

METRO CENTRE LIMITED
ANNUAL REPORT & ACCOUNTS
YEAR ENDED 31ST MARCH 2019

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 2019

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 2019. 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 for Smaller Entities (effective January 2015) 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 24/4/19)
Gwen Bryan, Chair (Re-appointed 24/4/19, Elected 22/5/19)
David Burgess, Vice Chair (Re-appointed 24/4/19, Elected 22/5/19)
Simon Hall, Treasurer (Appointed 24/4/19, Elected 22/5/19)
John Ley (Appointed 24/4/19)
Jonathan McClelland, Company Secretary (Re-appointed 24/4/19, Elected 22/5/19)
Caroline Pillay (Resigned 24/4/19)
Adam Reeves (Resigned 24/4/19)
Ray Seabrook (Appointed 24/4/19)
Shaun Waller (Re-appointed 24/4/19)
Richard Walton, Treasurer (Resigned 24/4/19)
Alison White (Re-appointed 24/4/19)

SECRETARY, PRINCIPAL & REGISTERED OFFICE

Jonathan McClelland, METRO Woolwich, Equality Community Hub, 1st Floor, Equitable House, 7 General Gordon Square, London, SE18 6FH

SENIOR MANAGEMENT TEAM

Dr Greg Ussher, Chief Executive Officer
Andrew Evans, Deputy CEO
Mark Delacour, Director of External Affairs
Naomi Goldberg, Director of Strategy

AUDITORS

William Price & Co, Westbury Court, Church Road, Westbury-on-Trym, BS9 3EF

BANKERS

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

SOLICITORS

Grant Saw Solicitors LLP, Ground Floor, Wood Wharf Building, Greenwich, London SE10 9BB

METRO CENTRE LIMITED

TRUSTEE DIRECTORS' REPORT cont

YEAR ENDED 31ST MARCH 2019

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 as revised 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 85 Members. 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 389 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.

The Board may coopt up to two new members in any year provided that this does not result in its maximum permitted number of members (twelve) being exceeded. Officers are usually appointed annually at the full first 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 2019

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 and academic partners include: Positive East, Spectra, NAZ, London Friend, Turning Point, University of Greenwich, NAM, GMFA, University College London, King's College London, Anglia Ruskin University, Bishopsgate Institute, Africa Advocacy Foundation, BHA (Black Health Agency), Healthwatch Lambeth, National AIDS Trust (NAT), Terence Higgins Trust (THT) and Charlton Invicta FC.

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, HIV Prevention England, NHS England, Greenwich CCG, Lewisham CCG, Lambeth CCG, Bromley CCG, Bexley CCG, Southwark CCG, Oxleas NHS Foundation Trust, Central London Community Healthcare NHS Trust and Kent Community Health NHS Foundation Trust.

Important commercial partners include Prowler, Friendly Society, Ye Olde Rose & Crown, IMG, M&G, M&S, Tescos, Crooked Door Design, IL33, Adappt, Pioneer Print and Ellis Witham. Locally, we have enduring and significant partnerships with GRIP, Greenwich Association for Disabled People (GAD) - with whom we merged in April 2019, 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 LGBT Partnership and the Consortium of LGBT VCOs. The CEO of METRO is a Sexual Orientation and Gender Identity (SOGI) Expert with the Council of Europe, a Consultant with The King's Fund Cascading Leadership program, a Non-Executive Director on Greenwich Clinical Commissioning Group (CCG), Chair of the Kent/Medway LGBT Forum, Chair of the Greenwich Charitable Trust, a Director of Red Zebra in Kent, a Director of Healthwatch Medway, and a Patron of Freedom to Donate. The CEO is also an Honorary Fellow of the University of Greenwich, a Fellow of the Royal Society of Arts and a Churchill Fellow.

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 54 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 the Central Risk Register maintained by the CEO and analysed bi-monthly at full Board of Trustees meetings;
- Adoption of a quality assessment scheme to continually improve systems and practices in all areas of operation;
- Adherence to comprehensive Information Governance policies and new GDPR legislation;
- 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 2019

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;
- 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 wellbeing 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, we champion equality, nurture aspiration, embrace difference and challenge others to do so. We promote health and wellbeing through our transformative services to anyone experiencing issues relating to sexuality, gender, equality, diversity and identity, and use our unique insight from these transformative services and our diverse heritage to influence decision makers and to effect positive change.

VALUES

Innovation – We strive 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 – We believe in the transformative power of inclusive services, products and experiences that are accessible to all.

Investment – We support the aspirations of all of our members and users, and embrace 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 2019

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 our new Strategic Plan 2018-23, and Domain Working Group driven new Balanced Score Cards and Business 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 different communities we serve. Providing community screening and testing, outreach, condom distribution and contraceptive services that integrate behavioural interventions.
- 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 Greenwich, Bexley and Medway.

• Community

- We continue to reflect our commitment to community participation, involvement and engagement, by ensuring that the work of this domain is embedded across the charity's work to harness the power of community organising and community voice. This is combined with person-centred support, advocacy and peer-led services, including hate crime, food equalities, prostate cancer support and services for older LGBTI people and disabled people.
- We have further developed our support and voice for disabled people having completed a merger with GAD.
- We have extensively developed our allotment as part of our Food Equalities project.
- We lead a new Connecting Communities Alliance in partnership with Volunteer Centre Greenwich, Bromley Lewisham and Greenwich Mind, Greenwich MENCAP and Age UK Bromley and Greenwich.
- We are delighted to have secured funding from The National Lottery Heritage Fund to capture, archive and showcase our history.

• 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 extended our LGBTI counselling offer to include young people from aged eight.
- We continue to develop plans for a more commercial offering of our mental health services.

METRO CENTRE LIMITED

YEAR ENDED 31ST MARCH 2019

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, running a suite of LGBTQ youth groups, groups for young people affected by HIV and one-to-one work with boys and young men.

-We were delighted to deliver our 4th LGBTQ Youth Summit in Medway, and 2nd Summit in Southwark, with all METRO youth groups being able to attend.

-Our Trans Youth Support service continues to be very well utilised.

-We have created a new commercial training team building on our success in 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, 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 longstanding 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 were delighted to have secured funding from Public Health England's Innovation Fund for two projects, one working with young guys into guys, and the other increasing PrEP awareness through online campaigns.

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 away days 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.
- Services directory launched on our website.
- 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, with engagement survey moving to six-monthly.
- Delivery of Board, management and full team away days 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 continues to be held.
- Healthy Workplace Accreditation, Achievement level continues to be held.
- ERASMUS funding secured again for members of the broader team to undertake training and knowledge exchange across Europe.

METRO CENTRE LIMITED

YEAR ENDED 31ST MARCH 2019

TRUSTEE DIRECTORS' REPORT cont.

PRIORITIES

The following priorities have been identified for 2019/20:

Sexual & Reproductive Health

- Further take advantage of integrated procurement
- Broaden our reputation as a leading expert on community sexual health services
- Further capitalise on existing brands and training resource
- Build our international reputation through the SHIFT partnership

Community

- Develop a Participation, Involvement and Engagement Strategy for the charity
- Expand our infrastructure and strategic equalities work geographically
- Build a governance and strategic level Quality Framework for the charity
- Embed the transformative work of METRO GAD

Mental Health & Wellbeing

- Scope possibilities to expand focus of services and geographies
- Improve structure of interventions and outcome measurement
- Productise services for individuals and schools

Youth

- Embed youth participation, involvement and engagement charity-wide
- Lead research around sexual orientation and gender identity and young people
- Develop an interactive online offer

HIV

- Strengthen existing support programmes for people with HIV
- Strengthen and diversify our leadership of the GMI Partnership
- Diversify our offer geographically
- Market a private testing service
- Tackle stigma

Communications, Policy and Research

- Grow the team and work more strategically
- Further develop our website
- Engage the whole charity in policy and research function

Fundraising

- Strengthen our excellence at fundraising
- Build our service offer

Human Resources and Volunteering

- Further improve our support to employees and volunteers
- Continue to refresh our policies and procedures
- Re-accreditation for Investors in People

Finance and Premises

- Support the charity's entrepreneurial aspirations with financial systems that are robust, agile and user friendly
- Continue to ensure all premises are safe and healthy places to work and deliver services

Governance

- Build our Board of Trustees
- Further develop our governance systems
- Refine our risk management approaches

METRO CENTRE LIMITED

YEAR ENDED 31ST MARCH 2019

TRUSTEE DIRECTORS' REPORT cont.

FINANCIAL REVIEW

Incoming resources increased from £3,824,003 to £4,314,444 in 2019 and resources expended changed from £3,694,033 to £4,238,498 resulting in a surplus for the year of £75,946 (2018 - surplus £132,970);

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

- creation of a new Communications Manager post;
- creation of a new Head of HR and Volunteering post (replacing HR Manager post);
- continued reinvigoration of our social media presence;
- delivery of a new services directory on our website;
- continued and refreshed collaboration with corporates;
- developing strong networks at local, regional and parliamentary levels to lever influence to support our service users;
- further strengthening of connectivity with academic institutions;
- further standardising HR policies and practices, with securing of accreditations;
- continued development of diversity and NPS profiles of our staff, volunteers and service users;
- continued development of integrated case management/management information systems;
- bedding in of the restructure to create Heads for each of our delivery domains;
- delivery against our 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
- delivery against and review of our set of Balanced Score Cards and new Business Plans.

Trustees will continue to ensure that any future expenditure has defined benefits and management's performance will be measured against the delivery of such benefits. In the forthcoming financial periods Trustees are committed to building the charity's reserve levels.

Over the past five 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 cash flow, 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.

Reserves Policy

METRO currently has reserves of £1,193,367 of which £2,937 has been designated by the Trustees for the Hardship Fund. An additional £1,200,900 is held in the General Fund. Total unrestricted reserves at year end were £1,203,837.

In the forthcoming financial period Trustees plan to maintain and build on the charity's reserve levels of between three months and six months of operating expenditure. However, they are also committed to investigating the possibility of purchasing freehold premises in Lambeth as well as leasehold/rental alternatives.

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 2019

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

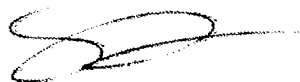
We, the directors of the company who held office at the date of approval of these Financial Statements, as set out above, each confirm so far as we are aware, that:

- 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:

20-11-19

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
METRO CENTRE LIMITED
YEAR ENDED 31ST MARCH 2019**

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 2019 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 1154 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 1144 of the Charities Act 2011 and report in accordance with regulations made under section 1154 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 2019; 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.

William Price & Co Auditors Ltd

William Price & Co Audit Ltd

Statutory Auditors

Chartered Accountants

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

Date:

6-12-19

9 Westbury Court, Church Road

Bristol BS9 3EF

METRO CENTRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES

(Including summary income and expenditure accounts)

YEAR ENDED 31ST MARCH 2019

	Notes	UNRESTRICTED FUNDS 2019:	RESTRICTED FUNDS 2019:	TOTAL FUNDS 2019:	TOTAL FUNDS 2018:
		£	£	£	£
INCOME					
Other Income	2	43,617	-	43,617	17,959
Charitable Activities		3,506,890	761,862	4,268,752	3,804,981
Investments	2	2,075	-	2,075	1,063
TOTAL INCOMING RESOURCES	7	3,552,582	761,862	4,314,444	3,824,003
EXPENDITURE					
Charitable activities	3	3,466,166	772,332	4,238,498	3,691,033
TOTAL RESOURCES EXPENDED	7	3,466,166	772,332	4,238,498	3,691,033
NET INCOME / (EXPENDITURE)		86,416	(10,470)	75,946	132,970
TRANSFERS BETWEEN FUNDS:	7	-	-	-	-
NET MOVEMENT IN FUNDS		86,416	(10,470)	75,946	132,970
FUNDS BROUGHT FORWARD AT 1ST APRIL		1,117,421	-	1,117,421	984,451
FUNDS CARRIED FORWARD AT 31ST MARCH		1,203,837	(10,470)	1,193,367	1,117,421

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 2019

	Notes	2019		2018	
		£	£	£	£
FIXED ASSETS	8		71,227		57,335
CURRENT ASSETS:					
Debtors	9	3811,471		509,005	
Cash at bank & in hand		1,385,788		1,016,073	
Total Current Assets		1,767,259		1,525,078	
CREDITORS, AMOUNTS FALLING DUE WITHIN ONE YEAR	10	645,119		464,992	
NET CURRENT ASSETS			1,122,140		1,060,086
TOTAL NET ASSETS		£	1,193,367	£	1,117,421
<i>The funds of the charity:</i>					
UNRESTRICTED FUNDS	7				
General Funds			1,150,900		1,060,984
Designated Funds			52,937		56,437
TOTAL UNRESTRICTED FUNDS			1,203,837		1,117,421
RESTRICTED FUNDS	7		(10,470)		-
TOTAL FUNDS		£	1,193,367	£	1,117,421

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 20-11-19

Signed on behalf of the board of trustees



Gwen Bryam

The notes on following pages form part of these financial statements

Company Number: 02716101

METRO CENTRE LIMITED**CASH FLOW STATEMENT****YEAR ENDED 31ST MARCH 2019**

	2019 £	2018 £
OPERATING ACTIVITIES		
Surplus for the financial year	75,946	132,970
Adjustments for:		
Interest receivable	(2,075)	(1,063)
Depreciation	14,216	9,651
Loss on disposal of fixed assets	-	17,128
Decrease/(increase) in debtors	127,534	98,006
(Decrease)/increase in creditors	180,127	(12,494)
	<u>395,748</u>	<u>245,123</u>
Interest received	2,075	1,063
Cash generated by operating activities	<u>397,823</u>	<u>245,261</u>
INVESTING ACTIVITIES		
Payments to acquire tangible fixed assets	(28,109)	(65,528)
Cash generated by/(used in) investing activities	<u>(28,109)</u>	<u>(65,528)</u>
NET CASH GENERATED		
Cash generated by operating activities	397,823	245,261
Cash generated by/(used in) investing activities	(28,109)	(65,528)
Net cash generated	<u>369,714</u>	<u>179,733</u>
Cash and cash equivalents at 1 April	179,733	-
Cash and cash equivalents at 31 March	<u>549,447</u>	<u>179,733</u>
Cash and cash equivalents comprise:		
Cash at bank	<u>1,385,788</u>	<u>1,016,073</u>

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2019

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 over the lifetime of the lease. 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 transaction value and subsequently measured at their settlement value.

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2019

2) INCOMING RESOURCES FROM GENERATED FUNDS

	2019 £	2018 £
UNRESTRICTED FUNDS		
Donations	14,531	15,908
Other Income	29,086	2,051
	<u>43,617</u>	<u>17,959</u>
Investment Income		
Interest receivable	2,075	1,089

3) CHARITABLE ACTIVITIES COSTS

	Activity	Governance	Support	TOTAL
	£	£	£	2019 £
SERVICE AREA				
HIV Prevention and Support	1,262,870	25,114	117,496	1,405,480
Sexual & Reproductive Health	1,537,513	36,669	143,483	1,717,665
Community Participation and Engagement	445,792	8,252	38,605	492,649
Youth Services	238,454	4,354	20,368	263,176
Mental Health & Well Being	331,850	6,283	29,395	367,528
TOTAL RESOURCES EXPENDED	<u>3,814,479</u>	<u>74,672</u>	<u>349,347</u>	<u>4,238,498</u>

4) GOVERNANCE & SUPPORT COSTS

	Governance	Support:	
		Finance & Information Technology	Human Resources & Communications
	2019 £	2019 £	2019 £
Staff salaries	61,632	76,442	165,257
Audit fee	3,600		
Legal & professional	8,283		12,636
Accounts and payroll		8,000	
AGM & trustees meetings	1,177		
Information Technology Support and Licences - Central		32,237	
Printing Postage and Stationery - Central		30,375	
Telephony - Central		24,400	
	<u>74,672</u>	<u>171,454</u>	<u>177,893</u>

5) NET OPERATING SURPLUS/(DEFICIT)

	2019 £	2018 £
The net surplus/(deficit) of expenditure over income is stated after charging:		
Staff costs (see note 7)	2,403,947	2,209,045
Depreciation of equipment & leasehold improvements	14,216	9,651
Audit fee	3,600	3,360
Other fees paid to Auditors, accounts and payroll	8,000	8,400

6) STAFF COSTS

	2019 £	2018 £
Staff costs for the year were as follows:		
Salaries	2,143,001	1,987,441
Social security costs	195,211	177,726
Pensions Costs	65,735	43,878
	<u>2,403,947</u>	<u>2,209,045</u>

The average number of persons employed by the charitable company in the year was 91 persons. (2019 - 91).

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

	2019 £	2018 £
£60,001 - £70,000	-	1
£70,001 - £80,000	1	1
£80,001 - £90,000	-	-
£90,000+ - £100,000	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 £283,226 (2018: £245,129).

METRO CENTRE LIMITED
NOTES TO THE ACCOUNTS
YEAR ENDED 31ST MARCH 2019

7) MOVEMENT ON FUNDS IN YEAR	Note	Opening Balance 01-Apr-18 £	Incoming Resources £	Outgoing Resources £	Transfers between funds £	Closing Balance 31-Mar-19 £
UNRESTRICTED FUNDS						
	2)					
General Fund		1,060,984	3,548,702	3,458,786	-	1,150,900
DESIGNATED FUNDS						
Hardship Fund		6,437	3,880	7,380	-	2,937
Metro Local Premises Fund		50,000	-	-	-	50,000
TOTAL UNRESTRICTED FUNDS		1,117,421	3,582,582	3,466,166	-	1,203,837
RESTRICTED FUNDS						
	2)					
Public Health England ePrEP Innovation		-	16,643	16,643	-	-
MAC AIDS Fund UK - Emerging Communities		-	59,367	59,367	-	-
EU Interreg 2 Seas Mers Zeeen - SHIFT project		-	650	650	-	-
Jack Petchey Foundation - Youth Support		-	750	750	-	-
Public Health England GIG youth innovation		-	13,324	13,324	-	-
Comic Relief HIV Digital		-	34,000	34,000	-	-
City Bridge Trust - youth mental health support		-	41,650	41,650	-	-
City Bridge Trust - LGBT+ Advocacy Support		-	35,000	35,000	-	-
Henry Smith Charity - Mental Health Advocacy		-	35,000	35,000	-	-
GEODIE Anti-HBTI bullying training & awareness		-	133,509	133,509	-	-
Comic Relief - Young People, Gender and Drugs		-	23,425	23,425	-	-
Children in Need - youth counselling project		-	6,457	6,457	-	-
ERASMUS		-	20,261	30,731	-	(10,470)
Royal Borough of Greenwich - Independent Mental Health Advocacy		-	50,546	50,546	-	-
The Tampour Tax Fund		-	27,264	27,264	-	-
Heritage Lottery Fund - Our History Project		-	17,900	17,900	-	-
Royal Borough of Greenwich METRO GAVS Voluntary Sector Support		-	109,225	109,225	-	-
Royal Borough of Greenwich - Children Services		-	35,000	35,000	-	-
Royal Borough of Greenwich - Clinical Commissioning Group		-	20,000	20,000	-	-
Royal Borough of Greenwich - Public Health		-	24,880	24,880	-	-
Safes Greenwich Partnership		-	6,150	6,150	-	-
Royal Borough of Greenwich - Health and Adults People's Services		-	50,861	50,861	-	-
TOTAL RESTRICTED FUNDS		-	761,862	772,332	-	(10,470)
TOTAL RESTRICTED & UNRESTRICTED		1,117,421	4,314,444	4,238,498	-	1,198,367

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2019

8) FIXED ASSETS

	Office Equipment Unrestricted	Motor car for Outreach	Leasehold Improvement	TOTAL
<i>Cost:</i>	£	£	£	£
Brought forward	43,015	12,285	25,045	80,345
Additions	17,628	-	10,481	28,109
Disposals	-	-	-	-
	<u>60,643</u>	<u>12,285</u>	<u>35,526</u>	<u>108,454</u>
<i>Depreciation:</i>				
Brought forward	10,030	12,285	696	23,011
Charge for year	10,123	-	4,093	14,216
On disposals	-	-	-	-
	<u>20,153</u>	<u>12,285</u>	<u>4,789</u>	<u>37,227</u>
<i>Net Book Value, as at:</i>				
31st March 2019:	<u>40,490</u>	<u>-</u>	<u>30,737</u>	<u>71,227</u>
31st March 2018:	<u>32,986</u>	<u>-</u>	<u>24,349</u>	<u>57,335</u>

9) DEBTORS, amounts falling due within one year

	2019 £	2018 £
Grants receivable	338,294	446,588
Other debtors & prepayments	43,177	62,417
	<u>381,471</u>	<u>509,005</u>

10) CREDITORS, amounts falling due within one year

	2019 £	2018 £
Trade Creditors	222,834	173,484
Other taxation & social security	63,443	60,322
Deferred income	245,834	62,334
Other creditors & accruals	113,008	168,852
	<u>645,119</u>	<u>464,992</u>

METRO CENTRE LIMITED

NOTES TO THE ACCOUNTS

YEAR ENDED 31ST MARCH 2019

11) TRUSTEE DIRECTORS' REMUNERATION & EXPENSES

None of the Trustee directors received any remuneration either directly or indirectly in the year. The Charity made reimbursements of £482 to Trustee directors for travel and subsistence expenses. (2018 - £1,446).

12) TAXATION

The charity is exempt from tax on its charitable activities.

13) GOING CONCERN & FUTURE FUNDING

The charity is dependent on the continued support of its main funders and 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.

14) 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 year.

15) ANALYSIS OF FUNDS

	Restricted £	Unrestricted £	Total £
Tangible Fixed Assets:	-	71,227	71,227
Net Current Assets	(10,470)	11,132,610	1,122,140
Total Net Assets	(10,470)	11,203,837	1,193,367

16) OPERATING LEASES - LESSEE

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

	2019 £	2018 £
Not later than one year	185,576	205,987
Later than one and not later than five years	115,673	301,249
Later than five years	-	-
	301,249	507,236