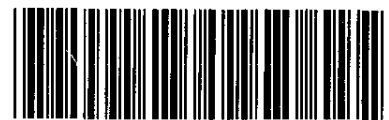


Registered number: 00893588

Help the Aged (Mail Order) Limited
Annual report and financial statements
Year ended
31 March 2019

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COMPANIES HOUSE

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COMPANY INFORMATION

Directors

Agnes Lynch
Rajeev Arya (resigned 29 March 2019)

Registered office

Tavis House
1-6 Tavistock Square
London
WC1H 9NA

Bankers

NatWest
City of London Office
P.O. Box 12258
1 Princes Street
London
EC2R 8BP

Auditor

Crowe U.K. LLP
St Bride's House
10 Salisbury Square
London
EC4Y 8EH

STRATEGIC REPORT

The director presents the strategic report, director's report and financial statements for Help the Aged (Mail Order) Limited for the year ended 31 March 2019.

Business review

Help the Aged (Mail Order) Limited became non-trading from 1 April 2010. Consequently there have been no profit and loss transactions recorded in the financial year ended 31 March 2019.

The only transactions recorded were the settlement of balance sheet commitments.

Principal risks and uncertainties

The director has overall responsibility for ensuring that the company had an appropriate system of control, financial and otherwise. They were also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities, and to provide reassurance that:

- its assets were safeguarded against unauthorised use or disposition;
- proper records were maintained and financial information used within the company or for publication was reliable; and
- the company complied with relevant laws and regulations.

As part of the company's risk management process the directors acknowledged their responsibility for the company's system of internal control and reviewing its effectiveness. It was also recognised by the company that such a system was designed to manage rather than eliminate the risk of failure to achieve the company's objectives and could provide only reasonable, not absolute, reassurance against material misstatement or loss.

The director considers that no significant risks remain for Help the Aged (Mail Order) Limited as it has now ceased to trade.

**Approved by the board of directors
and signed on behalf of the board**



Agnes Lynch
Director
Tavis House
1 – 6 Tavistock Square
London
WC1H 9NA

Date: 18 December 2019

DIRECTOR'S REPORT

The director presents their report and the financial statements for the year ended 31 March 2019.

Principal activities

Help the Aged (Mail Order) Limited is a non-trading subsidiary of Age UK, registered charity no. 0893588. Prior to becoming non-trading its principal activity had been the arrangement of financial services of particular relevance to older people.

Going concern

As a non-trading company the directors have not prepared the financial statements on a going concern basis.

Directors

The membership of the Board is set out below. All served on the board throughout the year except where noted:

Agnes Lynch

Rajeev Arya (resigned 29 March 2019)

Disclosure of information to auditor

The director who held office at the date of approval of this director's report confirms that, so far as they are aware, there is no relevant audit information of which the Company's auditor is unaware. The director has taken all the steps that they ought to have taken as director to make themselves aware of any relevant audit information and to establish that the Company's auditor is aware of that information.

This information is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006.

DIRECTOR'S RESPONSIBILITIES STATEMENT

The directors are responsible for preparing the Strategic Report, the Director's Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with 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".

Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business. As explained in the director's report and in note 1 of the financial statements, the directors do not believe that it is appropriate to prepare these financial statements on a going concern basis.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are responsible for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error, and have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the company and to prevent and detect fraud and other irregularities.

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

**Approved by the board of directors
and signed on behalf of the board**



Agnes Lynch
Director
Tavis House
1 – 6 Tavistock Square
London WC1H 9NA

Date: 18 December 2019

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HELP THE AGED (MAIL ORDER) LIMITED

We have audited the financial statements of Help the Aged (Mail Order) Limited for the year ended 31 March 2019 which comprise the statement of comprehensive income, the balance sheet, the statement of changes in equity 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 company's affairs as at 31 March 2019 and of its result for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 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.

Financial statements prepared on non-going concern basis

We draw attention to note 1 on page 10 of the financial statements, which indicates that the directors have not prepared the financial statements on the going concern basis due to circumstances described there. The financial statements have been prepared in line with the policies set out in the note. Our opinion is not modified in respect of this matter.

Other information

The directors are responsible for the other information. The other information comprises the information included in the 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.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the strategic report and the director's report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the director's report have been prepared in accordance with applicable legal requirements.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HELP THE AGED (MAIL ORDER) LIMITED

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the director's report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the company, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of director's remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of directors

As explained more fully in the director's responsibilities statement set out on page 4, the directors 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 directors 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 directors are responsible for assessing the 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 directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

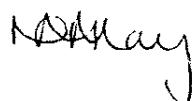
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee 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 company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Nicola May
Senior Statutory Auditor
For and on behalf of
Crowe U.K. LLP
Statutory Auditor
London

Date: 19 December 2019

STATEMENT OF COMPREHENSIVE INCOME for the year ended 31 March 2019

	Note	2019 Total £	2018 Total £
Turnover		-	-
Cost of sales		-	-
		<hr/>	<hr/>
Gross profit		-	-
Administrative expenses		-	-
		<hr/>	<hr/>
Profit before taxation		-	-
Taxation		-	-
		<hr/>	<hr/>
Profit for the financial year		-	-
		<hr/>	<hr/>

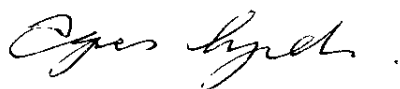
There was no other comprehensive income recognised in the year (2018: £nil).

The notes on pages 10 to 12 form part of these financial statements.

BALANCE SHEET as at 31 March 2019

	Notes	2019 £	2018 £
Fixed Assets			
Investments	3	22	22
Current assets			
Debtors	4	100	67,100
Creditors	5	(2)	(2)
Net assets		<u>120</u>	<u>67,120</u>
Represented by:			
Called-up share capital	6	100	67,100
Accumulated profit		20	20
Equity shareholders' funds		<u>120</u>	<u>67,120</u>

The financial statements were approved by the board of directors on 18 December 2019 and were signed on its behalf by:



Agnes Lynch
Director

Registered number: 00893588 England and Wales

The notes on pages 10 to 12 form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY for the year ended 31 March 2019

	Share capital £	Accumulated profit £	Total equity £
Balance at 1 April 2017	67,100	20	67,120
Balance at 31 March 2018	67,100	20	67,120
Ordinary shares cancelled	(67,000)	-	(67,000)
Balance at 31 March 2019	100	20	120

The notes on pages 10 to 12 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2019

1 Accounting policies

The principal accounting policies are summarised below.

Basis of preparation

Help the Aged (Mail Order) is a private limited company incorporated in England and Wales. The address of the registered office is Tavis House, 1-6 Tavistock Square, London WC1H 9NA.

These financial statements are prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

The financial statements have been prepared under the historical cost convention.

Exemptions

The parent company has taken advantage of the following exemption available under FRS 102:

- the exemption from preparing a statement of cash flows;

Going concern

The directors have not prepared the financial statements on a going concern basis as there is no trading activity planned. No adjustments were necessary to the amounts at which the remaining net assets are included in these financial statements.

2 Key sources of estimation uncertainty and judgements

The preparation of financial statements in conformity with generally accepted accounting practice requires management to make estimates and judgements that affect the reported amounts of assets and liabilities as well as the disclosure of contingent assets and liabilities at the balance sheet date and the reported amounts of revenues and expenses during the reporting period.

Key sources of estimation uncertainty

There are no material sources of estimation uncertainty.

Judgements

There are no significant judgements.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2019 (continued)

3 Investments	2019	2018
	£	£
Cost and net book value 1 April 2018 (2017)	22	22
Cost and net book value 31 March 2019 (2018)	22	22

The company holds 20% or more of the following companies:

Name	Country of incorporation	Nature of business	Class of share held	Proportion of shareholding
HTA Solutions Limited	United Kingdom	Dormant	Ordinary	100%
Age UK Holidays Limited	United Kingdom	Dormant	Ordinary	100%

4 Debtors	2019	2018
	£	£
Amounts owed by group undertakings	100	67,100
	<hr/>	<hr/>
	100	67,100
	<hr/>	<hr/>

5 Creditors	2019	2018
	£	£
Amounts owed to group undertakings	2	2

6 Share capital	2019	2018
	£	£
<i>Allotted, called up and fully paid</i>		
Ordinary shares of £1 each	100	67,100

The issued share capital was reduced from £67,100 to £100 by a special resolution on 30 April 2018 with £67,000 issued ordinary shares being returned, cancelled and extinguished.

7 Contingent liabilities

The company had no contingent liabilities at 31 March 2019 or 31 March 2018.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31 March 2019 (continued)

8 Transactions with directors and other related parties

There were no related party transactions during the year. The company has taken advantage of the exemption in FRS102 from disclosing transactions with Age UK and other wholly owned companies within the group.

9 Ultimate parent company

The directors consider that the ultimate parent undertaking and controlling related party of the company to be Age UK, a charitable company limited by guarantee and registered in England: registered office address 1-6 Tavistock Square, London, WC1H 9NA, company number 6825798, and registered charity number 1128267.

Copies of the group financial statements are available from Age UK at Tavis House, 1-6 Tavistock Square, London, WC1H 9NA