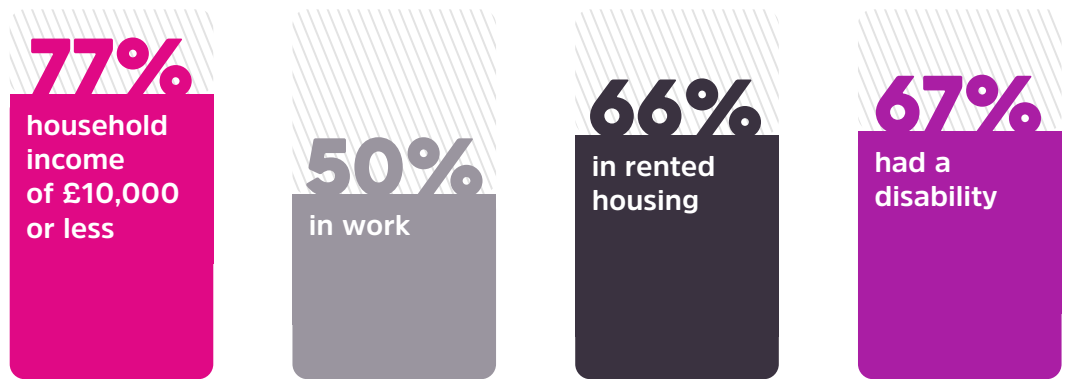


**2.3 million** online Benefit Calculations completed in 2018/19. That's one every four minutes

**On average, each of these claimants will be £6,370 better off if they go on to claim their new benefits for a full year**

**That's an estimated £724 million in new benefits claimed as a result of using the Benefits Calculator**

**OF THOSE WHO COMPLETED CALCULATIONS:**



For someone at the start of the benefits journey, digital exclusion is common. The Connect app has been designed so users can easily receive communication and help from their 'buddy' via SMS and without access to the internet. Through this peer to peer support, we aim to create an inclusive community that provides easy access to practical and emotional support, and reduce stigma.

In line with changes to the benefits system and Universal Credit rollout, we have also continued to develop our Benefits Calculator, ensuring it is accurate and up to date. This includes a number of new features and functionality in response to both user need and revised benefit legislation.

What impact can we evidence? 2.3m benefit calculations were completed – one every four minutes. Analysis of our Benefit Calculator data shows **77%** of those who completed calculations had a household income of £10,000 or less; **half** were in work; **two-thirds** were in rented accommodation (private and social housing) and **67%** stated they had a disability.

Priority was also given to ensuring beneficiary needs were also met through our relaunched **Grants Search** tool. This followed engagement with other charities. Each fund's criteria is now clearly and accurately reflected; and the user experience has been refined and improved. Thanks to this, we know there is an opportunity to better target grant awareness to those in the most deprived areas of the country; and help us better understand and combat the barriers to applying.

Despite investment in our digital tools, we're mindful of the many people across the UK who remain digitally excluded and are unable to access support services. It's for this reason that our **Financial Hardship Project** (FHP), funded by the Oak Foundation, was developed. In the course of last year, our **helpline** handled 76,000 contacts, many of which were from people who struggle to access tools and services online. We also launched the first version of our **Data Portal**, sharing insights and business intelligence from our Benefits Calculator, Grant Search Tool and survey data. This will help us inform policy and advocacy work to ultimately improve the lives of those living with financial hardship.



**LOOKING FORWARD TO 2019/20 WE WILL:**

- ▶ Further improve the Connect project, whilst increasing the number of volunteer 'Digital Buddies'. We will also continue to gather and analyse data and user feedback to ensure learning and improvements.
- ▶ Continue to test, launch and evaluate the first wave of emails as part of the action plan project; and further develop our service to ensure people are receiving the support they need, with improved mental wellbeing and financial resilience.
- ▶ Provide a suite of video materials that will support successful grant applications and better enable applicants to understand the grant giving process.

# OBJECTIVE 3



## OUR 2018/19 HIGHLIGHTS INCLUDE:

- ▶ Creation of an online interactive 'data portal' for our partners to view key sample data and insights from the millions of uses of our online tools, funded by the Oak Foundation. ▶▶▶▶▶
- ▶ 41 new Community Volunteers building networks on their doorsteps to widen Turn2us reach and impact.
- ▶ Improvements to Turn2us' Grant Search tool, which hosts details of over 1,800 organisations that can help individuals according to background, circumstances and needs.

## To inspire people and partnerships – by sharing the voices of people we help and our insight into poverty

With millions of people using our online services last year, we are in a strong position to increasingly provide valuable insight into UK poverty.

Alongside use by the general public, the Turn2us's online **Benefit Calculator** and **Grant Search** tools are a first port of call for charities and advice groups aiming to help their own communities. To support our partnership approach, last year we ran 80 training workshops, and equipped 2,000 frontline staff and volunteers to use our online tools. We helped more people, extended our reach and built vital capacity within the charitable sector where demand



**Facebook engagement went up 16.5% during the year**

is high but resources are fewer. Thanks to the support of the Oak Foundation, we were able to collate and share key elements of our insight with partners via a new online portal that we will further develop and share.

During a staff meeting in July, we hosted three people who we have helped in recent years. Their first-hand account of financial hardship was compelling and inspired our teams across the charity.

People's lived experiences of poverty create a powerful voice alongside our wealth of data. By amplifying people's stories, we were able to shine a light on key issues such as Universal Credit and Two-Child Limit – empowering others to seek help or to support our work. As a result, Turn2us was featured in online, broadcast and print news including Radio 4, Sky News and The Guardian. We have stepped up our work to build our influence among MPs and key partnerships such as membership of the End Child Poverty coalition and active participation in All Party Parliamentary Action Groups (APPGs), which has already broadened our networks.

Harnessing social media to reach and help people via platforms they use daily has been instrumental to recent successes and is key to our ongoing strategy for all of audiences. Social media engagement went up across all our platforms during the year.

Insights from people and data created the basis for our new **Living Without** campaign. Surveying over 5,000 people who had used Turn2us services in 2018, we were shocked by the number of people coming to us without essential household appliances such as cookers, fridges and washing machines – impacting finances and wellbeing. This insight will shape the campaign to provide focused practical help for those affected over the next two years.



### LOOKING FORWARD TO 2019/20 WE WILL:

- ▶ Invest in the Charity's Insight & Impact capacity so our data and insight can be focused on continuous improvement, innovation and cross sector partnerships.
- ▶ Increase the integration of people's expertise by experience of poverty into all aspects of Turn2us work, from recruitment to service design and delivery.
- ▶ Publicly launch our Living Without campaign – as a springboard to help, partnerships and fundraising.

# OBJECTIVE 4



## OUR 2018/19 HIGHLIGHTS INCLUDE:

- ▶ New fundraising activities including our inaugural major donor dinner in November at the British Institute. ▶▶▶▶▶
- ▶ Launch of a Free Will writing scheme for supporters as part of our legacy marketing. ▶▶▶▶▶
- ▶ Reviews of Turn2us data protection, safeguarding and governance policies and procedures. ▶▶▶▶▶

# To ensure Turn2us remains a trusted, sustainable, learning organisation, fit for the future



**We remain committed to investing in developing staff skills and using our resources effectively**

The difference Turn2us is able to make is only made possible by the fantastic support we receive in time and money from our volunteers, our supporters and our subsidiary Elizabeth Finn Homes Ltd (EFHL). Last year, our strong financial performance continued amid a challenging financial climate, with a sustained level of charitable expenditure underpinned in particular by EFHL's profit and gifts left to us in wills.

When communicating to our wide variety of audiences, it is essential that we use language that empowers and inspires people to act; rather than inadvertently deepen powerful stigmas surrounding poverty – shame, exclusion and isolation. Last year we revised our messaging to ensure it reflected this ethos, along with the latest best practise within the sector.

We also reviewed two key areas vital to our role as a trusted charity. Firstly we audited and updated our approach to managing personal

data in line with new General Data Protection Regulation (GDPR) which came into effect in May. Secondly, we updated our approach to Safeguarding. Both projects included staff training so that teams are equipped to recognise and respond to areas of risk.

During the year, we strengthened our Trustee Board, recruiting new members specifically for their digital and commercial expertise; and welcomed Tom Lawson as our new Chief Executive. We also commenced a review of Turn2us's governance, to ensure the structure of our decision making is fit for the future. This review will be completed next year.

We remain committed to investing in developing staff skills and using our resources effectively. During the year, Turn2us developed three staff-led streams of work designed to develop our culture and capability. Working in groups, staff teams worked together to shape activities that include exploring how we demonstrate the charity's values in our day-to-day work; investing in a learning and development programme to support colleagues' core management skills; and exploring how we can best use our resources.



## LOOKING FORWARD TO 2019/20 WE WILL:

- ▶ Review Turn2us purpose to ensure we clearly articulate why we exist, for whom, and how we help – to support service delivery and income generation.
- ▶ Create a new three year strategic plan for April 2020 to March 2023
- ▶ Continue to invest in the professional development of colleagues at every level of the Charity.
- ▶ Secure external funding for key Turn2us projects such as the ongoing development of our Benefit Calculator.

Comic Relief's support of our '**Connect**' pilot combined new Agile project management techniques with digital innovation and user-led services. This will form a blueprint for Turn2us' future project work.

We remain humbled and extremely grateful to our wonderful communities of support. From the institutions that fund our work; our partners across the public, private and charity sector; our volunteers and County Committees who give their time so compassionately; and everyone who makes a donation however large or small. You are changing lives. On behalf of those you are helping, thank you.



# ELIZABETH FINN HOMES

Elizabeth Finn Homes Ltd (EFHL) operates ten care homes across England and is a wholly owned commercial subsidiary of Turn2us. Any surplus profits from the care homes are invested back into the charity.



**We remain confident that the care home business will go from strength to strength, allowing it to support the work of Turn2us**

In 2018/19, EFHL contributed £5m in rent and surplus to Turn2us, this figure being stated after investing £1.6m in our ongoing programme of upgrading the facilities. This ensures that we provide and maintain the highest quality environment in our homes and thereby remain competitive in the sector.

Over the last financial year, EFHL provided care to an average of 432 residents (433 in 2017/8). This represents 88% occupancy compared to 91% in the previous year. The percentage reduction was primarily due to increased capacity following completion of the 16 bed extension at The Lodge in Exeter.

EFHL prides itself in providing premium quality care and the focus on high

quality provision and bespoke care has continued over the years.

EFHL was happy to add to its portfolio of care homes by opening the tenth home, Oak Hall in Haslemere, Surrey, which can provide care for up to 55 residents.

Across the network of homes, high quality service is prioritised and a huge success has been the maintenance of good or outstanding status from the Care Quality Commission (CQC). Four of the homes have achieved the Gold Standard Framework accreditation along with Halliwell and Grove Court achieving Platinum status for end of life care.

Our homes across the country remain an important part of their local communities, with each of the homes engaging with local organisations, charities and schools for various events.

We remain confident that the care home business will go from strength to strength, allowing it to support the work of Turn2us.

# FINANCE MATTERS

**The Charity, its two trading subsidiaries, Elizabeth Finn Homes Limited (EFHL) and Elizabeth Finn Trading Limited (EFTL), and the four charities for whom the Charity was the sole trustee during the year, are included in the Consolidated Statement of Financial Activities (SOFA), Balance Sheets, Cashflow Statements and Associated Notes set out on pages 25 to 46.**

The Trustees are comfortable with the Group's adequate reserves position. The Charity completed the implementation of its medium term financial sustainability plan during the year and now has a small current year surplus. The Charity can therefore face the future with confidence.

## INCOME

The Charity has succeeded in improving its overall income level this year, despite a challenging fundraising environment. The Turn2us Group is fortunate to have three main sources of income which are not closely correlated – Supporter income; care homes income and investment income.

**Supporter income:** We would particularly like to thank our generous supporters for donations, legacies and grants this year, the total being £289,000 (14%) higher than the previous year. We have been pleased to receive £325k for our work from the voluntary winding up of a company's assets this year, which has boosted our unrestricted income. The £444k supporter income in the restricted fund column this year demonstrates that donors have been keen to fund in local areas – either for grant giving or for us to give training in the use of our online tools in particular parts of the country. Supporters have also been keen to assist us in evaluating and developing our online or helpline tools to reach those in greatest need. Our new funding strategy has brought renewed focus, teamwork and impetus to income generation and we will continue to target funders' interests in specific aspects of Turn2us' work by highlighting the significant impact we are able to make to people in financial need.

**Care home income:** Elizabeth Finn Homes Limited (EFHL), a subsidiary of Turn2us, operates ten care homes across the UK and is run separately from Turn2us, with surplus and rent from the care homes being invested back into the Charity. In 2018-19, EFHL contributed £5.0m (2018: £4.8m) in both covenanted surplus and rent to Turn2us. This figure being stated after investing £1.6m (2018: 1.7m) in our ongoing programme of upgrading the facilities, ensuring that we provide and maintain the highest quality environment in our homes and thereby remain competitive in the market place.

**Investment Income:** The Trustees have given the investment managers discretionary mandates, based on equity growth benchmarks. Investment income has fallen by 30% compared to last year. This is as a result of emerging stock market trends, during which our investment managers (who have a total return mandate) have preferred to hold stocks which fit a capital growth profile rather than a dividend generating profile. Indeed, our investment valuation has grown by £2.8m in the same period.

## INVESTMENT MANAGEMENT PERFORMANCE

The overall investment objective, based on total return, was changed from '3 month £ LIBOR + 5%' to 'RPI + 4%' at the end of the financial year in order to create a closer link between expected investment return and the ability to fund the Charity's expenditure on its work. For the £46.9m funds held by Investment Managers (2018: £44.1m), the combined investment performance for both investment managers for this year was 8.3%, ahead of its benchmarks and in line with the overall investment objective.

## EXPENDITURE

Total expenditure is similar to the previous year.

For the residential and nursing care activity, costs have increased by 5%, in line with income which has also increased by 5%.

Grants given in 2018/19 (at £3.4m) are £659k less than in 2017/18 (£4.1m) but similar to the level of grant giving in 2016/17 (£3.6m). The particularly high level of grant giving in 2017/18 was due to the launch of the Response Fund for people facing major life changes, primarily those caught up in the Grenfell Tower tragedy. Whilst the number of applications for other categories of grants has been lower this year, the demand for the Response Fund remains high. We are launching new initiatives to not only help people financially but to also offer

assistance in ways which can boost their resilience and wellbeing.

The underlying costs of running the Charity have fallen, due to factors such as tight cost control. Financing costs of the Group have reduced due to the cessation of a bank loan and SWAP in the prior year, which means that bank loan interest no longer needs to be paid (£167k paid in bank interest in prior year).

## BALANCE SHEET

Net assets, at £55m, are £2.7m higher than the previous year, due entirely to investment activity: shares sold at a gain (£0.8m) and higher year end valuations of our investment portfolio (£1.9m). Just over half of these gains boosted the unrestricted fund reserves and the remainder restricted fund reserves. Holding these investments and generating financial return from them means that we can actively support those we seek to help. We use RPI + 4% as a measure of the long term return on investment. We believe that this represents the annual amount we can use for our work without depleting the underlying investment value.

The defined benefit pension scheme, which was closed to future accrual in 2013, has a slightly poorer funding position compared to the previous year end according to actuarial valuations. The provision for liabilities has grown by £67k, to a full provision of £190k (2018: improvement of £192k). The last formal triennial valuation was completed as at the 31/6/17, which showed a small £14k deficit to be funded by the sponsoring employer (Turn2us). This was paid into the scheme in May 2018. The next formal triennial will be dated as at 30/6/20.

## RISKS

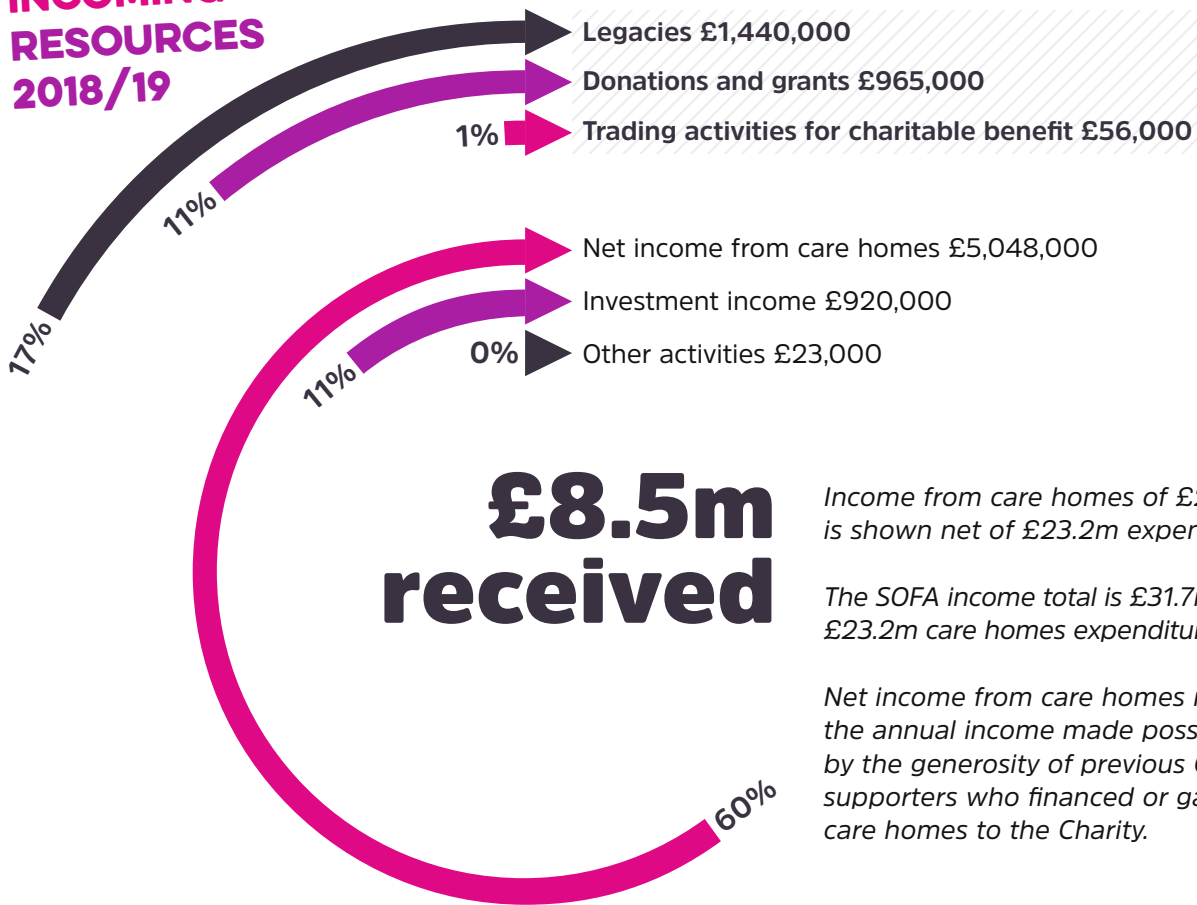
The Trustees believe that they have identified the major risks to which the Charity and Group are exposed. For the Charity, these include: ongoing financial stability; maintaining good reputation in conducting the various charitable activities and operational resilience. For the care home subsidiary the main risk is the quality of the personal care provided in the care homes. Risks have been categorised both by the likelihood of their occurring and by their potential impact on the Charity and Group. Trustees review the adequacy of protection against these risks and, where this appears insufficient, put in place appropriate procedures to mitigate them.

In some instances, protection is provided by insurance cover; in others, by monitoring, reporting, continually assessing the risks concerned and the development of contingency plans. The Audit & Risk Committee of the Board of Trustees regularly reviews the identification and mitigation of both new and existing risks.

The UK's decision to leave the European Union brings with it uncertainty about stock market investment income for the Charity. For the care home business, there is also potential for short term disruption leading to uncertainty in being able to cost-effectively attract and retain a sufficient number of high calibre staff in our care home teams. Many potential beneficiaries of Turn2us may also face economic uncertainty. We are however well placed to assist, as our online financial information tools are web-based, and are therefore scalable to assist any who may be adversely affected by financial difficulties caused by economic uncertainty or who may wish to become better informed about their financial situation.



## INCOMING RESOURCES 2018/19



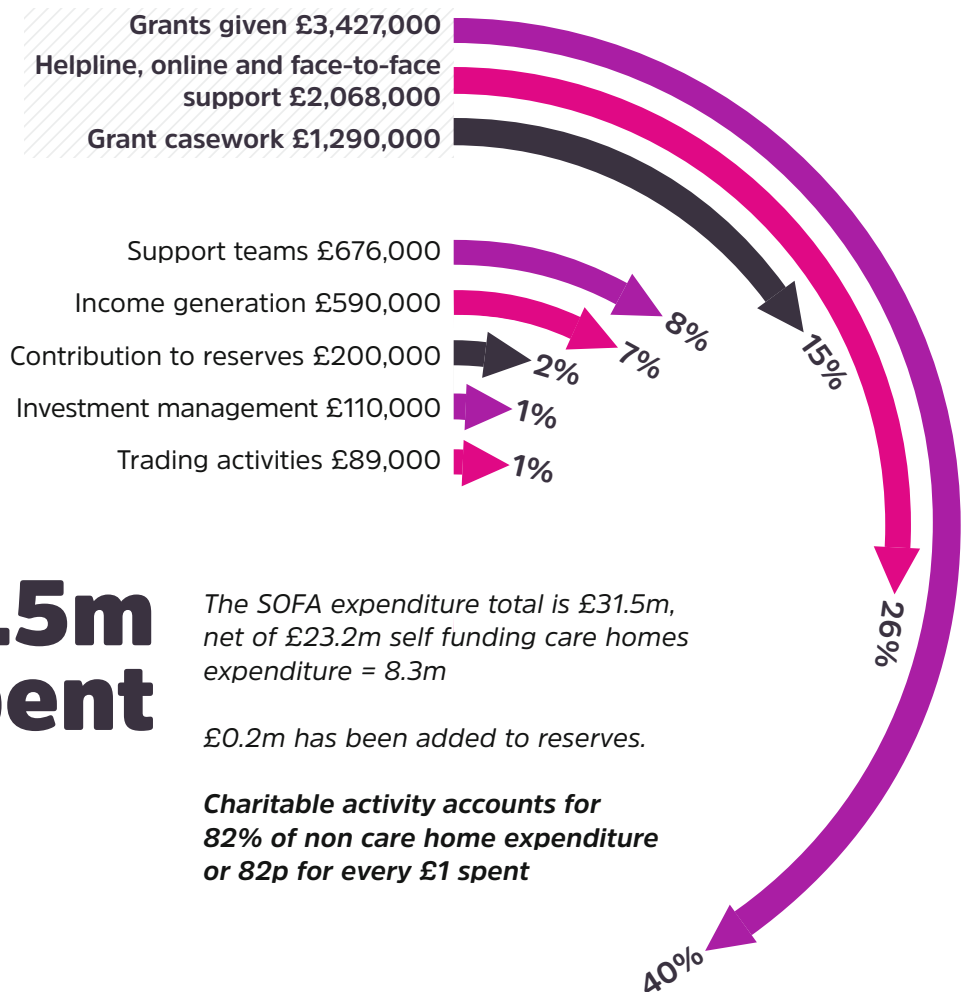
**£8.5m received**

Income from care homes of £28.2m is shown net of £23.2m expenditure.

The SOFA income total is £31.7m, net of £23.2m care homes expenditure = £8.5m.

Net income from care homes represents the annual income made possible by the generosity of previous Charity supporters who financed or gave the care homes to the Charity.

## OUTGOING RESOURCES 2018/19



**£8.5m spent**

The SOFA expenditure total is £31.5m, net of £23.2m self funding care homes expenditure = 8.3m

£0.2m has been added to reserves.

Charitable activity accounts for 82% of non care home expenditure or 82p for every £1 spent

# TRUSTEES' REPORT

## OBJECTS

The Charity's Objects are to relieve and assist, in such ways as the Trustees think fit (but without regard to religious or political affiliation), residents or nationals of the United Kingdom or the Republic of Ireland:-

- ▶ Who are from a professional or similar background and who are suffering from old age, infirmity, disablement or financial need; or
- ▶ Who are otherwise in conditions of need, hardship or distress.

## LEGAL STRUCTURE AND GOVERNANCE

Turn2us became the trading name of Elizabeth Finn Care on 18 May 2015. The Charity was founded in 1897 as The Distressed Gentlefolks' Aid Association and incorporated on 19 January 1953 as a charitable company limited by guarantee. It is governed by its Articles of Association which were last amended on 10 December 2013.

The Charity's Board of Trustees consists of at least seven and not more than fifteen individuals, all of whom must be members of the charitable company. Membership is open only to the Trustees. The existing members of the Board appoint new Trustees. When filling vacancies, the Board takes into account the experience needed to maintain the Board's ability to effectively direct the full range of the Charity's activities. The Board arranges appropriate induction for any new Trustee. The Board of Trustees currently meets at least six times a year.

The Charity formally reviews its full governance framework every three years. During early 2019, a formal triennial review took place which further simplified and streamlined the Charity's governance framework documentation; assessed Board effectiveness and performance; and reviewed sub-committee structure and the relationship with subsidiaries. The review's final recommendations were submitted to Trustees for consideration and approval in July 2019.

## CHANGES TO TRUSTEES

Four new Trustees joined the Board in March 2019:

**Thomas Morgan** is an Executive Director for UK healthcare practice at a leading global property

advisory business. He brings excellent care home property expertise to the Board.

**Lord Sharkey** is a Liberal Democrat Member of the House of Lords and has served on a number of its committees. He speaks frequently on financial regulation and the problems of debt. It was his amendment that persuaded the Government to radically tighten the regulation of pay day loans. John's extensive financial skills and knowledge will be a highly valuable contribution to the Board.

**Joanne Wickremasinghe** has over 18 years experience in digital product and programme management and brings outstanding skills and expertise to help Turn2us grow its digital capabilities.

**Jo Kerr** is a digital consultant with over a decade of experience as a digital leader in the social sector and brings fantastic digital transformation skills to the Board.

## PUBLIC BENEFIT STATEMENT

Under Charity Commission guidance on public benefit, all charities must be able to demonstrate that their main activity is charitable, according to the specific descriptions in the Charities Act 2011. One of these descriptions is 'the prevention or relief of poverty'. The Trustees confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers and duties.

As explained above under Objects, the Charity has the primary aim of assisting people who live in poverty and all of its resources are focused on achieving that aim. Through Turn2us, the Charity aims to reach anyone living in financial hardship. House of Commons' Library statistics estimate that there are over 14 million people living in poverty in the UK. It is the Charity's aim to help them to understand and apply for their entitlement to state benefits, as well as for the support they may be eligible to receive from other charitable sources, including the Elizabeth Finn Fund. There are no restrictions as to who can access the Turn2us national helpline and website services without charge.

## RESERVES POSITION AND POLICY

In drawing up the reserves policy, Trustees are mindful of the need to balance financial prudence with the importance of getting money to the front line of our work quickly. To enable the Charity to deliver upon its commitments to our beneficiaries and to avoid any risk of interruption to the primary objective, our prudent reserves policy is to retain

between 6 and 12 months of Group expenditure in free reserves.

As at 31 March 2019, total liquid funds were £46.9m, total Group expenditure was £31.5m and free reserves were £22.2m. Free reserves represented 8 months' worth of Group annual expenditure.

Unrestricted reserves, as described in the Balance Sheet, are funds freely available for use by the Charity and therefore exclude restricted reserves and permanent endowment funds. Furthermore, although unrestricted, the Designated Funds represent the net book value of tangible property assets, primarily managed by the commercial subsidiary. They are therefore not regarded as free reserves available for spending.

The Trustees are confident that the reserves level is sufficient for current and proposed levels of activity.

## INVESTMENT POLICY

The Charity revised its investment policy in 2019. It continues to recognise three critical groups of assets, which are monitored by the Investment Committee on a quarterly basis:

- ▶ A property portfolio, primarily consisting of nine wholly owned care homes, operated by a commercial subsidiary for the purpose of providing residential and nursing care;
- ▶ Investments managed on behalf of the Charity by two professional fund managers operating on a discretionary basis;
- ▶ Cash used for working capital purposes and managed in-house.

The majority of property assets are reviewed as part of the continuing assessment of performance of the dedicated care homes subsidiary, Elizabeth Finn Homes Limited (EFHL). Some additional properties which do not form part of the care home portfolio are reviewed regularly by the Investment Committee to determine their most appropriate use in maximising return.

The Charity's Investment Committee monitors the performance of the invested assets using defined criteria. The overall investment objective, based on total return, was changed from '3 month £ LIBOR + 5%' to 'RPI + 4%' at the end of the financial year in order to create a closer link between expected investment return and the ability to fund the Charity's expenditure on its work. The Trustees have given the investment managers discretionary mandates, based on equity growth benchmarks. The equity asset allocation is counterbalanced by the sizeable property portfolio noted above.

The Edinburgh Trust portfolio is ringfenced by fund managers, given its size and the specific nature of its activities. Other ongoing restricted funds are co-mingled into the main discretionary portfolio to optimise total returns for each fund over the long term.

## VOLUNTEERS

The Charity is fortunate to have a large number of committed, informed and inspirational volunteers. These include our National and County Committees and student groups who find new ways of raising vital funds and who enhance the profile of the Charity. As at 31 March 2019, we had 160 volunteers, including those in Scotland, fulfilling this vital role in the Charity's work.

## STAFF

We have a paid workforce of 678 full time equivalent staff (2018: 689), who are based across the UK. Of this workforce, 614 (2018: 626) work in our dedicated care homes. The work of the Charity relies on the admirable professionalism and commitment of these colleagues. The Charity is strongly committed to a healthy staff relations climate and aims to promote equality of opportunity for all with the right skills, experience and potential. The Charity welcomes applications for employment from candidates of diverse backgrounds. Furthermore, the Charity recognises the needs of disabled people and endeavours to provide such employment for them as the work undertaken allows.

## FUNDRAISING

Turn2us employs a central team of professional fundraisers and commissions the services of specialist consultants, for the purpose of raising money for the Charity via contributions from members of the public, grant-making institutions, gifts in wills, companies and commercial trading. We do not currently use external agencies for fundraising.

Turn2us is registered with the Fundraising Regulator and adheres to the Fundraising Code of Practice. For the 12 months to 31 March 2019, Turn2us received no complaints in relation to our fundraising activities. Via written policies and training, staff receive guidance regarding Data Protection (including GDPR) and regarding communications with vulnerable members of the public.

## NATIONAL AND REGIONAL REPRESENTATION

During the year, the Charity had staff members in place in Scotland and Wales. County Committees

represent and coordinate the activities of supporters of the Charity at local level.

## CHARITABLE ACTIVITY IN SCOTLAND

The Charity has 6 volunteers as visitors in Scotland and supported 1,513 (2017/18: 1,630) beneficiaries in Scotland, with grants totalling £495,000 in 2018/19 (2017/18: £504,000). The Turn2us website was widely used in Scotland for benefit checks and grant searches. Over 1,000 of the helpline users came from Scotland.

The Edinburgh Trust is a restricted fund within the Charity which resulted from the City of Edinburgh Council transferring its responsibility as custodian for 35 poverty related charities and trusts to the Charity in 2011. The 35 charities and trusts, together with their £13.7m funds and a small 10 bed care home (now sold and the £483k proceeds incorporated into the fund), were grouped into a single restricted fund.

The Trust has four sub funds that meet the spirit of the original trusts and charities, with updated eligibility criteria:

- ▶ The Edinburgh Support Fund (for residents of Edinburgh)
- ▶ Trinity Hospital Fund (for older people (over 55))
- ▶ Sir James Steel Fund (for older people, with a preference for the building trade)
- ▶ John Watson Fund (for residents of Leith, Cramond or Corstorphine)

The Edinburgh Trust Committee was formed to oversee the Trust and it reports to the Turn2us Board of Trustees. It includes the Lord Provost (ex officio) and a Councillor from the City of Edinburgh Council.

Over 1,300 beneficiaries were supported in the year 2018/19 through the Edinburgh Trust (2017/18: 1,400 with grants totalling £344,000 (2017/18: 340,000).

The Charity has a dedicated office in Edinburgh with two caseworkers specifically for the Edinburgh Trust.

## BOARD OF TRUSTEES

The Charity's Trustees, and those who served as a Trustee in the financial year ended 31 March 2019, were as follows:

- ▶ Ms Sally O'Sullivan (Chair)
- ▶ Mr Richard Midmer\* (Deputy Chair)
- ▶ Mr Henry Elphick
- ▶ Ms Catherine Hamp
- ▶ Ms Christine Lenihan
- ▶ Mr Neeraj Kapur\*

- ▶ Dr Olivia Curno
- ▶ Ms Janice Leightley
- ▶ Mr Richard Carter
- ▶ Mr Steven Hunter\*
- ▶ Lord Sharkey (Appointed 5 March 2019)
- ▶ Mr Thomas Morgan (Appointed 5 March 2019)
- ▶ Ms Joanne Wickremasinghe\* (Appointed 5 March 2019)
- ▶ Ms Joanna Kerr (Appointed 5 March 2019)\*\*

\* *Members of the Audit & Risk Committee*

\*\* Joanna Kerr stepped down for 3 months from July 2019 to be acting Head of Digital Services for the Charity while this post was vacant.

The key management personnel (as defined by FRS102) are the Trustees and the senior management of the Charity. The senior management of the Charity (to whom the responsibility for the planning, directing and controlling of the activities of the Charity has been delegated by Trustees) have been as follows during the financial year:

### Chief Executive

Mr Thomas Lawson (appointed 5 March 2019 following the resignation of Mr Simon Hopkins as at 22 June 2018)

### Director of Operations

Mrs Alison Taylor (Resigned 31 July 2019)

### Director of Information Technology

Mr Justin Macklin

### Director of Development

Mr Jamie Grier

Turn2us has a remuneration policy designed to attract and retain the highest quality of people to lead and develop our work. Rates of pay for senior members of staff are determined by considering external benchmarks across the sector and are reviewed annually to take into account the cost of living. Pay and benefits for senior members of staff are published in our Financial Statements and are determined by the Remuneration Committee. This includes total pay and benefits for all the Group's operations, including our commercial and investment operations which provide significant income to enable the Charity to carry out its charitable objectives. In accordance with legislation which came into force in April 2018, gender pay gap information has been added to the Turn2us website.

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Elizabeth Finn Care, trading as Turn2us, for the purposes

of company law) are responsible for preparing the Trustees' Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 the Group and of the incoming/outgoing resources. This includes the application of resources, including the income and expenditure, of the charitable Group for that period. In preparing these financial statements, the Trustees are required to:

- ▶ Select suitable accounting policies and then 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; and
- ▶ Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate 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, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charitable company and the Group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## DISCLOSURE OF INFORMATION TO AUDITORS

Insofar as the Trustees are aware:

- ▶ There is no relevant audit information of which the charitable company's auditor is unaware; and
- ▶ The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## AUDITORS

The Financial Statements for the year ended 31 March 2019 have been audited by Kingston Smith LLP. The full financial statements and audit report can be obtained from Turn2us, Hythe House, 200 Shepherds Bush Road, London W6 7NL.

Following a competitive tendering exercise, the Trustees have appointed Sayer Vincent LLP as the Group's new auditors for the financial year 2019/20 and onwards.

By order of the Board of Trustees



**Sally O'Sullivan**  
Chair, 10 September 2019

## BANKERS AND PRINCIPAL ADVISERS

**Auditors for year ending 31/3/19:** Kingston Smith LLP, Devonshire House, 60 Goswell Road, London, EC1M 7AD

**Solicitors:** Farrer & Co LLP, 66 Lincoln's Inn Fields, London, WC2A 3LH

**Bankers:** Lloyds Bank Plc, 179 Earls Court Road, London, SW5 9RE

### Investment Managers:

Smith & Williamson Investment Management Limited, 25 Moorgate, London, EC2R 6AY

McInroy & Wood, Easter Alderston, Haddington, East Lothian EH41 3SF

**Registered Office:** Turn2us, Hythe House, 200 Shepherds Bush Road, London, W6 7NL

Tel: 0208 834 9225

**Websites:** [www.turn2us.org.uk](http://www.turn2us.org.uk) [www.efhl.co.uk](http://www.efhl.co.uk)

### Charity Commission Registration numbers:

England & Wales: 207812; Scotland: SC040987

### Companies House Registration numbers:

Elizabeth Finn Care, (working name Turn2us): 515297

Elizabeth Finn Homes Limited: 5225008

Elizabeth Finn Trading Limited: 3499586

Turn2us (Dormant Company): 06136422

Turntous Ltd (Dormant Company): 06136521

# INDEPENDENT AUDITOR'S REPORT

## Independent auditor's report to the members of Elizabeth Finn Care, (trading as Turn2us)

### OPINION

We have audited the financial statements of Elizabeth Finn Care (trading as Turn2us) for the year ended 31 March 2019 which comprise Group and parent charitable company's financial statements, the Group Statement of Financial Activities, the Group and Charity Balance Sheets, the Group Cashflow Statement and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable to law and United Kingdom Accounting Standards, including Financial Reporting Standard 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 Group's and the parent charitable company's affairs as at 31 March 2019 and of the Group's 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 Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 (as amended) and regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

### 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 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- ▶ The Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- ▶ The Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Group's and parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

### OTHER INFORMATION

This 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 strategic report and the Trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ▶ The strategic report and the Trustees' annual report have 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 Group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the Trustees' annual report.

We have nothing to report in respect of the following matters where the Companies Act 2006 or the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- ▶ The parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- ▶ The parent charitable company's 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.

## **RESPONSIBILITIES OF TRUSTEES**

As explained more fully in the Trustees' responsibilities statement set out on page 20, 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. They also need to be 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 Group and parent 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 Group or parent 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**

We have been appointed as auditor under Section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report to you in accordance with regulations made under those Acts.

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 Group and parent 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 Group and parent 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 Group or parent 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.
- ▶ Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the Group audit. We remain solely responsible for our audit report.

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.

## 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 and to the charitable company's Trustees, as a body, in accordance with Section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the charitable company's members and Trustees those matters which we are required to state to them in an auditor's report addressed to them 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, and the Charity's Trustees, as a body, for our audit work, for this report, or for the opinions we have formed.

Moore Kingston Smith LLP

Date: 30 September 2019

### Shivani Kothari (Senior Statutory Auditor)

for and on behalf of Moore Kingston Smith LLP,  
Statutory Auditor  
Devonshire House  
60 Goswell Road  
London  
EC1M 7AD

Moore Kingston Smith LLP is eligible to act as auditor in terms of Section 1212 of the Companies Act 2006.



# FINANCIAL STATEMENTS



**Consolidated Statement of Financial Activities (incorporating income and expenditure account)**

Year to 31 March 2019

	Notes	Unrestricted Funds 2019 £'000	Restricted Funds 2019 £'000	Endowment Funds 2019 £'000	Total Funds 2019 £'000	Total Funds 2018 £'000
<b>INCOME AND ENDOWMENTS FROM:</b>						
<b>Donations and legacies:</b>						
Donations	3	521	170	-	691	644
Legacies	3	1,440	-	-	1,440	1,206
<b>Charitable activities:</b>						
Grants		-	274	-	274	266
Trading activities for charitable benefit		56	-	-	56	62
<b>Other trading activities:</b>						
Residential and nursing care income		28,298	-	-	28,298	26,938
Other activities	4	23	-	-	23	32
<b>Investment income:</b>	5	481	439	-	920	1,315
<b>Total income and endowments</b>		<b>30,819</b>	<b>883</b>	<b>-</b>	<b>31,702</b>	<b>30,463</b>
<b>EXPENDITURE</b>						
<b>Expenditure on raising funds:</b>						
Income generation	6a	717	-	-	717	687
Residential and nursing care expenditure	6a	23,250	-	-	23,250	22,121
Bank loan interest	6a	-	-	-	-	167
Investment management costs	6a	135	39	-	174	223
<b>Total cost of raising funds</b>		<b>24,102</b>	<b>39</b>	<b>-</b>	<b>24,141</b>	<b>23,198</b>
<b>Net income available for charitable activities</b>		<b>6,717</b>	<b>844</b>	<b>-</b>	<b>7,561</b>	<b>7,265</b>
<b>Expenditure on charitable activities:</b>						
Support & Information Services (benefit calculator, grant search etc)	6a	2,304	-	-	2,304	2,506
Assistance given to those in need (grants and allowances)	6a	2,843	584	-	3,427	4,086
Casework	6a	1,162	356	-	1,518	1,363
Trading activities for charitable benefit	6a	110	-	-	110	115
Expenditure in furtherance of charitable objectives		6,419	940	-	7,359	8,070
<b>Total expenditure</b>		<b>30,521</b>	<b>979</b>	<b>-</b>	<b>31,500</b>	<b>31,268</b>
<b>Net income/(expenditure) for the year before investments</b>		<b>298</b>	<b>(96)</b>	<b>-</b>	<b>202</b>	<b>(805)</b>
<b>Net gains/(losses) on investments:</b>						
Net realised gains/(losses) on investments		531	264	-	795	3,008
Net unrealised gains/(losses) on investments		856	1,015	-	1,871	(2,425)
Net realised gains in fair value of derivative		-	-	-	-	367
		1,387	1,279	-	2,666	950
<b>Net income/(expenditure) for the year before transfers</b>		<b>1,685</b>	<b>1,183</b>	<b>-</b>	<b>2,868</b>	<b>145</b>
<b>Other recognised gains/(losses):</b>						
Actuarial gains/(losses) on defined benefit pension scheme	18	(67)	-	-	(67)	192
<b>Net movement in funds</b>		<b>1,618</b>	<b>1,183</b>	<b>-</b>	<b>2,801</b>	<b>337</b>
<b>Reconciliation of funds:</b>						
Total funds brought forward	14	29,699	21,118	1,560	52,377	52,040
Discontinued activity – transfer of Colehaven Trust's assets to another Trust	14	-	-	(61)	(61)	-
<b>Total funds carried forward at 31 March 2019</b>		<b>31,317</b>	<b>22,301</b>	<b>1,499</b>	<b>55,117</b>	<b>52,377</b>

All the above results are derived from continuing activities and this financial statement includes all gains and losses recognised in the year. The accompanying notes on pages 30 to 46 are an integral part of this financial statement.

**Consolidated Statement of Financial Activities (incorporating income and expenditure account)**

Year to 31 March 2018

	Notes	Unrestricted Funds 2018 £'000	Restricted Funds 2018 £'000	Endowment Funds 2018 £'000	Total Funds 2018 £'000
<b>INCOME AND ENDOWMENTS FROM:</b>					
<b>Donations and legacies:</b>					
Donations	3	440	204	-	644
Legacies	3	1,206	-	-	1,206
<b>Charitable activities:</b>					
Grants		-	266	-	266
Trading activities for charitable benefit		62	-	-	62
<b>Other trading activities:</b>					
Residential and nursing care income		26,938	-	-	26,938
Other activities	4	32	-	-	32
<b>Investments:</b>	5	799	516	-	1,315
<b>Total income and endowments</b>		<b>29,477</b>	<b>986</b>	<b>-</b>	<b>30,463</b>
<b>EXPENDITURE</b>					
<b>Expenditure on raising funds:</b>					
Income generation	6b	687	-	-	687
Residential and nursing care expenditure	6b	22,121	-	-	22,121
Bank loan interest	6b	167	-	-	167
Investment management costs	6b	166	57	-	223
<b>Total cost of raising funds</b>		<b>23,141</b>	<b>57</b>	<b>-</b>	<b>23,198</b>
<b>Net income available for charitable activities</b>		<b>6,336</b>	<b>929</b>	<b>-</b>	<b>7,265</b>
<b>Expenditure on charitable activities:</b>					
Support & Information Services (benefit calculator, grant search etc)	6b	2,506	-	-	2,506
Assistance given to those in need (grants and allowances)	6b	3,470	616	-	4,086
Casework	6b	1,061	302	-	1,363
Trading activities for charitable benefit	6b	115	-	-	115
Expenditure in furtherance of charitable objectives		7,152	918	-	8,070
<b>Total expenditure</b>		<b>30,293</b>	<b>975</b>	<b>-</b>	<b>31,268</b>
<b>Net income/(expenditure) for the year before investments</b>		<b>(816)</b>	<b>11</b>	<b>-</b>	<b>(805)</b>
<b>Net gains/(losses) on investments:</b>					
Net realised gains/(losses) on investments		1,941	1,067	-	3,008
Net unrealised gains/(losses) on investments		(1,693)	(732)	-	(2,425)
Net unrealised gains in fair value of derivative		367	-	-	367
		615	335	-	950
<b>Net income/(expenditure) for the year before transfers</b>		<b>(201)</b>	<b>346</b>	<b>-</b>	<b>145</b>
<b>Other recognised gains/(losses):</b>					
Actuarial gains/(losses) on defined benefit pension scheme	18	192	-	-	192
<b>Net movement in funds</b>		<b>(9)</b>	<b>346</b>	<b>-</b>	<b>337</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		29,708	20,772	1,560	52,040
<b>Total funds carried forward at 31 March 2018</b>		<b>29,699</b>	<b>21,118</b>	<b>1,560</b>	<b>52,377</b>

All the above results are derived from continuing activities and this financial statement includes all gains and losses recognised in the year. The accompanying notes on pages 30 to 46 are an integral part of this financial statement.

**Consolidated and Charity Balance Sheets**

As at 31 March 2019

	Notes	GROUP		CHARITY	
		2019 £'000	2018 £'000	2019 £'000	2018 £'000
<b>FIXED ASSETS</b>					
Tangible assets	8	9,104	9,131	147	61
Investment properties used by a Group company	8	-	-	8,957	9,070
Investments	9	46,907	44,098	46,907	44,098
<b>Total fixed assets</b>		<b>56,011</b>	<b>53,229</b>	<b>56,011</b>	<b>53,229</b>
<b>CURRENT ASSETS</b>					
Debtors	11	1,329	1,110	356	244
Cash at bank and in hand	12	1,301	1,907	593	706
<b>Total current assets</b>		<b>2,630</b>	<b>3,017</b>	<b>949</b>	<b>950</b>
<b>LIABILITIES</b>					
Amounts falling due within one year	13	(3,334)	(3,746)	(1,653)	(1,679)
Net current assets/(liabilities)		<b>(704)</b>	<b>(729)</b>	<b>(704)</b>	<b>(729)</b>
<b>Total assets less current liabilities</b>		<b>55,307</b>	<b>52,500</b>	<b>55,307</b>	<b>52,500</b>
<b>Provisions for liabilities:</b>					
Defined benefit pension scheme liability	18	(190)	(123)	(190)	(123)
<b>Net assets</b>	14	<b>55,117</b>	<b>52,377</b>	<b>55,117</b>	<b>52,377</b>
<b>THE FUNDS OF THE CHARITY</b>					
Permanent endowment	14	1,499	1,560	1,499	1,560
Restricted	14	22,301	21,118	22,301	21,118
Designated	14	9,104	9,131	9,104	9,131
Unrestricted reserves	14	22,213	20,568	22,213	20,568
<b>Total charity funds</b>	14	<b>55,117</b>	<b>52,377</b>	<b>55,117</b>	<b>52,377</b>

The accompanying notes on pages 30 to 46 are an integral part of these balance sheets.

Approved by the Board of Trustees on 10 September 2019 and signed on their behalf by:



Sally O'Sullivan  
Chair

Company Number: 515297

**Consolidated Cashflow Statement**

For the year ended 31 March 2019

	<b>2019</b>		<b>2018</b>
	<b>£'000</b>		<b>£'000</b>
<b>a) RECONCILIATION OF NET INCOMING RESOURCES FOR THE YEAR TO NET CASH INFLOW FROM OPERATING ACTIVITIES</b>			
Net (expenditure)/income for the year before transfers	2,801		337
Deduct dividend and interest income shown in investing activities	(921)		(1,315)
Add back depreciation charge	156		152
Add loss on disposal of fixed asset	10		-
(Deduct gains)/add back unrealised losses on investments	(1,872)		2,425
Discontinued activity – transfer of Colehaven Trust's assets to another Trust	(61)		-
Decrease/(Increase) in debtors	(219)		133
Increase/(Decrease) in creditors	(412)		(1,503)
Increase in pension provision	67		(192)
<b>Net cash provided/(used) in operating activities</b>	<b>(451)</b>		<b>37</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Dividends	918	1,085	
Interest	3	230	1,315
Purchase of fixed assets	(139)		(1,843)
Purchase of investment securities	(7,496)		(14,391)
Discontinued activity – transfer of Colehaven Trust's assets to another Trust	75		-
Receipts from sale of investment securities	6,729		22,022
Decrease (increase) in short-term deposits held by investment managers	(245)		(179)
<b>Net cash (used)/provided by investing activities</b>	<b>(155)</b>		<b>6,924</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Bank loan (decrease)	-		(6,647)
<b>Net cash used by financing activities</b>	<b>-</b>		<b>(6,647)</b>
<b>Change in cash and cash equivalents in the year</b>	<b>(606)</b>		<b>314</b>
Cash and cash equivalents brought forward	1,907		1,593
<b>Cash and cash equivalents carried forward</b>	<b>1,301</b>		<b>1,907</b>

## Notes forming part of the financial statements

### 1 Status of Company

Elizabeth Finn Care (trading as Turn2us) is a company limited by guarantee and does not have share capital. The members of the company are the Trustees who are named on page 20. All members, in the event of the company being wound up whilst they are members or within one year of their ceasing to be members, are required to contribute an amount not exceeding £1.

### 2 Accounting policies

- a) The Charity's individual and consolidated financial statements have been prepared in accordance with United Kingdom Accounting Standards, in particular 'FRS 102: the Financial Reporting Standard applicable in the UK and Republic of Ireland' (FRS 102).

The Charity is a public benefit entity for the purposes of FRS 102 and is a registered Charity. The Charity has therefore also prepared its individual and consolidated financial statements in accordance with 'The Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with FRS 102' (The Charities SORP (FRS 102)).

The financial statements have been prepared on a going concern basis and on the historical cost basis, except for the measurement of investments and certain financial assets and liabilities at fair value, with movements in value reported within the Statement of Financial Activities (SOFA). The principal accounting policies adopted are set out below and have been applied consistently throughout the year.

The financial statements have been prepared in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006, the Charities (Accounts and Reports) regulations 2008, and the Charities Act 2011. The Charity has taken advantage of section 408 of the Companies Act 2006 and has not produced a separate full unconsolidated profit and loss account. A summary of the profit and loss account for the Charity and for each subsidiary is shown in Note 16.

### b) Group accounts

These Financial Statements consolidate on a line by line basis the results of the Charity, seven charities for which the Charity was given uniting directions or allotted trusteeship (linked charities) and the Charity's wholly owned subsidiaries: Elizabeth Finn Homes Limited, Elizabeth Finn Trading Limited, Turn2us (dormant company), and Turntous (dormant company).

### c) Income recognition

All income is recognised once the Charity has entitlement to the income, the economic benefit is probable and the amount can be reliably measured.

- ci) *Income from donations, grants and legacies*  
Donations and grants which do not impose specific future performance-related or other specific conditions are recognised on the date upon which the Charity has entitlement to the resource, the amount can be reliably measured and the economic benefit to the Charity of the donation or grant is probable. Donations and grants subject to performance-related conditions are recognised as and when those conditions are met. Donations and grants subject to other specific conditions are recognised as those conditions are met or their fulfilment is wholly within the control of the Charity and it is probable that the specified conditions will be met.

Legacies are recognised following grant of probate and once the Charity has received sufficient information from the executor(s) of the deceased's estate to be satisfied that the gift can be reliably measured and that the economic benefit to the Charity is probable.

Donations, grants and legacies accruing for the general purposes of the Charity are credited to unrestricted funds.

Donations, grants and legacies, which are subject to conditions as to their use (imposed by the donor or set by the terms of an appeal) are credited to the relevant restricted fund or, where the donation, grant or legacy is required to be held as capital, to the endowment funds. Where donations are received in kind (as distinct from cash or other monetary assets), they are measured at the fair value of those assets as at the date of the gift.

cii) **Investment Income**

Interest on bank balances is accounted for on an accrual basis with interest recognised in the period to which the interest relates.

Dividend income is credited when received.

Income from investment properties is recognised in the period to which the rental income relates.

d) **Expenditure Recognition**

All expenditure is charged to the SOFA on an accruals basis including the charge for VAT which is not recoverable. Central support costs (including governance costs) are allocated to each activity cost category on the basis of either relevant staff numbers or proportion of time spent on each activity by the staff of each support cost centre.

e) **Fixed Assets**

Depreciation is provided as follows:

- i) Freehold buildings – 2% on the reducing balance basis.
- ii) Mini Buses and Motor Cars – 25% on the reducing balance basis.
- iii) Furniture and Equipment – 12.5% on the reducing balance basis.
- iv) IT server infrastructure & related network equipment – 20% straight line basis

Building work in progress is capitalised while the building work progresses. When the building work is complete the value is transferred to freehold buildings and depreciated thereafter. Expenditure on the renovation and refurbishment of existing Homes is written off to revenue as it is incurred. Expenditure on building new Homes is capitalised, although the cost of equipping them is charged to revenue. The Trustees believe that this policy generally reflects the economic life of the expenditure incurred and that the recoverable amounts and the present value of the future cash flows of the equipment would be negligible. Expenditure on replacement computer hardware and software and sundry small items of equipment is written off as revenue expenditure as incurred.

f) **Investments** are stated at market valuation as at 31 March 2019. Gains and losses on disposals or revaluations of investments are charged or credited to the SOFA.

g) **Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Any bank overdrafts would be shown within borrowings in current liabilities.

h) **Foreign currency balances** have been translated at the rate current at 31 March 2019.

i) Certain expenditure relating to **fundraising events** has been netted off against income from the same events.

j) **Fund accounting**

**Permanent Endowment Funds** – these represent funds permanently held in trust for the Charity. For further details on endowment funds see Note 15 to the accounts.

**Restricted Funds** – these represent funds received for preferential purposes specified by the donor or by the charitable objects of the charities that have merged with Elizabeth Finn Care.

Benefactors sometimes express a wish that their legacy or gift should be used for a defined purpose. If this purpose is more limited than the full objectives of the Charity, such income is treated in the SOFA as restricted and any balance unspent at the end of the financial year is described as Restricted Reserve on the Balance Sheet.

**Designated** – this represents the net value of the tangible fixed assets.

**Unrestricted Reserves** – this fund can be used in accordance with the charitable objects at the discretion of the Trustees.

k) **Grants to beneficiaries:** Grants to beneficiaries are recognised when they are paid.

l) **Operating Leases:** Rents paid under operating leases are charged to the Statement of Financial Activities equally over the lease term.

m) **Pensions**

The Charity has adopted full disclosures under FRS102 for the defined benefit pension scheme

## Notes forming part of the financial statements

in note 19. The service and finance costs of the Scheme are allocated to specific activities of the resources expended based on finance cost attributions.

### n) Judgements and Key Sources of Estimation Uncertainty

In the application of the company's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

### ni) Estimation Uncertainty

The company makes an estimate of the recoverable value of trade and other debtors. When assessing the recoverability of trade and other debtors, management considers factors including the financial circumstances of the debtor, the ageing profile of debtors and historical experience.

Investment valuations are dependent upon stock market and investor confidence, movements in exchange rates and in underlying economic indicators. The Charity's specific investment performance is subject to investment managers' predictions about how their asset allocation and stock selection will determine performance over time.

Santander made an estimate of the fair value of the SWAP agreement at the end of each financial year. The derivative calculations used were subject to inflation, interest rates and estimated scenarios of future investment market movements. The SWAP agreement was brought to an end during the year.

The defined benefit pension scheme asset/liability is calculated by the pension scheme's

actuary, based upon a triennial asset & obligation valuation, and is influenced by estimates of future interest rates, inflation rate scenarios and movements in life expectancy tables.

Accruals have been made in relation to renovation projects in the care homes that are in progress at the year end. An evaluation is made of the work completed on each project that remained un-invoiced at the year end, with an accrual being calculated accordingly.

### nii) Key areas of Future Uncertainty

With respect to the next financial year, the most significant areas of uncertainty which affect the carrying value of assets held by the Charity (and its subsidiaries) are the performance of the investment markets and the residents' occupancy rates of Elizabeth Finn Homes Limited's nine care homes.

The UK's decision to leave the European Union brings with it uncertainty about stock market investment income and also uncertainty in being able to cost-effectively attract and retain a sufficient number of high calibre staff, particularly in our care home teams.

### o) Going Concern

The Trustees have assessed going concern and have considered possible events or conditions that might cast significant doubt on the ability of the charitable company to continue as a going concern. The Trustees have made this assessment for a period of at least one year from the date of the approval of these financial statements. In particular, the Trustees have considered the charitable company's forecasts and projections and have taken account of pressures on income. The Trustees have concluded that there is a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. The charitable company therefore continues to adopt the going concern basis in preparing its financial statements.

### p) Financial Instruments

The charitable company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial



Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charitable company's balance sheet when the charitable company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

#### *Basic financial assets*

Basic financial assets, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost.

#### *Impairment of financial assets*

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting end date.

Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. The impairment loss is recognised in profit or loss.

#### *Classification of financial liabilities*

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

#### *Basic financial liabilities*

Basic financial liabilities, including trade and other payables, bank loans, loans from fellow Group companies and preference shares that are classified as debt, are initially recognised at transaction price. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

#### *Other financial liabilities*

Derivatives, including interest rate swaps and forward foreign exchange contracts, are not basic financial instruments. Derivatives are initially recognised at fair value on the date a derivative contract is entered into and are subsequently re-measured at their fair value. Changes in the fair value of derivatives are recognised in profit or loss in finance costs or finance income as appropriate, unless they are included in a hedging arrangement.

A derivative with a positive fair value is recognised as a financial asset, whereas a derivative with a negative fair value is recognised as a financial liability. The SWAP agreement was brought to an end during the year.

## Notes forming part of the financial statements (continued)

## INCOME

## 3 Donations and legacies

	Unrestricted Funds £'000	Restricted Funds £'000	Endowment Funds £'000	Total 2019 £'000	Total 2018 £'000
<b>DONATIONS</b>					
Donations	511	170	-	681	618
County treasurers	10	-	-	10	26
	<u>521</u>	<u>170</u>	<u>-</u>	<u>691</u>	<u>644</u>
<b>LEGACIES</b>					
	1,440	-	-	1,440	1,206
	<u>1,961</u>	<u>170</u>	<u>-</u>	<u>2,131</u>	<u>1,850</u>

The Charity has received notification of 9 legacies with estimated future distributions of £745,000 (2018: £805,000), which have not been recognised as income as at 31 March 2019. They will be recognised when appropriate in future periods.

## 4 Other activities

	Unrestricted Funds £'000	Restricted Funds £'000	Endowment Funds £'000	Total 2019 £'000	Total 2018 £'000
Property rent and services	<u>23</u>	<u>-</u>	<u>-</u>	<u>23</u>	<u>32</u>

## 5 Investment income

	Unrestricted Funds £'000	Restricted Funds £'000	Endowment Funds £'000	Total 2019 £'000	Total 2018 £'000
Dividends	479	438	-	917	1,085
Interest on bonds and short term deposits	2	1	-	3	230
	<u>481</u>	<u>439</u>	<u>-</u>	<u>920</u>	<u>1,315</u>

## Notes forming part of the financial statements (continued)

## 6a Expenditure (year ended 31 March 2019)

	CENTRAL SUPPORT COSTS							DIRECT COSTS	ALL COSTS TOTAL		
	Chief Executive Office	Finance	Human Resources	IT	Property Services	Administration	Governance	Total	2019	2018	
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	
<b>ACTIVITIES</b>											
Income generation	68	21	8	81	126	17	17	338	379	717	687
Refurbishment and maintenance for the care homes*	-	-	-	-	-	-	-	-	597	597	568
Residential & nursing care expenditure*	-	-	-	-	-	-	-	-	22,653	22,653	21,553
Bank loan interest	-	-	-	-	-	-	-	-	-	-	167
Investment management	-	64	-	-	-	-	9	73	101	174	223
Support and information services	80	54	33	81	210	68	35	561	1,743	2,304	2,506
Grants & allowances	-	-	-	-	-	-	-	-	3,427	3,427	4,086
Casework	69	65	27	82	241	54	26	564	954	1,518	1,363
Trading activities for charitable benefit	11	11	-	10	25	-	-	57	53	110	115
<b>Total</b>	<b>228</b>	<b>215</b>	<b>68</b>	<b>254</b>	<b>602</b>	<b>139</b>	<b>87</b>	<b>1,593</b>	<b>29,907</b>	<b>31,500</b>	<b>31,268</b>

In 2018/19 we awarded over 3,100 grants. In 2017/18 we awarded over 3,600 grants.

Note: Auditors' remuneration (excl VAT) includes the following:

	2019	2018
	£'000	£'000
Auditors remuneration – Audit of Charity	18	15
Auditors remuneration – Audit of subsidiaries	18	15
Auditors remuneration – Internal audit	-	-
Auditors remuneration – Defined Benefit Pension Scheme audit	5	5
Auditors remuneration – Tax advice & tax returns	2	1
Auditors remuneration – Audit committee	3	5
<b>Total</b>	<b>46</b>	<b>41</b>

\* These 2 items make up the self-funding residential and nursing care heading for expenditure on the SOFA.

## Notes forming part of the financial statements (continued)

## 6b Prior Year's Comparative for Expenditure (year ended 31 March 2018)

	CENTRAL SUPPORT COSTS							DIRECT COSTS	ALL COSTS TOTAL
	Chief Executive Office	Finance	Human Resources	IT	Property Services	Administration	Governance	Total	2018
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
<b>ACTIVITIES</b>									
Income generation	84	26	8	87	114	18	11	348	687
Refurbishment and maintenance for the care homes*	-	-	-	-	-	-	-	-	568
Residential & nursing care expenditure*	-	-	-	-	-	-	-	-	21,553
Bank loan interest	-	-	-	-	-	-	-	-	167
Investment management	-	78	-	-	-	-	5	83	140
Support and information services	98	65	31	87	190	70	21	562	1,944
Grants & allowances	-	-	-	-	-	-	-	-	4,086
Casework	84	78	25	87	218	56	16	564	799
Trading activities for charitable benefit	14	13	-	11	22	-	-	60	55
<b>Total</b>	<b>280</b>	<b>260</b>	<b>64</b>	<b>272</b>	<b>544</b>	<b>144</b>	<b>53</b>	<b>1,617</b>	<b>29,651</b>
									<b>31,268</b>

In 2017/18 we awarded over 3,600 grants to nearly 5,800 beneficiaries (including family members). In 2016/17 we awarded 3,278 grants to 4,401 beneficiaries (including family members).

\* These 2 items make up the self-funding residential and nursing care heading for expenditure on the SOFA.

## Notes forming part of the financial statements (continued)

## 7 Trustees and staff

Trustees are not remunerated. Refreshments and reimbursement of travel expenses for 2 of the Trustees attending meetings amounted to £3,614 (2018 – £2,704)

Aggregate staff costs are made up as follows:	2019 £'000	2018 £'000
Wages and salaries	16,657	16,183
Agency staff	510	611
Social security costs	1,348	1,305
Employer's contribution to defined contribution schemes	762	663
Other staff related costs	105	102
Redundancies and terminations	37	17
	<u>19,419</u>	<u>18,881</u>
Operating costs of closed defined benefit scheme	28	40
	<u>19,447</u>	<u>18,921</u>

The average number of employees, both full and part time, during the year was 767 (2018: 795), representing full time equivalents of 678 (2018: 689)

The total, stated on a full time equivalent basis, comprised:	2019 Full-time	2019 Part-time	2018 Full-time	2018 Part-time
In the Homes	318	296	317	309
<b>At Headquarters:</b>				
Homes Department	6	1	5	1
Operations	24	5	25	5
Fundraising	6	0	5	1
Finance	4	1	4	1
IT	3	0	3	–
Human Resources	5	0	5	–
Chief Executive's Department and Communications	8	1	8	1
	<u>374</u>	<u>304</u>	<u>372</u>	<u>318</u>

The number of staff in the group whose remuneration (excluding employer pension contributions) fell within each of the following bands was:

	2019	2018
£60,001 to £70,000	5	2
£70,001 to £80,000	3	7
£80,001 to £90,000	3	3
£90,001 to £100,000	2	1
£100,001 to £110,000	0	0
£110,001 to £120,000	0	0
£120,001 to £130,000	0	1
£130,001 to £140,000	1	1
£140,001 to £150,000	1	2

Total pension contributions for all of the higher paid staff of Elizabeth Finn Care and Elizabeth Finn Homes Limited were £174,170 (2018: £119,813). These are all payments to defined contribution schemes – none of the higher paid staff were members of the closed defined benefit scheme.

The higher paid employees were three Directors (who were in post for the full year) and one non-director of the Charity, (2018: five); and eleven (2018: twelve) senior commercial subsidiary staff (who had earned performance related bonuses in those years).

The Group's key management personnel, (who have authority and responsibility for planning, directing and controlling the activities of the Group, directly or indirectly), were the Charity's Trustees and the four Directors of the Charity (2018: four). The total employee benefits of the Charity's key management personnel were £369,221 (2018: £415,844).

Trustees are not remunerated.

## Notes forming part of the financial statements (continued)

## 8 Tangible fixed assets

	FREEHOLD		Buildings Work in Progress	Furniture and Equipment	Mini Buses and Motor Cars	IT Infrastructure Hardware	Total
	Land £'000	Buildings £'000					
Cost at 1 April 2018	1,685	10,559	9	31	132	142	12,558
Additions	1	-	85	1	-	52	139
Disposals	-	(38)	-	-	(100)	-	(138)
Cost at 31 March 2019	<b>1,686</b>	<b>10,521</b>	<b>94</b>	<b>32</b>	<b>32</b>	<b>194</b>	<b>12,559</b>
Accum. depreciation at 1 April 2018	-	3,174	-	11	120	122	3,427
Disposals	-	(38)	-	-	(90)	-	(128)
Charge for year	-	114	-	3	1	38	156
Accum. depreciation at 31 March 2019	-	<b>3,250</b>	-	<b>14</b>	<b>31</b>	<b>160</b>	<b>3,455</b>
<b>Net Book Amount at</b>							
31 March 2019	<b>1,686</b>	<b>7,271</b>	<b>94</b>	<b>18</b>	<b>1</b>	<b>34</b>	<b>9,104</b>
31 March 2018	<b>1,685</b>	<b>7,385</b>	<b>9</b>	<b>20</b>	<b>12</b>	<b>20</b>	<b>9,131</b>

The land and buildings shown in Tangible Fixed Assets in the Group accounts are used for care homes operated by Elizabeth Finn Homes Limited.

In the Charity's balance sheet, under FRS102, the land and buildings change classification to investment properties in the Balance Sheet, as they are let to and occupied by a Group company.

The land and buildings used as care homes are shown at cost because the fair value cannot be measured reliably without undue cost or effort, on an ongoing basis.

## 9 Fixed Assets – Investments

	Cash for investment	Listed Investments	Property	Group Total	Charity's shares in subsidiaries	Charity Total
Market value:	£'000	£'000	£'000	£'000	£'000	£'000
At 1 April 2018	1,712	42,201	185	44,098	-	44,098
Additions at cost	-	7,496	-	7,496	-	7,496
Disposals at cost	-	(6,729)	-	(6,729)	-	(6,729)
Movement in cash	245	-	-	245	-	245
Net investment gains/(losses) unrealised	-	1,872	-	1,872	-	1,872
Colehaven transfer out	-	(75)	-	(75)	-	(75)
<b>At 31 March 2019</b>	<b>1,957</b>	<b>44,765</b>	<b>185</b>	<b>46,907</b>	<b>-</b>	<b>46,907</b>

Listed investments at market value comprised:	Total 2019 £'000	Total 2018 £'000
UK listed equities	13,285	13,695
UK fixed interest investments	1,641	537
UK funds	-	76
Unlisted investments	24	97
Overseas funds	17,423	16,696
Listed or regulated overseas	12,392	11,100
	<b>44,765</b>	<b>42,201</b>

No shareholdings of over 5% were held by the Group in any listed investment.

Property: Three plots of land are held as investment property at nominal value, pending exploration of future planning permission possibilities. It would not be cost effective or meaningful to revalue them annually as their potential value is wholly dependent upon future planning decisions by statutory bodies.

The Charity's Investment Committee monitors the performance of the invested assets using defined benchmark criteria. The primary performance benchmark remains 3 month £ LIBOR + 5%. Given the sizeable property portfolio and retained cash which counterbalance the asset allocation risks, the managers' asset allocation is based upon an equity growth portfolio, operating under discretionary mandates.

## Notes forming part of the financial statements (continued)

## 10 Charity's shares in subsidiaries

The Charity owns the whole of the ordinary share capital of two trading subsidiaries (both consisting of two £1 ordinary shares):

	Company No:	Country of Incorporation
Elizabeth Finn Trading Limited	3499586	England & Wales
Elizabeth Finn Homes Limited	5225008	England & Wales

The Charity also owns the whole of the ordinary share capital of two dormant subsidiaries:

Turn2us	6136422	England & Wales
Turntous	6136521	England & Wales

All four companies have the registered address: Hythe House, 200 Shepherds Bush Road, London W6 7NL

## 11 Debtors

	GROUP		CHARITY	
	2019 £'000	2018 £'000	2019 £'000	2018 £'000
Amount due from subsidiaries	-	-	52	52
Trade debtors	644	723	4	-
Other debtors	229	18	9	9
Prepayments and accrued income	456	369	291	183
	<b>1,329</b>	<b>1,110</b>	<b>356</b>	<b>244</b>

Group financial assets (within the above) which are debt instruments (ie under contract to a 3rd party) measured at amortised cost are £1,014,940 (2018: £822,163)

## 12 Cash at Bank

	GROUP		CHARITY	
	2019 £'000	2018 £'000	2019 £'000	2018 £'000
Cash at bank and in hand	1,301	1,907	593	706

## 13 Creditors: Amounts falling due within one year

	GROUP		CHARITY	
	2019 £'000	2018 £'000	2019 £'000	2018 £'000
Amount due to subsidiaries	-	-	1,099	1,067
Trade creditors	595	588	170	-
Social security and other taxes	378	349	62	64
Accruals and deferred income*	2,243	2,703	303	533
Sundry creditors	118	106	19	15
	<b>3,334</b>	<b>3,746</b>	<b>1,653</b>	<b>1,679</b>

Group financial liabilities (within the above) measured at amortised cost are £2,152,722 (2018: £2,523,184).

	GROUP	
	2019 £'000	2018 £'000
<b>*Movement in Deferred Income</b>		
Amount brought forward	874	915
Released in the year	(71)	(41)
Amount carried forward	<b>803</b>	<b>874</b>

## Notes forming part of the financial statements (continued)

## 14 Analysis of Group Net Assets as at 31 March 2019 between Funds

	PERMANENT ENDOWMENT FUNDS			
	Arthur Hurst Will Trust £'000	Dresden Homes Trust £'000	Other £'000	Total £'000
<b>FIXED ASSETS</b>	-	-	-	-
Investments	737	750	12	1,499
Net current assets	-	-	-	-
Actuarial unrealised pension deficit	-	-	-	-
Net assets	<b>737</b>	<b>750</b>	<b>12</b>	<b>1,499</b>
<b>FUNDS</b>				
Balances at 1 April 2018	737	750	73	1,560
Income	-	-	-	-
Expenditure	-	-	-	-
Gains/(losses)	-	-	-	-
Transfers between unrestricted funds	-	-	-	-
Discontinued activity – transfer of Colehaven Trust's assets to another Trust	-	-	(61)	(61)
Balances at 31 March 2019	<b>737</b>	<b>750</b>	<b>12</b>	<b>1,499</b>

## PERMANENT ENDOWMENTS

**Arthur Hurst Will Trust (Charity No. 207812-7)**

This Charity was transferred to Elizabeth Finn Care by the Public Trustee on 28 September 2013, following discharge of obligations to certain former beneficiaries. The income from this Trust is applied to the relief of distressed gentlewomen; clergy who have to retire through ill health; and education of clergy orphans.

**Dresden Homes Trust (Charity No. 207812-4)**

This Charity was represented by a permanent endowment fund until 19 January 2012 when the Charity Commission consented to the Charity's resolution to release the restriction on expenditure on the permanent endowment at that date. £750,000 is held as permanent endowment to make grants for the relief of former residents of the Dresden Homes Trust.

**Other**

Included in the Other category above with current assets valued at £12,088 is permanent endowment for The C.J. and E.J. Melbourne Trust (Charity No. 207812-1)

Included in the Other category above with investments valued at £60,560 is permanent endowment for The Colehaven Trust (Charity No. 218609) and The Ellen Stanley Coleman Colehaven Trust (Charity No. 218609/1). The Trusteeship of this investment was transferred to the Yardley Great Trust on 1 October 2018 as it was identified as a more suitable manager who specialises in almshouses in the Birmingham area.



RESTRICTED FUNDS							DESIGNATED FUND	UNRESTRICTED RESERVES	TOTAL FUNDS
Edinburgh Trust	Arthur Hurst Will Trust	Dresden Homes Trust	The Lloyd's Support Fund	Homes' amenity funds	Other	Total			
£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
-	-	-	-	-	-	-	9,104	-	9,104
15,812	188	24	4,785	-	-	20,809	-	24,600	46,908
542	33	287	168	283	179	1,492	-	(2,320)	(828)
-	-	-	-	-	-	-	-	(67)	(67)
<b>16,354</b>	<b>221</b>	<b>311</b>	<b>4,953</b>	<b>283</b>	<b>179</b>	<b>22,301</b>	<b>9,104</b>	<b>22,213</b>	<b>55,117</b>
15,531	157	317	4,606	287	220	21,118	9,131	20,568	52,377
346	20	1	100	12	404	883	-	30,819	31,702
(454)	(12)	(9)	(43)	(16)	(445)	(979)	-	(30,521)	(31,500)
931	56	2	290	-	-	1,279	-	1,320	2,599
-	-	-	-	-	-	-	(27)	27	-
-	-	-	-	-	-	-	-	-	(61)
<b>16,354</b>	<b>221</b>	<b>311</b>	<b>4,953</b>	<b>283</b>	<b>179</b>	<b>22,301</b>	<b>9,104</b>	<b>22,213</b>	<b>55,117</b>

## RESTRICTED FUNDS

**Edinburgh Trust:** This is a restricted fund that reflects the transfer to the Charity by the City of Edinburgh Council in July 2011 of its responsibility for 35 poverty related charities and trusts together with their £12m funds and a small 10 bed care home. The care home was transferred to a similar organisation during 2015/16 and the proceeds added to the Edinburgh Trust restricted fund.

**Arthur Hurst Will Trust:** Elizabeth Finn Care administers this fund. The objects of this Trust fall within those of Elizabeth Finn Care.

**Dresden Homes Trust (Charity No. 207812-4):** The income supports the general charitable activities of Elizabeth Finn Care, but preference must be given to making grants for the relief of former residents of the Dresden Homes Trust.

**The Lloyd's Support Fund (Charity 207812-6):** The income supports the general charitable activities of Elizabeth Finn Care, but preference must be given to making grants for the relief of severe financial hardship as a result of meeting or attempting to meet their respective underwriting liabilities at Lloyd's and the family of such persons.

**Homes' Amenity funds:** Funds have been raised or given over the years, and are used for the benefit of the residents of the Homes. These are therefore restricted funds.

**Other:** A collection of individual funds received for restricted purposes, the balance of which is being held over to be used according to the donors' wishes in future years.

## Notes forming part of the financial statements (continued)

## 15 Shown below are the separate results for the Charity and each of its subsidiaries.

## a) Related Party transactions with wholly owned subsidiaries

The Charity has taken advantage of the exemption given by Financial Reporting Standard 8, Related Party Disclosures', from disclosing transactions with its wholly owned subsidiaries.

## b) Financial activities of the Charity

	2019 £'000	2018 £'000
Gross incoming resources	7,012	7,036
Elizabeth Finn Trading covenant due	-	4
Elizabeth Finn Homes Limited covenant due	1,960	1,798
	<u>8,972</u>	<u>8,838</u>
<b>Expenditure on raising funds:</b>		
Income generation	(704)	(675)
Bank loan interest	-	(167)
Landlord refurbishment/maintenance of care homes	(596)	(568)
Investment management costs	(174)	(221)
<b>Expenditure on Charitable activities:</b>		
Support & Information Services (benefit calculator, grant search etc)	(2,285)	(2,488)
Assistance given to those in need (grants and allowances)	(3,454)	(4,117)
Casework	(1,502)	(1,349)
Trading activities for charitable benefit	(55)	(59)
Net (expenditure)/income	<u>202</u>	<u>(805)</u>
Investment gains	2,666	583
Actuarial gains/(losses) on defined benefit pension scheme	(67)	192
Net realised gains on derivative	-	367
Net resource movement for year	<u>2,801</u>	<u>337</u>
Total funds brought forward	52,377	52,040
Discontinued activity – transfer of Colehaven Trust's assets to another Trust – see note 14	(61)	-
Total funds carried forward	<u>55,117</u>	<u>52,377</u>

## c) Financial activities of Elizabeth Finn Homes Limited

	2019 £'000	2018 £'000
Income	28,756	27,430
Cost of care services	(26,796)	(25,632)
Net Surplus	1,960	1,798
Covenant to Charity	(1,960)	(1,798)
Retained surplus	<u>-</u>	<u>-</u>
Current assets	4,730	4,923
Current liabilities	(4,730)	(4,923)
Net assets (in £)	<u>£2</u>	<u>£2</u>
Share Capital (in £)	<u>£2</u>	<u>£2</u>

## Notes forming part of the financial statements (continued)

## 15 Continued

## d) Elizabeth Finn Trading Limited

	2019 £'000	2018 £'000
Turnover	56	62
Cost of sales	(53)	(55)
Gross profit	<u>3</u>	<u>7</u>
<b>Administrative costs</b>	(3)	(3)
Operating profit	<u>0</u>	<u>4</u>
Interest income	-	-
<b>Profit/(loss) before and after tax</b>	<u>0</u>	<u>4</u>
Covenant payment to Elizabeth Finn Care	(0)	(4)
Retained profit/(loss)	-	-
Loss brought forward	-	-
Total reserves carried forward	<u>-</u>	<u>-</u>
Current assets	62	60
Current liabilities	(62)	(60)
Net liabilities (in £)	<u>£2</u>	<u>£2</u>
Share capital (in £)	£2	£2
Reserves	-	-
Total Funds (in £)	<u>£2</u>	<u>£2</u>

## 16 Commitments

Hythe House, 200 Shepherds Bush Road, London W6 7NL is the Head Office of the Charity. The Charity took out a 10 year lease (dated 26 October 2014) with a 5 year break point. The Charity occupies 8,483 sq ft and is paying rent of £284,180+VAT pa and a service charge of £66,000+VAT pa (capped at £84,830 pa). A six month rent free period was granted from the start of the new lease in October 2014. The rent is reviewed after 5 years unless the break option is implemented. The total of minimum rent payments until the 5 year break in 25 October 2019 is £ 94,720 + VAT (2018: £378,906 + VAT).

As at 31 March 2019, the Group had operating leases with £34,450 (2018: £42,991) falling due within one year; £48,095 (2018: £60,625) falling due between one and five years; and £0 (2018: £0) falling due after five years.

## 17 Volunteers

Our work is supported by 160 volunteers, the majority of these volunteers complete grant review visits to assist our Caseworkers in making decisions regarding the level of financial support (in the form of a grant) we are able to provide. Our volunteer befrienders provide a friendly face and a listening ear to vulnerable, isolated and lonely grant recipients; and our office volunteers provide administrative support to teams.

## Notes forming part of the financial statements (continued)

## 18 Defined benefit pension scheme

The Charity has two pension schemes; one is the defined benefit scheme (the Scheme) which was closed to new members in 2001 and the other is the stakeholder pension scheme, which is open to all employees of the Charity and its subsidiary, Elizabeth Finn Homes Limited. As at 31 March 2015, an accrual of £44,000 had been made to finance the deficit on the defined benefit scheme, calculated as at the triennial valuation date of 30 June 2014. This amount was paid at the end of 2015, in accordance with the actuary's recommendations. The recent triennial (dated 30 June 2017) identified a further deficit of £14,000 which was accrued at 31 March 2018 and paid in May 2018.

FRS102, paragraphs 28.9 to 28.28 requires the Charity to include in its own accounts the net assets or liabilities based on fair values of the defined benefit pension scheme. The standard also requires the net operating cost of providing the retirement benefits to current staff members and finance costs or income to be included in the Charity's accounts. The SOFA meets the reporting requirements and the value of the Scheme's liabilities has been determined by the Scheme's actuary based on the results of the full actuarial valuation that was carried out as at 1 July 2017. The scheme was closed to future accrual on 31 March 2013.

	31 March 2019	31 March 2018
<b>Increases for pensions in payment:</b>		
Pre 31 October 2006 (RPI max. 5%)	3.10%	3.10%
Post 31 October 2006 (RPI max. 2.5%)	2.10%	2.10%
Liability discount rate	2.30%	2.60%
Inflation assumption (RPI)	3.30%	3.30%
Consumer Price Inflation	2.30%	2.30%
Deferred pension revaluation (CPI 2.5% cap)	2.30%	2.30%
Deferred pension revaluation (CPI 5% cap)	2.30%	2.30%
<b>Assuming retirement at age 65, the life expectancy in years is as follows:</b>		
For a male aged 65 now	21.6	21.6
At 65 for a male member aged 45 now	23.4	23.3
For a female aged 65 now	23.7	23.6
At 65 for a female member aged 45 now	25.6	25.5

The market value of assets in the Scheme, the present value of the liabilities in the Scheme and the long term expected rate of return at the balance sheet date were as follows:

<b>ASSETS</b>	As at 31 March 2019 £'000	As at 31 March 2018 £'000
Total market value of assets	<u>3,660</u>	<u>3,467</u>
<b>NET DEFINED BENEFIT LIABILITY</b>	As at 31 March 2019 £'000	As at 31 March 2018 £'000
Total market value of assets	3,660	3,467
Value of funded obligations	(3,850)	(3,590)
Net pension (liability)/asset	<u>(190)</u>	<u>(123)</u>

The accrual of future benefits for active members was terminated with effect from 31 March 2013 and hence both future pension cost and future employee contributions are nil. The Actuary's interpretation for the years up to 31 March 2016 was that the pension asset should not be shown as an asset in the balance sheet because it could not be readily realised by the Group. Since then, the net pension liability as at 31 March 2017 and at 31 March 2018 has been recognised by the Group.

Surplus/(deficits) for the current and previous four periods are as follows:

	2019 £'000	2018 £'000	2017 £'000	2016 £'000	2015 £'000
Defined benefit obligation	(3,850)	(3,590)	(3,910)	(3,197)	(3,394)
Plan assets	3,660	3,467	3,595	3,281	3,519
Surplus/(deficit)	<u>(190)</u>	<u>(123)</u>	<u>(315)</u>	<u>84</u>	<u>125</u>

## Notes forming part of the financial statements (continued)

## 18 Defined benefit pension scheme (continued)

## ANALYSIS OF THE AMOUNT CHARGED TO SOFA OPERATING RESULTS:

	2019 £'000	2018 £'000
Service cost	-	-
Net interest expense	3	8
Past service cost	-	-
Settlements on curtailments	-	-
Total operating charge	<u>3</u>	<u>8</u>

## ANALYSIS OF THE CHANGE IN THE DEFINED BENEFIT OBLIGATION:

	2019 £'000	2018 £'000
<b>Opening defined benefit obligation</b>	3,590	3,910
<b>Movement in year:</b>		
Current service costs	-	-
Interest cost	93	101
Actuarial loss/(gain)	221	(369)
Settlements or curtailments	-	-
Benefits paid	(54)	(52)
<b>Total movement in year</b>	<u>260</u>	<u>(320)</u>
<b>Closing defined benefit obligation</b>	<u>3,850</u>	<u>3,590</u>

The actuarial loss/(gain) on obligation is made up of the effect of change of assumptions for valuing obligations at the end of the year and an amount due to experience over the year differing from that assumed at the start of the year.

## ANALYSIS OF THE CHANGE IN THE FAIR VALUE OF PLAN ASSETS

	2019 £'000	2018 £'000
Opening fair value of plan assets	3,467	3,595
Interest income	90	93
Actuarial gains (losses)	143	(169)
Contributions	14	-
Benefits paid	(54)	(52)
Closing fair value of plan assets	<u>3,660</u>	<u>3,467</u>

The asset gain (loss) is the actual asset return over the year of (£233,000) (2018: (£76,000)) less the interest income of £90,000 (2018: £93,000).

The employer paid £14,000 of contributions to this defined benefit pension plan in the year to 31 March 2019 (year to 31 March 2018: nil, based on triennial calculations).

## Notes forming part of the financial statements (continued)

## 18 Defined benefit pension scheme (continued)

Analysis of the actuarial loss recognised in the SOFA – Other recognised gains and losses.

	2019 £'000	2018 £'000
Actual return less interest income recognised in the SOFA	143	(169)
Experience gains (losses) arising on benefit obligation	(14)	32
Effect of assumptions changes on benefit obligation	(207)	337
Actuarial gain (loss) recognised in SOFA	<u>(78)</u>	<u>200</u>
<b>Difference between the asset return and the interest income recognised in the SOFA (£'000):</b>	143	(169)
as % of scheme's assets	4%	5%
<b>Experience gains/(losses) on obligation (£'000):</b>	(14)	32
as % of obligation	1%	1%
<b>Total amount recognised in SOFA (£'000)</b>	(78)	200
as % of obligation	2%	6%

**Volatility of the net pension asset/liability**

As the scheme stands, the Trustees should expect the net pension asset or liability and the gains/losses recognised in the SOFA to be volatile from year to year. This is because the Trustees currently invest the assets partly in equities, property and bonds whereas the liability value depends on the yield on long-dated corporate bonds. These asset classes can move in different directions, causing the pension disclosure on the balance sheet to improve or deteriorate rapidly.

## 19 Related party transactions

There have been no related party transactions (2018: None).

# THANK YOU

Our thanks for their support in 2018/19 goes to:

**PATRON**

▶ The Duchess of Gloucester

**PATRON AND PRESIDENT FOR SCOTLAND**

▶ Dr Mary, Dowager Countess of Strathmore

**VICE PRESIDENTS**

▶ Mr David Astor  
▶ Lt Colonel Sir Simon Bland  
▶ Mrs Susan Bonsor  
▶ Mr Nicholas C V Bowater

▶ Mrs Norina Bowlby  
▶ The Hon Mrs Janey Cecil  
▶ Mr James Corkery  
▶ Mr William Colvin  
▶ Mrs Rowena Cotton  
▶ Lord Derwent  
▶ Mr Richard Down  
▶ The Viscountess Diana Downe  
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▶ Mrs Shelagh-Maureen Neville  
▶ Mrs Penelope Preston  
▶ Mr John Stephen  
▶ Mrs Diana S Tritton  
▶ Mrs Claire Wilson  
▶ Mrs Nicholas Wrigley

## TRUST AND FOUNDATIONS

- ▶ Alice Ellen Cooper Dean Charitable Foundation
- ▶ Anton Jurgens Charitable Trust
- ▶ Barbara Welby Charitable Trust
- ▶ Bryan Guinness Trust
- ▶ Casa Stella Trust
- ▶ Charles & Elsie Sykes Trust
- ▶ CJ & EJ Melbourne Trust
- ▶ Comic Relief
- ▶ Computershare
- ▶ Copley May Foundation
- ▶ Doris Field Charitable Trust
- ▶ E F Bulmer Benevolent Fund
- ▶ G M Morrison Charitable Trust
- ▶ Gale Family Trust
- ▶ Ganzoni Charitable Trust
- ▶ Gilbert Edgar Charitable Trust
- ▶ H A Holliday Charitable Trust
- ▶ Ian Askew Charitable Trust
- ▶ J N Derbyshire Charitable Trust
- ▶ John James Bristol Foundation
- ▶ John Swire 1989 Charitable Trust
- ▶ Lady Eileen Joseph Charitable Trust
- ▶ Lawson Trust
- ▶ Lord Dulverton's Local Appeals
- ▶ Martin Connell Charitable Trust
- ▶ Maud Elkington Trust
- ▶ Miss H I McMorran Charitable Trust
- ▶ Nancy Bateman Charitable Trust
- ▶ Oak Foundation
- ▶ Ofenheim Charitable Trust
- ▶ Pilkington Charities Fund
- ▶ R G Hills Charitable Trust
- ▶ Robert and Margaret Moss Charitable Trust
- ▶ Scott (Eredine) Trust
- ▶ Sir Donald and Lady Edna Wilson Charitable Trust
- ▶ Sir Edward Lewis Foundation
- ▶ Southampton Charitable Trust
- ▶ The Norman Family Trust
- ▶ The Tanner Trust
- ▶ The Valentine Trust
- ▶ Walter Guinness Charitable Trust
- ▶ William Allen Young Charitable Trust
- ▶ Wixamtree Charitable Trust

## INDIVIDUAL ACKNOWLEDGEMENTS

- ▶ Mrs W S Dolphin
- ▶ Mr Jorg Wilfred Keilbach
- ▶ Dr Josephine Kiddle
- ▶ Mrs Irene Margaret Smart
- ▶ Ms Brenda Margaret Hodges

- ▶ Mr John Yeo Smart
- ▶ Ms Joan Mary Lea
- ▶ Miss Diana Beaufort-Palmer
- ▶ Mr Joseph Woolwich
- ▶ Mr Michael Mann
- ▶ Sir James Steel
- ▶ Sir J Bartlett
- ▶ Miss Mary Elliot
- ▶ Miss E A Pemberton-Barnes
- ▶ Mrs Gladys Emily Balfour Boulton
- ▶ Mrs Elizabeth Sladden
- ▶ Mrs Penelope Kathleen Lubienski
- ▶ Miss Doris Monck
- ▶ Major R L P Colman
- ▶ Miss Gillian Rosamund Temple
- ▶ Miss Catherine Mary Freda Wall
- ▶ Mr Greville Courtenay Bartholomew Gidley-Kitchin
- ▶ Mrs Barbara Armstead
- ▶ Miss Doris Camburn
- ▶ Mr Laurence Anthony Fagan
- ▶ Miss Florence Irene Beck
- ▶ Miss Violet Cockett
- ▶ Mr Ian Robert Kumar MacLaren
- ▶ Mr Lancelot Whishaw Grimke-Drayton
- ▶ Mrs J Grandison
- ▶ Miss Marguerite Ecroyd Fletcher
- ▶ Ms Gwyneth Mary Ashby
- ▶ Mr Peter Francis Maxwell
- ▶ Mrs B R Elsoffer
- ▶ Mrs Elma Yerburch
- ▶ Mrs Elizabeth Rashleigh

## VOLUNTEERS

Volunteering at Turn2us has changed in the last year. We now have over 180 volunteers across the country, helping

us support even more people affected by poverty. While our incredible Visitor Volunteers continue to support people receiving Elizabeth Finn Fund grants; we have also brought on-board a number of roles to support a range of new initiatives. A special mention and welcome goes to our Connect, Community Champion and Community Outreach volunteers, without whom these projects would not have been possible. A heartfelt thank you goes to all of you who go above and beyond in your dedication to our work.

Thank you also to Gareth Williams and Katie Benson, who are both working pro bono on our strategy. Your help is invaluable.

## COUNTY COMMITTEES

### 3 Counties:

**Chair** Mrs N Beamish

### Gloucestershire:

**Treasurer** Mr J Harrington

**Secretary** Mrs C Kaye

### Dorset:

**Chair** MJ Joicey-Cecil

### Cumbria and Lancashire:

**Chair** Lady Aitchison

### Scotland:

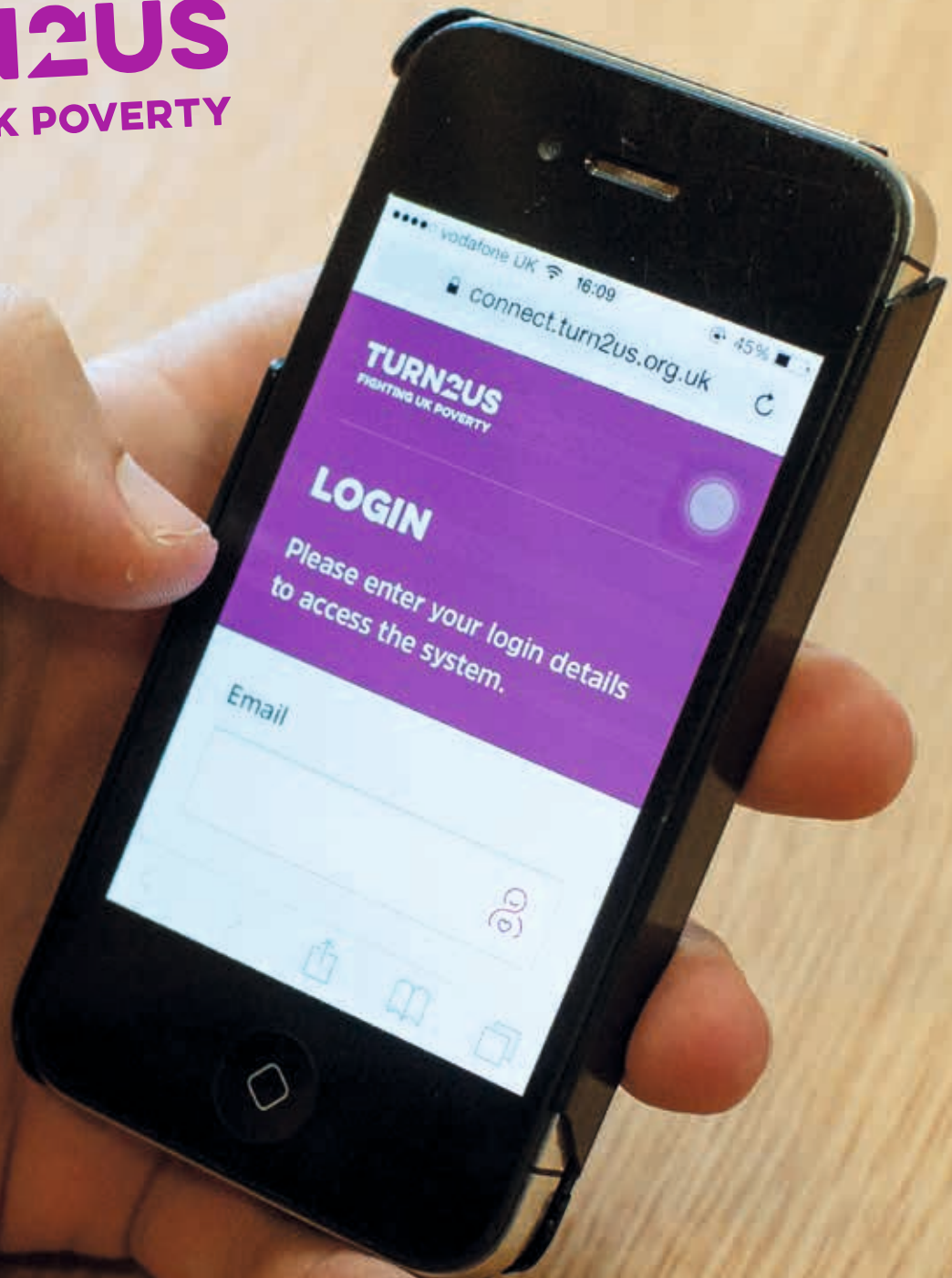
**Chair** Mrs S Dawnay

**Treasurer** Mrs M Houldsworth



# TURN2US


FIGHTING UK POVERTY



## CONTACT US

Whether you're looking for support, or just want to find out more about what we do, visit our website or follow us on social media to find out more.

 [TURN2US.ORG.UK](https://www.turn2us.org.uk)

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Turn2us is a trading name for Elizabeth Finn Care. Elizabeth Finn Care is a charity registered in England and Wales No: 207812; and in Scotland No: SC040987.