

REGENERage

# Annual Report

2023 - 2024



Regenerage formerly known as Central Lancashire Age Concern

Charity number: 1130384

Beech House, Lancastergate, Leyland PR25 2EX

Annual Report and Accounts

For the year ended 31 March 2024



## Legal and Administrative Information

Charity Name: Regenerage, (until 26 February 2024 formerly known as Central Lancashire Age Concern)

### Trustees:

Mrs S Bell-Carr  
Mr S Briscoe  
Mr L Chambers  
Mr G Clifton  
Mr P Hughes (Vice Chair)  
Mr P Parmar (Retired November 2023)  
Mr A Patel  
Mr A J Readett (Retired November 2023)  
Mr S Shanahan (Honorary Treasurer)  
Mr N G Tenray (Chair)  
Ms J Westwood

Chief Executive: Ms S Carr  
Secretary: Ms S Carr  
Charity Number: 1130384  
Company Number: 06841314

Registered Office: Beech House, Lancastergate, Leyland PR25 2EX

Auditor prior to November 2023: Champion Accountants LLP, 7-9 Station Road, Hesketh Bank, Preston PR4 6SN

Auditor appointed from November 2023: Xeinadin Audit Limited, 46 Hamilton Square, Birkenhead, CH41 5AR

Solicitors: Farleys Solicitors, Charnley House, 13 Winckley Square, Preston PR1 3JJ

Banking: CAF Bank Ltd, 25 Kings Hill Ave, Kings Hill, ME19 4JQ

Social Media: [www.ageconcerncentrallancashire.org.uk](http://www.ageconcerncentrallancashire.org.uk) and from February 2024  
[www.regenerage.org.uk](http://www.regenerage.org.uk)



## **Chair's Statement**

Dear Valued Stakeholders

This past year has marked a pivotal transformation for our charity, as we rebranded from Central Lancashire Age Concern to Regenerage. This change, legally effective from 27 February 2024, was essential to distinguish ourselves in an evolving business landscape and better align our brand with the wide range of services we offer to a diverse customer base.

Despite this rebranding, our commitment to our core values remains unwavering. One of these values, being "outrageous," reflects our bold approach to innovation and decision-making. It is in this spirit that we have worked tirelessly to establish a robust retail model for our charity shops, which has expanded with the launch of a new charity superstore in Middlebrook. This venture is a bold step that aligns perfectly with our mission to generate vital funds and reach a broader audience.

We are mindful that our charity must balance multiple responsibilities. We are governed by charity regulations, we must operate as a well-run business, and remain a compassionate, caring organisation that prioritises the needs of our service users. This delicate balance is at the heart of everything we do.

The Annual Report highlights our achievements in a challenging environment. The Board of Trustees has ensured our governance structures are robust, our financial management is sound, and our new five-year Strategic Plan is well implemented. This plan reaffirms our commitment to compassion, honour, and pushing the boundaries of what a charity can achieve.

Our rebranding has been supported by a comprehensive communications strategy that has successfully introduced Regenerage to our stakeholders and the public. Positive feedback and increased engagement demonstrate the effectiveness of these efforts, with our story gaining attention in national charity publications and local media.

As we look ahead, our focus remains on ensuring the sustainability and continuity of our services. This new brand marks the beginning of a chapter where we are better positioned to expand our impact and maintain the high standards of service our communities expect.

I extend my deepest gratitude to the Board of Trustees, the Executive Team, our dedicated staff, and our invaluable volunteers. Their unwavering commitment has made this year's achievements possible. Together, we will continue to navigate the challenges ahead and make a lasting difference.

Finally, to our supporters, partners, and the wider community, thank you for your continued belief in our mission. Your support is essential as we embark on this exciting new journey as Regenerage. We look forward to working with you in the coming year to create positive, lasting change.

**Norman Tenray**  
**Chair of the Board of Trustees**

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## REGENERAGE

### Statement of Trustees' Responsibilities

The Trustees (who are also the Directors of Regenerage for the purposes of company law) are responsible for preparing the Report of the Trustees and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare Financial Statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those Financial Statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the Financial Statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose, with reasonable accuracy at any time, the financial position of the charitable company and enable them to ensure that the Financial Statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Insofar as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.



Mr N G Tenray  
Chair of the Board

Date: 24.11.24

## **Report of the Trustees for the Year Ended 31 March 2024**

### **Organisation Rebranding and Renaming**

When the 2023/24 accounting year began the charity was named Central Lancashire Age Concern and traded as Age Concern Central Lancashire. By the end of the accounting year the charity had rebranded and its organisational and trading name changed to Regenerage. This became legally effective on 27 February 2024.

The significant organisational details, including Company Number, Charity Number and bank accounts, Board and Executive leadership have not changed.

Throughout this Report the organisation brand name Regenerage is used.

### **A Well Led Charity**

The Trustees, who are also Directors of the charity for the purposes of the Companies Act 2006, present their Report with the financial statements of the charity for the year ended 31 March 2024.

The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

### **Objectives, Principal Activity and Public Benefit**

The principal charity object promoting public benefit is:

'The relief of those in need by reason of facing disadvantage through age, disability, financial hardship, ill-health, poverty or other disadvantage.'

Established in 1981, Regenerage, (until March 2024 known as Central Lancashire Age Concern) provides a wide range of quality services, largely for older people and primarily within Lancashire, but also regionally and nationally, to meet the needs identified by people and their carers. Our aim is that those people benefiting from our services will have the opportunity to live life and age well with local people, in their own homes and within their local community.

In shaping and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit and they ensure that the activities undertaken are in line with the charitable objectives and aims of Regenerage.

As highlighted in this Report, our health promotion, care services and communications initiatives are specifically targeted at older people. We acknowledge that some of our dementia care customers, and their carers, can be under 55 years of age. The many volunteering activities and opportunities available are also appealing to a broader range of people, including young adults, through which there is mutual gain. Our charity retailing operations are for all. Through our local shops we extend and deepen our community links, providing local presence for those seeking out older age support services, and enable all to play their part in the environmental benefits that charity retailing provides. And so, by their very nature, all our charitable activities are undertaken for the benefit of the wider public.

### **Governing Document**

The charity is controlled by its governing document, a Deed of Trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

### **Organisational Governance and Structure**

The Board of Trustees is responsible for setting strategic policy and direction. The Board delegates to sub-committees responsibility for implementation of this policy. The Board provides strategic lead and maintains control of the organisation's resources, whilst exercising prudent financial management. The Assurance Sub-Committee and Finance and Business Development Sub-Committee meet regularly throughout the year providing scrutiny and in-depth oversight functions.

The Nominations and Remunerations Sub-Committee meets at least annually with responsibility for the CEO salary negotiation and trustee/director recruitment.

Our AGM met successfully in November with Members meeting in person.

Additional Extraordinary meetings of Board and Members have been required in the year associated with decision making about rebranding.

The Trustee/Directors terms of office are three years up to a maximum of nine years and re-election as Directors is required and established by polling at the Annual General Meeting.

During the year, two long served Trustees/Directors retired as they had come to the end of the full tenure term and two Trustees/Directors were re-elected. We stabilized numbers with the election of two new Trustees/Directors in November 2023.

Trustees are required to meet the fit and proper person test to be Trustees and company Directors are required, as with all senior staff, to declare and register conflicts of interest on an annual and ongoing basis. All Trustees sign our Trustee Code of Conduct on appointment and undertake to do so annually.

The Chief Executive is ultimately responsible for operational management of the organisation and is supported in so doing by a Leadership Team. The structure comprises a team of specialist function Directors as follows:

- Business Development and Innovation
- Finance
- Operations and Assurance
- Retail
- Fundraising and Corporate Sponsorship
- Service Delivery.

### **Strategic Aims and Plans**

The Strategic Plan (2018-2021) had been extended through the pandemic period but in-year a new Strategic Plan was progressed and approved by the Board. The new five year Strategic Plan establishes our Mission and Vision and Values and plots our course to 2028.



## Charity Values

The charity seeks to embed its values and reviews them to consider appropriateness. In 2022, the following organisational Values were confirmed and are embedded into the new five year strategic plan:

- Adaptable
- Enterprising
- Honourable
- Compassionate
- Exploring
- Outrageous
- Progressive

Values are embedded from recruitment through on-boarding to exit, and are displayed in premises and shared in corporate literature.

## Key Performance Indicators

The Charity applies a number of performance indicators and benchmarks by which it measures its impact. In year, linked to the new strategic planning activity, work has been undertaken to identify and clarify the Key Performance Indicators most meaningful to Regenerage. These will be introduced in phases as we improve our in-house mechanisms for capturing, collating and reporting achievements.

Infographics illustrating some of our impacts and public benefits in 2023/24 are illustrated within this Report.

Additionally, commissioners of services, including the NHS and grant and loan providers, each require measurement against a diversity of operational performance measures associated with commissioned services and funded activities. These are reported regularly to the commissioning bodies. Retail trading is benchmarked against the Charity Retail Association's national benchmarks for very small charities. Some of these performance indicators are reflected in the expression of achievements and activities in this Report.

But we believe that our customers stories and life improving journeys, as evidenced through our case studies and personal testimonies are the most impactful measure of what we do and why we do it. All of our case study subjects give their consent to share their stories and experiences, but we have additionally sought to protect individual and family identities through changing names and some minor details.

## **Risk Management**

Regenerage recognises that risk is unavoidable and places high importance on the need to manage risk to a level which is tolerable. Risk appetite is reviewed annually by the Board examining risks identified from the charity's activities.

A corporate risk register identifies the strategic and corporate risks of the organisation and policies and procedures apply to key systems and processes (e.g. financial operating procedures).

Risk evaluation reports are made to the Assurance Sub-Committee and to the full Board through the year. The Executive team has undertaken to assure the Board in key strategic areas including:

- Financial viability
- Regulatory compliance
- Governance
- New business.
- Reputation
- Retailing
- Service delivery

## **Risk Appetite**

In view of the breadth of services and functions the charity undertakes, it will inevitably have a variable appetite for risk in different areas and services. The Board sets the risk appetite for the various strategic areas from a scale of None, through Minimal, Cautious, Open, Seek to Significant.

## **Auditors**

Champion Accountants LLP were appointed as the organisation's independent auditors until March 2023. Following a competitive auditor procurement exercise, the Members confirmed a decision to change auditors at the November Annual General Meeting. Xeinadin Audit Limited are now appointed as our auditors for a three year period to 2026.

## **Activities, Achievements and Future Plans**

### **Renaming and Rebranding**

When the 2023/24 year began the charity was aware that its rights to trade using an historic Age Concern brand name needed revisiting and was engaged in negotiations with the brand name owner, Age UK. What followed has origins in a series of historic events that marked out time and which have informed a new stage in our charity's evolution.

When, in 2009, the Central Lancashire Age Concern charity Board determined that it was not willing to become a formal partner in the emerging Age UK charity (arising from the merger of Age Concern with Help the Aged) it simultaneously determined that it desired to continue to trade independently while using its historic Age Concern brand name.

A consequence of this was that Age UK required the charity to enter into a brand licence agreement and sign a Memorandum of Understanding to continue to use the brand name because Age UK retained ownership of the Age Concern brand.

Over the years it became clear that a brand differentiation challenge prevailed and, in 2017, the then Central Lancashire Age Concern Board determined to undergo a branding review. Despite advice from the retained marketing professionals the Board determined to refresh the brand imagery and stylisation only and to retain use of the brand name Age Concern. This situation endured for seven years, during which time the charity continued to experience brand confusion issues.

This situation continued until 2020 when the original 10 year brand licence expired. We embarked upon fresh dialogue with national office of Age UK to explore the potential for a new brand licence agreement, seeking variations to terms and conditions, including the operational territory within which the charity could trade using the Age Concern brand name. Negotiations with the brand owner were protracted, but the agreement was belatedly signed in July 2023.

By late summer 2023 circumstances in the health and social care commissioning environment were changing. Coupled with the charity's desire to develop its charity retailing business activities, it was becoming increasingly clear that the brand licence agreement had considerable potential to stifle and inhibit business development opportunities and our ambitions for the organisation.

A negative response to a litmus testing of a potential retail business development idea confirmed concerns that our business aspirations and objectives to continue to support older people were subject to tethering control.

Thus followed a period of research supported by legal and marketing expertise resulting in the Board and Members agreeing that rebranding and renaming the Charity was a business necessity. The matter of renaming the company was considered at Extraordinary General Meetings in October and December with the formal Special Resolution to rename the charity as Regenerage being made on 20 December 2023, subject to minutes requiring further approval by the Board of the brand stylisation.

The brand name change was legally established with Companies House on 27 February 2024 and has attained approval from the Charity Commission.

An extensive communications strategy was developed to support rebranding roll out, ensuring that staff, volunteers, key stakeholders, supporters and suppliers were informed in a timely fashion.

Informing about the rebranding began on 13 February 2024 when all staff and volunteers were briefed by the Chair and CEO. There followed a series of communications to the outside world via social media, traditional news media (TV and print), our own website, and the application of branded merchandise.

Feedback has been overwhelmingly constructive and positive.

Key takeaways of the launch campaign via social media channels are that this was a success, significantly raising impressions and follower engagement rates over the three week period. Results are compared to the same timeframe the previous month. Followers increased by 452 (up 13.7%). All

measurable KPIs increased by at least 7.9% with the highest engagement metric being on LinkedIn which increased by 18,700%.

Our rebranding story was picked up by national charity publication Third Sector who led with the headline 'Older people's charity changes name to escape Age UK brand agreement.' And the sub-line 'Charity's chief says brand confusion has lost us income.' The electronic version of this edition of Third Sector attained 59,600 unique visits and estimated 601 online views of our article.

On 6 March 2024, Civil Society Media newsdesk picked up the news underneath a headline 'Charity changes name to reflect ongoing work in Ukraine', with news of our rebrand sub headlined as 'Age Concern Central Lancashire rebrands'. The focus is on the business case, brand confusion and changing the way we do business.

We were also able to generate our own press-related content helping to link the rebrand to our activities. Examples include CEO live interviews with Lancashire Life and Bolton Evening News.

A double page article has been received by the 50 Plus magazine (Preston & Fylde edition No 70 April-May 2024) with whom we have an established relationship and offer to contribute to the Bolton & Bury in Greater Manchester edition in June-July.

Efforts to ensure longevity of our new brand have been made by registering our new Regenerage brand marks with the United Kingdom Intellectual Property Office (UKIPO). Examples of our new trademarks were registered against 14 classes with the UK IPO. The trademarks were published for opposition in the Trade Mark Journal and, on 27 June 2024, all trademarks attained registration certification under the Trade Marks Act 1994.

**The Citizen's Advice Bureau** - The CAB 'love the name and the branding; feel that the new name is more engaging and is more suited to today's older population'.

**NCVO** - The national organisation that supports the voluntary sector.

When informed about our brand name change the contact at NCVO commented that it 'was fresh, uplifting and really positive.' She understood immediately what we were aiming for as an older persons charity.

**Professor Malcom J Fisk PhD, MA, FCIH** Professor of Ageing and the Lifecourse  
**School of Social Work, Care and Community University of Central Lancashire** -  
Congratulations on the rebrand. 'The name is refreshing and modern! The website is looking good too'.

**Corporate Sponsor Eric Wright Foundation** – 'Thanks for sharing the rebranding news. Exciting times for the charity and good luck with the journey'.

**Westfield Health (Corporate supporter)** - 'Nice rebrand 😊'

**Client Relationship Manager at Box Move (supplier to retail function)** – 'Cool, modern and fashionable!'

**Long service Volunteer** - 'Over the time I have been a volunteer, I have witnessed the work, the thought and care that has been given into this charity and observed the appreciation and praise of customers and the public in general'.

**Danielle Robinson – MD Love to Brand** - 'Love the new name; such a big move for the charity to change name, a very bold move, but I think one that like you say, will future proof the charity for the years ahead'.



## Services

**18,422**

Interventions delivered to support people living healthier lives including those with dementia/memory concerns to enable them to live independently in their own homes



**264**

Dementia Community  
Links customers

**£356,026**

Grant and contract  
funding received to  
support our services

**89**

Net Promoter Score achieved

**236**

Footcare customers



# Volunteering

**103**

Number of volunteers

**34**

Number of new volunteers

**85 yrs**

Age of oldest volunteer

**24,000**

Total number of volunteer hours

**£274,670**

Monetary value of volunteer hours to the charity



**18 years and 8 months**

Longest serving volunteer





## Marketing & Comms

**1166**

Total number of posts across all social media channels

**345,434**

Total number of post reach users on all social media channels

**419,729**

Total number of impressions across all social media channels

**5000**

Total number of new marketing collateral/brochures etc produced

**10**

Total number of editorials in reputable publications not previously featured in (including 'Nationals')





## Retail/Corporate

**£130,480**

Total received through Gift Aid

**182**

Tonnes of product  
diverted from landfill

**124**

Corporate partners  
and supporters

**£59,630**

Total grant funding  
secured

**£60,169**

Income from monetary donations  
and fundraising activities

**92**

Net Promotor Score  
achieved

**£1,324,570**

Total retail sales

## **Empowering Older People to Live Well and Age Well**

Regenerage is a charity committed to supporting the people of Lancashire and further afield to live life and age well. The charity meets its Charity Objects and demonstrates its public benefit through delivering a range of supportive services for older people, and for adult carers of all ages, that are free at the point of delivery, financed either from national and local public sector sources or our own income generating efforts.

The charity continues to be a specialist provider of dementia care in the community and continues to specialise in dementia supporting services.

This year we continued to provide specialist dementia services that support both customers and their carers through a funded contract with the Lancashire and South Cumbria Integrated Care Board (ICB) supporting those with memory concerns and post dementia diagnosis. Preferred Provider status was maintained with the Lancashire County Council Adult Social Services (LCC) for 'Daytime Support for Older People and People with Dementia'.

This year we evolved our daytime support service and introduced personal care at our Charnley Fold Enhanced Day Centre. To support this, additional staff were recruited to specialise in personal care enabling the activity assistants to focus on their specialisms.

We enable healthy lifestyles through activities and companionship via our own activity centres, and outreach befriending support continues in small scale, via a committed group of trusted volunteers.

Our expertise in social prescribing has been identified and sought out to support delivery of an extended mental health support service focused on unpicking a bed-blocking crisis. Initially a pilot, the Positive Ageing Mental Health Trail Blazer initiative, now run by Lancashire County Council, has continued and our social prescribing expertise continues to be recognised as social prescribing partner.

A long standing priority, home-based Nail Cutting Services subsidised by the NHS has continued for another year financed via the ICB and we are in talks with the ICB and Lancashire South Cumbria Care Foundation Trust about potential for ongoing service delivery, ideally with a longer term contracted period. At the time of report writing the contract for 2024/5 has been authorised.

We have again provided a Warm Hub service across two centres, supported by Lancashire County Council, as support in the coldest months during the cost of living energy price-hike crisis.

The impactful benefits and outcomes of our services and initiatives that we deliver for, and with, older people and their immediate families and carers, are reported in greater detail with case studies and testimonials in the following pages of this Report.

## **Activity Day Centres – Lostock Hall Activity Centre**

In 2016, it was estimated about 35,000 chronically lonely older adults aged 65 and over lived in Lancashire and it is expected that this number has since grown. Over one in 20 of all people aged 65+ in Lancashire are either lonely and/or dealing with dementia.

The Lostock Hall Activity Centre is a place where support and information and the opportunity for social gathering is provided in a convivial atmosphere. Attendees can simply undertake the activities available, gaining mental stimulation and physical exercise in a social environment and can move on to establish companionship and deeper friendships if the mood takes.

This year, Lostock Hall Activity Centre continued to offer a variety of health and wellbeing clubs and activities, enabling befriending in a safe and pleasant environment. Efforts in year to increase patronage are showing results, and each month around 750 people are in attendance.

Regular weekly activity sessions in the year include yoga, pilates, art groups, line dancing and carpet bowls. Throughout the year we also hosted a series of seasonally themed special activities, including craft workshops, at times like Christmas, Easter and Halloween, and we celebrated the Coronation of King Charles III.

We explored new ways to meet the needs and aspirations of older people and provide opportunities to try new things. Service Users are regularly consulted and polled on what activities they would like to experience. The range of activities at Lostock Hall Activity Centre continues to evolve to keep up with changing social preferences and to broaden appeal to wider diversity of people. This year, we have played to our Outrageous Value through Virtual Reality play sessions, Bollywood Dancing, and Tai Chi, burlesque, and musical theatre, whilst retaining the old favourites of traditional chair-based exercises.

We evolve and build on support for older people through the chatty shed initiative. This year the attendees, volunteer led, undertook some seasonal crafting workshop sessions, making seasonal themed doorstops, and engaged in gardening related activities, building garden furniture and installing a greenhouse.

We invested, with the assistance of a neighbourhood grant from South Ribble Council and additionally supported by sponsorship from the Eric Wright Foundation and Westfield Health, and continued to invest in the upkeep of the centre premises. Additional to the new durable and danceable floor surface and insulated conservatory room roof we have also installed new LED lighting and blinds for the main hall, and have undertaken the first phase of the garden makeover with new paving and fence panels.

With the sponsorship of Eric Wright we are able to connect our customers with their local communities. A thanks this year to Bamber Bridge pub, The Poachers, who hosted the Christmas meal and bingo session attended by 30 customers and carers.

An illustration of the nature of the activities that can be experienced and the manner in which companionships can be forged, and the sponsors and collaborative partnership support attained at the centre is provided below.

- **Virtual Reality sessions** – including Switch sports
- **Chatty Shed Group** – darts, woodwork and gardening projects and activities
- **Colour Your Life** – Six week course Art Group facilitated by Lancashire Adult College
- **Summer Gardening Club** – sowed and grew fresh produce and sold to service users
- **Cognitive Stimulation Group** – led by our own Dementia Community Links team
- **Indoor Bowling** – a new season begins
- **Art Group collaboration** – Christmas themed mural for decoration at the Activity Centre
- **Christmas Art Workshops** – Baubles and reindeers facilitated by Lancashire Adult College
- **Christmas celebration event** – buffet luncheon, entertainment from a professional singer, local primary school children and our own choir
- **Christmas drop in** - between Christmas and New Year for chat and a cuppa, games and activities
- **Art Group collaboration** – Easter themed mural
- **Easter Afternoon Tea Dance** – with traditional afternoon tea, DJ music and dancing, close up magic, a visit from the Easter Bunny and Easter Eggs to take home.

Our facility is also available for hire by local groups, organisations and families helping to ensure we are community-anchored. Examples include a dance school providing ballet sessions for children and adults, and worship and prayer meetings.



**Case Study: Bernice – Needing respite and some TLC**

Bernice was lonely after returning to the area after many years. Her husband is awaiting surgery and in pain, and suffers from depression when he is not talkative. Bernice who is his sole care giver needed her own time to uplift her spirits and enable her to make new friends. Introduced to Regenerage's activity centre by her GP Bernice finds that doing interesting activities and exercising gives her the mental strength to cope and care back at home. She has made lots of friends and looks forward to coming each week.

**Testimonial:**

'Thank you to everyone at the centre for being so welcoming and friendly. I know if I had a problem or needed cheering up there would be someone to help. From the girls in the office, the volunteers and the people who come to the line dancing, everyone is special and have really helped me cope with caring for my husband. I always leave with a smile on my face'.

**Case Study – Dancing back to good health**

Sherry was a dancer 20 years ago but due to mental health issues she stopped being able to attend classes and became reclusive. She then started with physical health issues and required a scooter to help with her mobility.

Carer to a retired husband, she had days feeling lonely and depressed when she struggled to get out of bed. Sherry needed to get out of the house but was afraid of going out somewhere new on her own. She knew she needed somewhere that would be understanding of her poor mobility and fears; somewhere warm and welcoming. She had tried clubs close to home but felt they were not accommodating and made her feel worse about herself.

Finding out about the Lostock Hall Activity Centre from our Facebook postings she booked in to a line dancing class and hasn't looked back. Thursday is now her day. Dancing, at her own pace, has dramatically improved mobility and she rarely needs to use her mobility scooter now.

**Testimonial:**

'Everyone is so friendly and there is no push to dance or get it correct as it is just fun. Most places are too formal and not welcoming but here, even if you want to just watch and have a coffee then that's fine. It is definitely worth the travel to get here'.

**Community Gateway Project**

Community Gateway, a social housing provider, approached Regenerage to request support as many of their over 55 sheltered facility residents lacked access to fulfilling engagement through social activities, with consequent adverse impact on wellbeing and quality of life. Community Gateway provided free use of their on site community centre facilities with support from Scheme Managers.

We funded ten places across our two activity day centres for a five month period, as well as group activities in housing association community centres.

Outputs and outcomes include:

- Dementia Café established
- Enhanced social interactions
- Improved wellbeing
- Community and local business engagement – sponsorships for refreshments
- Volunteer engagement.

**Positive Ageing and Mental Health Wellbeing Trailblazer**

Age Concern Central Lancashire was first identified by the Lancashire Integrated Care Board as the VCSFE Sector provider partner to deliver the Social Prescribing element in an innovative pilot initiative beginning in 2022/23.

Initially focussed in three areas of Lancashire, the pilot was initially funded for 12 months to March 2023, then extended to September 2023. In 2023/4 after the ICB withdrew, the initiative was taken up by the County Council and we are retained as the Social Prescriber Partner. The initiative is operating only in the Preston area available to Preston residents.

A collaborative public, private and voluntary sector partnership, the Trailblazer has the objective of delivering a personalised new model of care for older adults with a mental health need (including dementia) in order to address the challenges facing the health and social care system and provide positive outcomes for the individual and their family.

More specifically, the project targets older adults, over 60, with mental health need, including those with a dementia diagnosis who are medically fit for hospital discharge but who are retained in inpatient beds, including those placed out of borough and need to be repatriated.

Objectives are to improve patient care by reducing the length of stays in hospital and providing personalised wrap around discharge support into appropriate settings; reducing health care costs by reducing number of and patient time in out-of-area specialist provision.

Built around a six week model of enhanced daily, multi-disciplinary team care, this brings together all professionals involved in the person's care from across health, mental health and social care to facilitate holistic, collaborative on-going assessment and support planning for discharge. It is designed to ensure that the person can return home or to an appropriate longer-term placement that is most appropriate to their needs.

Assessments completed in a community environment enables understanding of the person's needs and level of care in a less restrictive setting, to ensure longer term plans are in place to best support the person and their family and/or carers.

Our role in the social prescribing element of the service is important in enabling re-settlement to former home and local community and into new homes and new communities of interest. Connectivity with the other services provided through the charity enables a comprehensive approach to ongoing support outside of the NHS framework which improves potential for sustainable reablement.

Key outputs and outcomes of the Trailblazer initiative, in which the charity has played its part for older people aged between 60 and 81 years, are:

- 38 people transitioned through the Trailblazer between April 2023 and end March 2024.
- Person-centred beneficial outcomes include: improved mood, confidence, independence, and self-care. People engaging with staff, residents and activities, improved food and fluid intake.
- Reduced length of stay in hospital per person 23 days.
- Overall bed cost savings compared to in-patient bed costs: £649,143.
- Percentage reduction in residential readmissions: 14.8%.
- Percentage that would have remained in a weekly inpatient bed: 42.6%.
- Overall reduction in care packages: £90,263.
- On average, people discharged four weeks earlier from in-patient unit generating an efficiency of 2123 bed days (at a value of £969k to the system).
- Nine people successfully repatriated from out-of-area placements (average cost £4,200 per week).
- Prevented 17 hospital admissions from community settings.

Despite the initiative being shortlisted for a national Local Government Chronicle Award the longer term prospects for this initiative are, once again, uncertain. At time of report writing the initiative has been funded to the end of August 2024.

#### **Trailblazer Case Study - George**

84 year old George was struggling to cope and was experiencing mental health issues worsened by the death of his brother. An accomplished musician, George loved to play the piano and he was an avid reader and DIYer but he had forgone his hobbies owing to increasingly poor eyesight, unsteadiness and his low mood.

Admitted to a specialist mental health NHS hospital that cares for adults who cannot safely be cared for at home he had been hospitalised for five months. This was exerting pressures on that facility and, as a step toward rehabilitation, George was transferred into the Trailblazer.

Multi disciplinary support including from an Occupational Therapist and Regenerage's Social Prescriber resulted in George leaving the Trailblazer after a few weeks and being re-homed in sheltered accommodation. An accompanied trip to an optician resulted in new prescription lenses and George is once again enjoying playing the piano and, enabled by a new walking aid, is up and about pottering with DIY tasks.

#### **Trailblazer Case Study - Anna**

In her late 60s Anna experienced poor mental health including depression.

A friendly personality she had lost interest in socialising and was stressing that no one would talk with her exposing her feelings of low self esteem.

Following referral from the community, Anna came into the Trailblazer as an alternative to being admitted to a mental health hospital ward, staying for two months.

Interventions with the Social Prescriber drew out some of Anna's interests and identified a creative personality. Opportunity to join in crafting activities and meet new people at Regenerage's Withy Trees Activity Day Centre were explored and, after a taster day and a little additional encouragement, Anna enrolled.

Meeting new people in the Trailblazer and at the day centre, some of whom share similar health challenges, has provided Anna with renewed confidence and sense of self worth. She now feels a reason to get up in the morning and take pride in her appearance. She has returned home and is out and about socialising with new friends met through her Trailblazer and Withy Trees experience.

#### **One-to-One Befriending Service**

In-year, 16 especially frail elderly men and women have been supported through one-to-one befriending by Regenerage Befriender Volunteers. They undertake in-person home visits and telephone contact. This represents a small reduction in numbers owing to the deaths of some long standing service recipients.

The skills and commitment of our Befrienders provide significant added value to the adult social care system, as our case study illustrates. Despite this, befriending services are not invested in by the statutory funders.

Previous choices made by the Board to sustain a befriending service using charitable reserves have proven to be unsustainable. The ongoing challenges of attracting external funding support has led to the adoption of a status quo strategy, wherein current service users will receive assistance from volunteers. Until this position improves our ability to extend this necessary service is limited.

Some of our beneficiaries have been supported for many years. For some of those who are housebound, our befrienders are the only human contact they have on a frequent basis.

Regenerage's befrienders have this year collectively contributed 910 befriending hours to our free service. These hours are making a positive impact on the lives of those in most need of companionship.

Our case study highlights the critical role of befriending and effective social care support in transforming the lives of vulnerable individuals. This story underscores the importance of addressing both physical needs and emotional well-being in elderly care. Befrienders and advocates can play a crucial role in ensuring the well-being of vulnerable individuals and cost savings and better value for money for the NHS and statutory social care provision.

For those older people who are able to get out and about, the Lostock Hall Activity Centre is a focal point for our social and physical activity services and support. People referred into the Dementia Community Links service and exiting the Mental Health Trailblazer service may be introduced to Lostock Hall Activity Centre if they are lonely and isolated and if this appeals and is accessible to them.

#### **Case Study: Befriending Mavis and Heather**

Mavis, a spirited 99-year-old, lived independently until a hip fracture 18 months ago significantly impacted her mobility and overall well-being. With no family or friends to rely on, Mavis faced numerous challenges as she adapted to life with limited mobility. Regenerage's Befriender, Heather, has been a special support.

Following the fracture Mavis became unable to walk and spent most of her time in her living room chair. The local authority arranged for a care company to assist her, but their support proved inadequate. Key issues included:

- Lack of Mobility Support: Failure to provide effective assistance to help Mavis walk again.
- Broken Appliances: Care workers left her without the means to cook a meal when they broke her cooker and failed to report it.
- Unsafe Living Conditions: Gas boiler and living room fire were condemned.
- Hygiene Neglect: Care workers failed to maintain decent hygiene standards. Mavis wore dirty clothes for days, and her slippers stuck to her feet due to lack of washing.

Throughout these hardships, Heather, a dedicated Regenerage befriender, visited Mavis weekly becoming her lifeline by providing companionship, encouragement, emotional support and a route for properly escalating concerns.

Mavis's situation deteriorated further during a cold winter night when she attempted to get out of her chair, fell, and hit her head on the fireplace. She remained on the floor all night until her cleaner, who used to work for Regenerage, discovered her in the morning and called an ambulance.

Mavis was admitted to hospital and then moved to a respite facility. The adult social care team worked diligently to persuade her that moving to a care home would be beneficial. Despite her initial reluctance, and with support from Befriender Heather, Mavis eventually agreed.

#### **Positive Outcomes**

Mavis's safety improved significantly after moving to the care home. Befriender Heather continued her weekly companionship visits, helping Mavis to ease more confidently into her new home, providing continuity and a familiar face in her new environment. Mavis recently celebrated her 99th birthday. Heather and her cleaner visited the care home to celebrate with her, bringing a birthday cake and joy to Mavis's special day.

#### **Testimonial**

'My Befrienders are like a lifeline to me. I have a face-to-face call which I find the best and get most value out of, but I also like my phone calls with my other befriender. I love hearing all about what they have been doing and what's coming up. I find it so important to me to have the calls and visits. It makes a real difference to my days. It keeps me going and really helps me a lot'.

**In the words of a Regenerage Befriending Volunteer – Heather about Mavis**

Becoming a volunteer is something I had thought about doing for some time. I wanted to do something positive and to feel good about.

I feel very strongly that no one should feel lonely or alone in the world, so befriending became a clear and natural fit for me.

I have a great relationship with Mavis, who has just turned 99, based on mutual respect for each other.

Our weekly conversations are based around Mavis' early life and she always has a fascinating story to tell. I feel it is an absolute honour and privilege to be able to sit with Mavis and listen to her life stories. We always discuss the weather and sometimes current affairs or sport. Mavis enjoys watching rugby and snooker so I make sure that I keep up to date with any tournaments to aid our conversations.

Mavis has recently moved into a care home and I have continued our weekly visits. Mavis can sometimes get frustrated as she has no family members to support her and would ask me to do things for her outside of the befriending role. I remind Mavis of the boundaries of my befriending role and advise her to ask the care home for help with any issues she has.

I feel that my visits have a positive impact on Mavis' mental health, as she knows that she can rely on me when I say I will visit and I will always listen to her concerns. Mavis has stated that she feels more isolated now she is in a care home and that I am her life line to the outside world.

I have definitely learnt how to be more patient, resilient and the importance of just being able to listen and the impact that this can have. This gives me great satisfaction that I can make a difference to Mavis and I would not hesitate to encourage others to become a volunteer.



## **Dementia Support Services**

We continue to provide a range of services responding to the individual needs and wants of people who are living with memory concerns and formal dementia diagnoses, and their carers, families and friends who support them. Our services supporting people with memory concerns and dementia are aimed at enabling people to keep living in their homes and communities for as long as possible. In year, we delivered 8,103 interventions for, people living with dementia and memory concerns.

A funding pot is available, sponsored through the NHS, through which we are able to encourage and enable community-based dementia supportive activities and events. As the accountable body for the CLOG fund resource, in collaboration with Age UK Lancashire and the Alzheimers Society, we have in-year enabled some worthy community based initiatives.

We additionally seek to educate about the implications and impacts of living with dementia and do so through all services and a training programme targeted at businesses and organisations.

All of our dementia care focussed services experienced a drop off in attendees during the pandemic, and this has taken time to rebuild. We have worked hard to reconnect with referral networks that were affected during the pandemic. Efforts have especially been focussed on LCC Adult Social Workers with some success. At the end of 2023/24 we are receiving service users back at pre-pandemic levels.

The charity has, for some years, received students from the University of Central Lancashire on placements. Last year we worked on this relationship, enabled by one of our Trustees, and in-year we have hosted placements for Social Work, Pharmacy and Occupational Therapy students.

## **Dementia Community Links**

Our Dementia Community Links (DCL) service, now in its 18th year, is provided for adults with a diagnosis of Dementia, including people under 65 with a diagnosis of Dementia and those with memory concerns without a formal diagnosis and who live in the Preston and South Ribble areas. This is an NHS contracted service, free at the point of access.

The core purpose of the Dementia Community Links service is to focus on enablement for the individual service user, the reduction of social isolation and the maintenance of skills, whilst maintaining independent living and promoting quality of life wherever possible. The service is primarily safeguarded for those with co-morbidity of physical health need and frailty commonly associated with ageing. The service aims to target those in a period of transition following an initial diagnosis, where the focus is on the maintenance or redevelopment of skills. Support to an individual is subject to a maximum length of no longer than six months.

In meeting its core purpose, the Dementia Community Links Service provides services that not only meet the needs of its immediate customers, but provides additional value and utility to the local health care economy to which it serves.

Additionally, we provide information and support to individuals on a range of issues and signpost to other services or agencies as required. We integrate with our other dementia support services, especially day care, when the condition progresses and carers require respite support.

Enablement for the individual service user and reduction of social isolation, the maintenance of skills and support and appreciation of the role of carers is achieved through a variety of interventions including:

- Practical support to maintain or re-develop daily living skills
- Support in undertaking social pursuits
- The maintenance of community presence
- Involvement in educational or creative activities
- Signposting and information on complementary services
- Supporting individuals to access Regeneration day support services

- Support to carers through advice and guidance, as well as by providing respite through the above activities
- Involvement in developments such as dementia cafes.

In year, all DCL team staff have been trained in Cognitive Stimulation Therapy (CST) for group work and have rolled out Individual Cognitive Stimulation Therapy (ICST) on one-to-one visits.

The team have provided extensive person-centered, wrap-around care through signposting customers toward 25 other organisations and services including:

- Dementia Community Connection (formally Dementia Action Alliance) via monthly meetings and a promotion event at South Ribble Civic Centre
- Alzheimers Society – café talk and activity session
- Preston Dementia Community Hub
- Young Onset Dementia Group
- Gateway – dementia friendly coffee morning
- Grimsargh Older People and Dementia Wellbeing community event;

And built new and reinforced links, building out from the pandemic lockdown achieved with:

- South Ribble Link Workers/Social Prescribers
- GP Practice based Social Prescribers
- LCC Frailty Team
- Community Development Officer Central Village
- Rapid Intervention Team.

Service users experiencing the CST group sessions variously describe the benefits they derive in the following terms:



This year we have been proactively engaging with the ICB and other dementia service providers to review and revise dementia services contracting. This is in order to align with the new ICB place locations and to enable a consistent dementia care pathway across the whole of the County and South Cumbria. At the end of the year we were informed that we would continue to be a provider and that we will be contracted to deliver another full year of service based on the historic contracting model. Beyond March 2025 the territory and contracting model will change.

**Case study: Colin and his Wife**

Colin has recently been diagnosed with Alzheimers. Both Colin and his wife have been struggling to come to terms with the diagnosis and were referred to the DCL team via the memory assessment service for support.

After visiting Colin and his wife, a referral was made for them to Lancashire Carers for assistance with allowances. Colin soon began attending various groups, including table tennis and the chatty shed.

Colin is now active nearly every day, enjoying the chatty shed men's group, table tennis, and joining in the chair-based exercise with his wife. His wife feels more confident about leaving Colin at groups to have time for herself. Colin is becoming more social and enjoys all the activities.

**Testimonial**

'I would like to thank you for all you have done for Colin and myself and also for making us feel welcome and involved. Thank you so much.'

**Case Study - Judy's journey**

Judy has a dementia diagnosis and she and her family feel it is important to keep up with activities and stay busy. Judy just lacked the confidence to walk into somewhere new with new people. Following visits by our member of staff, her confidence began to grow and Judy was keen to get out to an activity in the local area.

A local group was selected. At the first visit Judy needed some reassurance but by the third visit with the linkworker sitting at a distance, Judy interacted independently with other group members. On the final accompanied visit Judy arranged her own transport and met her linkworker at the venue then independently arranged her own transport home.

**Testimonial**

'Bernice gave me the confidence to walk into somewhere new and talk to new people, and she also found out that going forward I could volunteer if I want to which is something I was also looking for. I am very grateful for the support.'

**Case Study - Pat**

Pat was referred to DCL by the District Nurses. She lives alone with her dog who is her best friend and was very lonely and has little family around to support her. Pat nursed her husband for many years and has been alone since. She is struggling to get out socially due to not knowing what is around for her.

Our Dementia Link worker got lots of information for groups in Pat's local area. She tried 'Skylarks' which Pat enjoys going to as she used to sing with her sister and bingo but it wasn't for her. She eventually attended the Coffee Morning at the Lostock Hall Friendship Club.

Pat now attends the Friday morning Coffee Morning at Lostock Hall every week independently and is really enjoying coming and making friends with members of the group. She is also taking part in Cognitive Stimulation Therapy Sessions.

**Testimonial**

'I can't thank you enough for all the help and support you have given me.'

## Adult Dementia Day Care Services

A Lancashire County Council Preferred Provider of dementia day services, Regenerage operates two activity day centres at Withy Trees, Fulwood in Preston and Charnley Fold, Bamber Bridge in South Ribble. Elderly adults needing and wanting life enriching activities and companionship can attend the Charnley Fold and Withy Trees Activity Day Centres.

Withy Trees is set up for those in the early stages of memory concerns and dementia, and Charnley Fold is for those presenting with more advanced conditions as well as mainstream. Both centres provide a range of customer-centric pleasurable activities and support from attractive and safe settings, that enable our customers to maintain a home-based lifestyle.

For carers and families, accessing our activity day care provides welcomed and often essential respite, enabling continuation in employment, opportunity to maintain social connections and make new ones, and to just get on with daily life.

Customers arrive via two principal routes, referred via Social Services or as private customers.

Customer return to day support services post-pandemic remains slow. Reasons are not entirely clear but could include increasing home working flexibility, enabling working carers to feel they can keep an eye on their relatives in the family home, and cost of living concerns where the price of care is being weighed up against other requirements.

Our concerns are that this may not be in the best interests of the diagnosed individuals who could be missing out on essential specialist support, education and companionship and that it could lead in the longer run to customers and carers presenting in a heightened state of crisis.

These concerns have financial implications for the charity and through the year we have sought understanding and solutions to encourage participation and to improve the financial standing.

Initiatives include:

- Delivering new personal care at our Charnley Fold centre.
- Enabling mainstream customers' attendance at Charnley Fold.
- Working closely with social workers and families to identify resources to support funded travel for those struggling to reach the centres.
- Developing our student placement offer with UCLan.
- Ensuring that there are always interesting and stimulating activities to engage our customers, living up to our Activity Day Centre proposition, including intergenerational and professional singer visits, personalised birthday celebrations, heritage vehicle show and tell, seasonal luncheons and creative art projects.
- Developing our learning experience with charity, Creativity Works.

**Testimonial** - Rachel Imms (RCOT, HCPC, MSc, FHEA)  
Senior Lecturer in Occupational Therapy; Placement Lead UCLan

'Regenerage have hosted UCLan occupational therapy student placements for two consecutive years. These placements have given highly valuable experiences to our student learners as they develop their knowledge and skills, on their way to becoming autonomous practitioners. The learners have seen a range of conditions, worked with a variety of experienced staff and been able to share their ideas and innovations. We hope that these placements may continue, and that they remain mutually valuable to all involved.'

We have for a number of years allied with local higher education institution the University of Central Lancashire – providing them with opportunity for real work experience in a dementia day care setting. In-year, we provided opportunities for students specialising in Pharmacy, Social Work and Occupational Therapy to undertake placements in our activity day care centres. There are mutual benefits for all involved. For the students it is about obtaining hands-on, real-time experience of

working with real people, both older customers and their families, gaining practical insights into living with aged, frailty and dementia conditions and building on communication skills. For our customers it is an opportunity to interact with enthusiastic younger people, genuinely interested in learning from them, enabling inter-generational appreciation. For Regenerage we learn about new progressive thinking in academic care and social education, helping us to provide ongoing innovative quality support. We aim to continue this mutually beneficial relationship.

For those customers and their families who do find their way to Charnley Fold and Withy Trees, there is much to be confident in and excited about.

In their own words:

To Charnley Fold,  
My husband, David [REDACTED]  
has Alzheimers and he has been coming  
to Charnley Fold for two years. He  
comes four mornings a week and  
thoroughly enjoys himself there.

There has never been a problem  
in him wanting to come and he looks  
forward to each visit and joining in  
the activities which stimulate him to the  
best of his ability. It gives him  
variety and the opportunity of meeting  
people outside his home environment.

We as a family and David  
himself think Bridie and her team are  
doing a wonderful job and we thank  
them for their empathy, care and  
understanding.

With all the best for your future.  
Yours sincerely,



TO WHOM IT MAY CONCERN -

I am writing to say how impressed I am with Charley Fold Day Care Centre. My husband started going twice a week over a year ago, and now attends five days a week. He benefits tremendously from his visits, enjoying the company, games, activities, and making things. When he goes he gets up at 6am in anticipation. He even plays snooker again and has beaten the current champion at least three times now!! If he was at home, he would sleep all day with no motivation or stimulation.

The atmosphere in the centre is to be commended, and the staff praised for their care and happy attitude.

It's a great place and I give it 5 stars!

#### **Case Study – Marg who attends the Withy Trees Activity Day Centre**

Following an Alzheimer's diagnosis Marg often fell into a negative thought spiral and had difficulty sleeping at night.

She started one day a week at Withy Trees Activity Day Centre where the team concentrate on keeping Marg in a positive mood, focusing on a variety of activities that she loves like singing and dancing while encouraging new things.

Her daughter informs that after a day at Withy Trees her mum sleeps a lot better which gives her peace of mind. After seeing the improvement the Centre has made, Marg's daughter encouraged three day weekly attendance.

#### **Testimonial:**

Marg says 'Before coming to Withy Trees Activity Day Centre I spent time alone. My daughter does help me with day to day things, but it gives her a break too. I now have something to look forward to. I love doing the activities; it helps my brain to work better. I have met new friends. Withy Trees is like one big family.'

## **Carers**

Regenerage recognises that carers are essential to the social care system infrastructure and they need support to do essential work that public services cannot deliver. Enabling carers to obtain support and information is a small way in which Regenerage can target the resources that are available to the point of need.

Our services, especially our activity day centre services, are critical in enabling carers to carry on and manage the multiple challenges that living with a person with old age frailties and memory concerns can bring.

Additionally, we hold an open access monthly carers group focussed on supporting carers of older family and friends with memory concerns. Support is provided in the form of safe space in which to share issues of concern and seek information from a knowledgeable and empathetic support network. We add value by enabling access to specialist advice, and guidance and guest speakers including from the Lancashire Fire and Rescue Service, other charities such as n-compass and Social Prescribers attached to GP surgeries.

**Testimonial for Lydia – Charnley Fold Activity Day Centre, Bamber Bridge.**

**By her Daughters and carers**

Our mum, Lydia, has thrived since she started attending the day centre at Charnley Fold. She is living with advanced Alzheimer's yet is still physically capable and very active – in fact she rarely sits still. Our dad was her carer, but he became poorly and is now unable to look after her in the way that he once was able to, so the day centre has become a lifeline for both mum and dad. We all know that mum is being well looked-after; is eating a hot, delicious lunch and – more importantly – is being mentally and physically stimulated. This allows our dad the time he needs during the weekdays to rest; and allows us to attend our jobs as teachers and spend quality time with our young families too, without worrying about mum's welfare day-to-day.

Without this centre, mum would most likely have had to go into residential care. It has given us all respite during the day and bought us some more precious time with mum, as she has been able to stay in her own home for the rest of the time. This is important as mum can still freely move around at home, spend time in the garden and see her family and grandchildren on a daily basis.

Alzheimer's has affected mum early in her life. She had not been retired for very long when she began showing signs of dementia.

She has always been fiercely independent; so kind and caring; always the most wonderful hostess; an inspirational businesswoman; superbly-organised; very houseproud, a former teacher and community volunteer.

Mum deserves to be treated as she would have always treated others throughout her life: as an individual, with complete respect, dignity, and a sense of fun. She is allowed the freedom to express herself, whilst we know that she is given opportunities for her memory, cognitive and physical abilities to be stimulated, in a program that is specially designed for her. The staff at Charnley Fold Activity Day Centre look for, and see, the woman that is inside our mum and bring out the best in her.

Mum has been assessed by the Rapid Intervention and Treatment Team as needing one-to-one care. We didn't know where to turn for support with mum and one day we just 'turned up' to make an enquiry at the day centre. We were welcomed straight away and shown the fantastic facilities and we knew immediately it was where mum needed to be.

Regenerage have accommodated us at Charnley Fold by allowing us to pay for a carer to be there with her every afternoon, so she can still attend and take part in the activities. It is worth every penny to know that mum is happy and safe.

We feel the staff have really taken the time to get to know mum - and us - too. They are amazing professionals. We are so happy and reassured that we can access this facility for our mum, so that when we can't be with her ourselves, she is with people who genuinely care, truly understand Alzheimer's disease and who we know have her best-interests at heart. For that and many other reasons, they have our complete trust.

Thank you Charnley Fold Activity Day Centre!

## Post-Diagnostic Micro-Commissioning Fund

Regenerage is the accountable and distributive body of the Post-Diagnostic Micro-Commissioning Fund that is funded by the NHS. It enables a system of support to people diagnosed with dementia and their unpaid supporters, family or friends.

The commissioners informed Regenerage of challenges engaging members of the BAME minority communities in dementia care and support services. In response Regenerage sought solutions that would enable resources to get directly into the communities that our own and other established dementia specialist organisations were not effectively reaching. To this end, we reached out to Inclusive North to establish a new distributive partnership.

Inclusive North is engaged to provide grants to grassroots organisations in Lancashire. These grants specifically target individuals suffering from memory loss, Alzheimer's, and dementia. They have enabled local organisations to establish dementia-friendly social clubs, expand existing activities, and enhance social interaction and support for those in need. By providing essential equipment and transport, the project ensures that individuals can actively participate in these experiences.

The grants have had a significant positive impact, not only on those with memory concerns, Alzheimer's, and dementia but also on their caregivers and supporters. By alleviating some of the logistical and financial burdens, these grants allow families to focus on the emotional and social aspects of care. This funding also extends to carers and volunteers, enabling them to participate in activities that benefit their health and well-being, and support.

Through this support for individuals and families, these grants have empowered grassroots organisations to innovate and tailor their services more effectively. They have facilitated the creation of new programmes and initiatives aimed at improving the quality of life for those affected by these conditions. As a result, there has been an increase in community engagement and awareness, a more inclusive and supportive environment for everyone involved. This approach ensures that the entire community benefits, creating a ripple effect of positive change throughout Lancashire.

The grants have promoted collaboration between community groups, healthcare providers, and local authorities. This has led to the sharing of best practices and resources, further strengthening the support network available to those affected by memory loss, Alzheimer's, and dementia. The increased visibility of these issues has also prompted additional volunteerism and funding from other sources, amplifying the overall impact.

Educational workshops and training sessions funded by the grant have provided valuable knowledge and skills to carers, volunteers, and community members. These sessions have focused on understanding dementia, effective communication strategies, and techniques for managing challenging behaviours, thereby enhancing the quality of care provided.

Moreover, the initiative has sparked conversations and reduced stigma around memory-related conditions, encouraging more individuals to seek help and participate in community activities.

Ultimately, these grants from Regenerage are creating a robust, sustainable framework for supporting those with memory loss, Alzheimer's, and dementia in Lancashire. By addressing both immediate needs and long-term challenges, this initiative is paving the way for a healthier, more inclusive community where everyone has the opportunity to thrive.

Through engagement in critical and strategic dialogue the relationship has supported a combination of infrastructure development and project delivery.

Examples of projects we have supported this year include;

**All Together Now** - a project built on the popularity of singing. A dementia singing group, combining members across our community, coming together, enjoying singing and companionship led by a professional musician, with a focus on flexibility, in order to adapt the sessions to meet the needs of those living with dementia and memory concerns.

**Windrush Drama Group** – a project to deliver an interactive drama session that individuals with memory loss can relate to and identify with fellow persons with dementia from the Windrush generation. In a focused and interactive theatre style, led by Street Paved With Gold Actor, Victor Richard, this project enabled the opportunity to reminisce and relax in suited dementia safe and friendly space.

### **Dementia Training Workshops**

A dementia training programme was supported by BOOST Lancashire and delivered to local businesses, with positive feedback. We have continued to build from this, seeking new training beneficiaries in the private and public sectors and to students. This year we sought to develop further into the academic arena and we considered delivery format, with a view to reaching into larger audiences.

Building from the educational relationship we have with the University of Central Lancashire (UCLan) through student work placements, we have sought to enhance the learning offer and to engage with a larger number of students.

Previously, we delivered face-to-face Dementia Awareness Training to UCLan Year 4 Pharmacy students, but were restricted by the numbers of students able to attend in person. Online delivery was trialed on a small scale in 2023 and, following positive feedback in 2024, the training was upscaled.

Almost 150 students, including Year 4 Pharmacy and Biomedical students, logged online together with a Lecturer of Inter-professional Education and Patient and Public Engagement from the School of Pharmacy and Biomedical Sciences and Lecturer in Neuroscience who undertakes laboratory research on Alzheimer's disease and leads UCLan's Alzheimer's Academic Group.

Positive feedback lead onto an invitation to speak at a UCLan lead 'living with dementia' event.

Sustainable funding to enable development and rollout remains an issue and we will continue to explore commercial opportunities and external sponsorship to support our take on dementia awareness training.

#### **Training Recipient and Beneficiary Testimonials - Ann Urmston, Senior Lecturer School of Pharmacy and Lecturer in Neuroscience, UCLan**

'I am writing to extend our gratitude and commendation for the exceptional online dementia awareness training you recently provided to our year 4 Pharmacy and Bio Medical Science students.

Our students found the training to be immensely valuable and engaging. The structured modules, comprehensive resources, and interactive elements facilitated an enriching learning experience. The training not only expanded their knowledge but also heightened their empathy and sensitivity towards individuals living with dementia.

One of the standout features of the training was the practical application of theoretical concepts. The real-life scenarios and case studies you included were particularly effective in helping students understand the complexities and nuances of dementia care. This approach significantly enhanced their ability to translate learning into practice, which is crucial in their development as future healthcare professionals.

Thank you for your dedication to advancing dementia awareness and education. Your efforts are making a significant impact, not only in the academic growth of our students but also in their future roles as compassionate and knowledgeable pharmacists.'

## **Nail Cutting Service**

Our nail cutting service, provided to customers aged over 55 years in their own home, is now in its 19<sup>th</sup> delivery year. Supported by a fully qualified Podiatrist who undertakes assessments of all referred customers, our nail cutting staff visit customers on a six-week rotation. It is a low-level intervention approach designed to enable older people to live more comfortably and safely at home and in their local communities through preventing pain and damage that can arise from poor footcare and reducing risks of falls.

This is a Care Quality Commission registered subsidised charged for service, commissioned annually by the NHS, constrained to a geographic area of Preston and South Ribble.

We have retained the CQC Good rating.

An ill-health prevention service's objective is to reduce pressures on the NHS through lowering the need for GP or hospital based appointments. We work with the NHS Frailty and Falls Prevention Teams.

Our belief and submission to the NHS that the service has wider health and social care benefits, as evidenced by poor health outcomes directly relatable to service withdrawal during the pandemic lockdown, has been acknowledged by NHS clinical commissioners. Our case studies demonstrate that the regular low level nail cutting intervention, delivered by well informed staff, enables wider health and social care needs to be observed and acted upon in a timely manner.

This service transferred to the responsibility of the Community Transformation Team in the NHS Integrated Care Service in 2023. Since then we have been informed that a further annual contract will be awarded for 2024/25. We await confirmation as to whether a three or five year service contract opportunity will be rolled out beyond 2024/25.

### **Nail Cutting Case Study - Mary**

Mary, 79, and adjusting to life as a widow, has dementia and high blood pressure. She is lonely and isolated as her sons live a distance away visiting every few months.

Mary's GP referred her to the Nail Cutting Service for basic toenail cutting as her overlong nails were causing her discomfort. A regular nine weekly pattern for cutting is now established.

Mary has also been referred into the Regenerage Dementia Community Links (DCL) service through which she enjoys weekly visits from a DCL Officer who has supported Mary to get online and connect with her family via social media and encourages Mary to participate in activities within the sheltered accommodation where she resides.

**Mary's testimonial:** 'Thank you for helping me when I felt so lonely and sad, it's been a hard year since I lost Brian. Rebecca has been a God send and I really enjoy her company.'



**Nail Cutting Case Study – A couple in need**

Jim and Mary, a married couple have received the nail cutting service in their home for five years.

Members of a local walking club, they enjoyed an active social life until Mary received a dementia diagnosis. Jim is his wife's primary carer and is experiencing significant stress and exhaustion, heightened by Mary's tendency to wander off and get lost. Jim is feeling increasingly socially isolated and depressed.

During a routine nail cutting appointment, the possibility of Mary attending Charnley Fold Activity Day Centre, was discussed. Following a successful trial day, an experience that brought enjoyment benefits to both, Mary now attends on a weekly basis.

The regular nail cutting treatments provided the opportunity to identify the need for holistic personalised care support for Jim and Mary. Regular respite care provides Jim with a predictable schedule to plan his activities and manage his stress more effectively. With Mary safely cared for at Charnley Fold, Jim has resumed meeting his friends weekly. These social interactions have been crucial in improving his mental health and overall well-being and the ongoing nail cutting treatments provide a means of keeping the couple aware of service provision and a feedback loop into other care providers.

**Adult Day Centre Services**

Our Charnley Fold, Bamber Bridge, and Withy Trees, Fulwood, day centres provide support for older people living with age related frailty and poor mental and physical health other than stemming from dementia.

Our adult daytime support provides person-centred care and support within a therapeutic environment, offering life-enriching activities and companionship for frail elderly people, including those living after stroke and affected by Parkinsons. For carers and families, adult day-time support provides essential respite enabling those with caring responsibilities to hold onto 'normal' life, maintaining employment, retaining some social life and sustaining wellbeing.

Return to pre-pandemic attendance levels has recently occurred and the centres are being found by a new cohort of service users.

**Case Study – Margaret**

Margaret is a 78-year-old widow living alone following the death of her husband two years ago. Recently she has experienced increasing feelings of loneliness and isolation. To address her emotional well-being and provide her with a fulfilling routine, Margaret's family encouraged her to attend a local day centre for older adults, run by Regenerage (then Age Concern Central Lancashire).

Margaret began attending the centre on a weekly basis. The day centre offered a variety of activities and services tailored to meet the social, emotional, and nutritional needs of older adults. Margaret was particularly drawn to the centre's inclusive environment, hot meals, and opportunities for companionship.

Margaret enjoyed the welcoming space to interact with peers and forge new friendships. Engaging in group activities such as arts and crafts, board games, and exercise classes helped her connect with like-minded individuals. Shared experiences and conversations helped alleviate her sense of isolation and created a sense of belonging within the community.

Margaret says, 'I have found companionship, purpose, and emotional fulfilment – my quality of life is so much better. Attending the centre gives my daughter a day off from worrying about me not having a hot meal. I look forward to my weekly visits and I now have a renewed sense of enthusiasm for life'.

## **Extra Care Register**

We have worked hard this year to support the ENWL Extra Care Register. We have been actively encouraging vulnerable adult residents, including frail, the elderly and those living with dementia, to sign up to the Extra Care Register (ECR) (previously referred to as the Priority Services Register). This partnership initiative, now in its fourth year, facilitates urgent attention and support in the event of power cuts with the objective of keeping vulnerable residents safe during difficult times. We are delighted to have been chosen to lead in association with UCLan an academic study to better understand the adverse impact of a power cut on 'vulnerable' or older people across Lancashire and the causation of associated accidents.

The objective to identify potential ECR customers and to enable suitability assessment and sign-up is a critical service and one which Regenerage values greatly. Identification and assessments of potential beneficiaries occur across all of our services and are undertaken by our staff who are trained to understand and manage the benefits of the Register for the varied needs of our older customers.

## Charity Retailing

Charity retailing has been integral to Regenerage's income generating strategy since 1981. Over the years, it has developed into an important facility for enabling public benefit, by providing a convenient charity presence in community village, town and city centres, and a place for meaningful volunteering.

The charity has established nine bricks and mortar shops across Lancashire, and an e-commerce operation through which we trade locally, regionally, nationally and even internationally from a variety of online platforms including eBay, Depop and Discogs (search for 'Regenerage' on each platform). These enable 24/7 shopping from the comfort of your own home or when 'on the hoof.'

For those on modest incomes who are in search of a quality bargain, to those really struggling financially, charity shops offer a wide variety of affordable goods to meet all budgets. For those seeking to live more environmentally ethical lifestyles, charity shops provide opportunity to participate deeply in circular consumerism.

The environmental beneficial impact of our charity retailing through diverting unwanted goods from landfill is reported in more depth in the Environmental Responsibility section. In-year, our retail operation resulted in 182 tonnes being diverted from landfill.

Last year we sought to draw more attention to the ethical potential of charity clothing purchases and a new 'Second Look' concept was launched for the higher-end designer brands donated to us. This was rolled out through three of our local shops in 2023/24.

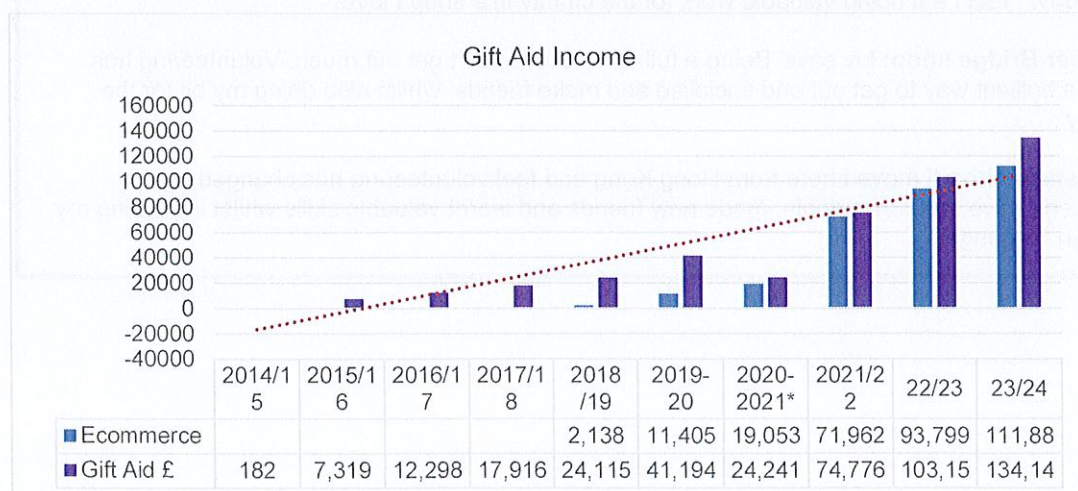
Donations are both the lifeblood of our retailing activity and a link into our local communities and local businesses. The diversity of donated products is vast and the quality is very good. We achieved 17% increase in bags of donations from 2022-2023.

The national benchmark set by the Charity Retail Association for the resale of donations not fit for sale in charity shops or via e-commerce is 4%. We met this standard in 2022/23 and this year surpassed it at 4.7%, through resale to a specialist recycling merchant who either strips down the items into valuable component parts for recycling, including metals and wool, or trades to other countries. Rag sales income is dependent upon the market conditions in the rag market.

E-commerce operations were relocated owing to a need for additional space to accommodate the growth in e-trading. We have improved e-commerce sales performance year-on-year growing by 19% in 2023/24. We aim for continued growth in 2024/25.

E-commerce income has improved year-on-year from £93,799 in 2022/2023 to £111,889, uplifted through investing in staff focussed on e-commerce operations.

Activity to improve income from Gift Aid has resulted in this income stream growing over the past five years. This year an additional 4,323 Gift Aid donors signed up in the year.



Retailing on this scale means that the charity is a significant employer of retailing experienced staff. Additionally, our volunteer force of 95 individuals, most of whom are aged over 60 years, adds value by contributing 20,644 hours of time to oil the wheels, sifting, sorting and steaming donations, readying them for sale and meeting and greeting customers on the shop floor. Retail volunteering is a great way to attain companionship, prepare for the world of work, learn new skills and make new friends. It is a means through which our charity remains connected with and relevant to our local communities.

Challenges continue to be around the human resource requirements of retail, both staff and volunteers. Competition from national retailers and other places of work offering the Real Living Wage plus and additional employee perks continue to challenge recruitment endeavours. We shall address the requirement for volunteers and the availability of this increasingly scarce resource.

Future plans will seek to build upon the success of unrestricted income generation attained through the charity bricks and mortar shop and e-trading retailing, playing close attention to the performance of individual shops and their contribution. Those performing least well will be subject to review and managed closure if performance dips below acceptable levels, and resources will be diverted into a strategic plans for a destination shopping centre store location in Lancashire and further afield.

#### **Case Studies; Retail Volunteers:**

**Market Place Preston:** Janet lived and worked in Great Yarmouth in various roles within the care and education sectors for mentally and physically disabled children. After retirement and relocating to Preston to be closer to family, Janet, who had become a regular customer with Regenerage (previously Age Concern Central Lancashire), offered her free time initially working 5 days per week. Now she is the store's chief sorter. Janet says 'I joined the charity because I loved the shop's vibrant appeal, friendly atmosphere and joyful banter that the staff and customers share. I am using my skills and being part of a dedicated team provides friendship and laughter and a great sense of achievement, especially when the shop hits its sales target!'

**Fulwood shop:** Lucy believes that 'volunteering at Regenerage is the best thing'. After suffering from bad anxiety and low confidence for years, Lucy started to volunteer at the Fulwood shop in 2022. Developing from one shift a week to three she is a highly experienced all-rounder. Using her earlier career experience in wedding shops she is taking on more creative display and virtual merchandising work around the shop.

**Chorley shop:** 'I started with Age Concern as work experience, when that ended I was asked if I would like to volunteer. I decided to give it a go and that was 7 years ago. Through volunteering, I have made new friends and acquaintances who have helped me along the way.'

**Leyland shop:** 'I am a retired nurse and was attracted to the shop by the window and the shop presentation. I wanted to have a retail experience as a volunteer and this was the perfect place. The shop has provide a great sense of community, we have a laugh, and meet new people everyday. I feel I am doing valuable work for the charity in a shop I love.'

**Bamber Bridge shop:** Liv says 'Being a full time carer I don't get out much. Volunteering has been a brilliant way to get out and socialise and make friends, whilst also doing my bit for the charity'.

**Buckshaw shop** 'I moved here from Hong Kong and feel volunteering has changed my life because I have met new people, made new friends and learnt valuable skills whilst improving my English language.'



## Financial Health and Business Resilience

Attaining financial health and resilience is central to decision-making and this year, the impact of some significant cost saving decisions has come to fruition.

This year, the charity has achieved an outturn deficit of £54,676 and implemented the Real Living Wage for 2023/24.

The income of the organisation has steadied with a significant contribution from our charity retail trading operations and associated Gift Aid income. Services income also increased in the year.

Income reduction is a consequence of planned actions to close or reduce the scale of underfunded services, the loss of the Social Prescribing Service to partnering NHS Primary Care Networks, and fewer dementia customers accessing day centre services. The latter is attributed to a combination of the ongoing impact of the Pandemic and strategic public sector reorganisations that is churning staff, affecting continuity of knowledge about service providers, and the cost of living pressures whereby customers are putting other financial issues before their own, or their family members', specialist care needs.

Identifying new public source income streams is challenging. We predicted last year that while the strategic restructuring of the NHS into the Lancashire NHS Integrated Care Board and Integrated Care Service was completed, and Lancashire County Council firms up its own adult care services, strategic opportunities for new public sector contracting will be slow to emerge. This has proved to be so. Income profile this year is split 20 public sector source, and 80 unrestricted.

This continues a trend from 2022/23 which outturned 26% and 74% respectively.

However the charity's reputation and expertise in social prescribing has lengthened the partnership contract with the Positive Ageing and Mental Health Trailblazer initiative, in partnership with the County Council. And our proactive engagement with the ICB has enabled a further year of Dementia Care and Nail Cutting contracts via the NHS.

We continue to invest our resources into building dialogue with the NHS and Public Health leaders and managers and to work collaboratively via the Lancashire and South Cumbria VCSFE Assembly to influence new ways of working.

Commercial income generation from paid-for services and activities continues to be a priority. Post-Pandemic and costs of living impacts are, for another year, affecting expenditure on care services as customers and their families are demonstrating evidence of holding onto personalised care budgets and their entitled benefit incomes, rather than spending on needed care.

This is evidenced in our dementia care services where public sector referrals versus private customers are this year showing evidence of tilting away from publicly financed placements and increasingly toward private paying customers. Acknowledged public sector financial pressures indicate that this is likely to be an ongoing trend with implications for sector competitiveness.

Dementia Day Care Services: public sector referred vs private customers

YEAR	FEE PAYMENT SOURCE	
	<i>Public</i>	<i>Private</i>
2023/24	41%	59%
2022/23	47%	53%
2021/22	46%	54%
2020/21	39%	61%
2019/20	42%	58%
2018/19	70%	31%
2017/18	84%	16%



Conversations with Lancashire County Council about the potential for modifications to the manner in which the publicly referred customers are funded into service, perhaps returning to block payment methodologies, began with Lancashire County Council officials last year and are a work in progress.

Efforts to attain grant funding from foundations and corporates has met with mixed success, with local opportunities being mostly for funding pots of below £25K.

Support from partnering corporates, including those in our Patron scheme has contributed to unrestricted income through partnering referral projects and corporate fundraising efforts.

## **Reserves**

Charity Commission good practice encourages charities to attain three months' operating costs equivalent in unrestricted reserves in the event of charity-enforced closure. Continuing a strategy of minimising liabilities has enabled the charity to attain this goal.

This year is above target due to some restricted and designated reserves now falling within the unrestricted category. The current level of unrestricted reserves is £441,340 against a target level of £202,594.

Next year we will review unrestricted reserves, considering opportunities to apply funds to invest in new opportunities with income-generating potential.

Unrestricted Reserves	
Year	% of Target
2023/24	217
2022/23	84
2021/22	107
2020/21	93
2019/20	95

## **Investment Policy**

The Board of Trustees will review the Investment Policy on an annual basis to ensure it continues to be appropriate. They will seek professional advice from a Financial Conduct Authority (FCA) regulated, authorised professional investment manager in relation to any proposed medium to longer-term non-cash investments. Further investments into medium to long term arrangements will be presented by an FCA authorised Financial Adviser at a trustee board meeting and agreed by the trustees before proceeding.

The Board of Trustees has given delegated authority to the Honorary Treasurer to approve investments in high interest bank/building society accounts, without prior authorisation by the Board, in order to optimise investment opportunities.

## Revenue Per Employee

Monitoring RPE continues to assess impact of service reviews in the current year. Revenue per employee/annum for 2023/24 was £40,386 - £3,365 per month. This is slightly less than the 2022/23 figure due to additional staff being employed towards the year end prior to revenue being received from a new venture. It is expected to improve in 2024/25

Revenue per Employee	£ per Employee/Annum	£ per Employee/Month
With Home Help 2021/22	29,209	2,434
After Home Help closure 2021/22	34,208	2,850
Actual 2022/23	41,542	3,462
Actual 2023/24	40,386	3,365
Budget 2024/25	44,806	3,734

## Return on Assets

The charity owns three properties that are employed for both charitable and commercial purposes. Number 30 Cannon Street is in use as a charity shop and our e-commerce operations, and an improvement is being demonstrated. Lostock Hall Activity Centre is welcoming customers and holding activities. Following an operational change, staff costs are now attributed directly to Lostock Hall which has resulted in the reduction in the Return on Investment. Return on Investment at our Head Quarters property, Beech House, has remained around the same level.

Proerty	Year 2023/24	Year 2022/23	Year 2021/22	Year 2020/21
30 Cannon Street	+5.0%	-15.9%	-19%	-1.5%
Beech House	-9.3%	-9.0%	-10%	-18%
Lostock Hall	-11.7%	+14.4%	+ 1%	-11%

## Investments

The St James Place Investment was closed on 7 August 2023.

## **Safe and Responsible**

Customers, stakeholders and funders all have a reasonable expectation that the charity they are seeking support from and financing is legislatively compliant and a safe place. Similarly, our staff and volunteers should expect that the organisation that they choose to work for and support is safely and well run.

Charitable businesses are under increasing pressure and external scrutiny to demonstrate that they are well led and are meeting a plethora of contractual, legislative and regulatory compliance standards. Public concerns about the ethics of organisations that deploy publicly donated money are running high and, in response, RegenAge must invest in a number of specialist roles to enable us to be a competently responsible organisation. To these ends, we incorporate a variety of specialist roles around core functions within our organisational structure and we outsource too, in order to attain skilled support where we cannot afford to employ.

**Compliance Management:** As a provider of NHS and local authority financed adult health services, we must have a Caldicott Guardian – a senior person who is responsible for protecting the confidentiality of people's health and care information and making sure it is used properly. This function is undertaken by the Chief Operating Officer. Responsibility for GDPR compliance also rests in this role.

**Health and Safety:** Under contract, Gallagher Insurance Brokers provides 24-hour health and safety advice and assumes the role of competent person. The Chief Operating Officer, together with a Facilities team, has responsibility for ensuring operational health and safety compliance across the organisation and effective and efficient management of our owned property assets and leasehold premises.

**Human Resources:** Under contract, WorkNest, provide 24-hour advice to enable legislative compliance and indemnity cover in relation to all employment matters.

**Adult Safeguarding:** The Health and Social Care Act 2008 states that registered providers of health and social care services must have a Registered Manager to ensure customer needs are met. Our Director of Care Services is a Registered Manager. The Care Act 2014 sets out a framework for how local authorities and other parts of the care system should protect adults at risk of abuse or neglect and that they should lead a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and to stop it quickly when it happens. We support such a system and have a senior member of staff who performs the safeguarding function and enables our contribution to inter-agency reporting. As a provider of care and support to vulnerable adults, we strive to ensure that staff and volunteers in sensitive customer-facing roles are subject to various checks to provide assurance that they are safe to deploy. We contract with a specialist agency, UCheck, to undertake DBS and Police Checks in accordance with government guidance. All volunteers are subject to DBS and Police checks.

**Trading Standards:** Trading Standards regulations underpin how we deliver the charity retailing function, including what we can accept as donations and what we can sell. Trading Standards legislation is reviewed on a quarterly basis and is operationally audited weekly.

**Financial Management:** We employ a Director of Finance who leads a small team of two finance officers. Specialist VAT advice is available as required from our auditor. Auditors were procured in-year through a competitive process. Auditors are associated with large diverse practices, enabling access to a range of expertise if required. The newly appointed Auditors undertook a very thorough investigation at the start of their three-year contract and feedback from their findings is detailed elsewhere in this Report.

**Digital Security:** Online and digital support and cyber-security is procured through a specialist company, Hudson Hill Consulting (formerly Sensible Choice Ltd). We are increasingly reliant on IT and technology and therefore run the risk of falling victim to a range of malicious cyber activity.

We take our guidance from our IT specialists and the National Cyber Security Centre on matters pertaining to Cyber security and for the coming year will look to reducing our risks. During 2023/24, we conducted an extensive review of our IT equipment and infrastructure. This led to a substantial

redesign and investment for 2024/25 aimed at significantly enhancing cybersecurity and overall robustness.

Supporting day-to-day human resources, including payroll management, policy development and administration is undertaken internally. We continue to utilise an IT-based HR management system, that removes cumbersome, paper-based communications and authorisation processes, enabling staff management efficiencies through an easily and remotely accessible system that empowers individuals to self-manage. We continue to use an IT-based service delivery management system called CarePlanner through which we can more effectively manage staff functionality.

The Payment Card Industry Data Security Standard (PCI DSS) is an information security standard designed to reduce payment card fraud by increasing security controls around cardholder data. We maintain robust systems to ensure compliance. Undertaking the compliance management assessment is a challenging and time consuming exercise that challenges the skills of our staff. Outsourcing to an expert is in mind for the future, potentially adding to regulatory compliance costs.

### **Compliance Attainment Outcomes**

- Regenerage remains compliant with NHS Digital requirements in respect of the Safeguarding Toolkit and Data Security and Protection Toolkit.
- There have been no breaches in the statutory requirements with regard to Health and Safety legislation.
- There have been no breaches of the statutory requirements with regard of Employment Law.
- There have been no breaches in statutory requirements with regard to Trading Standards legislation.
- There have been no breaches of the Payment Card Industry Data Security Standard.
- There have been no breaches in GDPR.
- Throughout 2023/24 the charity has conducted 170 DBS checks for staff and volunteers.

### **Auditor Risk Assessment Outcome**

These years annual accounts were audited by Xeinaidin who were appointed in November 2023. Their first audit of the charity tested a number of risks in common with the audit of their other charity clients. The high risks tested were to ensure that all related party transactions had been recorded and disclosed and that there had been no evidence of management override of controls. In both cases there was nothing to report.

The auditors also considered some medium risks which looked at whether income had been recognised correctly and not misstated, that receivables had not been overstated, and that liabilities had not been understated. In all their testing there was nothing to report. The auditor also tested that the charity continued to be a going concern.

In this very challenging financial climate for the charity sector, these outcomes from this year's audit are a testament of good financial stewardship and provides assurance that we are a charity that continues to take care of all public money it receives.

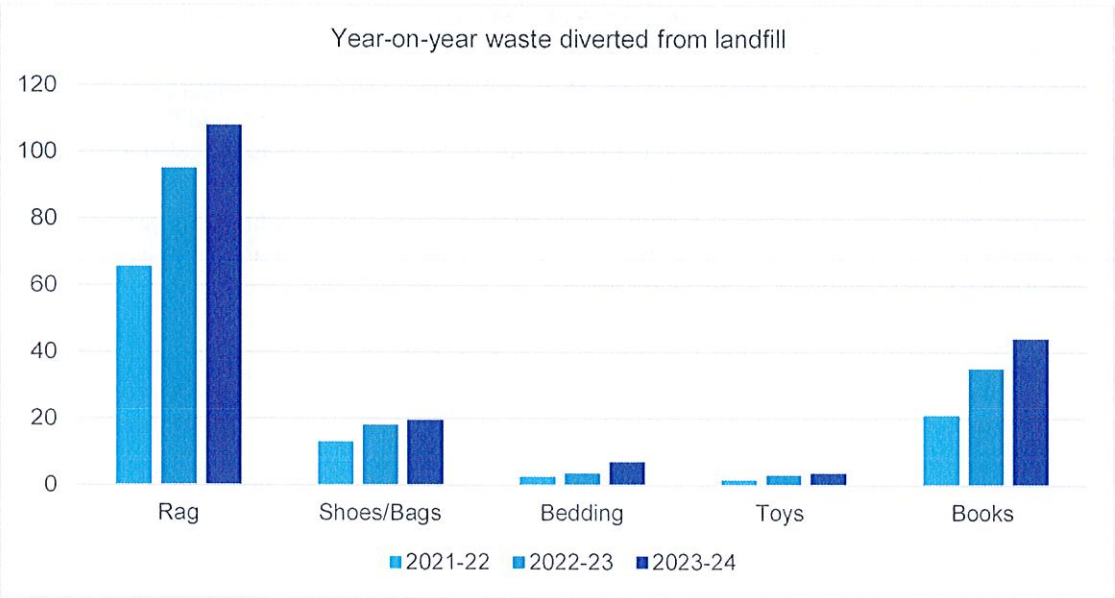
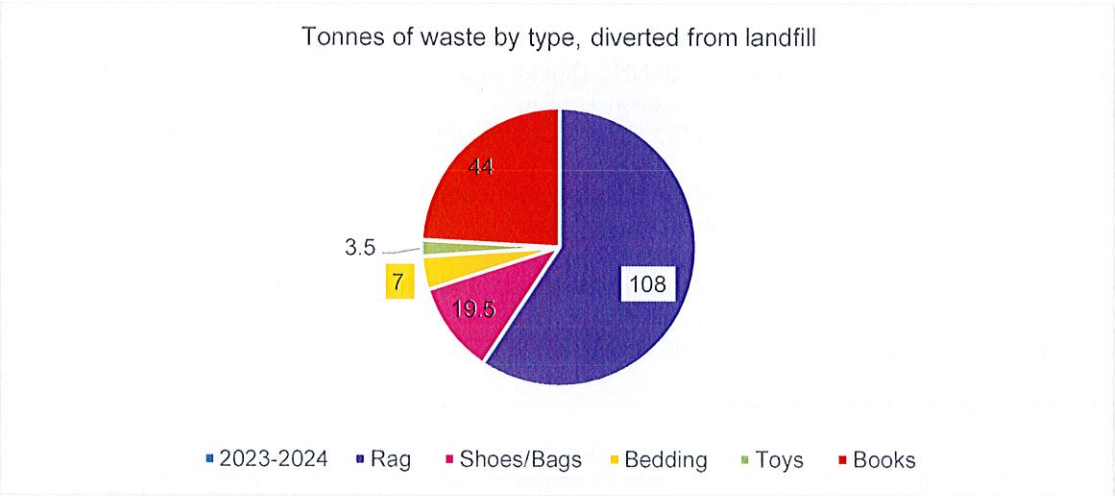


Environmental Responsibility

We integrate responsibility for environmental care and wellbeing into our everyday practices and decision-making processes in various ways.

Regenerage’s charity retailing operations contribute to national efforts encouraging more sustainable living through acting locally to make a difference environmentally. While we are delighted that ethical shopping is currently fashionable, we are proud that retailing pre-loved items has been part of the charity’s mainstream activities for over 32 years.

While providing our local communities with the means to shop ethically and fulfil repair, reuse and recycle aspirations, collective responsibility ensured that in 2023/24 our charity retailing diverted 182 tonnes from landfill disposal. This demonstrates an increase from the previous year attributed to additional activity associated with the increased number of shops and a donations increase of 17% across the retail operation.



In-year, we have continued with an initiative to reduce new purchase packaging for the e-commerce operation. Collections from apartment residents of pre-used unwanted packaging materials such as boxes from internet home deliveries, padded envelopes, bubblewrap and shoe boxes has continued enabling e-commerce to minimise the costs of purchasing packaging from commercial suppliers.

Having introduced an agile strategic approach to IT in 2018, many of the charity's core staff team continue to work in hybrid style, with working from home one day a week a regular occurrence, enabling a work-life balance and helping to reduce work-related commuting travel miles.

Reducing the environmental impact of work-related vehicle travel and paper consumption has been effected across our services. Using the Care planner customer management tool, we influence reduced travelling distances between customers through considerate case allocation. All services are now paperless with records and sensitive customer information being stored and processed electronically via secure IT systems.

Through procurement decisions we seek out local suppliers from Lancashire and the North West region, supporting local economic prosperity and reducing supply travel miles to help reduce our carbon impact.

We continued to build on our efforts in 2022/23 to enhance our premises assets. Grant funding initially intended to improve insulation of an activity centre conservatory was, due to prudent expenditure, additionally used to invest in LED lighting into the venue in 2023, all with a view to improving our ongoing energy efficiency.

## **Appropriate Operational Sites and Buildings**

The charity considers the comfort and accessibility of its operational sites and premises and works to ensure that they are suitable and fit for purpose.

Head Quarters is at Beech House in Leyland, a DDA compliant property over three floors with adequate, free, off-street, private parking for staff and visitors. The close to town centre location and being on a public service bus route makes Beech House more sustainably accessible.

Day support activity centres are both in DDA-compliant single storey premises with access to secure outdoor garden environments, having off street parking provision for staff and visitors and service user drop-off. Both day centre facilities are owned by Lancashire County Council who, as landlord, has responsibility for maintenance and repair.

The Lostock Hall Activity Centre is a single storey DDA-compliant building with off-street vehicle parking for staff and visitors and secure access to outdoor space. Enhancements made over the previous and current year are reported elsewhere.

Retail premises vary, and the preferred model is single storey premises located close to disabled parking bays with free, off-street parking for staff volunteers and customers. This year a review of shop premises has resulted in decision to close two that are not meeting our trading model ideal. Plans to vacate will be implemented in 2024/25. All shops are readily accessible by public transport.

An annual maintenance schedule and action plan is in place across all our estate. Works requiring technical specialist input are subject to procurement from appropriate suppliers and, wherever feasible with a view to cost management, additional input is sought and valued from volunteers and local businesses. In year our Head Quarters premises benefitted, for example, from grounds maintenance by the Probation Service Community Payback team. Our Charnley Fold and Witherby Trees Day Centre gardens continue to be maintained through the voluntary efforts of a small group of regular gardening enthusiasts.

## **Our People**

As a service provider specialising in the care and support of older adults, our work is reliant upon real people, both paid and volunteers, to deliver the services and activities. Similarly, our expanding charity retail operations are powered by human resources, and the charity retail function continues to be the activity with the highest concentration of locally sourced volunteers.

## **Effective Workforce and Workforce challenges**

### **Employment Policy**

Regenerage is committed to the equality and diversity of its staff and volunteers. We are working towards becoming an organisation whose staff and volunteers are representative of all sections of society and reflect the rich and diverse communities in which the organisation operates.

It is the charity's policy to provide equal opportunities to job applicants and employees of any race, nationality, ethnic origin, marital status, religion or belief, gender, disability, sexual orientation, age or employment status. The charity does not condone or tolerate any form of discrimination in its recruitment or employment practices. All employees and applicants are treated on merit, fairly, with respect and dignity, recognised as individuals and valued for the contribution they make, provided fair and equal access to training, development and progression opportunities and are accountable for the impact of their own behaviour and actions.

Regenerage pays men and women on the same grades the same salary for the work they do.

The year again provided continuing evidence that our charity faces competition from both private and public sector employers and that it is increasingly difficult to compete on salary and benefits. The challenges of the cost of living crisis has added implications and risks as staff, especially those on the entry level and lower rates of pay, can with relative ease move job to job, sector to sector, in search of the best rewarded opportunities.

Hybrid working styles or working from home are not feasible options for our frontline care services or retailing staff and so the rising cost of living, including costs of travelling to and from the place of work, and costs of child care have begun to impact.

The need to provide a higher rate of pay, raising the base rate of pay from just above minimum wage to to the Real Living Wage was articulated to the Board in the year and the Real Living Wage came into operation on 1 April 2023. We will review this position when budgeting for 2024/5.

In other business areas, salaries are monitored and benchmarked wherever feasible against sector comparisons. Typically, all roles are within mid-range of not-for-profit sector expectations for charities of similar scale but remain below, and in some technical roles well below, those in equivalents in the private and public sectors.

Training is identified appropriate to roles and responsibilities and to personal development within roles. Mandatory e-learning is delivered through a LearningNest package which provides a flexible and less time/resource consuming approach to delivery enabling regulatory compliance and good practice standards to be maintained.

During the year, regular communications to employees have been provided about matters affecting them, including factors impacting on the charity's progress and informing of organisational changes. The most significant of these was the communication strategy addressing rebranding. The news was formally broken to the whole staff team by an in-person statement delivered by the Chair and supported by the CEO in charity HQ on 13 February 2024. Directors then relayed consistent messages to our volunteers. The response was overwhelmingly favourable.



## Monitoring Staff

A number of performance measures are tracked to provide insights and enable focus on staff management matters. Focus is on all stages of the employed journey including recruitment, sickness while in role, and turnover activity.

With a buoyant national and local jobs market, we have seen a number of challenges recruiting staff. Over the last 12 months it has taken us longer to fill positions and yield ratios have been at an all-time low.



Whilst employee headcount is lower than pre-pandemic numbers, the latter part of the reporting period has seen a steady increase of 26% in new starters to meet business growth.

Managing employee absence always becomes a challenge for the charity, balancing additional expenses, loss of productivity and, in some cases, reduced service delivery/trading hours. Over the last 12 months we have worked hard at reducing staff sickness absence by providing a supportive work environment, addressing issues early and offering flexible working options where possible.



By the end of the reporting period we had achieved an overall staff absence rate of 1%. An improvement year-on-year, this is well below the average across the sector.

Over the last 12 months it has been reported that the charity sector sickness rates among employees is up 30% on the past year, whereas Regeneration reports a reduction in sickness absence by 60%.

## Volunteers

At the end of the reporting period, we saw an uplift from 105 to 134 volunteers, of which some volunteers fulfil more than one role. A total of 95 roles are fulfilled within our retail function, 28 roles in services and three roles supporting administration at our headquarters.

This year our volunteers committed a total of 33,500 hours to support a range of charity functions, the largest majority being in our shops. This is modest increased commitment from 33,300 hours last year but against the increase in headcount it indicates that volunteers are committing less time individually, averaging 250 hours as against 317 last year.

Based on a 23 years age and over National Living Wage calculation of £11.44 per hour, these donated hours equate to £406,120 of monetary value to the charity.

The gender diversity of our volunteers remains stable to previous years with 63% women, 19% men, and 18% not specified.

Age diversity is from teens to octogenarians. We experience that the volunteer workforce is predominantly getting older as government pressures people of working age out of the benefit system into employment and compounded by a buoyant job market enticing volunteers and potential volunteers back to work.

Five volunteers have worked with the charity for over 10 years. We note that length of service is reducing year-on-year with volunteers moving into employment, taking on caring or childcare responsibilities and retiring.

Attracting volunteers remains a challenge as we continue to compete with challenging social change and charity and NHS competitors for a special and scarce human resource.

Given the challenge of resourcing volunteers, consideration will be required going forward as to different ways of delivering services and trading activities, so that we might obtain the best possible opportunities for volunteers and respond to the need for new skills that will add most value.

Our volunteers let us know what they get out of volunteering to support our services and retailing activities. Some of their experiences are highlighted below.

**Ryan's experience:** 'My name is Ryan and I am the volunteer for the Chatty Shed's group at Lostock Hall Activity Centre.

I enjoy volunteering as it brings me great pride in knowing that I am helping the elderly and especially men. The chatty shed's group gives men an opportunity to talk about "men's" issues in a safe environment. It also gives them a chance to just relax and enjoy other men's company.

I have also volunteered my time by helping look after the garden at Lostock Hall Activity Centre. The outdoor space is important for wellbeing and pottering in the garden provides time to open up and talk freely.

When I first started I felt welcomed by the centre staff and other volunteers and everyone is friendly and helpful. I feel as a volunteer that I am valued by the Charity.'

### **The unsung supporters**

The charity is greater than the sum of its parts. Additional to the remunerated staff and our formal volunteer corps we are continually supported by the families and friends of our employees. Help comes in all sorts of ways and every input is a valuable additional contribution to our community support efforts. Our gratitude is extended to:

The husband of our Retail Director who trained to undertake electrical PAT testing and who is a dab hand at furniture repair and restoration enabling us to meet trading standards and maximise the potential resale value of electrical and furniture donations.

The husbands and partners who form our Roadie support crew when we go out on tour to live community events, hauling and mauling gazebos and tables and collecting us when we are cold and wet and tired at the end of long show days.

To the sons and daughters who provide waiter support at our social events and who join the gardening volunteers to help us keep on top of seasonal tasks at our activity centres.

To the husband of our Chief Operations Officer who developed and supported the charity's website for years.

To the friends and family of our Director of Fundraising and Corporate Sponsorship who donate raffle prizes and trophies for our fundraising activities, support the Gala Ball events and who through their own businesses and social clubs, set up sponsored fundraising events.

To the family of an activity officer who support creative seasonal activities and events at our centres adding finesse as Santa Claus and the Easter Bunny!

And the mums, aunties and sisters who regularly get behind our events, bringing their friends and extended families to help us fulfil our ambitions and create meaningful public benefit.

## Patron Corporate and Commuuty Supporters

Regenerage's impact on enhancing the lives of vulnerable older people is enabled through our corporate and community relationships, through whom we raise additional income and awareness of concern for our beneficiaries.

We continue to engage with the Lancashire business community and community organisations in mutually beneficial dialogue and activities. Raising awareness about the impacts of dementia, loneliness and isolation, and the challenges of older age enables organisations and businesses to be better prepared to acknowledge and manage the wider impacts of these societal norms on their own workforce and leadership teams. Inter-generational awareness and appreciation contributes to better lives for all and our long standing relationships with local schools and colleges is greatly appreciated.

In-year we have support from 99 corporates, an uplift of nine from the previous year, and 10 businesses are official Patrons of the charity.

Our Patron Community comprises small medium and large scale enterprises and they find all sorts of ways in which to support us. Special thanks to our new and longstanding Patrons.

1 year	2 years	3 plus years
A Good Day	Cotton Court	Conlon Construction
Discretion Hearing	Stone Create	Electricity North West
		Eric Wright Foundation Trust
		Farleys Solicitors
		H and S Restaurants trading as MacDonalds
		NORI HR and Employment Law

Here are some of the ways in which our Patrons and corporate supporters get behind the charity:

**Applethwaite Homes** – part of the Eric Wright Group donated showhome furniture and furnishings for sale in our charity superstore.

**BAE Systems** – one of the largest global defence companies, providing some of the world's most advanced technology led defence aerospace and security solutions. Typhoon Project Team's Christmas hamper initiative (see Case Study).

**Balshaws C of E High School** – dating back to 1782 the pupils and staff of this Leyland located school have supported our charity for many years and annually contribute food and seasonal gift themed hampers at Christmas time.

**Barton Manor Hotel** – family owned four star hotel and spa has hosted our Gala Ball for two years and provided red carpet treatment for our Middlebrook Superstore launch event.

**Bistro Pierre** – a French themed restaurant in Preston city centre annually supports us with a 'pay forward' project enabling 20 of our service users and their carers a free three-course meal in the Christmas/New year season.

**Business Gifts UK** – family owned corporate gifts specialist, Director Steve Ward ran our first annual charity golf event at his local Leyland Golf Club.

**Electricity North West** – our five year relationship with the electricity distribution network operator for the North West region enables the charity to influence their strategic plans for protecting vulnerable consumers and for ENW to ensure that they reach those older customers via our supported charitable activities.

**Farleys Solicitors** – one of the North West's leading law firms provide favourable rates for our legal work and consistently supports our annual charity gala ball and other fundraising events.

**H & S Restaurants trading as Macdonalds** – having 17 franchised restaurants across Lancashire, fundraising through their customers and staff activities, this year they undertook a magnificent practical work day maintaining our dementia garden at Charnley Fold Activity Day Centre achieving, in a day, three weeks' equivalent maintenance.

**Leyland Golf Club** – 8 hole professionally landscaped golf club celebrating its centenary year in 2024 hosted our charity golf event.

**Stone Create** – provides teams for our golfing fundraisers whilst offering reduced rates on much of the work that they undertake for the design and updating our website.

**Westfield Health** – providers of evidence-based health and wellbeing solutions that support people communities and workforces. Donated funds and raffle prizes, and undertook a practical away day to enhance the outdoor space at our Lostock Hall Activity Centre.

**50 Plus magazine** – local lifestyle magazine for the over 50s that covers 12 areas across England. Provides competitive rates for information and promotional articles in quarterly publications in Preston and Fylde.

We are supported by several local businesses with whom we collaborate. These partners quietly uphold high-quality standards, delivering exceptional work within our limited budgets. Their contributions enable us to operate the charity cost-effectively while maintaining high standards, particularly in sensitive areas such as Human Resource Management, Training, and IT and data security management.

This year we were delighted to re-engage after a period of absence with a former sponsor BAE Systems. Our Patron Community relationships will continue and be developed into 2024/25.

#### **Case Study – Collaborative working with BAE Systems and Balshaws C of E High School**

BAE Warton, a prominent employer known for its commitment to corporate social responsibility, expressed a desire to collaborate with us on a meaningful project supporting vulnerable and lonely older adults over the Christmas 2023 period. Balshaws C of E High School has supported the charity annually for many years with a seasonal hamper project and this year we worked together to deliver more seasonal gifts out than ever before.

We targeted those older people known to the charity to be in most need. Working collaboratively to make up the parcels enabled awareness raising of the adverse impacts of aged loneliness and isolation.

The resulting Christmas Parcel project provided hampers of essential items and treats, that were distributed efficiently with a personal message of goodwill and advice about supportive services to 120 vulnerable older people in Lancashire. Social media posts highlighted the corporate charity endeavour and achievements, shining a light on the positivity of inter-sector partnership.



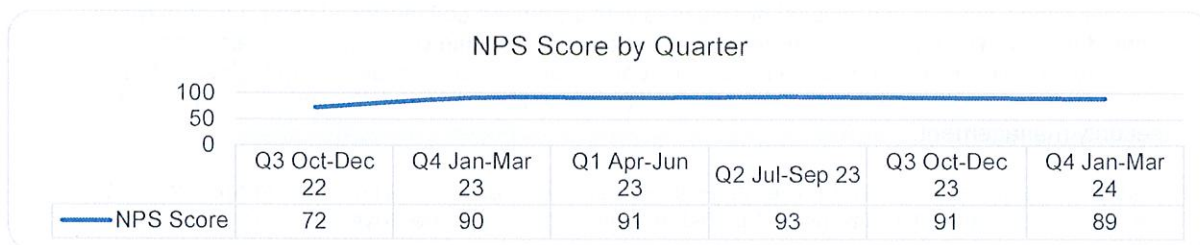
## Customer Relations

Our overall 2023/24 customer satisfaction Net Promoter Score is 89. Our Services achieve a score of 89 and Retail a score of 92 consistently ranking us as a top-tier world class leader.

Continuous customer feedback is essential for us to understand our customers' needs and satisfaction levels and we actively seek customer feedback across all services and retail outlets.

Net Promoter Score (NPS), a customer loyalty metric developed by Fred Reichheld, Bain & Company and Satmetrix in 2003, is the charity's agreed metric that helps measure customer loyalty and provides valuable insights into improving services and our retail function. Based on a single question: 'On a scale of 0 to 10, how likely are you to recommend our product/service to a friend or colleague?', respondents are divided into three categories based on their scores:

- Promoters (score 9-10): Loyal and enthusiastic customers who are likely to recommend the product/service to others.
- Passives (score 7-8): Satisfied customers but less likely to actively promote the product/service.
- Detractors (score 0-6): Unhappy customers who may spread negative word-of-mouth.



This year we received: Promoters – 80; Passives - 20; Detractors – 2.

Bain & Company, suggest an NPS Score above 0 is good, above 20 is favourable, above 50 is excellent, and above 80 is world class.

### Customer Comments

- 'Meeting up at the Friendship Club helps with my mental health - good company as well for my fitness'.
- 'The information I received has been so helpful and you've been so kind and understanding. Thank you'.
- 'Look forward to coming every week'.
- 'I feel very relaxed during our visits'.

We operate a comments and complaints procedure that enables swift response and opportunity for escalating and monitoring. Complaints are usually resolved informally by frontline staff, who are equipped with the necessary authority and resources to handle customer concerns efficiently. Empowering frontline employees enables them to address issues immediately, thereby circumventing delays and customer frustration.

In-year complaints were raised about:

- Moving from cash to electronic payment methods - deemed an invasion of privacy as bank sees spending habits (not upheld).
- Poor behavior of staff in one of our shops (not upheld).
- Reduced quality of activity owing to loss of specialist tutor (acknowledged and advised that a replacement tutor is being sourced).

# REGENERAGE

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF REGENERAGE

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### Opinion

We have audited the financial statements of Regenerage (the 'Charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including 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 2024 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 Charity 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

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

### Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

### Opinions on other matters 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 Trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the Trustees' report has been prepared in accordance with applicable legal requirements.

# REGENERAGE

## INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF REGENERAGE

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

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the Trustees' 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, 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 trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a strategic report.

### **Responsibilities of Trustees**

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the Charity for the purpose 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 Charity'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**

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.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

# **REGENERAGE**

## **INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF REGENERAGE**

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Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our knowledge and experience of charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, Charities Act 2011, data protection, anti-bribery, employment, food hygiene and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management team and inspecting legal correspondence; and identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management team as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC and relevant regulators.

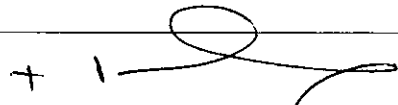
A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charitable company's 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 charitable 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

# REGENERAGE

## INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF REGENERAGE



Helen Furlong FCCA (Senior Statutory Auditor)  
for and on behalf of Xeinadin Audit Limited

29.11.24.

Chartered Accountants  
Statutory Auditor

46 Hamilton Square  
Birkenhead  
Wirral  
Merseyside  
CH41 5AR



# REGENERAGE

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
<b>Income from:</b>							
Donations and legacies	3	175,798	-	175,798	69,158	73,871	143,029
Charitable activities	4	795,190	54,095	849,285	891,142	-	891,142
Other trading activities	5	1,345,601	-	1,345,601	1,210,149	-	1,210,149
Investments	6	5,666	-	5,666	385	-	385
<b>Total income</b>		<b>2,322,255</b>	<b>54,095</b>	<b>2,376,350</b>	<b>2,170,834</b>	<b>73,871</b>	<b>2,244,705</b>
<b>Expenditure on:</b>							
Raising funds	7	1,523,066	-	1,523,066	1,214,563	-	1,214,563
<u>Charitable activities</u>							
Dementia & community activities	8	810,376	103,980	914,356	886,990	44,600	931,590
Other expenditure	13	-	-	-	13,502	-	13,502
<b>Total expenditure</b>		<b>2,333,442</b>	<b>103,980</b>	<b>2,437,422</b>	<b>2,115,055</b>	<b>44,600</b>	<b>2,159,655</b>
Net gains/(losses) on investments	14	6,396	-	6,396	(1,459)	-	(1,459)
<b>Net income/(expenditure)</b>		<b>(4,791)</b>	<b>(49,885)</b>	<b>(54,676)</b>	<b>54,320</b>	<b>29,271</b>	<b>83,591</b>
Transfers between funds		116,503	(116,503)	-	-	-	-
<b>Net movement in funds</b>	<b>10</b>	<b>111,712</b>	<b>(166,388)</b>	<b>(54,676)</b>	<b>54,320</b>	<b>29,271</b>	<b>83,591</b>
<b>Reconciliation of funds:</b>							
Fund balances at 1 April 2023		1,336,997	311,539	1,648,536	1,282,677	282,268	1,564,945
<b>Fund balances at 31 March 2024</b>		<b>1,448,709</b>	<b>145,151</b>	<b>1,593,860</b>	<b>1,336,997</b>	<b>311,539</b>	<b>1,648,536</b>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

# REGENERAGE

## BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
<b>Fixed assets</b>					
Intangible assets	16		83,954		-
Tangible assets	17		935,640		787,989
Investments	18		-		262,698
			<u>1,019,594</u>		<u>1,050,687</u>
<b>Current assets</b>					
Stocks	19	9,627		7,078	
Debtors	20	278,834		150,427	
Cash at bank and in hand		666,667		628,961	
		<u>955,128</u>		<u>786,466</u>	
<b>Creditors: amounts falling due within one year</b>	22	<u>(380,862)</u>		<u>(157,675)</u>	
<b>Net current assets</b>			<u>574,266</u>		<u>628,791</u>
<b>Total assets less current liabilities</b>			<u>1,593,860</u>		<u>1,679,478</u>
<b>Creditors: amounts falling due after more than one year</b>	23		-		(30,942)
<b>Net assets</b>			<u>1,593,860</u>		<u>1,648,536</u>
<b>The funds of the Charity</b>					
Restricted income funds	26		145,151		311,539
Unrestricted funds			1,448,709		1,336,997
			<u>1,593,860</u>		<u>1,648,536</u>

The financial statements were approved by the Trustees on 24.11.24.

Mr N G Terray  
Trustee

Company registration number 06841314 (England and Wales)

# REGENERAGE

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
<b>Cash flows from operating activities</b>					
Cash generated from operations	31		101,157		220,783
<b>Investing activities</b>					
Purchase of intangible assets		(79,452)		-	
Proceeds from disposal of intangibles		(8,012)		-	
Purchase of tangible fixed assets		(231,183)		(50,026)	
Proceeds from disposal of tangible fixed assets		8,012		5,000	
Proceeds from disposal of investments		269,094		-	
Investment income received		5,666		385	
<b>Net cash used in investing activities</b>			(35,875)		(44,641)
<b>Financing activities</b>					
Repayment of borrowings		3,366		30,168	
Repayment of bank loans		(30,942)		(58,478)	
<b>Net cash used in financing activities</b>			(27,576)		(28,310)
<b>Net increase in cash and cash equivalents</b>			37,706		147,832
Cash and cash equivalents at beginning of year			628,961		481,129
<b>Cash and cash equivalents at end of year</b>			666,667		628,961

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2024

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#### 1 Accounting policies

##### Charity information

Regenerage is a private company limited by guarantee incorporated in England and Wales. The registered office is Beech House, Lancastergate, Leyland, Lancashire, PR25 2EX.

##### 1.1 Accounting convention

The financial statements have been prepared in accordance with the Charity's Memorandum & Articles of Association, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The Charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the Charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of certain financial instruments at fair value. The principal accounting policies adopted are set out below.

##### 1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

##### 1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the Charity.

##### 1.4 Income

Income is recognised when the Charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the Charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the Charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 1 Accounting policies

(Continued)

#### 1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

#### 1.6 Intangible fixed assets other than goodwill

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Website & Rebrand	20% on cost
-------------------	-------------

#### 1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold property	2% on cost
Leasehold improvements	over term of lease
Fixtures and fittings	20% on cost
Computers	20% on cost
Motor vehicles	25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

#### 1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

#### 1.9 Impairment of fixed assets

At each reporting end date, the Charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).



# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

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#### 1 Accounting policies

(Continued)

##### 1.10 Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition. Items held for distribution at no or nominal consideration are measured the lower of replacement cost and cost.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

##### 1.11 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

##### 1.12 Financial instruments

The Charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the Charity's balance sheet when the Charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

##### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

##### **Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

##### **Derecognition of financial liabilities**

Financial liabilities are derecognised when the Charity's contractual obligations expire or are discharged or cancelled.

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 1 Accounting policies

(Continued)

#### 1.13 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the Charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### 1.14 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

### 2 Critical accounting estimates and judgements

In the application of the Charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

### 3 Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Donations and gifts	175,763	-	175,763	69,158	73,871	143,029
Legacies receivable	35	-	35	-	-	-
	<u>175,798</u>	<u>-</u>	<u>175,798</u>	<u>69,158</u>	<u>73,871</u>	<u>143,029</u>

### 4 Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
<b>Dementia &amp; community activities</b>						
Service charges	493,294	-	493,294	426,423	-	426,423
Contract income	296,396	-	296,396	365,761	-	365,761
Grants	5,500	54,095	59,595	98,958	-	98,958
	<u>795,190</u>	<u>54,095</u>	<u>849,285</u>	<u>891,142</u>	<u>-</u>	<u>891,142</u>

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 5 Income from other trading activities

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Rental income	4,584	5,520
General fundraising	14,886	30,420
Merchandise income	1,324,526	1,148,092
Miscellaneous income	1,605	26,117
	<hr/>	<hr/>
Other trading activities	1,345,601	1,210,149
	<hr/>	<hr/>

### 6 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest on cash deposits	5,666	385
	<hr/>	<hr/>

### 7 Expenditure on raising funds

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
<b>Fundraising and publicity</b>		
Fundraising costs	132,311	91,089
Staff costs	703,608	499,033
Depreciation and impairment	77,854	75,690
	<hr/>	<hr/>
	913,773	665,812
	<hr/>	<hr/>
<b>Trading costs</b>		
Operating charity shops	303,182	271,458
Support costs	306,111	277,293
	<hr/>	<hr/>
	609,293	548,751
	<hr/>	<hr/>
Total costs	1,523,066	1,214,563
	<hr/>	<hr/>

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 8 Expenditure on charitable activities

	Dementia & community activities 2024 £	Dementia & community activities 2023 £
<b>Direct costs</b>		
Staff costs	391,487	370,946
Depreciation and impairment	1,161	9,402
Other staff and volunteer costs	6,754	59,677
Administrative costs	18,351	29,843
Premises costs	26,808	32,252
Costs of funds generated	2,458	129
Service provision specific costs	46,293	58,769
Grants and payments to partnership organisations	17,745	5,245
	<u>511,057</u>	<u>566,263</u>
<b>Share of support and governance costs (see note 9)</b>		
Support	382,394	345,087
Governance	20,905	20,240
	<u>914,356</u>	<u>931,590</u>
<b>Analysis by fund</b>		
Unrestricted funds	810,376	886,990
Restricted funds	103,980	44,600
	<u>914,356</u>	<u>931,590</u>

### 9 Support costs allocated to activities

	2024 £	2023 £
Staff costs	487,278	419,469
Administrative costs	143,058	152,919
Premises costs	27,788	18,634
Other staff and volunteer costs	14,513	12,674
Governance costs	36,773	38,924
	<u>709,410</u>	<u>642,620</u>
<b>Analysed between:</b>		
Fundraising	306,111	277,293
Dementia & community activities	403,299	365,327
	<u>709,410</u>	<u>642,620</u>

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

10	Net movement in funds	2024 £	2023 £
	The net movement in funds is stated after charging/(crediting):		
	Fees payable for the audit of the charity's financial statements	12,000	12,500
	Depreciation of owned tangible fixed assets	75,520	83,915
	Loss on disposal of tangible fixed assets	-	13,502
	Amortisation of intangible assets	3,510	-

### 11 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the Charity during the year.

### 12 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
	57	57

#### Employment costs

	2024 £	2023 £
Wages and salaries	1,389,245	1,144,268
Social security costs	120,226	98,480
Other pension costs	72,902	46,700
	1,582,373	1,289,448

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2024 Number	2023 Number
£70,001 - £80,000	-	1
£80,000 - £90,000	1	-

#### Remuneration of key management personnel

The charity believes that the Key Management Personnel of the organisation are the CEO, COO, Director of Business Innovation and Development, Director of Finance, Director of Care services, Director of Retail and the Director of Marketing and Sales. During the year the remuneration for these positions amounted to £362,279 (2023 £297,579).



# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 13 Other expenditure

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Net loss on disposal of tangible fixed assets	-	13,502

### 14 Gains and losses on investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Gains/(losses) arising on:		
Revaluation of investments	-	(1,459)
Sale of investments	6,396	-
	<u>6,396</u>	<u>(1,459)</u>

### 15 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

### 16 Intangible fixed assets

	Website & Rebrand £
<b>Cost</b>	
At 1 April 2023	-
Additions - separately acquired	79,452
Reclassification	9,000
	<u>88,452</u>
At 31 March 2024	
<b>Amortisation and impairment</b>	
At 1 April 2023	-
Amortisation charged for the year	3,510
Reclassification	988
	<u>4,498</u>
At 31 March 2024	
<b>Carrying amount</b>	
At 31 March 2024	<u>83,954</u>
At 31 March 2023	<u>-</u>

## REGENERAGE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

#### 17 Tangible fixed assets

	Freehold property £	Leasehold improvements £	Fixtures and fittings £	Computers £	Motor vehicles £	Total £
<b>Cost</b>						
At 1 April 2023	603,286	357,842	49,255	87,138	25,575	1,123,096
Additions	-	216,183	-	15,000	-	231,183
Disposals	-	-	-	(8,196)	-	(8,196)
Reclassification	-	-	-	(9,000)	-	(9,000)
At 31 March 2024	603,286	574,025	49,255	84,942	25,575	1,337,083
<b>Depreciation and impairment</b>						
At 1 April 2023	1,176	226,895	26,486	54,975	25,575	335,107
Depreciation charged in the year	1,524	57,347	6,229	10,420	-	75,520
Eliminated in respect of disposals	-	-	-	(8,196)	-	(8,196)
Reclassification	-	-	-	(988)	-	(988)
At 31 March 2024	2,700	284,242	32,715	56,211	25,575	401,443
<b>Carrying amount</b>						
At 31 March 2024	600,586	289,783	16,540	28,731	-	935,640
At 31 March 2023	602,110	130,947	22,769	32,163	-	787,989

#### 18 Fixed asset investments

	Listed investments £
<b>Cost or valuation</b>	
At 1 April 2023	262,698
Disposals	(262,698)
At 31 March 2024	-
<b>Carrying amount</b>	
At 31 March 2024	-
At 31 March 2023	262,698

#### 19 Stocks

	2024 £	2023 £
Goods for resale	9,627	7,078

## REGENERAGE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

#### 20 Debtors

	2024 £	2023 £
<b>Amounts falling due within one year:</b>		
Trade debtors	56,733	35,205
Other debtors	72,701	19,171
Prepayments and accrued income	149,400	96,051
	<u>278,834</u>	<u>150,427</u>

#### 21 Loans and overdrafts

	2024 £	2023 £
Other loans	<u>33,534</u>	<u>61,110</u>
Payable within one year	33,534	30,168
Payable after one year	-	<u>30,942</u>

The Charity received an unsecured loan from Livv Social Investment Fund for £130,000 repayable over 5.5 years. Interest is charged at 7% APR.

#### 22 Creditors: amounts falling due within one year

	Notes	2024 £	2023 £
Other loans		33,534	30,168
Other taxation and social security		29,469	19,389
Deferred income	24	23,210	27,518
Trade creditors		223,712	37,047
Other creditors		9,970	5,024
Accruals and deferred income		60,967	38,529
		<u>380,862</u>	<u>157,675</u>

#### 23 Creditors: amounts falling due after more than one year

	2024 £	2023 £
Other loans	<u>-</u>	<u>30,942</u>

## REGENERAGE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

#### 24 Deferred income

	2024 £	2023 £
Other deferred income	23,210	27,518

Deferred income is included in the financial statements as follows:

	2024 £	2023 £
Deferred income is included within:		
Current liabilities	23,210	27,518
Movements in the year:		
Deferred income at 1 April 2023	27,518	-
Released from previous periods	(27,518)	-
Resources deferred in the year	23,210	27,518
Deferred income at 31 March 2024	23,210	27,518

#### 25 Retirement benefit schemes

	2024 £	2023 £
<b>Defined contribution schemes</b>		
Charge to profit or loss in respect of defined contribution schemes	72,902	46,700

The Charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

#### 26 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
South Ribble Borough Council	13,942	8,500	(22,442)	-	-
Eric Wright Plc	19,018	25,808	(44,826)	-	-
NHS Micro commissioning Partnerships	278,579	19,787	(36,712)	(116,503)	145,151
	311,539	54,095	(103,980)	(116,503)	145,151

## REGENERAGE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2024

#### 26 Restricted funds

(Continued)

Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2023 £
South Ribble Borough Council	-	19,500	(5,558)	-	13,942
Eric Wright	-	30,000	(10,982)	-	19,018
NHS Micro Commissioning Partnership	282,268	24,371	(28,060)	-	278,579
	<u>282,268</u>	<u>73,871</u>	<u>(44,600)</u>	<u>-</u>	<u>311,539</u>

Funds received from NHS Micro Commissioning Partnership represents funding to support people diagnosed with dementia and their unpaid supporters. These funds had accumulated over several years and the spend included in unrestricted charitable activities. This has now been transferred to unrestricted reserves.

Funds received from Eric Wright Plc and South Ribble Borough Council were to pay for improvements to Lostock Hall and set up new activities.

#### 27 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2024 £
Freehold property fund	603,285	-	(1,524)	(1,175)	-	600,586
Leasehold property fund	130,809	216,183	(57,347)	138	-	289,783
IT upgrade fund	16,500	-	-	(16,500)	-	-
Redundancy fund	120,000	-	-	(3,000)	-	117,000
New retail opportunities	280,000	-	(280,000)	-	-	-
General funds	186,403	2,106,072	(1,994,571)	137,040	6,396	441,340
	<u>1,336,997</u>	<u>2,322,255</u>	<u>(2,333,442)</u>	<u>116,503</u>	<u>6,396</u>	<u>1,448,709</u>



# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 27 Unrestricted funds

(Continued)

Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2023 £
Freehold property fund	569,864	33,421	-	-	-	603,285
Leasehold property fund	195,342	-	(64,533)	-	-	130,809
IT upgrade fund	6,500	-	-	10,000	-	16,500
Redundancy and extended notice contingency	120,000	-	-	-	-	120,000
New retail opportunities	-	-	-	280,000	-	280,000
General funds	390,971	2,137,413	(2,050,522)	(290,000)	(1,459)	186,403
	<u>1,282,677</u>	<u>2,170,834</u>	<u>(2,115,055)</u>	<u>-</u>	<u>(1,459)</u>	<u>1,336,997</u>

### 28 Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
<b>At 31 March 2024:</b>			
Intangible fixed assets	83,954	-	83,954
Tangible assets	935,640	-	935,640
Current assets/(liabilities)	429,115	145,151	574,266
	<u>1,448,709</u>	<u>145,151</u>	<u>1,593,860</u>
	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
<b>At 31 March 2023:</b>			
Tangible assets	787,989	-	787,989
Investments	262,698	-	262,698
Current assets/(liabilities)	317,252	311,539	628,791
Long term liabilities	(30,942)	-	(30,942)
	<u>1,336,997</u>	<u>311,539</u>	<u>1,648,536</u>

## REGENERAGE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

#### 29 Operating lease commitments

##### Lessee

The lease payments represents rentals payable by the company for certain of the companies properties. Leases are negotiated for an average term of 10 years and are fixed for an average of 5 years. The rental agreements mainly have a break clause after of 3 - 5 years which would reduce the commitment if notice were to be given.

At the reporting end date the Charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024 £	2023 £
Within one year	306,000	183,000
Between two and five years	1,035,709	480,585
In over five years	844,999	349,710
	<u>2,186,708</u>	<u>1,013,295</u>

#### 30 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

#### 31 Cash generated from operations

	2024 £	2023 £
(Deficit)/surplus for the year	(54,676)	83,591
Adjustments for:		
Investment income recognised in statement of financial activities	(5,666)	(385)
(Gain)/loss on disposal of tangible fixed assets	-	13,502
Gain on disposal of investments	(6,396)	-
Fair value gains and losses on investments	-	1,459
Amortisation and impairment of intangible assets	3,510	-
Depreciation and impairment of tangible fixed assets	75,520	85,092
Movements in working capital:		
(Increase) in stocks	(2,549)	(3,253)
(Increase) in debtors	(128,407)	(20,880)
Increase in creditors	224,129	34,139
(Decrease)/increase in deferred income	(4,308)	27,518
<b>Cash generated from operations</b>	<u>101,157</u>	<u>220,783</u>

## REGENERAGE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

#### 32 Analysis of changes in net funds

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	628,961	37,706	666,667
Loans falling due within one year	(30,168)	(3,366)	(33,534)
Loans falling due after more than one year	(30,942)	30,942	-
	<u>567,851</u>	<u>65,282</u>	<u>633,133</u>