

**METRO CENTRE LIMITED**

**ANNUAL REPORT & ACCOUNTS**

**YEAR ENDED 31ST MARCH 2017**

# **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 2017**

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 2017. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in 2015 and the Financial Reporting Standard 102 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:

David Burgess, Company Secretary (Re-appointed 4/5/17, Re-elected 24/5/17)  
Dan McDonald, Chair (Re-appointed 4/5/17, Re-elected 24/5/17)  
Richard Walton, Treasurer (Re-appointed 4/5/17, Re-elected 24/5/17)  
Adam Reeves (Re-appointed 4/5/17)  
Gwen Bryan, Deputy Chair (Re-appointed 4/5/17, Re-elected 24/5/17)  
Ena Fry (Retired 4/5/17)  
Caroline Pillay (Re-appointed 4/5/17)  
Shaun Waller (Re-appointed 4/5/17)

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

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

### **SENIOR MANAGEMENT TEAM**

Dr Greg Ussher, Chief Executive Officer  
Andrew Evans, Director of Operations (commenced 1/12/16)  
Rob Wardle, Director of Resources (resigned 14/07/17)  
Ian Beard, Acting Director of Resources (commenced 17/07/17)

### **AUDITORS**

Munro, 31 Stallard 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 2017**

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

#### **Governing Document**

The Metro Centre Ltd (METRO Charity) 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 67 members, each of whom has paid an annual subscription. At least 60% of the full membership comprise of people who identify as lesbian, gay, bisexual or transgender. There is a provision for Associate Membership, without voting rights, which may be held by community partner. There are currently no Associate Members.

#### **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 and 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 Centre Ltd. 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 another Trustee. 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 2017**

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

### **Related Parties**

METRO continues its close working relationships with a number of statutory, academic, commercial, and community organisations as well as establishing important new partnerships. Ongoing significant community partners include: Positive East, Spectra, NAZ, London Friend, Turning Point, University of Greenwich, NAM, GMFA, University of Greenwich, King's College London, Outhouse East, Oxleas NHS Foundation Trust, Kent Community Health NHS Foundation Trust (KCHNFT), Africa Advocacy Foundation, BHA (Black Health Agency), and Terence Higgins Trust (THT).

Important statutory partners include the Royal Borough of Greenwich, Kent County Council, Medway Unitary Authority, London Borough of Lambeth, South London and Maudsley Trust (SLaM), London Borough of Bexley, London Borough of Bromley, London Borough of Lewisham, London Borough of Wandsworth, London Borough of Richmond Upon Thames, London Borough of Southwark, London Borough of Sutton, London Borough of Tower Hamlets, London Borough of Merton, Royal Borough of Kingston Upon Thames, Croydon Council, Essex County Council, and many other Local, Police and Health Authorities in South London, Kent, Medway and Essex.

Important commercial partners include local commercial venues the RVT, Prowler, Fire and Livewire Kitchen and external consultancies including Ergo Consulting, Resonant Consulting, Brickwall, Crooked Door Design, Pioneer Print and Ellis Witham. Locally, we have enduring and significant partnerships with GAVS, GrIP, Greenwich Association for Disabled People (GAD), Her Centre and Healthwatch Greenwich.

At a national level, METRO continues to be a London partner for HIV Prevention England, leading the GMI Partnership, working with MSM and African people, with other strong relationships with, or membership of, Kent/Medway LGBT Forum, Birmingham LGBT, African Health Policy Network (AHPN), the Sex Education Forum, the National HIV Prevention Network, the National HIV Policy Network, the Department for Education Advisory Group on Mental Health Peer Support for Children and Young People, the NICE Condom Panel, the National LGB&T Partnership and the Consortium of LGBT VCOs. The CEO of METRO is the Chair of the Board of Trustees of the Consortium of LGBT VCOs (resigned from Chair role and board 31/3/17). The CEO of METRO also is the Chair of the Greenwich Charitable Trust, a Board Member of Red Zebra, Chair of the Kent/Medway LGBT Forum, Director of Healthwatch Medway, an Honorary Fellow at the University of Greenwich, Lay Executive member of the Board of Greenwich Clinical Commissioning Group, Chair of the South East London Primary Care Joint Committees (PCJC) and a Fellow of the Royal Society of Arts.

### **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 design work through counselling and mentoring to fundraising and event organising. There are currently 70 active volunteers participating in the charity's activities, 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 2017**

### **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.

#### **VISION**

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

#### **MISSION**

METRO promotes health and wellbeing through our transformative services to anyone experiencing issues relating to sexuality, gender, equality, diversity or identity.

METRO uses its unique insight and our LGBT heritage and perspective to influence decision makers and to effect positive change.

METRO embraces difference and champions equality, and challenges others to do so too.

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

#### **VALUES**

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

**Insight** – 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 and communities we work with and for.

**Integrity** – METRO is true to its Mission and we believe in the transformative power of excellent and inclusive services, products and experiences.

#### **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 and reproductive health, community, mental health, youth and HIV, specifically in relation to sexuality, gender, equality, diversity and identity. These external strategies are reflected in the organisation's Strategic Plan for 2014 – 2018, aligned with our 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 2017**

### **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 sexuality, gender, equality, diversity and identity. Our activities benefit the community as we support people of all ages to manage their responsibilities and make positive choices and achieve their optimum health. We deliver services across a broad range of health determinants, including, sexual and reproductive health, community in regard to hate crime, domestic violence and advocacy, mental health, youth services and HIV insight, prevention and support.

METRO encourages and supports individuals to develop skills in order to meet their own needs and therefore engage and make a contribution to their community and society through participation.

Key developments in line with our Strategic Plan 2014-18, and Domain Working Group driven Operational Plans include:

#### **The continuation and expansion of our innovative service offering:**

##### • Sexual and Reproductive Health

-We continue to provide truly holistic, innovative and responsive sexual and reproductive health services optimised for the vulnerable communities we serve. Providing community screening and testing, outreach, condom distribution and contraceptive services that integrate behavioural interventions. All measured through our Behaviour, Attitude, Skills and Knowledge (BASK) methodology.

-We continue to build relationships with larger mainstream providers to offer specialist sub-contracted programmes, with significant expansion into west and south west London.

-We are delighted to have consolidated our new Get it condom offer in Kent, and to have now also launched in Medway.

-We have launched our Pitstop PLUS sexual health one-stop-shop for gay, bisexual and trans men in both Greenwich and Medway.

##### • Community

-We continue to reflect our commitment to community participation, involvement and engagement. The work of this domain is embedded across the charity's work to harness the power of community organising, community voice and volunteering, combined with person-centred support and advocacy services, including domestic violence and hate crime.

-We have further developed our support offer for groups and organisations and have been progressing due diligence processes for a potential merger with GAVS.

-We have secured two allotments thanks to the Royal Borough of Greenwich, kickstarting our food equalities project.

-We have secured funding from the Tampon Tax Fund to commence IDVA support with LBT women.

##### • Mental Health

-We continue to provide holistic mental health and wellbeing services. Combining treatment for psychological and emotional distress, both clinical and non-clinical, with interventions aimed at identifying and mitigating the cause of distress, as well as supporting individuals and communities to maintain and enhance their mental health and wellbeing. Providing counselling, peer support, group work, advocacy and crisis work.

-Following the unfortunate closure of PACE we have continued to bolster our mental health provision extending counselling services to Westminster, Kensington & Chelsea, Hammersmith & Fulham, Croydon and Wandsworth and planning to extend our drop-in support, thanks to funding from Henry Smith and City Bridge Trust.

## **METRO CENTRE LIMITED**

**YEAR ENDED 31ST MARCH 2017**

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

#### **ACTIVITIES cont.**

##### • Youth

-We continue to empower and educate young people to reduce the escalation of current and future need as they become adults. Acknowledging that young people face barriers and challenges which need to be overcome before they are able to access provision. Providing training to providers and running a suite of LGBTQ youth groups.

-Our LGBTQ youth group provision continues to grow with funding secured Croydon Council for our latest addition, METRO Bridge.

-We were delighted to deliver our 2nd LGBTQ Youth Summit in Medway, with all groups being able to attend.

-We secured a MAC AIDS Fund grant for a brand new Trans Youth Support service.

-We also secured funding from the Government Equalities Office in collaboration with the Department for Education to deliver Homophobic, Biphobic and Transphobic Anti-Bullying work in over 300 schools.

##### • HIV

-We continue to work across HIV prevention and support, including testing, one-to-one and group behavioural change interventions, information campaigns and training, outreach and condom distribution, advocating for PrEP, as well as holistic support for people living with HIV, including advice and advocacy. We continue to aim for an integrated flow between testing and prevention and/or support, ensuring the moment of a positive or negative diagnosis is not the end of the journey.

-We are delighted to be continuing our long standing relationship with MAC AIDS Fund, with funding for the continuation and expansion of our emerging communities work, working in partnership with communities to identify cultural and behavioural risk factors around HIV, also acting as and developing community appropriate interventions.

-We have successfully merged with Positive Parenting and Children (PPC), seamlessly continuing to provide services to families affected by HIV.

#### **Continued development and analysis of our insight and using this knowledge to influence:**

- Collaboration with Greenwich CCG with the CEO of METRO continuing as a Lay Rep (PPI).
- Inform local authorities around their Public Health remit.
- Engaging with Health and Wellbeing Boards.
- Continuing to run Board, management and full team awaydays to gather and share insight across the charity.
- Continuing to engage with a number of national and regional organisations and networks to share and gain insight, including the National LGB&T Partnership, the Sex Education Forum, National HIV Providers Forum, LGBT Youth Network, National LGBT Hate Crime Partnership, and the London LGBT Partnership.
- Domain Working Groups (DWGs) gathering insight and driving service innovation.
- New core website in testing phase..
- Continued growth in our social audiences.
- Continued strong internal communications through NEWSROUND and CEO's Monday Update.

#### **Continued commitment to strengthening and celebrating our integrity:**

- Annual team engagement and diversity surveys
- Delivery of Board, management and full team awaydays to ensure feedback from the team and coordination of development.
- Learning and Development Strategy rolled out with cross-organisational training and development.
- Initiation of the Investors in People Accreditation process.
- ERASMUS funding secured for members of the broader team to undertake training and knowledge exchange across Europe.

# METRO CENTRE LIMITED

YEAR ENDED 31ST MARCH 2017

## TRUSTEE DIRECTORS' REPORT cont.

### PRIORITIES

The following priorities have been identified for 2017/18:

#### Sexual & Reproductive Health

- Strengthen our relationships with prisons
- Expand our Pitstop PLUS online service to new areas
- Consolidate our Get it condom and Boys and Young Men services across Medway

#### Community

- Further develop our LGBT domestic violence and LGBT hate crime offers
- Work even more collaboratively with other providers around our advocacy work
- Continue our development work with other organisations and groups

#### Mental Health

- To secure continuation funding for youth counselling provision
  - Develop our schools counselling offer
  - Integrate projects across the charity with counselling components
- Embed our anti-HBT bullying program in schools across London and SE England

#### Youth

- Increase online promotion of our services to young people
  - Collaborate across our domains to further develop our schools offer
  - Continue to provide vital LGBTQ youth groups but opening up youth events more generally
- Build a youth participation service within METRO to ensure that the voices of young people are heard throughout the charity

#### HIV

- Ensure we remain up to the minute on changes to benefits so we provide the best advice
  - Promote voice of young people providing care around HIV
  - Work even more closely with partners and develop new partnerships
- Actively participate in important national, regional and local forums related to PrEP and U=U

#### Research and Policy

- Continue to build our research profile with universities and beyond, with our service delivery insight
- Strengthen our bid writing function with even better research and policy insights with a move towards community asset based models for delivery

#### Communications

- Move our new website from testing and into production
- Continue building our brand and social audiences

#### Resources

- Capitalise on further ERASMUS opportunities for staff development across Europe
- Digitise and standardising our human resources processes across the charity and ensure all vacancies are filled
- Recruit even more volunteers across all of our work
- Ensure our safeguarding approach is uniform across the charity
- Complete a premises and IT review, roll-out a new phone system and move payroll in-house
- Review our database needs for service user records and develop a unified approach to reporting across the charity

#### CEO

- Embed our merger with Greenwich Action for Voluntary Service (GAVS)
  - Expand our model of working from one of deficit framed by commissioning to one of aspiration supported by entrepreneurialism, starting with the launch our brand new aspirational food equalities programme
  - Celebrate the 50th anniversary of the Sexual Offences Act 1967 and the resulting partial decriminalisation of homosexuality
  - Share the impact of our National Youth Chances research through publications in partnership with the University of Greenwich and the Institute of Psychiatry
- With Trustees complete the next 5 year Strategic Plan for the charity



## **METRO CENTRE LIMITED**

**YEAR ENDED 31ST MARCH 2017**

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

#### **FINANCIAL REVIEW**

Incoming resources changed from £3,589,307 to £3,207,754 in 2017 and resources expended changed from £3,324,954 to £3,061,316 resulting in a surplus for the year of £146,438 (2016 - surplus £264,353)

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

- 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;
- further building the profile of the National Youth Chances (NYC) Project;
- standardising HR policies and practices;
- 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.

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.

Over the past three years the Trustees have worked closely with the Senior Management Team (SMT) to improve the charity's reserves position. Trustees have been acutely aware of the impact of austerity on the voluntary sector, and particularly on the LGBT sector, with many voluntary organisations struggling with cashflow, PBR considerations and the movement by local authorities to payment in arrears.

We are pleased to advise that we continue to maintain reserves of over 90 days running costs, in line with Charity Commission recommendation. While Trustees are pleased to maintain this minimum, we remain focused on continuing to improve our reserves position, and continuing to grow our Development, Hardship and Local Premises Funds.

#### **Reserves Policy**

METRO currently has reserves of £927,178 of which £7,187 has been designated by the Trustees for the Hardship Fund, £18,882 in the Development Fund and £50,000 in the Local Premises Fund. An additional £781,683 is held in the General Fund. Total unrestricted reserves at year end were £857,752.

In the upcoming financial period Trustees plan to maintain and build on the charity's reserve levels of between 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 2017**

**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**



Gwen Bryan, Vice Chair

Date: 29/11/17

# INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF METRO CENTRE LIMITED YEAR ENDED 31ST MARCH 2017

## 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 2017 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

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 2017, 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 including Financial Reporting Standard 102; 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  
Statutory Auditor  
Chartered Accountants

Date: 3-12-17  
31 Stallard Street, Trow bridge

Eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

# METRO CENTRE LIMITED

## STATEMENT OF FINANCIAL ACTIVITIES

(including summary income and expenditure accounts)

YEAR ENDED 31ST MARCH 2017

	Notes	UNRESTRICTED FUNDS 2017	RESTRICTED FUNDS 2017	TOTAL FUNDS 2017	TOTAL FUNDS 2016
		£	£	£	£
INCOME					
Donations	4	64,733	-	64,733	19,997
Charitable Activities	3	2,585,969	556,002	3,141,971	3,567,757
Investments	4	1,050	-	1,050	1,553
TOTAL INCOMING RESOURCES	9	2,651,752	556,002	3,207,754	3,589,307
EXPENDITURE					
Charitable activities	5	2,565,140	496,176	3,061,316	3,324,954
TOTAL RESOURCES EXPENDED	9	2,565,140	496,176	3,061,316	3,324,954
NET INCOME / (EXPENDITURE)		86,612	59,826	146,438	264,353
TRANSFERS BETWEEN FUNDS	9	(9,600)	9,600	-	-
NET MOVEMENT IN FUNDS		77,012	69,426	146,438	264,353
FUNDS BROUGHT FORWARD AT 1ST APRIL		780,740	-	780,740	516,387
FUNDS CARRIED FORWARD AT 31ST MARCH		857,752	69,426	927,178	780,740

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 2017**

	Notes	2017		2016	
		£	£	£	£
FIXED ASSETS	10		18,586		23,290
CURRENT ASSETS					
Debtors	11	573,187		632,689	
Cash at bank & in hand		784,497		852,861	
Total Current Assets		1,357,684		1,485,550	
CREDITORS, AMOUNTS FALLING DUE WITHIN ONE YEAR	12	449,092		708,100	
NET CURRENT ASSETS			908,592		800,740
PROVISIONS FOR LIABILITIES	13		-		20,000
TOTAL NET ASSETS		£	927,178	£	780,740
<i>The funds of the charity:</i>					
UNRESTRICTED FUNDS	9				
General Funds			781,683		552,504
Designated Funds			76,069		228,236
TOTAL UNRESTRICTED FUNDS			857,752		780,740
RESTRICTED FUNDS	9		69,426		-
TOTAL FUNDS		£	927,178	£	780,740

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 financial statements were approved and authorised for issue by the Board on 29-11-17

Signed on behalf of the board of trustees



Gwen Bryan

The notes on following pages form part of these financial statements

# METRO CENTRE LIMITED

## CASH FLOW STATEMENT

YEAR ENDED 31ST MARCH 2017

	2017 £	2016 £
OPERATING ACTIVITIES		
Surplus for the financial year	146,438	264,353
Adjustments for:		
Interest receivable	(1,050)	(1,553)
Depreciation	4,705	6,497
Decrease/(increase) in debtors	59,503	(230,844)
(Decrease)/increase in creditors	(279,010)	223,607
	<u>(69,414)</u>	<u>262,060</u>
Interest received	1,050	1,553
Cash generated by operating activities	<u>(68,364)</u>	<u>263,613</u>
NET CASH GENERATED		
Cash generated by operating activities	(68,364)	263,613
Net cash generated	<u>(68,364)</u>	<u>263,613</u>
Cash and cash equivalents at 1 April	<u>852,861</u>	<u>589,248</u>
Cash and cash equivalents at 31 March	<u>784,497</u>	<u>852,861</u>
Cash and cash equivalents comprise:		
Cash at bank	<u>784,497</u>	<u>852,861</u>

# METRO CENTRE LIMITED

## NOTES TO THE ACCOUNTS

### YEAR ENDED 31ST MARCH 2017

#### 1) ACCOUNTING POLICIES

The charity is a company limited by guarantee and registered in England with Companies House and the Charity Commission. Its registered numbers and principal address can be found on page 1 of these accounts

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 in accordance with the Financial Reporting Standard 102 (FRS 102), the Statement of Recommended Practice (SORP), "Accounting and Reporting by Charities" published in 2015 and applicable charity and company law. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements for the year ended 31 March 2016 were prepared in accordance with previous Generally Accepted Accounting Practice (UK GAAP) and the Financial Reporting Standard for Smaller Entities (the FRSSE). Transitional adjustments and transitional relief on the first year adoption of FRS102 are disclosed in note 22 to the financial statements.

##### b) 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.

##### c) Resources Expended/ Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

##### d) 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. Motor Cars are written off at a rate of 25% on a reducing balance basis.

##### e) Stocks of materials & literature

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

##### f) Volunteers

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

##### g) Going concern basis

The accounts have been prepared on a going concern basis.

##### h) 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.

##### i) Debtors

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

##### j) Creditors

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

##### k) Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transition value and subsequently measured at their settlement value.

**METRO CENTRE LIMITED**  
**NOTES TO THE ACCOUNTS**  
**YEAR ENDED 31ST MARCH 2017**

**2) FUNDING**

**GENERAL FUND**

This includes 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 part of another fund (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. This fund is managed by the Harbour Trust Services Manager against standard criteria and open to beneficiaries of METRO.

**METRO LOCAL PREMISES FUND**

In previous years Trustees have allocated funds towards premises and relocation. This year Trustees have agreed to establish a designated fund to enable the charity to purchase its own premises. Trustees are agreed that any premises purchased will be based in the local area of South East London.

**FUNDS - PROGRAMMES AND COLLABORATIONS**

The following programmes and collaborations are highlighted due to the longer term relationship with their funders, yet shorter term responsive activity:

**London HIV Prevention Programme (LHPP)**

This funding is secured through the GMI Partnership, led by METRO in close collaboration with Positive East and Spectre (formerly West London Gay Men's Project). This enduring partnership has continued to respond to the emerging needs and commissioning requirements of the boroughs contributing into the Lambeth led programme. The GMI Partnership has now delivered this important pan-London work for 10 years.

**MAC AIDS Fund**

METRO enjoys a long term and highly productive collaboration with the MAC AIDS Fund, the Fund has continued to dynamically respond to the emerging landscape around HIV and communities in London. Most recently funding our work with Latino and Latin American men who have sex with men (MSM) exploring factors around risk taking and HIV - Latino Seguro.

**Comic Relief**

METRO has continued to develop a deeper relationship with Comic Relief and their partners, becoming a charity that is frequently showcased and potentially aligned for ongoing funding for our METRO Juice project which raises awareness around alcohol and LGBTQ young people alongside direct support for young LGBTQ people who currently have a difficult relationship with alcohol.



METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2017

3) ANALYSIS OF GRANTS	Note	SLAs & GRANTS Receivable £	Deferred Income movement £	TOTAL 2017 £	TOTAL 2016 £
UNRESTRICTED FUNDS	2				
General Fund - other		2,568,269	16,500	2,584,769	1,729,943
DESIGNATED FUNDS					
Hardship Fund		1,200	-	1,200	1,950
Metro Local Services Fund		-	-	-	660,050
<b>TOTAL UNRESTRICTED FUNDS</b>		<b>2,569,469</b>	<b>16,500</b>	<b>2,585,969</b>	<b>2,391,943</b>
<b>TOTAL RESTRICTED FUNDS</b>		<b>582,174</b>	<b>(26,172)</b>	<b>556,002</b>	<b>1,175,814</b>
<b>TOTAL RESTRICTED &amp; RESTRICTED</b>		<b>3,151,643</b>	<b>(9,672)</b>	<b>3,141,971</b>	<b>3,567,757</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. 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 2017**

**4) INCOMING RESOURCES FROM GENERATED FUNDS**

UNRESTRICTED FUNDS	2017 £	2016 £
Donations	64,733	19,997
Investment Income Interest receivable	1,050	1,553

**5) CHARITABLE ACTIVITIES COSTS**

Activity	Governance	Support	TOTAL
2017 £	2017 £	2017 £	2017 £
HIV Prevention and Support	1,045,498	18,210	1,164,328
Sexual & Reproductive Health	895,200	23,190	1,046,520
Community Participation and Engagement	190,455	4,776	221,621
Youth Services	252,058	8,099	304,907
Mental Health & Well Being	275,215	7,467	323,940
<b>TOTAL RESOURCES EXPENDED</b>	<b>2,658,426</b>	<b>61,742</b>	<b>3,061,316</b>

**6) GOVERNANCE & SUPPORT COSTS**

Governance	Support	
	Finance & Information Technology	Human Resources & Communications
2017 £	2017 £	2017 £
Staff salaries	116,611	140,375
Audit fee		
Legal & professional	1,065	9,997
Payroll Bureau	9,853	
AGM & trustees meetings		
Information Technology Support and Licences - Central	23,830	
Printing Postage and Stationery - Central	15,216	
Telephony - Central	24,201	
<b>61,742</b>	<b>190,776</b>	<b>150,372</b>

**7) NET OPERATING SURPLUS/(DEFICIT)**

The net surplus/(deficit) of expenditure over income is stated after charging:	2017 £	2016 £
Staff costs (see note 8)	1,772,641	1,939,287
Depreciation of equipment & loss on disposal	4,705	6,497
Audit fee	7,520	7,520
Other fees paid to Auditors	-	500

**8) STAFF COSTS**

Staff costs for the year were as follows:	2017 £	2016 £
Salaries	1,595,476	1,738,232
Social security costs	142,264	156,794
Pensions Costs	34,901	44,261
	<b>1,772,641</b>	<b>1,939,287</b>

The average number of persons employed by the charitable company in the year was 76 persons. (2016 - 88).

The number of employees who received total employee benefits (excluding employer pension costs) of more than £60,000 is as follows:

	2017 £	2016 £
£60,001 - £70,000	-	1
£70,001 - £80,000	1	-

The key management personnel of the charity comprises the trustees and the senior management team, to whom responsibility for the day-to-day activities of the charity is delegated. The total employee benefits received by key management personnel during the year were £189,925 (2016: £197,472).

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2017

9) MOVEMENT ON FUNDS IN YEAR	Note	Opening Balance 01-Apr-16 £	Incoming Resources £	Outgoing Resources £	Transfers between funds £	Closing Balance 31-Mar-17 £
<b>UNRESTRICTED FUNDS</b>						
	2					
General Fund		552,504	2,650,552	2,562,040	140,667	781,683
<b>DESIGNATED FUNDS</b>						
Development Fund		18,882	-	-	-	18,882
Hardship Fund		9,087	1,200	3,100	-	7,187
Metro Local Premises Fund		50,000	-	-	-	50,000
Metro Local Services Fund		150,267	-	-	(150,267)	-
<b>TOTAL UNRESTRICTED FUNDS</b>		<b>780,740</b>	<b>2,651,752</b>	<b>2,565,140</b>	<b>(9,600)</b>	<b>857,752</b>
<b>RESTRICTED FUNDS</b>						
	2					
City Bridge Trust - Young Peoples Mental Health Project		-	35,000	35,000	-	-
City Bridge Trust Advocacy		-	30,825	30,825	-	-
Comic Relief - Youth Alcohol Prevention		-	33,413	33,413	-	-
Consortium AntiHBT Bullying		-	6,800	6,800	-	-
ERASMUS		-	9,037	18,637	9,600	-
Essex County Council HIV Support Service		-	99,406	98,406	-	1,000
GEO Anti-HBT bullying programme		-	133,983	65,557	-	68,426
Henry Smith Mental Health Advocacy		-	17,500	17,500	-	-
Lambeth Council Youth		-	14,890	14,890	-	-
MAC Aids Fund - Latino HIV Prevention		-	71,558	71,558	-	-
MAC Trans Youth Support Programme		-	61,500	61,500	-	-
MOPAC Victim Support		-	40,000	40,000	-	-
National LGBT Partnership		-	2,090	2,090	-	-
<b>TOTAL RESTRICTED FUNDS</b>		<b>-</b>	<b>556,002</b>	<b>496,176</b>	<b>9,600</b>	<b>69,426</b>
<b>TOTAL RESTRICTED &amp; RESTRICTED</b>		<b>780,740</b>	<b>3,207,754</b>	<b>3,061,316</b>	<b>-</b>	<b>927,178</b>

The Trustee's transferred restricted fund deficits totalling £9,600 and the Metro Local Services Fund into the General Fund.

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2017

10) FIXED ASSETS

	Office Equipment Unrestricted	Motor car for Outreach	TOTAL
<i>Cost</i>	£	£	£
Brought forward	138,999	12,285	151,284
Additions	-	-	-
Disposals	-	-	-
	<u>138,999</u>	<u>12,285</u>	<u>151,284</u>
<i>Depreciation</i>			
Brought forward	116,653	11,340	127,993
Charge for year	4,469	236	4,705
On disposals	-	-	-
	<u>121,122</u>	<u>11,576</u>	<u>132,698</u>
<i>Net Book Value, as at</i>			
31st March 2017	<u>17,877</u>	<u>709</u>	<u>18,586</u>
31st March 2016	<u>22,345</u>	<u>945</u>	<u>23,290</u>

11) DEBTORS, amounts falling due within one year

	2017 £	2016 £
Grants receivable	489,410	599,940
Other debtors & prepayments	83,777	32,749
	<u>573,187</u>	<u>632,689</u>

12) CREDITORS, amounts falling due within one year

	2017 £	2016 £
Trade Creditors	95,943	96,620
Other taxation & social security	45,179	56,546
Deferred income	110,980	101,308
Other creditors & accruals	196,990	453,626
	<u>449,092</u>	<u>708,100</u>

13) PROVISIONS

The brought forward provision relating to the delapidation costs associated with the relocation from Norman House, Norman Road, Greenwich were released in year. 2017 - £nil. (2016 - £20,000)

# METRO CENTRE LIMITED

## NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2017

### 14) TRUSTEE DIRECTORS' REMUNERATION & EXPENSES

None of the Trustee directors received any remuneration either directly or indirectly in the year. The Charity made reimbursements of £671 for Trustee directors travel expenses (2016 - £982).

### 15) TAXATION

The charity is exempt from tax on its charitable activities.

### 16) GOING CONCERN & FUTURE FUNDING

The charity is dependent on the continued support of its main funders, in particular, the Royal Borough of Greenwich. These funders have continued to support the Metro Charity for many years and they ensure the provision of its core services and the fulfilling of its main aims and objectives.

### 17) STATUS & CONNECTED CHARITIES

The company is incorporated by charitable means and is limited by guarantee without share capital. The company is not part of any group nor specifically connected with any other charity or group during the accounting year 2016/17

### 18) ANALYSIS OF FUNDS

	Restricted £	Unrestricted £	Total £
Tangible Fixed Assets	-	18,586	18,586
Net Current Assets	69,426	839,166	908,592
Total Net Assets	<u>69,426</u>	<u>857,752</u>	<u>927,178</u>

### 19) OPERATING LEASES - LESSEE

Total future minimum lease payments under non-cancellable operating leases are:

	2017 £	2016 £
Not later than one year	30,054	45,081
Later than one and not later than five years	-	30,054
Later than five years	-	-
	<u>30,054</u>	<u>75,135</u>

### 20) CHARITY MERGER

On 4th May 2016 the charity merged with Positive Partners Ltd (Charity number 328427)

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31 ST MARCH 2017

21) PRINCIPAL SOFA COMPONENTS FOR THE PREVIOUS REPORTING PERIOD

	Positive Partners £	Metro £	Combined Total £
Total Income	346,939	3,242,372	3,589,311
Total Expenditure	373,992	2,950,966	3,324,958
Net income/(expenditure)	(27,053)	291,406	264,353
Net movements in funds	(27,053)	291,406	264,353
Total funds brought forward	46,412	469,975	516,387
Total funds carried forward	<u>19,359</u>	<u>761,381</u>	<u>780,740</u>

22) THE CHARITY HAS ADOPTED THE SORP (FRS102) FOR THE FIRST TIME

The effect of transition from SORP (2005) to SORP (FRS 102) is outlined below:

a) Changes in accounting policies

Consequential changes to accounting policies resulting from the adoption of SORP (FRS 102) were as follows:

The charity is for the first time accruing the costs of holiday pay

b) Reconciliation of total charity funds

Adjustments to previously reported total charity funds at the end of the date of transition to SORP (FRS 102) were as follows:

	£
Total charity funds at the 1st April 2015 under SORP (2005)	519,703
Accrual for holiday pay as at 31st March 2015	(3,316)
Total charity funds at 1st April 2015 under SORP (FRS 102)	516,387

Adjustments to previously reported total charity funds at the end of the comparative period were as follows:

	£
Total charity funds at the 31st March 2016 under SORP (2015)	790,952
Accrual for holiday pay as at 31st March 2016	(10,212)
Total charity funds at 31st March 2016 under SORP (FRS 102)	780,740

c) Reconciliation of comparative period net income

Adjustments to previously reported net income in the comparative period were as follows:

	£
Net Income for the period ended 31st March 2016 under SORP (2015)	271,249
Effect of movement in holiday pay accrual on comparative results	(6,896)
Net Income for the period ended 31st March 2016 under SORP (FRS 102)	264,353