

**METRO CENTRE LIMITED**  
**ANNUAL REPORT & ACCOUNTS**  
**YEAR ENDED 31ST MARCH 2014**

# **METRO CENTRE LIMITED**

**A PRIVATE COMPANY LIMITED BY GUARANTEE  
WITHOUT SHARE CAPITAL**

**COMPANY REGISTRATION NO. 2716101  
CHARITY REGISTRATION NO. 1070582**

## **REPORT OF THE TRUSTEE DIRECTORS' FOR THE YEAR ENDED 31 MARCH 2014**

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the audited financial statements for the year ended 31 March 2014. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in 2005 in preparing the annual report and financial statements of the charity.

The Trustees serving during the year and since the year end, to the date of signing this report, were as follows:

Dale Cooper (Co-opted 16/04/13, resigned 24/04/14)  
David Burgess (Company Secretary 21/05/13)  
Kim Miller (Co-opted 16/04/13, resigned 24/04/14)  
Shannon West (Acting Chair 21/05/13, resigned 30/05/14)  
Richard John French Lowe (Resigned 22/05/13)  
Alice Doyle (Acting Treasurer 21/05/13, resigned 24/04/14)  
Dan McDonald (Appointed 24/04/14, Chair 22/05/14)  
Bryony Long (Appointed 24/04/14, Vice Chair 22/05/14)  
Tim Franks (Appointed 24/04/14, Treasurer 22/05/14)  
Richard Walton (Appointed 24/04/14, Caldicott Guardian 22/05/14)  
Graham Hill (Appointed 24/04/14, resigned 31/07/14)

### **SECRETARY, PRINCIPAL & REGISTERED OFFICE**

David Burgess, Metro Greenwich, 141 Greenwich High Road, SE10 8JA

### **SENIOR MANAGEMENT TEAM**

Marguerite McLaughlin, Chief Executive Officer (Resigned 2/08/13)  
Dr. Greg Ussher, Acting Chief Executive Officer (5/08/13), Chief Executive Officer (1/09/14)  
Andrew Evans, Director, Health and Community Services  
Scott Lupasko, Director, Counselling and Peer Support Services  
David Naylor, Director, Partnerships and Collaboration (made redundant 31/03/14)  
Patricia Durr, Director, External Affairs (appointed 1/10/14)  
Cateeya Noordally, Director of Finance and Human Resources

### **AUDITORS**

Munro, 31 Staliard Street, Trowbridge BA14 9AA.

### **BANKERS**

Cooperative Bank, 151 Lewisham High Street, London SE13 6AA

### **SOLICITORS**

Grant Saw 1st Floor, Norman House, 110-114 Norman Road, London SE10 8QJ

## **METRO CENTRE LIMITED**

### **TRUSTEE DIRECTORS' REPORT cont**

#### **YEAR ENDED 31ST MARCH 2014**

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Governing Document**

The Metro Centre Ltd (METRO) is a company limited by guarantee governed by its Memorandum and Articles of Association dated 12/05/08. It is registered as a charity with the Charity Commission. Full membership is open to all individuals whom the Board decides to admit to membership, but at all times at least 60% of the full membership shall comprise people who identify as lesbian, gay, bisexual or transgender. There are currently 52 members, each of whom has paid an annual subscription. At least 60% of the full membership comprise of people who identify as lesbian, gay or bisexual. There is a provision for Associate Membership, without voting rights, which may be held by community partner; however there are currently no community partners.

#### **Appointment of Trustees**

As set out in the Articles of Association all Trustees must retire and, if they wish, stand for re-election at the Annual General Meeting. Elections follow due process including written nominations signed by a nominator and seconder submitted in advance of the AGM with an election statement circulated to the membership who votes by confidential ballot with the provision of proxy voting for members unable to attend the AGM.

Two members of the Board may be co-opted in any year, not exceeding the maximum membership of 12. Officers of the Board are traditionally elected annually at the first full Board meeting after the AGM.

#### **Trustee Induction and Training**

A transparent, holistic and robust system is in operation for the recruitment of Trustees which initially follows procedures and policy set for all volunteer recruitment. Reflecting best practice, both Senior Management and existing Board members are actively involved as recruitment moves through standardised stages beginning with informal provision of information about the role and organisational expectations to more formal procedures involving application, references and interview. If all stages are satisfactorily achieved and the recruitment panel approves, a probationary period is undertaken with probationers participating in a comprehensive programme of induction guided by an experienced Mentor assigned to each individual. Cornerstones of the probationary process include regular Mentor/Mentee meetings using a peer-created induction checklist focusing on the attainment of a holistic understanding of the organisation's history and operations, ability to contribute at a governance level, financial oversight, ability to contribute to strategic organisational development and an adherence to the 7 Principles of Public Life, as well as METRO's vision, ethos and equality/confidentiality policies

An annual Trustee skills audit and feedback from the workplans of the Finance and HR/Policy Sub Committees of the Board shapes the annual programme of training and team-building undertaken by all Board members along with the METRO's Senior Management Team. Trustees also contribute their skills and knowledge to the staff team in the form of training sessions.

#### **Organisation**

The members of the Board of Trustees also act as the Company Directors of the METRO. A maximum of twelve members administer the charity meeting bi-monthly with subcommittees meeting quarterly. There are currently two subcommittees, one for finance which is convened by the Treasurer and the other for Human Resources and Policy which is convened by the Company Secretary. Each has agreed Terms of Reference which allow essential work to progress, with recommendations regarding key decisions brought to full Board meetings. Ad hoc working parties are created by the Board from time to time, working with the SMT on specific time-limited projects. The Chief Executive Officer has been appointed by the Trustees to carry out the operational matters of the charity with delegated authority and overall responsibility for employment and staffing, financial management, income generation, contract negotiation and compliance, organisational development, service delivery, research, monitoring and evaluation.

## **METRO CENTRE LIMITED**

**YEAR ENDED 31ST MARCH 2014**

### **TRUSTEE DIRECTORS' REPORT cont.**

#### **Related Parties**

METRO continues its close working relationships with a number of statutory, commercial, and community organisations as well as establishing important new partnerships. Ongoing and significant community partners include: Positive East, West London Gay Men's Project, NAM, GMFA, the University of Greenwich, Oxleas NHS Foundation Trust, HIV/AIDS Alliance Ukraine, Africa-Advocacy Foundation, BHA (Black Health Agency) and Terrence Higgins Trust. Important statutory partners include NHS Greenwich, the London Borough of Lambeth, South London and Maudsley Trust (SLaM), South London HIV Partnership, NHS Bromley, London Borough of Bexley, London Borough of Bromley, the Royal Borough of Greenwich, London Borough of Lewisham, London Borough of Wandsworth Kent NHS Community Health Trust, and many other Local, Police and Health Authorities in South London and Kent, Medway and Essex. Important commercial partners include local commercial venues the Prince of Greenwich, Prowler, and external consultancies including Peach Consultancy, Ergo Consulting and Michael Bell Associates. Locally, we have enduring and significant partnerships with GAVS, GRIP, and Greenwich Association for Disabled People and Her Centre. At a national level, METRO continues to be a London partner for HIV Prevention England leading the GMI and GLC Partnerships, working with MSM and African people, with other strong relationships with Outhouse East in Essex, Kent/Medway LGBT Forum, Birmingham LGBT, Thames Valley Positive Support (TVPS), African Health Policy Network (AHPN), the National LGB&T Partnership and the Consortium of LGBT VCOs. In October 2012, the CEO of METRO became the Chair of the Board of Trustees of the National Consortium of LGBT VCOs. The CEO of METRO also is the Chair of the Greenwich Charitable Trust, Chair of Outhouse East, Chair of the Kent/Medway LGBT Forum, an Honorary Fellow at the University of Greenwich and Lay Executive member of the Board of Greenwich Clinical Commissioning Group.

#### **Volunteers**

METRO gratefully acknowledges the role played by the many volunteers who give their time, skills and energy to the organisation fulfilling a variety of roles from outreach and reception work through counselling and mentoring to fundraising and event organising. There are currently seventy three active volunteers participating in the charity's activities and making a unique contribution to their communities.

#### **Risk Assessment**

METRO undertakes comprehensive contingency planning which complements an integrated risk assessment strategy. Together these practices ensure rapid and systematic responses to risks as they arise in order to mitigate and minimise any arising impact. Specific practices include:

- Regular Departmental risk assessment exercises with impact assessments created for all new projects and significant organisational changes;
- Departmental Risk Registers which feed into a Central Risk Register maintained by the CEO and analysed bimonthly at full Trustee meetings;
- Adoption of a quality assessment scheme to continually improve systems and practices in all areas of operation;
- Adherence to comprehensive Information Governance policies;
- Project management training for staff in management roles;
- Strengthened financial management software, protocols and procedures; and
- Careful management of Reserves.

## **METRO CENTRE LIMITED**

**YEAR ENDED 31ST MARCH 2014**

### **TRUSTEE DIRECTORS' REPORT cont.**

#### **OBJECTIVES AND ACTIVITIES**

The charitable company is established for the promotion of any charitable purpose for the benefit of any members of the community experiencing issues related to sexuality, identity, gender and diversity, including by focusing on:

- i) Challenging homophobia and heterosexism and acknowledging that they have a significant impact on lesbian, gay and bisexual people and those questioning their sexuality;
- ii) Working in the field of sexual health promotion, HIV prevention and HIV support;
- iii) Providing services which promote health and well-being and to empower individuals, including the provision of support, advice, information, advocacy, resources, counselling, group work, outreach services, community development, capacity-building, campaigning, leadership advice, research, clinical services, consultancy, training and education.

New Vision, Mission and Values for the organisation were agreed by the Trustees in November 2012 as a result of a comprehensive exercise that involved wide internal consultation to align the organisation and make it more constitutionally coherent.

#### **VISION**

A world where difference is celebrated, respected and valued, where discrimination is eliminated and where optimum health and well-being for all is a collective goal.

#### **MISSION**

We embrace difference and champion equality, and challenge others to do so too.

We promote health and wellbeing through our transformative services to anyone experiencing issues relating to gender, sexuality, diversity or identity.

We use our unique insight and our LGBT heritage and perspective to influence decision makers and to effect positive change.

We work collaboratively with our staff, volunteers, users, partners and supporters to make a difference to people's lives.

#### **VALUES**

Integrity – we are true to our Mission and believe in the transformative power of excellent and inclusive services, products and experiences.

Insight – both our services and our change agenda are informed by our understanding of the power of human connection and relationship AND our unique relationship with the people we work with and for.

Innovation – we strive to deliver cutting edge and creative solutions to the individual and social problems we identify.

#### **PUBLIC BENEFIT**

The Board of Trustees is aware of the Charities Commission requirement to report on the work of the organisation regarding how it delivers public benefit. The Trustees believe that much of this is demonstrated in this year's Annual Report. METRO's objectives are aligned with those of national and local strategies for sexual health, gender identity, sexual orientation, equalities, mental health, youth services and HIV support and prevention. These external strategies were reflected in our Strategic Plan 2009-2014 and is reflected in the organisation's new Strategic Plan for 2014 – 2018 which aligns the charity around its new Vision, Mission and Values. This Annual Report demonstrates progress towards achieving these objectives and illustrates our plans and strategies to do more.

## **METRO CENTRE LIMITED**

**YEAR ENDED 31ST MARCH 2014**

### **TRUSTEE DIRECTORS' REPORT cont.**

#### **ACTIVITIES**

METRO's activities are focused on the health and wellbeing, empowerment, independence and inclusion of people experiencing issues related to gender, identity, sexuality and diversity. Our activities benefit the community as we support people of any age to manage their responsibilities and make positive lifestyle choices in relation to sexual orientation, gender identity, sexual health, mental health and issues related to homophobia, biphobia and transphobia. Metro encourages and supports individuals to develop skills in order to meet their own needs and therefore participate and make a contribution to their community and society through engagement and participation.

Key developments in line with our current Strategic Plan 2014-18, and departmental operational plans, across this year include:

The designation of 2013/14 as a benchmark year for METRO to work closely and further understand emerging structures and arrangements within the health and social care environment, including

-Consolidating METRO's Healthwatch contract;

-Collaborating with Greenwich Clinical Commissioning Group (CCG) with the CEO of METRO securing a role on Greenwich CCG;

-Acknowledging the ongoing transition of Public Health Units to Local Authorities across London, and particularly in SE London; and

-Engaging with the new Health and Well-being Boards, particularly in SE London, Kent, Medway and Essex.

- The designation of 2013/14 as a Consolidation Year, with goals to improve the Charity's Reserves position, restructure senior management and management posts, and cement cross cutting posts.
- The resignation of the charity's CEO, Marguerite McLaughlin, and the appointment of Dr Greg Ussher as the charity's CEO.
- The completion of the charity's Strategic Plan 2014-18, and the Trustees ratifications of the Strategic Plan's focus on 3 Strategic Objectives, and 5 Domains: HIV prevention and support, Sexual and Reproductive Health, Youth Services, Mental Health and Wellbeing and Community Participation and Engagement
- The continuation of an Equalities Lead to provide coordination and direction on METRO's Equalities work in the London Boroughs of Lewisham and Greenwich through March 2014.
- The continuing implementation of a series of facilitated Away Days – including for Trustees, Senior Managers, Managers and the full staff team.
- The continuation of the HIVE support group for gay and bisexual men living with HIV and the continuation of the Service User involvement program as part of SLHP service delivery.
- The continued building of the National Youth Chances (NYC) Program across England, with the successful continuation of a wide-ranging Expert Consultative Panel, a Commissioner Stakeholder Forum and a Provider Stakeholder Forum, and the dissemination of the NYC Survey to LGBT and other young people across England. The Survey ultimately attracted over 7000 respondents.
- The ongoing implementation of seven CASH/METRO Partnership (CMP) Sexual and Reproductive Health Clinics across Greenwich.

## **METRO CENTRE LIMITED**

**YEAR ENDED 31ST MARCH 2014**

### **TRUSTEE DIRECTORS' REPORT cont.**

#### **ACTIVITIES cont.**

- The continued delivery of mentoring, counselling and Health Trainer HIV prevention interventions and resource distribution across London through the Pan London HIV Prevention Program (PLHPP), and work with partners and funders to conceptualise any PLHPP replacement programs.
- The continued delivery of HIV assessment and sign posting services across South London through the First Point service of the South London HIV Program (SLHP).
- The ongoing implementation of the MAC funded HIV testing clinic for African people in the Royal Borough of Greenwich, and its ultimate replacement with another MAC project focusing on African MSM in South London.
- The continued promotion of volunteering with a focus on the development of a METRO Associates Programme and the development and refinement of a significant number of contacts with corporate sponsors.
- The ongoing implementation of METRO Youth Accreditation Project (MYAP) in Tower Hamlets, and the achievement of the You're Welcome quality standard across the organisation.
- The achievement of Care Quality Commission (CQC) registration.
- The extension of LGBT work across Kent and Medway, the creation of the Kent/Medway LGBT Community Reference Group, and the scoping of the potential for building a presence in Kent and Medway for service delivery
- The development of capacity building in the areas of LGBT Hate Crime and Same Sex Domestic Violence across South London.
- The further development of METRO's website, and concomitant extension of other social media presences, including on Facebook and Twitter, with an increasing Klout. This social media presence was accompanied by more sophisticated processes for internal communication, including the development of Newsround and Monday Update.
- The further development of local BASK outreach interventions for our work with gay and bisexual men in commercial venues in Greenwich.
- The effective delivery of Chlamydia Screening Programs in line with the National Chlamydia Screening Programs across designated South London Boroughs.
- Successful engagement with a range of national programs and partnerships including with HPE – HIV testing and prevention for gay men and African communities– and with the National LGBT Consortium for VCOs and the National LGB&T Partnership.
- The continued effective delivery of a full suite of mental health services including drop-in, group work, and short-term, long-term and crisis counselling.
- The continued delivery of 5 groups for LGBT young people per week – including SHINE, Zest, VIBE, SNAP and LiVE.

## **METRO CENTRE LIMITED**

### **YEAR ENDED 31ST MARCH 2014**

#### **TRUSTEE DIRECTORS' REPORT cont.**

The following priorities have been identified for 2014/15:

- 1) Embedding METRO's new Strategic Plan 2014-18, with the concomitant development of Domain Working Groups.
- 2) Realising the significant re-brand of METRO.
- 3) Ensuring that Metro is well placed to continue building its presence in relevant forums and priorities related to new Health and Social Care decision-making structures, including CCGs, Health and Wellbeing Boards and Healthwatch.
- 4) Building the skills of the extended leadership team, including CEO, SMT, MT and BoT.
- 5) Building the capacity of METRO as an organisation that uses insight to influence in domains relevant to its vision, mission and values.
- 6) Addressing the need for services for lesbians, gay men, bisexual and transgender people of Kent and Medway and Essex.
- 7) Building HIV prevention and HIV support interventions for African people in South East London, Kent, Medway and Essex.
- 8) The further implementation of a south east London Hate Crime initiative to support victims of hate crime, encourage reporting and improve cross-sector working with local statutory and voluntary organisations.
- 9) Establishing wider support services for older LGBT people.
- 10) Extending the organisation's HIV prevention and HIV support work across London and in the Home Counties, and influencing the development of HIV prevention and HIV support commissioning and funding.

#### **FINANCIAL REVIEW**

Incoming resources increased from £2,179,469 to £ 2,437,247 in 2014 and resources expended changed from £2,310,120 to £2,460,525 resulting in a deficit for the year of £23,278 (2013 - deficit £130,651)

METRO's continued investment in key cross-cutting posts has resulted in METRO:

- reviewing and ratifying its vision, mission and values;
- refreshing and significantly extending its social media presence;
- developing strong networks at local, regional and parliamentary levels to lever influence to support our service users;
- building the profile of the National Youth Chances (NYC) Project;
- standardising HR policies and practices including the METRO Staff Handbook;
- developing diversity and NPS profiles of our staff, volunteers and service users;
- continuing to develop our integrated case management/management information systems; and
- using all of these processes and systems to produce an effective Balanced Business Scorecard.



## **METRO CENTRE LIMITED**

**YEAR ENDED 31ST MARCH 2014**

### **TRUSTEE DIRECTORS' REPORT cont. FINANCIAL REVIEW cont.**

METRO's investment in Kent and Medway has resulted in:

- the development of the Kent/Medway LGBT Forum;
- access to support the Kent/Medway LGBT Community Reference Group; and
- securing contracts to work in partnership to deliver HIV Prevention programs, Medway Healthwatch and the Big Lottery Transition Advice Fund.

Trustees will continue to ensure that any future expenditure has defined benefits and are monitored and managed against these. In the upcoming financial periods Trustees are committed to building the charity's reserve levels.

METRO broadened the range of its services, the client communities that it serves and its geographic influence over 2014, and the Trustees decided that it was important to preserve the culture of locally delivered services, particularly for its core services. METRO's Local Services Fund was therefore established to keep funds provided for its core services in South East London. As at 31st March 2014, METRO's Local Services Fund contained a reserve of £137,499. METRO is very grateful to its major local funders who have supported and shared the vision of the METRO's work as the organisation moves into the next 30 years of service provision in Greenwich.

#### **Reserves Policy**

METRO currently has reserves of £ 279,408 of which £ 13,025 has been designated by the Trustees for the Hardship Fund, and there remains a further £18,882 in the Development Fund used for the development of new work. An additional £90,406 is held in the General Fund . It is the present policy of the Board of Trustees that we aim to achieve reserves of between three months and six months income, which takes into account the security and payment arrangements. These are the costs involved in both the event of a potential winding down of the Charity and the funding disciplines of the 'payment on delivery' model .The total unrestricted reserves were £259,812.

In the upcoming financial periods Trustees plan to maintain and build on the charity's reserve levels in order to again reach the desired level of 3 months and 6 months of operating expenditure.

#### **Investment Powers and Policy**

The Trustees do not currently involve the organisation in investments with the exception of bank interest generated from cash on deposit.

## **METRO CENTRE LIMITED**

**YEAR ENDED 31ST MARCH 2014**

### **TRUSTEE DIRECTORS' REPORT cont.**

#### **TRUSTEES RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS**

Company law requires the Trustees to prepare financial statements that give a true and fair view of the state of affairs of the charity at the end of the financial year and of its surplus or deficit for the financial year, in doing so the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Make sound judgments and estimates that are reasonable and prudent; and
- Prepare the financial statements on a going concern basis unless it is appropriate to presume that the charity will not continue in business.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

#### **Statement of disclosure of information to auditors**

We, the directors of the company who held office at the date of approval of these Financial Statements, as set out above, each confirm so far as we are aware, that:

- there is no relevant audit information of which the company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

#### **Auditors**

A resolution for the appointment of an auditor for the ensuing year will be proposed at the Annual General Meeting.

#### **BY ORDER OF THE TRUSTEES**



Dan McDonald

Date: 17/12/14

**INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF  
METRO CENTRE LIMITED  
YEAR ENDED 31ST MARCH 2014**

**Independent Auditors' report to the Members of the Metro Centre**

We have audited the financial statements of the Metro Centre for the year ended 31 March 2014 which comprise the Statement of Financial Activities, the Balance Sheet, and the related notes. These financial statements have been prepared under the accounting policies set out therein and the requirements of the Financial Reporting Standard for Smaller Entities (effective April 2008)

This report is made solely to the charitable company's trustees, as a body, in accordance with regulations made under section 154 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the charitable company's Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Respective responsibilities of trustees and auditors**

The Trustees' (who are also the directors of the Metro Centre for the purposes of company law) responsibilities for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

The Trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

**Scope of the audit of the financial statements**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

**Opinion on financial statements**

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2014, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to smaller entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

*Munro Audit Ltd*

**MUNRO AUDIT LTD**  
Chartered Accountants & Registered Auditors

Date: 22-12-14  
31 Stallard Street, Trowbridge

**METRO CENTRE LIMITED**

**STATEMENT OF FINANCIAL ACTIVITIES**  
 (including summary income and expenditure accounts)  
**YEAR ENDED 31ST MARCH 2014**

	Notes	UNRESTRICTED FUNDS 2014	RESTRICTED FUNDS 2014	TOTAL FUNDS 2014	TOTAL FUNDS 2013
		£	£	£	£
<b>INCOMING RESOURCES</b>					
Incoming resources from generated funds					
-Voluntary Income	3	10,965	-	10,965	18,996
-Activities for generating funds	3	1,120	-	1,120	2,261
-Investment income	3	215	-	215	2,058
Incoming resources from charitable activities	4	1,863,165	561,782	2,424,947	2,156,154
<b>TOTAL INCOMING RESOURCES</b>	<b>10</b>	<b>1,875,465</b>	<b>561,782</b>	<b>2,437,247</b>	<b>2,179,469</b>
<b>RESOURCES EXPENDED</b>					
Costs of generating funds					
-Costs of generating Voluntary Income		-	-	-	-
-Charitable activities	5	1,847,900	575,813	2,423,713	273,188
-Governance costs	6	29,450	7,362	36,812	36,932
<b>TOTAL RESOURCES EXPENDED</b>	<b>10</b>	<b>1,877,350</b>	<b>583,175</b>	<b>2,460,525</b>	<b>2,310,120</b>
<b>NET INCOMING RESOURCES FOR YEAR BEFORE TRANSFERS BETWEEN FUNDS</b>		<b>(1,885)</b>	<b>(21,393)</b>	<b>(23,278)</b>	<b>(130,651)</b>
<b>TRANSFERS BETWEEN FUNDS</b>	<b>10</b>	<b>(11,209)</b>	<b>11,209</b>	<b>-</b>	<b>-</b>
<b>NET MOVEMENT IN FUNDS</b>		<b>(13,094)</b>	<b>(10,184)</b>	<b>(23,278)</b>	<b>(130,651)</b>
<b>FUNDS BROUGHT FORWARD AT 1ST APRIL</b>		<b>272,906</b>	<b>29,780</b>	<b>302,686</b>	<b>433,337</b>
<b>FUNDS CARRIED FORWARD AT 31ST MARCH</b>		<b>259,812</b>	<b>19,596</b>	<b>279,408</b>	<b>302,686</b>

The Statement of Financial Activities includes all gains and losses in the year.  
 All incoming resources and resources expended derive from continuing activities.

**METRO CENTRE LIMITED****BALANCE SHEET****AS AT 31ST MARCH 2014**

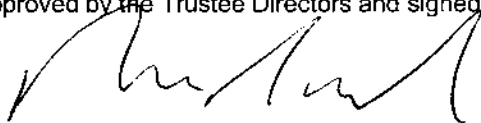
	Notes	2014		2013	
		£	£	£	£
FIXED ASSETS	11		34,093		40,320
CURRENT ASSETS					
Debtors & prepayments	12	260,051		112,484	
Cash at bank & in hand		311,077		455,448	
			571,128		567,932
CREDITORS, AMOUNTS FALLING DUE WITHIN ONE YEAR	13	305,813		285,566	
NET CURRENT ASSETS			265,315		282,366
PROVISIONS FOR LIABILITIES	14		20,000		20,000
TOTAL NET ASSETS		£	<b>279,408</b>	£	<b>302,686</b>
<i>Financed by:</i>					
UNRESTRICTED FUNDS	10				
General Funds			90,406		79,628
Designated Funds			169,406		193,278
TOTAL UNRESTRICTED FUNDS			259,812		272,906
RESTRICTED FUNDS	10		19,596		29,780
TOTAL FUNDS		£	<b>279,408</b>	£	<b>302,686</b>

The directors are satisfied that the company was entitled to exemption from audit under section 477 of the Companies Act 2006 and that members have not required an audit in accordance with section 476. However, an audit is required in accordance with the Charities Act 2011.

The directors acknowledge their responsibilities for:

- i) ensuring that the company keeps accounting records which comply with section 386; and
- ii) preparing accounts which give a true and fair view of the state of affairs of the charitable company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 396 and which otherwise comply with the requirements of this Act relating to accounts, so far as applicable to the charitable company.

Approved by the Trustee Directors and signed on their behalf on 17/12/14 by:



Dan McDonald

The notes on following pages form part of these financial statements

## METRO CENTRE LIMITED

### NOTES TO THE ACCOUNTS

#### YEAR ENDED 31ST MARCH 2014

##### 1) ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are set out below, and have been consistently applied within the accounts.

a) Basis of accounting

The financial statements have been prepared under the Historical Cost Convention. The charity's financial statements are prepared in accordance with the Statement of Recommended Practice for Accounting by Charities, SORP 2005 and the Companies Act 2006.

b) Financial Reporting Standard Number 1

Exemption has been taken from preparing a cash flow statement on the grounds that the company qualifies as a small company.

c) Incoming Resources/ Income

Incoming resources are recognised on an accruals basis, except that donations and legacies are recognised only upon receipt unless the donor advises otherwise. Grants are treated as income for the period to which the grantor assigns the grant and deferred as necessary. Service contracts or grants where the grantor stipulates performance targets and does not specify that a surplus is retrievable, are regarded as unrestricted once the performance targets are achieved.

d) Resources Expended/ Expenditure

i) Charitable activities relate to expenses incurred in providing Metro's wide range of outreach services. It includes training to counsellors and education for relevant groups as well as telephone expenses. It includes safer sex materials and literature provided by the charity. The salary costs of trained outreach workers are included under charitable activities. A proportion of the cost of support workers is also apportioned to each project. As one of the company's objectives is to provide a safe centre for the gay, lesbian and bisexual community, the accommodation costs of the centre are also included in this category. Other service costs, office consumables and items like depreciation are apportioned to specific projects according to the related cost of charitable salaries.

ii) Cost for generating voluntary income comprise the costs of advertising the charity's activities in the press purely for fund-raising purposes. Media costs to publicise outreach services and educational work for the community or staff recruitment are included in expenditure on charitable activities.

iii) Governance costs include an element of support & managerial staff costs which relate to administration; management meetings and AGM costs; and statutory costs like audit, legal and professional fees. All expenditure classes, where appropriate, include irrecoverable Value Added Tax.

e) Fixed Assets & Depreciation

Fixed assets are capitalised at cost and depreciation is provided to write off the cost of the assets over their useful economic lives. Office equipment, furniture & fittings is written off at a rate of 20% per annum on a reducing balance basis unless a grant provider allocates specific funds for capital expenditure to be written off over a shorter period. Small capital items and replacements are written off as incurred. Short term property leases and leasehold improvement costs are amortised over the length of the lease on a straight line basis. Motor Cars are written off at a rate of 25% on a reducing balance basis.

f) Stocks of materials & literature

Stocks of safe sex materials and literature are written off as incurred.

g) Volunteers

The value of services provided by volunteers is not included within these financial statements.

h) Going concern basis

The accounts have been prepared on a going concern basis.

i) Fund Accounting

Unrestricted funds are available for the use in the furtherance of the charity's objectives.

Restricted funds are subject to restrictions imposed by donors as set out in the notes to the accounts.

**METRO CENTRE LIMITED**  
**NOTES TO THE ACCOUNTS**  
**YEAR ENDED 31ST MARCH 2014**

**2) FUNDING**

**GENERAL FUND**

These include all performance-led contracts and grants, donations, prizes and grants received where the donor makes no restriction on the way the funds are to be applied and where the Trustees have not designated them as 'local services' (see below). It also includes receipts from services rendered by METRO staff (e.g. training fees) and from the incomes from sale of goods, bank interest receivable and fund-raising activities. Donations to METRO arise from service users, volunteers, charitable foundations, the 'Friends of METRO' giving scheme and from the general public.

**DEVELOPMENT FUND**

This Fund was established by the Trustees as an unrestricted fund that is designated for the development of future Metro work. Any initial income from 'seed' work is credited to this Fund.

**HARDSHIP FUND**

Metro administers an internal Hardship Fund, and accesses an external Hardship Fund administered by Terrence Higgins Trust. Metro's Fund is managed by the Harbour Trust Manager against standard criteria and open to all people living with HIV in Greenwich. Metro accesses the external Fund on a quarterly basis, and in the first instance will distribute from this Fund, which can be accessed by people living with HIV from Greenwich and other SE London Boroughs. Over 2013/14, the internal fund was sufficient to meet the needs of people requesting assistance for hardship, and therefore the designated Fund was not utilised.

**METRO LOCAL SERVICES FUND**

The Metro Local Services Fund is a designated fund established by the Trustees to account for and preserve the various services provided by Metro that are based locally in South East London. It is primarily funded by service contracts that are 'performance led' and any surplus is considered to be unrestricted for use locally once the service targets are attained. The main funders have had a long association with Metro and have been committed to these local services provided by the charity.

RB Greenwich funds an HIV prevention and safer sex programme. These METRO services are targeted at gay and bisexual men affected by HIV in Greenwich. The services have included HIV prevention campaigning; managing a database from sexual health surveys; a peer support program targeting HIV negative men whose HIV testing patterns indicate a risk of sero-conversion; conducting innovative HIV prevention and sexual health promotion outreach work focused on BASK interventions; strengthening partnership work with other local HIV agencies & charities; developing a 'condom mail out service' for young people; providing training to METRO workers and volunteers; and to support young gay and bisexual men via group work.

NHS Greenwich and subsequently RB Greenwich has provided funding to develop an in-house sexual health clinical service named Pitstop+, for nearly 11 years. The nurse-led clinic is directed at gay and bisexual men and its purpose is to provide a safe environment for this community to access GUM services as an accessible alternative to other local GUM facilities.

# **METRO CENTRE LIMITED**

## **NOTES TO THE ACCOUNTS**

### **YEAR ENDED 31ST MARCH 2014**

#### **METRO LOCAL SERVICES FUND (CONTINUED)**

RB Greenwich continued funding for Sexual and Reproductive Health Clinics at a number of General Practitioner and other sites. These clinics are provided in partnership with Woolwich based Contraceptive & Sexual Health Service (CASH) across RB Greenwich and is known as CASH METRO Partnership (CMP). RB Greenwich's ongoing funding for young people's chlamydia screening is now incorporated within the General Fund along with the other Local Authorities commissioning METRO chlamydia screening outreach services in 2013/14.

To complement the Chlamydia Screening work that METRO has undertaken across Greenwich for a number of years, NHS Greenwich in 2010 funded METRO to undertake the overarching and coordinating functions of the Chlamydia Screening Office. This work includes liaison with all partners in the National Chlamydia Screening Program, following up results and treatment, collecting, collating and reporting on all data, and liaising with the Health Protection Agency in relation to positive results and data. This work continued across 2013/14.

RB Greenwich funds the provision of strategic and managerial services at METRO. It particularly funds part of the Chief Executive Officer's post.

RB Greenwich funds a Drop-In and Crisis Support Service for the provision of Mental Health Counselling and Advice to lesbian, gay, bisexual and transgendered people and those questioning their sexuality in tRB Greenwich. These services were previously funded by Oxleas NHS Trust.

LB Lewisham funds an Adult Counselling Service for lesbian, gay, bisexual and transgendered people and those questioning their sexuality and who are experiencing mental distress in the South East London area. The service offers both short term (up to 8 weeks) and longer (up to one year) counselling.

The Metro Centre entered into a 2 year Knowledge Transfer Partnership with the University of Greenwich, funded by the Technology Strategy Board. A Research Associate was appointed by the University, who spent 75% of their time at the Metro Centre's offices. The Research Associate's main goal was to build the research capacity of the organisation, by focusing on improving the skills of staff as consumers and producers of research. This project has completed successfully.

## **2) FUNDS - SPECIFIC PROJECTS**

The following grants fund specific projects run from Metro, and represent some key funders and supporters and funders of Metro. They tend to be over a shorter period of up to three years and with varying levels of restriction.

Department of Health – through the Terrence Higgins Trust - HPE - METRO was successful in bidding with the GMI Partnership for work with HIV Prevention England (HPE), which replaced CHAPS and NAHIP, to provide information, guidance and HIV testing to MSM in ten London boroughs.

METRO was successful in bidding with the GLC Partnership (led by METRO and with Africa-Advocacy Foundation) for work with HIV Prevention England (HPE), which replaced CHAPS and NAHIP, to provide information, guidance and HIV testing to African people in three London boroughs.

Pan London HIV Prevention Programme (PLHPP) counselling, mentoring, health training & resource distribution (GMI Partnership) - Funding was secured with two partnering agencies, Positive East & the West London Gay Men's Project, to deliver counselling, peer mentoring & outreach/health training for the PLHPP. The funding for outreach continued across 2013/14. Separate funding was secured for 'resource distribution', which involves the distribution of safer sex resources and literature to commercial venues throughout London.

South London HIV Programme (SLHP) – Peer Support - While continuing to provide the First Point service with SLHP, METRO continued providing peer support to gay and bisexual men living with HIV. The HIVe support group meets weekly for HIV+ gay and bisexual men. This work was consolidated across 2013/14.



# METRO CENTRE LIMITED

## NOTES TO THE ACCOUNTS

### YEAR ENDED 31ST MARCH 2014

#### 2) FUNDS - SPECIFIC PROJECTS

South London HIV Partnership (SLHP) - First Point - Funded by NHS Croydon as lead of many South London PCTs and Local Authorities, this service offered a first point of contact for people living with HIV in South London. Outreach staff attended clinics throughout South London and signposted patients to the various support services offered internally through SLHP and externally.

Big Lottery Research Grant – NYC Project - In 2010 METRO commenced an ambitious social research and influencing project called the National Youth Chances (NYC) Project, funded by the Big Lottery. Over 5 years, 9000 LGBTQ young people from across England will be surveyed and the data will be used to influence the policy and practice of commissioners and providers.

Comic Relief - LGBTQ youth alcohol counselling & capacity building - Comic Relief provided 3 year funding for a service to help prevent alcohol misuse amongst LGBTQ young people and to carry out capacity building work amongst various agencies. The service, called Juice, was funded again for a period of three years from 2012.

LB Bexley - provides funds to run an LGBTQ youth group called Bexley 'VIBE' as well as youth outreach projects in the Borough. The METRO Youth Service also provides school liaison work focusing on reducing homophobic bullying by supporting teaching staff and schools and supporting young people experiencing homophobic bullying in Bexley.

RB Greenwich - HIV Social Support. With the merge of METRO and Harbour Trust on 1/12/10, METRO received funding from RB Greenwich to undertake casework and social support for people living with HIV in Greenwich.

LB Lewisham - LIVE Youth Group. This funding contributed towards the running of the LGBTQ youth group named Live (previously Gally), based in Lewisham.

#### 3) INCOMING RESOURCES FROM GENERATED FUNDS

	TOTAL 2014		TOTAL 2013	
	£	£	£	£
<b>UNRESTRICTED FUNDS</b>				
<b>GENERAL &amp; DEVELOPMENT FUND</b>				
Voluntary Income				
Donations	-		3,200	
Donations from individuals	<u>10,965</u>		<u>15,796</u>	
		10,965		18,996
Activities for generating funds				
Fund-raising activities	80		2,219	
Training & other fee income	<u>1,040</u>		<u>42</u>	
		1,120		2,261
Investment Income				
Interest receivable		215		2,058
		<u>12,300</u>		<u>23,315</u>

**METRO CENTRE LIMITED**

**NOTES TO THE ACCOUNTS**

**YEAR ENDED 31ST MARCH 2014**

4) ANALYSIS OF GRANTS	Note	SLAs & GRANTS Receivable £	Deferred Income movement £	TOTAL 2014 £	2013 £
<b>UNRESTRICTED FUNDS</b>					
	2				
General Fund - other		1,441,794	33,766	1,475,560	336,255
<b>DESIGNATED FUNDS</b>					
Metro Local Services Fund		387,605	-	387,605	676,741
<b>TOTAL UNRESTRICTED FUNDS</b>		<b>1,829,399</b>	<b>33,766</b>	<b>1,863,165</b>	<b>1,012,996</b>
<b>RESTRICTED FUNDS</b>					
	2				
Bexley LGBTQ Youth HIV Prevention		15,444	-	15,444	15,444
Big Lottery Research Grant - NYC		95,590	-	95,590	105,065
Bromley PCT - Bromley Snap Youth		9,934	-	9,934	10,434
Bromley PCT - HIV Testing Pilot		10,000	59,802	69,802	-
Comic Relief - Youth alcohol prevention		19,127	(12,752)	6,375	19,443
LB Bexley Connexions - Vibe Youth & outreach		12,500	-	12,500	25,821
LB Lewisham - Hate Crime & Domestic Violence		8,576	-	8,576	8,576
LB Lewisham - Strategic Change		25,000	-	25,000	25,000
Lewisham Connexions - Schools outreach		34,914	-	34,914	24,278
London Borough of Tower Hamlets - YAP		4,444	-	4,444	7,766
Medway Council			6,683	6,683	1,337
Maudsley Trust		27,465	9,875	37,340	19,652
RB Greenwich - Flu Awareness Campaign		1,750	-	1,750	-
Prostate Cancer UK - Support Group		7,056	-	7,056	-
South London Maudsley Trust - Support Group		380	-	380	-
Big Lottery - Transistion		3,740	-	3,740	-
The Heritage Lottery		9,900	-	9,900	-
South London Innovation Fund with University of Greenwich		16,057	(10,705)	5,352	-
RB Greenwich - Healthwatch		129,000	(14,382)	114,618	-
Ministry of Justice - Hate Crime		32,500	-	32,500	29,500
NHS South West London - Get It		26,442	-	26,442	9,991
Trust for London - Advice & Advocacy		11,250	-	11,250	22,500
The Tides Foundation		26,942	(4,750)	22,192	17,433
<b>TOTAL RESTRICTED FUNDS</b>		<b>528,011</b>	<b>33,771</b>	<b>561,782</b>	<b>1,143,158</b>
<b>TOTAL RESTRICTED &amp; RESTRICTED</b>		<b>2,357,410</b>	<b>67,537</b>	<b>2,424,947</b>	<b>2,156,154</b>

Deferred income is funding received in advance for service activities not planned for in the current year and where the funder has assigned the funding to a future period. Note 4 records the *movement* on deferred income during the current year whilst the total deferred income *carried forward* at the financial year end is recorded at note 13, creditors falling due within one year.

**METRO CENTRE LIMITED**

**NOTES TO THE ACCOUNTS**

**YEAR ENDED 31ST MARCH 2014**

5) CHARITABLE ACTIVITIES COSTS	Total Salaries	Premises	Service provision & Support	TOTAL
SERVICE AREA	£	£	£	2014 £
HIV Prevention and Support	661,914	85,389	418,323	1,165,626
Sexual & Reproductive Health	352,765	28,913	123,593	505,271
Community Participation and Engagement	224,219	16,785	78,492	319,496
Youth Services	191,527	11,092	30,082	232,701
Mental Health & Well Being	84,321	12,281	12,727	109,329
Other Services	7,997	31,644	88,461	128,102
<b>TOTAL RESOURCES EXPENDED</b>	<b>1,522,743</b>	<b>186,104</b>	<b>751,678</b>	<b>2,460,525</b>

6) GOVERNANCE COSTS	2014 £	2013 £
Staff salaries	30,944	30,791
Audit fee	5,200	5,200
Legal & professional	-	-
AGM & trustees meetings	221	171
Bank charges	447	770
	<b>36,812</b>	<b>36,932</b>

7) NET OPERATING SURPLUS/(DEFICIT)	2014 £	2013 £
The net operating surplus/(deficit) of expenditure over income is stated after charging:		
Staff costs (see note 8)	1,522,743	1,549,410
Depreciation of equipment & loss on disposal	8,663	27,181
Audit fee	5,200	5,200
Other fees paid to Auditors	-	-

8) STAFF COSTS	2014 £	2013 £
Staff costs for the year were as follows:		
Salaries	1,374,771	1,390,664
Social security costs	126,795	136,451
Pensions Costs	21,177	22,295
	<b>1,522,743</b>	<b>1,549,410</b>

The average number of persons employed by the charitable company in the year was 63 persons (2013 - 65). During the year no employee was paid greater than £60,000.

**9) PRIOR YEAR ADJUSTMENT**

During the year a review was made of grants received which related to HIV prevention and HIV support. Of Metro's five work domains, HIV prevention and support are the largest income generating areas, and one of the largest in terms of service users. After a review of the nature of the services provided and communications with relevant partners involved in the delivery of HIV support in South London and HIV prevention in various London boroughs it was decided that it was more appropriate to include these in unrestricted funds.

	Unrestricted Reserves £	Restricted Reserves £
As at 31st March 2013 as previously stated	49,283	60,125
Prior Year Adjustment	30,345	(30,345)
As at 31 March 2013 restated	<b>79,628</b>	<b>29,780</b>

**METRO CENTRE LIMITED**

**NOTES TO THE ACCOUNTS**

**YEAR ENDED 31ST MARCH 2014**

10) MOVEMENT ON FUNDS IN YEAR	Note	Opening Balance 01-Apr-13 £	Incoming Resources £	Outgoing Resources £	Transfers between funds £	Closing Balance 31-Mar-14 £
<b>UNRESTRICTED FUNDS</b>	2					
General Fund - other		79,628	1,487,860	1,465,873	(11,209)	90,406
<b>DESIGNATED FUNDS</b>						
Development Fund		18,882	-		-	18,882
Hardship Fund		13,025	-		-	13,025
Metro Local Services Fund		161,371	387,605	411,477	-	137,499
<b>TOTAL UNRESTRICTED FUNDS</b>		<u>272,906</u>	<u>1,875,465</u>	<u>1,877,350</u>	<u>(11,209)</u>	<u>259,812</u>
<b>RESTRICTED FUNDS</b>	2					
Bexley LGBTQ Youth HIV Prevention		1,635	15,444	17,079	-	-
Big Lottery Research Grant - NYC		-	95,590	95,590	-	-
Bromley PCT - Bromley Snap Youth		843	9,934	10,777	-	-
Bromley PCT - HIV Testing Pilot		-	69,802	60,391	-	9,411
Comic Relief - Youth alcohol prevention		-	6,375	6,375	-	-
LB Bexley Connexions - Vibe Youth & outreach		-	12,500	12,500	-	-
LB Lewisham - Hate Crime & Domestic Violence		1,605	8,576	10,181	-	-
LB Lewisham - Strategic Change		-	25,000	25,000	-	-
Lewisham Connexions - Schools outreach		10,788	34,914	45,702	-	-
London Borough of Tower Hamlets - YAP		7,243	4,444	11,687	-	-
Medway Council		1,047	6,683	7,730	-	-
Maudsley Trust		-	37,340	37,340	-	-
RB Greenwich - Flu Awareness Campaign		-	1,750	99	-	1,651
Prostate Cancer UK - Support Group		-	7,056	7,056	-	-
South London Maudsley Trust - Support Group		-	380	380	-	-
Big Lottery - Transistion		-	3,740	3,740	-	-
The Heritage Lottery		-	9,900	9,900	-	-
South London Innovation Fund with University of Greenwich		-	5,352	5,352	-	-
RB Greenwich - Healthwatch		-	114,618	109,638	-	4,980
Ministry of Justice - Hate Crime		1,092	32,500	33,592	-	-
NHS South West London - Get It		-	26,442	26,442	-	-
Trust for London - Advice & Advocacy		975	11,250	23,434	11,209	-
The Tides Foundation		4,552	22,192	23,190	-	3,554
<b>TOTAL RESTRICTED FUNDS</b>		<u>29,780</u>	<u>561,782</u>	<u>583,175</u>	<u>11,209</u>	<u>19,596</u>
<b>TOTAL RESTRICTED &amp; RESTRICTED</b>		<u>302,686</u>	<u>2,437,247</u>	<u>2,460,525</u>	<u>-</u>	<u>279,408</u>

The Trustee's transferred restricted fund deficits totalling £11,209 to the General Fund.