

METRO CENTRE LIMITED
ANNUAL REPORT & ACCOUNTS
YEAR ENDED 31ST MARCH 2018

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 2018

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 2018. 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:

Dawn Brown (Re-appointed 19/4/18)
David Burgess, Vice Chair (Re-appointed 19/4/18, Elected 24/5/18)
Jonathan McClelland (Appointed 19/4/18, on probation until 15/11/18)
Dan McDonald, Chair (Resigned 29/1/18)
Richard Walton, Treasurer (Re-appointed 19/4/18, Re-elected 24/5/18)
Adam Reeves (Re-appointed 19/4/18)
Gwen Bryan, Chair (Re-appointed 19/4/18, Elected 24/5/18)
Caroline Pillay (Re-appointed 19/4/18)
Shaun Waller (Re-appointed 19/4/18)
Alison White (Re-appointed 19/4/18)

SECRETARY, PRINCIPAL & REGISTERED OFFICE

None, METRO Woolwich, 1st Floor, Equitable House, 7 General Gordon Square, London, SE18 6FH

SENIOR MANAGEMENT TEAM

Dr Greg Ussher, Chief Executive Officer
Andrew Evans, Director of Operations
Rob Wardle, Director of Resources (resigned 14/07/17)
Ian Beard, Acting Director of Resources (commenced 17/07/17)
Naomi Goldberg, Director of Strategy (commenced 1/11/17)

AUDITORS

Munro, 31 Stallard Street, Trowbridge BA14 9AA

BANKERS

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

SOLICITORS

Grant Saw Solicitors LLP, 8th Floor, 6 Mitre Passage, Greenwich, London SE10 0ER

METRO CENTRE LIMITED

TRUSTEE DIRECTORS' REPORT cont

YEAR ENDED 31ST MARCH 2018

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 as amended. 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 partners. There are currently 372 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 Trustees oversee the management of 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 2018

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, Housing for Women, University of Greenwich, NAM, GMFA, University College London, King's College London, Anglia Ruskin University, Africa Advocacy Foundation, BHA (Black Health Agency), Healthwatch Lambeth, and Terence Higgins Trust (THT).

Important statutory partners include the Royal Borough of Greenwich, Kent County Council, Medway Unitary Authority, London Borough of Lambeth, 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. Key health partners include Public Health England, NHS England, Greenwich CCG, Lewisham CCG, Lambeth CCG, Bromley CCG, Bexley CCG, Southwark CCG, Oxleas NHS Foundation Trust and Kent community Health NHS Foundation Trust.

Important commercial partners include local commercial venues such as the Royal Vauxhall Tavern, Prowler, Fire and Livewire Kitchen and external consultancies including IMG, M&S, Ergo Consulting, Resonant Consulting, Brickwall, Crooked Door Design, Pioneer Print and Ellis Witham. Locally, we have enduring and significant partnerships with Greenwich Action for Voluntary Service (GAVS) (with whom we merged in November 2017), GriP, Greenwich Association for Disabled People (GAD), Her Centre, Advocacy in Greenwich, Volunteer Centre Greenwich, Bromley, Lewisham and Greenwich Mind, Charlton Athletic 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 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 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 55 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 2018

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, equality 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; and
- 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

METRO's vision is for a world where diversity is celebrated, difference respected and valued, and where optimum health and well-being for all is a collective goal.

MISSION

Working collaboratively with our staff, volunteers, users, partners and supporters to make a difference to people's lives, METRO champions equality, nurtures aspiration, embraces difference and challenges others to do so. METRO promotes health and wellbeing through our transformative services to anyone experiencing issues relating to sexuality, gender, equality, diversity and identity, and uses its unique insight from these transformative services and our diverse heritage to influence decision makers and to effect positive change.

VALUES

Innovation – METRO strives to deliver cutting edge, creative and entrepreneurial solutions to the individual, cultural, economic, historical and social problems we identify.

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

Integrity – METRO believes in the transformative power of inclusive services, products and experiences that are accessible to all.

Investment – METRO supports the aspirations of all of its members and users, and embraces these aspirations to ensure the sustainability of the charity through entrepreneurialism and social return on investment.

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 new Strategic Plan for 2018 – 2023, aligned with our refined 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 2018

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, and community organisations supporting these people. 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 the end of 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 these are 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 continue to deliver our Get it condom offer in Kent and Medway.

-We continue to deliver 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 infrastructure and capacity building support offer for groups and organisations and have completed a merger with GAVS.

-We continue to develop our allotments as part of our food equalities project.

-We have delivered IDVA support for LBT women in partnership with Housing for 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.

-We have continued to deliver counselling services in our new areas: Westminster, Kensington & Chelsea, Hammersmith & Fulham, Croydon and Wandsworth and our drop-in support has seen the number of service users double over the last 12 months.

-We continue to develop plans for a more commercial offering of our mental health services.

METRO CENTRE LIMITED

YEAR ENDED 31ST MARCH 2018

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.

-We were delighted to deliver our 3rd LGBTQ Youth Summit in Medway, and 1st summit in Southwark, with all groups being able to attend.

-Our Trans Youth Support service is oversubscribed.

-We have created a strong project team delivering 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 appointed to the new Head of HIV role.

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 launched, with new functionality under development.
- 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 delivered with cross-organisational training and development.
- Investors in People Accreditation secured.
- Healthy Workplace Accreditation, Achievement level secured.
- ERASMUS funding secured again for members of the broader team to undertake training and knowledge exchange across Europe.

New Community & Equality Hub

The charity completed a long planned move to new head office premises in Woolwich in January 2018. These premises are well suited to our delivery needs and are already generating income from room hire, with plans for long term tenants under way.

METRO CENTRE LIMITED

YEAR ENDED 31ST MARCH 2018

TRUSTEE DIRECTORS' REPORT cont.

PRIORITIES

The following priorities have been identified for 2018/19:

Sexual & Reproductive Health

- Market our existing brands, such as Get it and Pitstop PLUS
- Support schools to deliver on mandatory sex and relationships education (SRE)
- Work in partnership with similar organisations working around drugs and alcohol and sex workers
- Capitalise on integrated sexual and reproductive health procurement across England

Community

- Develop a participation, involvement and engagement strategy across the charity
- Start to build an integrated quality framework for the charity, whilst maintaining and expanding our suite of accreditations
- Continue to develop our Council for Voluntary Service (CVS) function
- Look to expand our small grants programme
- Expand our hate crime and domestic violence services to new geographies

Mental Health

- Create a robust counselling offer beyond and in addition to our LGBT and HIV focused services, with a specific focus on schools
- Expand our drop-in and crisis service to new geographies
- Build an integrated assessment framework
- Further develop service offer to align with NICE stepped care model

Youth

- Explore the possibility of seeding a separate youth charity
- Market our Boys and Young Men Service in new geographies
- Enhance our offer for young trans people
- Develop our offer for schools

HIV

- Develop a forward view report that positions METRO in the HIV epidemic in five years time
- Market our family support services in new geographies

- Develop support focused on women affected by HIV
- Strengthen our prevention, testing, PrEP, peer support and counselling offers
- Engage nationally and internationally around HIV with a focus on campaigns

Research and Policy

- Develop our Research and Development Strategy
- Recruit a Research and Development Lead
- Expand relationships with academic institutions
- Increase our research activity with a focus on LGBTQ youth, poverty and SOGI (sexual orientation and gender identity)

Fundraising

- Develop our Fundraising Strategy
- Strengthen our profile and relationships with trusts and foundations
- Embed fundraising function across the charity

Communications

- A more strategic approach to marketing and communications
- Continuous improvement of our website
- Improved use of a wide range of media

Enterprise

- Create our enterprise function and recruit an Enterprise Lead
- Build an Investment Strategy
- Expand our fundraising portfolio

Resources

- Enhanced support for employees and volunteers
- Drive the creation of a community and equalities hub at our head office, METRO Woolwich
- Work towards recruiting a Training and Development Lead and a Volunteer Coordinator
- Ensure compliance with the General Data Protection Regulations (GDPR) which came into force in May 2018

Governance

- Continue to recruit to and diversify our Board of Trustees
- Support the reactivation of the METRO Community Interest Company (CIC)

METRO CENTRE LIMITED

YEAR ENDED 31ST MARCH 2018

TRUSTEE DIRECTORS' REPORT cont.

FINANCIAL REVIEW

Incoming resources increased from £3,480,935 to £3,824,003 in 2018 and resources expended increased from £3,344,151 to £3,691,033 resulting in a surplus for the year of £132,970 (2017 - surplus £136,784)

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

- continued reinvigoration of its social media presence;
- delivery of a new fully responsive website;
- refreshed collaboration with corporates;
- developing strong networks at local, regional and parliamentary levels to lever influence to support our service users;
- strengthening of connectivity with academic institutions
- further standardising HR policies and practices, with securing of accreditations;
- developing diversity and NPS profiles of our staff, volunteers and service users;
- continuing to develop our integrated case management/management information systems;
- completion of a restructure to create Heads for each of our delivery domains;
- developing a new Strategic Plan 2018-2023 with a focus on shifting the balance of income and delivery from a deficit model to an aspirational one through capitalising on entrepreneurialism; and
- start the process of developing a set of Balanced Score Cards to monitor the delivery against this new plan.

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 four 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, payment by results 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 £1,117,421 of which £6,437 has been designated by the Trustees for the Hardship Fund and £50,000 in the Local Premises Fund. An additional £1,060,984 is held in the General Fund. Total unrestricted reserves at year end were £1,117,421.

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 2018

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, Chair

Date:

12/12/18

METRO CENTRE LIMITED

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF METRO CENTRE

Opinion

We have audited the financial statements of Metro Centre (the 'charitable company') for the year ended 31 March 2018 which comprise the Statement of Financial Activities, Balance Sheet, Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2018 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
 - have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

Other information

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

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

We have nothing to report in this regard.

METRO CENTRE LIMITED

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF METRO CENTRE

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report;
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.

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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 objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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.

Munro Audit Ltd

Munro Audit Limited
31 Stallard Street
Trowbridge
BA11 9AA

Date: 14-12-18

Munro Audit Ltd is 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 2018

	Notes	UNRESTRICTED FUNDS 2018	RESTRICTED FUNDS 2018	TOTAL FUNDS 2018	TOTAL FUNDS 2017
		£	£	£	£
INCOME					
Other Income	3	17,959	-	17,959	73,120
Charitable Activities	2	3,063,140	742,766	3,805,906	3,406,752
Investments	3	138	-	138	1,063
TOTAL INCOMING RESOURCES	8	3,081,237	742,766	3,824,003	3,480,935
EXPENDITURE					
Charitable activities	4	2,870,016	821,017	3,691,033	3,344,151
TOTAL RESOURCES EXPENDED	8	2,870,016	821,017	3,691,033	3,344,151
NET INCOME / (EXPENDITURE)		211,221	(78,251)	132,970	136,784
TRANSFERS BETWEEN FUNDS	8	(8,825)	8,825	-	-
NET MOVEMENT IN FUNDS		202,396	(69,426)	132,970	136,784
FUNDS BROUGHT FORWARD AT 1ST APRIL		915,025	69,426	984,451	847,667
FUNDS CARRIED FORWARD AT 31ST MARCH		1,117,421	-	1,117,421	984,451

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 2018

	Notes	2018		2017	
		£	£	£	£
FIXED ASSETS	9		57,335		18,586
CURRENT ASSETS					
Debtors	10	509,005		607,011	
Cash at bank & in hand		1,016,073		836,340	
Total Current Assets		1,525,078		1,443,351	
CREDITORS, AMOUNTS FALLING DUE WITHIN ONE YEAR	11	464,992		477,486	
NET CURRENT ASSETS			1,060,086		965,865
TOTAL NET ASSETS		£	<u>1,117,421</u>	£	<u>984,451</u>
<i>The funds of the charity:</i>					
UNRESTRICTED FUNDS	8				
General Funds			1,060,984		838,956
Designated Funds			56,437		76,069
TOTAL UNRESTRICTED FUNDS			1,117,421		915,025
RESTRICTED FUNDS	8		-		69,426
TOTAL FUNDS		£	<u>1,117,421</u>	£	<u>984,451</u>

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 12/12/18

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 2018

	2018 £	2017 £
OPERATING ACTIVITIES		
Surplus for the financial year	132,970	136,784
Adjustments for:		
Interest receivable	(138)	(1,063)
Depreciation	9,651	4,705
Loss on disposal of fixed assets	17,128	-
Decrease/(increase) in debtors	98,006	39,466
(Decrease)/increase in creditors	(12,494)	(260,744)
	<u>245,123</u>	<u>(80,852)</u>
Interest received	138	1,063
Cash generated by operating activities	<u>245,261</u>	<u>(79,789)</u>
INVESTING ACTIVITIES		
Payments to acquire tangible fixed assets	(65,528)	-
Cash generated by/(used in) investing activities	<u>(65,528)</u>	<u>-</u>
NET CASH GENERATED		
Cash generated by operating activities	245,261	(79,789)
Cash generated by/(used in) investing activities	(65,528)	-
Net cash generated	<u>179,733</u>	<u>(79,789)</u>
Cash and cash equivalents at 1 April	<u>836,340</u>	<u>916,129</u>
Cash and cash equivalents at 31 March	<u>1,016,073</u>	<u>836,340</u>
Cash and cash equivalents comprise:		
Cash at bank	<u>1,016,073</u>	<u>836,340</u>

METRO CENTRE LIMITED
NOTES TO THE ACCOUNTS
YEAR ENDED 31ST MARCH 2018

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.
- 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. Leasehold improvements are written off at 11.11%. The estimated residual value is nil.
- 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 2018**

2) ANALYSIS OF GRANTS	Note	SLAs & GRANTS Receivable £	Deferred Income movement £	TOTAL 2018 £	TOTAL 2017 £
UNRESTRICTED FUNDS	8,11				
General Fund - other		3,039,018	21,622	3,060,640	2,584,769
DESIGNATED FUNDS					
Hardship Fund		2,500	-	2,500	1,200
TOTAL UNRESTRICTED FUNDS		<u>3,041,518</u>	<u>21,622</u>	<u>3,063,140</u>	<u>2,585,969</u>
TOTAL RESTRICTED FUNDS		<u>688,104</u>	<u>54,662</u>	<u>742,766</u>	<u>820,783</u>
TOTAL RESTRICTED & RESTRICTED		<u>3,729,622</u>	<u>76,284</u>	<u>3,805,906</u>	<u>3,406,752</u>

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 2018

3) INCOMING RESOURCES FROM GENERATED FUNDS

	2018 £	2017 £
UNRESTRICTED FUNDS		
Donations	15,908	64,733
Other Income	2,051	8,387
	<u>17,959</u>	<u>73,120</u>

Investment Income		
Interest receivable	138	1,063

4) CHARITABLE ACTIVITIES COSTS

	Activity	Governance	Support	TOTAL
	£	£	£	2018 £
HIV Prevention and Support	1,046,573	20,558	88,240	1,155,371
Sexual & Reproductive Health	1,083,932	26,161	123,893	1,233,986
Community Participation and Engagement	546,306	6,631	21,713	574,650
Youth Services	230,926	7,403	33,133	271,462
Mental Health & Well Being	406,533	13,300	35,731	455,564
TOTAL RESOURCES EXPENDED	<u>3,314,270</u>	<u>74,053</u>	<u>302,710</u>	<u>3,691,033</u>

5) GOVERNANCE & SUPPORT COSTS

	Governance	Support	
		Finance & Information Technology	Human Resources & Communications
	2018 £	2018 £	2018 £
Staff salaries	53,932	65,079	152,080
Audit fee	3,360		8,280
Legal & professional	13,973	8,400	
Accounts and payroll			
AGM & trustees meetings	2,788		
Information Technology Support and Licences - Central		26,253	
Printing Postage and Stationery - Central		21,902	
Telephony - Central		20,716	
	<u>74,053</u>	<u>142,350</u>	<u>160,360</u>

6) NET OPERATING SURPLUS/(DEFICIT)

The net surplus/(deficit) of expenditure over income is stated after charging:

	2018 £	2017 £
Staff costs (see note 7)	2,209,045	1,981,057
Depreciation of equipment & leasehold improvements	9,651	4,705
Audit fee	3,360	2,900
Other fees paid to Auditors, accounts and payroll	8,400	4,620

7) STAFF COSTS

Staff costs for the year were as follows:

	2018 £	2017 £
Salaries	1,987,441	1,785,013
Social security costs	177,726	157,204
Pensions Costs	43,878	38,840
	<u>2,209,045</u>	<u>1,981,057</u>

The average number of persons employed by the charitable company in the year was 91 persons. (2017 - 82).

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

	2018 £	2017 £
£60,001 - £70,000	1	-
£70,001 - £80,000	1	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 £245,129 (2017: £230,273).

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2018

8) MOVEMENT ON FUNDS IN YEAR	Note	Opening Balance 01-Apr-17 £	Incoming Resources £	Outgoing Resources £	Transfers between funds £	Closing Balance 31-Mar-18 £
UNRESTRICTED FUNDS						
	2					
General Fund		838,956	3,078,737	2,866,766	10,057	1,060,984
DESIGNATED FUNDS						
Development Fund		18,882			(18,882)	-
Hardship Fund		7,187	2,500	3,250		6,437
Metro Local Premises Fund		50,000				50,000
TOTAL UNRESTRICTED FUNDS		<u>915,025</u>	<u>3,081,237</u>	<u>2,870,016</u>	<u>(8,825)</u>	<u>1,117,421</u>
RESTRICTED FUNDS						
	2					
MAC Aids Fund - Latino HIV Prevention		-	70,000	70,000	-	-
Essex County Council HIV Support Service		1,000	-	1,000	-	-
MAC Trans Youth Support Programme		-	15,000	15,000	-	-
Lambeth Council Youth		-	100	3,000	2,900	-
City Bridge Trust - Young Peoples Mental Health Project		-	41,625	41,625	-	-
City Bridge Trust Advocacy		-	35,000	35,000	-	-
Henry Smith Mental Health Advocacy		-	35,000	35,000	-	-
GEO Anti-HBT bullying programme		68,426	135,539	203,965	-	-
Consortium AntiHBT Bullying		-	2,800	2,800	-	-
Comic Relief - Youth Alcohol Prevention		-	11,517	11,517	-	-
MOPAC Victim Support		-	13,333	13,333	-	-
ERASMUS		-	43,674	43,674	-	-
Jack Petchy METRO PPC Youth Support		-	975	975	-	-
The National LGBT Foundation		-	440	440	-	-
The Royal Borough of Greenwich Independant Mental Health Adv		-	50,000	50,000	-	-
The Tampon Tax Fund		-	27,264	27,264	-	-
Royal Borough of Greenwich METROGAVS core support		-	109,000	109,000	-	-
Royal Borough of Greenwich METROGAVS Children's Services		-	29,075	35,000	5,925	-
NHS Greenwich Clinical Commissioning Group		-	20,000	20,000	-	-
Royal Borough of Greenwich Public Health		-	24,880	24,880	-	-
The Safer Greenwich Partnership		-	14,063	14,063	-	-
Adults and Older People's Services - Grants		-	35,501	35,501	-	-
Adults and Older People's Services - Training		-	14,452	14,452	-	-
Royal Borough of Greenwich Safeguarding Adults Board		-	3,528	3,528	-	-
National Lottery - Awards for All		-	10,000	10,000	-	-
TOTAL RESTRICTED FUNDS		<u>69,426</u>	<u>742,766</u>	<u>821,017</u>	<u>8,825</u>	<u>-</u>
TOTAL RESTRICTED & RESTRICTED		<u>984,451</u>	<u>3,824,003</u>	<u>3,691,033</u>	<u>-</u>	<u>1,117,421</u>

The Trustee's transferred restricted funds deficits totalling £8,825 and the Development Fund into the General Fund.

METRO CENTRE LIMITED
NOTES TO THE ACCOUNTS
YEAR ENDED 31ST MARCH 2018

9) FIXED ASSETS

	Office Equipment Unrestricted	Motor car for Outreach	Leasehold Improvement	TOTAL
<i>Cost</i>	£	£	£	£
Brought forward	138,999	12,285	-	151,284
Additions	40,483	-	25,045	65,528
Disposals	(136,467)	-	-	(136,467)
	<u>43,015</u>	<u>12,285</u>	<u>25,045</u>	<u>80,345</u>
<i>Depreciation</i>				
Brought forward	121,122	11,576	-	132,698
Charge for year	8,246	709	696	9,651
On disposals	(119,339)	-	-	(119,339)
31st March 2018	<u>10,029</u>	<u>12,285</u>	<u>696</u>	<u>23,010</u>
<i>Net Book Value, as at</i>				
31st March 2018	<u>32,986</u>	<u>-</u>	<u>24,349</u>	<u>57,335</u>
31st March 2017	<u>17,877</u>	<u>709</u>	<u>-</u>	<u>18,586</u>

10) DEBTORS, amounts falling due within one year

	2018 £	2017 £
Grants receivable	446,588	523,234
Other debtors & prepayments	62,417	83,777
	<u>509,005</u>	<u>607,011</u>

11) CREDITORS, amounts falling due within one year

	2018 £	2017 £
Trade Creditors	173,484	95,943
Other taxation & social security	60,322	45,179
Deferred income	62,334	138,618
Other creditors & accruals	168,852	197,746
	<u>464,992</u>	<u>477,486</u>

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2018

12) TRUSTEE DIRECTORS' REMUNERATION & EXPENSES

None of the Trustee directors received any remuneration either directly or indirectly in the year. The Charity made reimbursements of £1,446 to four Trustee directors for communication and travel expenses (2017 - £671).

13) TAXATION

The charity is exempt from tax on its charitable activities.

14) 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.

15) 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 2017/18

16) ANALYSIS OF FUNDS

	Restricted £	Unrestricted £	Total £
Tangible Fixed Assets	-	57,335	57,335
Net Current Assets	-	1,060,086	1,060,086
Total Net Assets	-	1,117,421	1,117,421

17) OPERATING LEASES - LESSEE

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

	2018 £	2017 £
Not later than one year	205,987	30,054
Later than one and not later than five years	301,249	-
Later than five years	-	-
	507,236	30,054

METRO CENTRE LIMITED**NOTES TO THE ACCOUNTS****YEAR ENDED 31ST MARCH 2018****20) CHARITY MERGER**

On 1st November 2017 the charity merged with Greenwich Action for Voluntary Service (Charity number 1123429), the principles of merger accounting have been applied and the results of the combining charities for the whole year in which the merger occurred and the prior year comparatives have been combined as if they were always one entity.

21) PRINCIPAL SOFA COMPONENTS FOR THE PREVIOUS REPORTING PERIOD

	Greenwich Action for Voluntary Service (GAVS) £	Metro £	Combined Total £
Total Income	273,181	3,207,754	3,480,935
Total Expenditure	282,835	3,061,316	3,344,151
Net income/(expenditure)	(9,654)	146,438	136,784
Net movements in funds	(9,654)	146,438	136,784
Total funds brought forward	66,927	780,740	847,667
Total funds carried forward	<u>57,273</u>	<u>927,178</u>	<u>984,451</u>

22) PRINCIPAL SOFA COMPONENTS FOR THE CURRENT REPORTING PERIOD

	GAVS (pre-merger) £	Metro (pre-merger) £	Charity (post merger) £	Combined £
Total Income	181,219	2,064,148	1,578,636	3,824,003
Total Expenditure	167,375	1,976,002	1,547,656	3,691,033
Net income/(expenditure)	13,844	88,146	30,980	132,970
Other gains/(losses)	-	-	-	-
Net movements in funds	<u>13,844</u>	<u>88,146</u>	<u>30,980</u>	<u>132,970</u>

23) ANALYSIS OF NET ASSETS AT THE DATE OF MERGER

	GAVS	Metro	Combined Total
Net Assets	71,117	1,015,324	1,086,441
Represented by:			
Unrestricted funds	58,409	1,015,324	1,073,733
Restricted funds	12,708	-	12,708
Total Funds	<u>71,117</u>	<u>1,015,324</u>	<u>1,086,441</u>