

REGENER*age*

# Annual Report

2024 – 2025



Regenerage (formerly known as Central Lancashire Age Concern)

Charity Number: 1130384

Company Number: 06841314

Beech House, Lancastergate, Leyland PR25 2EX

Annual Report and Accounts

For the year ended 31 March 2025

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### **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 A Patel  
Mr S Shanahan (Honorary Treasurer)  
Mr N G Tenray (Chair) – resigned April 2025  
Ms J Westwood

**Chief Executive:** Ms S Carr  
**Company Secretary:** Ms S Carr

**Charity Number:** 1130384  
**Company Number:** 06841314  
**Registered Office:** Beech House, Lancastergate, Leyland PR25 2EX

**Auditor:** 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.regenerage.org.uk](http://www.regenerage.org.uk) (since February 2024)

## Chair's Statement

Dear Valued Stakeholders

This has been a year of both good progress and significant challenge for **Regenerage**. It marks the first full year since our bold rebrand from Age Concern Central Lancashire. The new name has brought fresh energy, wider recognition, and stronger connections across Lancashire and beyond, helping us strengthen our identity as a modern, resilient, and compassionate charity.

Our mission – to work with and for older people, enriching their lives and supporting them to live well and independently – is at the heart of everything we do. Over the past year, we have delivered thousands of interventions through dementia day services, befriending, wellbeing activities, social prescribing, and our long-standing nail-cutting service. We have seen individuals and families transformed by the dedication of our staff and volunteers, and we are proud to share their stories in this Report.

We must also be honest about the challenges we face. Working alongside the NHS and Adult Social Care services is essential, yet increasingly difficult in an environment of shrinking budgets, rising demand and strategic organisational restructuring. Despite clear evidence that our services reduce pressure on hospitals, delay the need for residential care, and improve the quality of life for older people, funding often comes through short-term contracts or limited pots of money. This instability makes long-term business planning difficult, making investing in staff and infrastructure and meeting increasingly challenging regulatory requirements difficult and which, in turn, risks undermining the continuity of quality support that vulnerable people rely upon. We will continue to advocate for fairer, sustained investment in preventative, community-based services – because without them, both individuals and the wider health and care system pay the price.

The Board has maintained a strong focus on governance, financial sustainability, and strategic development. Our five-year plan to 2028 continues to guide us, embedding our values – Adaptable, Enterprising, Honourable, Compassionate, Exploring, Outrageous, and Progressive – across all that we do. Alongside service delivery, our retail arm has gone from strength-to-strength with the Middlebrook Superstore and new marketing investment raising both essential funds and public awareness of our brand.

None of this would be possible without our people. To our staff, who embody resilience and compassion in equal measure, to our volunteers, who freely give their time and kindness, and to my fellow Trustees, who provide wisdom and stewardship – I extend my heartfelt thanks.

Finally, to our funders, partners, and supporters: your belief in our mission enables us to adapt, innovate, and push forward in the face of challenge. With your support, Regenerage thrives – creating spaces where older people can live with dignity, purpose, and joy.

Together, we look ahead with optimism, knowing that while the environment around us is uncertain, our values and commitment remain steadfast.

**Phil Hughes**  
Regenerage Vice Chair

### **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).

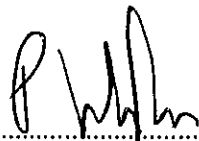
Company law requires the Trustees to prepare Financial Statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that 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 P Hughes  
**Vice Chair of the Board**

Date: 15.12.25

## Report of the Trustees for the Year Ended 31 March 2025

### 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 2025.

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, formerly known as Central Lancashire Age Concern until 26 February 2024, offers a diverse range of high-quality services primarily for older adults in Lancashire and beyond. Now, as Regenerage, we remain committed to our mission of supporting our community, individuals and their caregivers, encouraging healthy aging and the ability to thrive in their local communities and homes with even more energy and dedication.

In guiding our activities, our Trustees adhere to the Charity Commission's guidelines on public benefit, ensuring alignment with Regenerage's charitable objectives. Our efforts focus on health promotion, day care services and effective communication tailored specifically for older adults. We recognise that some of our dementia care recipients, along with their caregivers, may be under 55 years old.

Our volunteer opportunities attract a wide demographic, including young adults, fostering mutual benefits for all involved. Additionally, our charity retail operations serve the entire community, enhancing local connections and contributing to environmental sustainability. These activities inherently serve the broader public interest.

Through our local shops, we bolster community engagement, providing accessible points for older adults seeking support services, while encouraging community participation in the environmental benefits of charity retailing.

### 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 responsibility for implementation of this policy to sub-committees. 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.

During 2024/25, the following Trustees were in post:

Mrs S Bell-Carr  
Mr S Briscoe  
Mr L Chambers  
Mr G Clifton

Mr P Hughes (Vice Chair)  
Mr A Patel  
Mr S Shanahan (Honorary Treasurer)  
Mr N G Tenray (Chair)  
Ms J Westwood

Our Annual General Meeting was held successfully in November 2024 with Members meeting in person.

The Trustee/Directors terms of office are three years each, up to a maximum of three consecutive terms (nine years in total) and re-election as Directors for each term is required and established by polling at the Annual General Meeting.

During the year, the Nominations Sub-Committee advocated appointment of a new trustee with skills in marketing. This prospective trustee will be advocated to the Board for Co-option at the first meeting of the new financial year.

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
- Care Services.

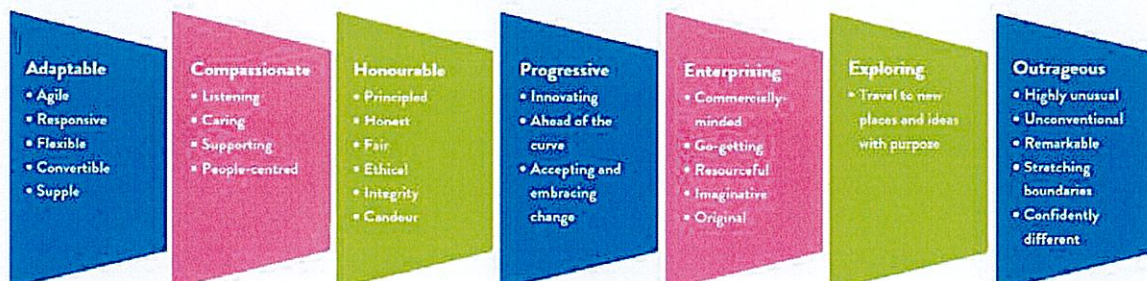
## Strategic Aims and Plans

The five year Strategic Plan establishes our Mission, Vision and Values, and plots our course to 2028.

## Embedding our Values and Measurement of our Impact

At the heart of Regenerage's work lies the strong commitment of living our values. First agreed upon in 2022, our organisational values continue to shape everything that we do and are firmly embedded within our five-year strategic plan.

Our values are:





They are more than words; they are the inherent fabric of everything we do on a daily basis starting with recruitment, and remaining central through on-boarding and day-to-day culture, to the point of staff exit. These values remain visible across our physical spaces and are consistently reflected in our public-facing materials.

### **Evolving How we Measure Performance and Success**

As we move forward with our strategic plan, 2024/25 has seen a focus in all areas of the charity to perform and succeed against the set of KPIs that were identified and agreed to be most relevant in attaining our goals and purpose. These KPIs continue to be the focus of our efforts, enabling the senior management team to track progress, identify what works and what does not, amend and make additions as necessary, and ultimately to strengthen our systems for gathering and reporting data across the organisation.

The report for 2024/25 includes visual summaries of some of our key impacts and contributions to public benefit.

In addition to internal measures, throughout 2024/25 we have continued to meet the reporting requirements of key partners and funders, such as the NHS and other grant/loan providers. Each funding or commissioning body brings its own set of performance expectations, which we have met through regular monitoring and reporting.

As a member of the Charity Retail Association, our retail operations have continued to be assessed using the Charity Retail Association's benchmarks for smaller organisations, allowing us to compare and learn from the national charities.

### **Stories Tell a Tale that Numbers Cannot**

While performance data is vital, we believe the most powerful demonstration of our impact comes through the real-life stories of those who we support. Personal journeys, shared with consent and written in their own words, offer a human perspective on the life-changing outcomes that we strive for. Where needed, names and identifying details are altered to ensure anonymity, but the heart of these stories remains unchanged. They offer a person-centred approach to why we do what we do. Such real-life stories can be found in this report.

## **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, there will inevitably be 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**

Following a competitive auditor procurement exercise, the Members confirmed a decision to change auditors at the November 2023 Annual General Meeting. Xeinadin Audit Limited are our appointed as our auditors for a three year period to 2026.

## Activities, Achievements and Future Plans

### A Full Year of the Renaming and Rebranding

The brand name change was legally established with Companies House on 27 February 2024 and attained approval from the Charity Commission. With the new charity name and branding in its infancy, efforts were focussed on further building and improving our brand awareness. With no marketing assistant in role, the decision was made to outsource an expert partner in the marketing field and, after a tendering process, Complete Marketing were brought on board. Complete's areas of expertise cover Website Design, Maintenance and Hosting, PPC Management, Graphic Design, Social Media Management (including paid-for ads) and Copy Writing. Outsourcing would not only prove to be a financial cost saving to the charity, but would also offer the many different specialist elements needed from a marketing perspective.

At a later stage, we contracted the services of Complete to host our website as the working relationship and standard of work with our current website host at the time was diminishing.

Work undertaken included:

**Content Marketing:** Valuable content including blogs and videos that resonate with our target audience.

**Social Media Engagement:** Our Instagram was given a new lease of life and we collaborated with influencers who aligned with our brand. Newly branded templates for Facebook were created which meant an increase in the speed of posting with consistent brand messaging. Those branded templates were duplicated in their usage in LinkedIn, ensuring consistent messaging across multi social platforms, Twitter, and LinkedIn to engage with our audience

**SEO Optimisation:** Ongoing work to improve our website's search engine ranking through SEO practices to increase organic traffic.

**Paid Advertising:** Targeted ads on our social media platforms, Facebook and Instagram to reach a broader audience.

**Public Relations:** Media coverage through press releases, guest articles, or partnerships with journalists.

**Marketing Materials:** A new range of marketing materials and literature that is on brand with consistent language used in all messaging and calls to action.

**Customer Experience:** Testimonials were collated from satisfied customers and their families and used in on and offline marketing materials. Encouraging customers to share their experiences demonstrates excellent customer service.

### Our Socials

Key takeaways of the first full 12 months following the re-naming and re-branding of the charity:

#### Facebook Growth:

- Total reach: 3.6M impressions (up 2,664%)
- 99,729 post engagements (+462%) and 149K video views
- Follower growth: +37%, reaching 2,485 followers
- Standout posts generated over 1,000 clicks each
- Facebook Ads Performance: 17,736 total clicks
- Average CPC as low as £0.05 (prom/prom sale campaign)
- Most effective ad: Furniture Collection – 11,362 clicks, £0.08 CPC

**Google Ads Performance:**

11,768 total clicks with an exceptional 11.78% CTR (vs. industry average ~2.5%)  
Average CPC: £7.91  
Campaigns focused on Central Lancashire with solid conversion rates

**SEO & Organic Search:**

Over 10,768 clicks from Google Search (via Search Console)  
Ranking for hundreds of relevant keywords  
Secured new backlinks and improved local SEO across shops  
Key pages such as "Free Furniture Collection" performed well with 11,632 page views

**Website Performance (Google Analytics):**

57,630 sessions (+85%), 135K page views, and 48,681 unique users  
Bounce rate maintained at a healthy 40%  
Most-visited pages include furniture, prom dresses, and Middlebrook Superstore

**LinkedIn Engagement:**

545 followers, 77 net new  
2,993 clicks and 9,963 impressions  
Throughout 2024/25 work continued to attain exposure for the new brand name.

**Radio Lancashire** – Love on Radio with Graham Liver and Leon – The Breakfast Show. PR on air and on camera in our Leyland shop.

**Granada Reports** – as seen on Granada TV! Granada attended our Middlebrook Superstore to interview the Director of Retail and produce a piece around sustainable fashion. The piece included a mention of the store, footage inside, and the interview was shown on Granada Reports, offering us some prime-time free PR.

**Secret Manchester** – 375 word count article about our Middlebrook store.

**Manchester Evening News** – three editorials totalling 2,143 word count about our Middlebrook store.

**ITV X** – as above.

**Bolton Evening News** – Middlebrook Store and our first 'Fill a Bag' event.

**Lancashire Evening Post** – free editorials featuring our Gala Ball and the charity championing sustainable fashion.

**Blog Preston** – free editorials around The Gala Ball.

**Lancashire Life Magazine** – free 400 word count article (plus photos) reporting on the success of our Gala Ball.

**50 Plus Magazine** – we continued throughout 2024/25 to further strengthen our relationship with McGrath Media, producers of the 50 Plus magazine. The magazine is distributed via Tesco, Sainsburys and Asda as a free magazine. We continued to display our editorials in prime pages in the freely distributed magazines.



## Services

**22,815**

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



**170**

Dementia Community  
Links Customers

**£788,461**

Grant and contract  
funding received to  
support our services

**89**

Net Promoter Score achieved

**311**

Footcare customers



# Volunteering

**76**

Number of volunteers

**23**

Number of new volunteers

**88 yrs**

Age of oldest volunteer

**28,943**

Total number of volunteer hours

**£353,394**

Monetary value of volunteer hours to the charity



**18 years and 6 months**

Longest serving volunteer





## Marketing & Comms

**333**

Total number of posts across all social media channels

**3,243,041**

Total number of post reach users on all social media channels

**3,733,041**

Total number of impressions across all social media channels

**3800**

Total number of new marketing collateral/ brochures etc produced

**9**

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





## Retail/Corporate

**£154,216**

Total received through Gift Aid

**182**

Tons of product diverted  
from landfill

**89**

Corporate partners  
& supporters

**£202,305**

Total grant funding  
secured

**£48,551**

Income from monetary donations  
and fundraising activities

**92**

Net Promotor Score  
Achieved

**£1,595,946**

Total Retail Sales

## **Together for Wellbeing and Meaningful Ageing**

Regenerage is a charity dedicated to helping people across Lancashire and beyond to live well and age well. We fulfil our charitable objectives and deliver public benefit by providing a range of supportive services for older people and adult carers of all ages. Some of these services are free at the point of delivery, funded through a combination of commercial or public sector funding, and our own income generating activities.

Over the past year, we maintained our focus on dementia-inclusive services through a funded contract with the Lancashire and South Cumbria Integrated Care Board (ICB), offering support to individuals with memory concerns and those navigating life after a dementia diagnosis.

We are proud to have retained our Preferred Provider status with Lancashire County Council (LCC) delivering against the 10 'Daytime Support for Older People and People with Dementia' standards.

Since introducing personal care at Charnley Fold Activity Day Centre last year, we have seen a significant increase in uptake, with around 40% of service users accessing this enhanced offer. This service has proven to be a valuable addition, allowing individuals to remain with us longer as their care needs evolve. By offering dignified, person-centred personal care on site, we are not only supporting continuity of care but also helping people stay socially connected and engaged in a familiar, supportive environment, enhancing both their independence and overall quality of life.

We continue to promote healthy, fulfilling lifestyles through a wide range of activities and opportunities for social connection at our centres.

We continued to deliver Social Prescribing support as part of the Positive Ageing Mental Health Trailblazer initiative, a joint programme led by Lancashire County Council (LCC) in collaboration with Lancashire and South Cumbria Foundation Trust (LSCFT). This initiative has supported 103 individuals to date, and has contributed to easing NHS pressures, including helping to address hospital bed-blocking.

We have successfully delivered another year of our long-standing Nail Cutting Service, subsidised by the Lancashire and South Cumbria Integrated Care Board (ICB). This essential service offers basic toe and fingernail care to individuals with a recognised need, supporting independent living and enhancing quality of life wherever possible. This service supports the prevention of falls.

We are pleased to share that the ICB has confirmed continued funding of the Nail Cutting Service for the service for a further three years, securing its future through to 2028.

We have continued to deliver our befriending service, providing vital support to individuals experiencing social loneliness and isolation. Our befriending service, though small in scale, remains impactful, thanks to the dedication of a trusted group of volunteers. This service offers regular, meaningful contact either through home visits or phone calls, helping beneficiaries to feel more connected, valued, and supported in their daily lives.

Beyond reducing loneliness, the befriending service plays a key role in improving emotional wellbeing, building confidence, and offering a renewed sense of purpose and belonging. For many, it is a lifeline that brings companionship, reassurance, and a much needed human connection, especially for those who may be living alone or facing barriers to social interaction due to health or mobility issues.

By helping people feel seen and heard, our befriending service contributes to better mental health outcomes and supports individuals to remain active members of their community.

Once again, we delivered our Warm Hub service across two centres, supported by funding from Lancashire County Council. This initiative offered vital support during the coldest months, helping people stay warm and connected amid the ongoing cost of living and energy price crisis. We offered hot drinks and biscuits, companionship and jigsaws/games/newspapers.

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

It is estimated that around 35,000 older adults in Lancashire are “chronically lonely”, which is typically defined as individuals who feel lonely always or often.

For context, according to the NHS, over 2 million older people in England are chronically lonely. This represents roughly 10% of the population aged 65 and over. Some research also indicates that up to an additional 31% of older adults experience loneliness some of the time.

To frame this in proportion to the local older population:

- the wider Lancashire area has a population of approximately 1.5 million people. This includes the 12 Lancashire districts, together with the two unitary authorities of Blackburn with Darwen, and Blackpool (known as the Lancashire-12 and Lancashire-14 areas respectively);
- in the Lancashire area, approximately 21% of the population is over 65 years old;
- in Lancashire, there are 320,194 residents aged 65 and over. This figure represents the mid-year estimate for 2023. Additionally, it is estimated that by 2043, the number of residents aged 65+ will increase to 347,319.

So, of the estimated 320,194 older adults in Lancashire, roughly 35,000 are experiencing chronic loneliness, representing around 11% of the older population.

As of 31 March 2025, there were 11,749 known cases of dementia in the 65+ registered population within the Lancashire-12 area. Additionally, Blackburn with Darwen had 1,020 known cases, and Blackpool had 1,549. It is also estimated that there could be as many as 15,459 people living with dementia across the Lancashire-12 area, including undiagnosed cases.

With a spike in young onset dementia at 6.8%, 973 individuals in Lancashire-14 are living with dementia before the age of 65.

Lostock Hall Activity Centre, a Dementia inclusive facility, continues to thrive as a vibrant community hub; a welcoming space where people come, not just for support and information, but to connect, unwind, and take part in activities that enrich both their body and mind. Whether it is a first visit or a regular part of the week, attendees find a friendly atmosphere where casual chats blossom into lasting friendships.

The Centre is supported by a small cohort of dedicated and enthusiastic volunteers who add value to the offer.

This year, the Centre expanded its health and wellbeing offer even further, with the enhancement of its outdoor area. Now home to a sensory garden, water feature, fruit and vegetable beds, and new planting zones, the outdoor area provides a peaceful and stimulating space for gardening, mindfulness, and outdoor social activities.

A wide-ranging programme of weekly sessions has continued to draw people in from yoga, Pilates, and tai chi, to bowling, line dancing, art groups, and even Bollywood dancing. Socially engaging new initiatives like Chatty Shed and Talkin’ Tables gives everyone the chance to connect in relaxed, meaningful ways.

In addition to our core timetable, a calendar of seasonal events brought extra buzz throughout the year. A selection of craft workshops, gardening sessions, and themed celebrations kept the Centre fresh, festive, and full of life.

Our satellite groups also remained active, offering indoor bowling, table tennis, dementia cafes and keep-fit classes in external venues.



### **Lostock Hall Activity Centre Volunteer – Sarah**

*"My name is Sarah and I have been volunteering since 2018. It is a privilege to volunteer with such vibrant, amazing people. The service users/clients are wonderful and always make my time spent volunteering special."*

We have continued to maintain and develop the Centre with the ongoing support of Eric Wright Foundation providing the funding for the Centre Assistant role, as well as a new kitchen. We also threw a Christmas party attended by some of our sponsors.

Funding from LCVS and Farington Parish Council have enabled us to finish phase three of the outdoor space.

The following illustration highlights the types of activities available at the Centre, how meaningful companionships can be formed, and the support offered through sponsorships and collaborative partnerships.

- **Easter Afternoon Tea Dance Event:** Featuring traditional afternoon tea, music, dancing, close-up magic, and a visit from the Easter Bunny. We had 42 attendees.
- **Panache Dance Trial:** Offering jive, salsa, burlesque, swing, disco, and musical theatre.
- **Circuit Training:** Introduced twice a month.
- **Christmas Party:** Attended by a local Primary School and Nursery
- **Art Group:** Enhanced by the addition of an art tutor from the Preston Art Society.
- **Bollywood Dancing**
- **Memory Box Workshop**
- **Wooden Hanging Basket Workshop**
- **Interactive Art Workshop:** Creating cherry blossom tree cards.
- **Talkin' Tables**
- **Dementia Café**
- **Harrogate Coach Trip:** A visit to the Christmas Markets
- **Art Workshops:** Origami stars, loose florals in mixed media
- **Chatty Shed**
- **Bistrot Pierre Luncheon**
- **Worked in partnership with Citizens Advice, West Lancashire, Chorley** to provide information and support for attendees of LHAC and the local community with regards to benefits. Every one attended received a £50 shopping voucher.
- **Vegetable, Flower Planting Workshop**
- **Bury Market Coach Trip**
- **Flower and Herb Planting Workshop / Chatty Shed group**
- **Garden Workshop / Painting / Planting**
- **Chester Coach Trip**
- **Monthly Carers Group**

Sample feedback from service users:

*"What a lovely afternoon out"*

*"How nice getting out meeting people from the other groups"*

*"Thank you for a lovely day out, the food was very good and great company"*

Testimonials:

*"Very useful"*

*"Answered lots of questions I had"*

*"I found that really helpful"*

*"Thank you for encouraging me to see CAB they were very helpful, I found out I'm entitled to something I'm not getting and they're doing the paperwork for me. So grateful for it and I got a voucher"*

*"I really enjoyed that"*

*"I'll be coming next week, interesting meeting people from all walks of life"*

*"Had a great time, these trips are fantastic, lovely friendly people"*

The Centre also offers private hire opportunities, which are currently being used by a vibrant mix of community groups including an inter-generational ballet school, a keep-fit instructor, and a local church alongside a range of ad-hoc bookings for events and activities.

### **Resilience Fund (Pre-Loved Support)**

In partnership with South Ribble Borough Council, we were allocated funding to provide pre-loved furniture, household essentials and brand new white goods to those in need through financial hardship. Referrals were made by Social Prescribers, Social Workers or Citizen's Advice. In total, 21 households and 42 individuals were supported. Of these, four were households with pensioners, eight with a disabled person and four have unpaid carers.

*"I just wanted to say a separate thank you for your swift help and assistance with this application. I have worked in the HSF team here and know how tough it can be processing everything – so thank you again."* – SP, Housing Options Officer

#### **Case Study – Mr Flood**

Mr Flood, a 76 year old with disabilities, and his wife, who has a dementia diagnosis, were having great difficulty cooking to feed themselves as their old cooker was broken and they could not afford a new one. Through this fund we have sourced a new cooker from our Whirlpool/Indesit white goods supplier partnership and we are encouraging the couple to seek day care support with us.

### **Household 6 Fund (HSF6)**

We were delighted to partner with South Ribble Borough Council to distribute Household Support Funds (HSF6) over the six-month period of October to March. The scheme provided extra support to those most in need who would otherwise struggle with household bills and essentials.

The meaningful impact and outcomes of our services and initiatives delivered for and alongside older people, their families, and carers are explored in more detail in the following pages of this report, supported by case studies and personal testimonials.

### **Case Study – Eileen**

Eileen has been a long-time attendee of the exercise group at Lostock Hall Activity Centre, where she enjoyed both the physical activities and the social interactions. However, owing to a recent decline in her health, she was unable to attend for several months. This absence left her feeling isolated and missing the companionship of her fellow group members.

Understanding Eileen's situation, the activity instructor worked closely with her to tailor exercises that suited her current level of mobility. This personalised approach allowed Eileen to safely participate in the sessions and regain a sense of belonging in the group.

Eileen is delighted to be back at the Centre, reconnecting with friends and engaging in group activities. At the end of each session, participants gather for refreshments and conversation, which has been invaluable for Eileen's wellbeing. She has also found joy in sharing her poetry with the group, adding a creative and personal touch to their social time.

By adapting to Eileen's needs, Lostock Hall Activity Centre has helped her maintain both her physical health and emotional wellbeing, demonstrating the importance of inclusive community programs.

### **Testimonials**

*"I really enjoyed going to the Talkin' Tables, I am a chatter and loved being able to talk to different people as it gets lonely in the flat on my own." – Joyce*

*"Whilst attending Talkin' Tables I started to chat with another lady who turned out to be my sister's best friend when we were growing up. This was a big surprise and really nice, we have swapped telephone numbers." – Patricia*

### **Community Gateway Project**

Community Gateway, a social housing provider, approached Regenerage for support, as many residents aged 55 and over in their sheltered facilities were experiencing limited access to meaningful social engagement, negatively affecting their wellbeing and quality of life.

In response, Community Gateway offered free use of their on-site community centre facilities, with additional support from Scheme Managers. Regenerage introduced a Dementia Café at two of these housing association community centres to provide residents with enriching and inclusive activities.

## **Positive Ageing and Mental Health Wellbeing Trailblazer**

We continued to deliver Social Prescribing support as part of the *Positive Ageing and Mental Health Wellbeing Trailblazer* throughout 2024/25, concluding in March 2025. This initiative was jointly funded by Lancashire County Council (LCC) and Lancashire and South Cumbria Foundation Trust (LSCFT).

The Trailblazer focused on enhancing mental health and overall wellbeing among older adults in Lancashire, aiming to improve outcomes, reduce health inequalities, and promote positive ageing. The project brought together a wide range of partners, including local authorities, health and social care providers, and voluntary sector organisations to deliver a joined-up approach to care.

Specifically, the initiative targeted adults aged 60 and over with mental health needs, including those with a dementia diagnosis who were medically fit for discharge yet remained in inpatient settings, often outside of their home borough. A key objective was to improve care pathways by reducing unnecessary hospital stays and supporting timely, personalised discharges into appropriate community settings.

This also aimed to lower healthcare costs by reducing reliance on out-of-area specialist placements. The model centred on an intensive six-week programme of daily, multi-disciplinary team (MDT) support, bringing together professionals from across health, mental health, and social care. This collaborative approach ensured continuous assessment and planning to support individuals, either in returning home or transitioning to suitable long-term accommodation.

Conducting assessments in community settings allowed for a more accurate understanding of each person's needs in a less restrictive environment. This supported the development of sustainable, long-term plans tailored to both the individual and their family or carers.

Our role in delivering the social prescribing component was central to helping individuals resettlement; whether returning home or moving into new communities. By connecting individuals with wider support services offered through our charity, we provided holistic, non-clinical support beyond the NHS framework, enhancing the potential for sustainable reablement and ongoing wellbeing.

### **Key Outcomes of the Positive Ageing and Mental Health Wellbeing Trailblazer:**

#### **1. Reduced Length of Inpatient Stays**

- Earlier and more coordinated discharge planning led to shorter hospital stays for older adults with mental health needs.
- Reduced "delayed transfers of care," especially for individuals who were medically fit for discharge.

#### **2. Improved Discharge Pathways**

- More patients discharged into appropriate community-based or residential settings with personalised, wrap-around support.
- Improved co-ordination between health, mental health, and social care professionals.

#### **3. Enhanced Multi-Disciplinary Collaboration**

- Daily involvement of multi-disciplinary teams (MDTs) from across sectors helped facilitate holistic assessments and care planning.
- More integrated support helped address not just clinical but also social and practical needs.

#### **4. Better Support for People with Dementia**

- Improved care transitions for older adults with dementia, especially those repatriated from out-of-area placements.
- Better recognition and support for needs beyond acute hospital care.

#### **5. Increased Use of Community-Based Assessments**

- Enabled assessments in non-clinical, less restrictive environments, leading to more accurate care planning.
- Helped tailor long-term support in a way that respected the individual's preferences and capabilities.

## **6. Improved Social Integration and Reablement**

- Social prescribing played a key role in supporting people to reconnect with their communities.
- Individuals were linked to local services, interest groups, and peer support, which promoted mental wellbeing and independence.

## **7. Cost Avoidance and System Efficiency**

- Reduced reliance on expensive out-of-borough placements and long inpatient stays.
- Freed up inpatient capacity, allowing services to support more individuals who required acute care.

## **8. Enhanced Outcomes for Patients and Carers**

- People experienced more personalised, dignified, and timely care.
- Carers were more involved and supported through clearer communication and planning.

A total of 51 people transitioned through the Trailblazer scheme between April 2024 and end March 2025.

### **Feedback:**

*"Thank you so much for all your hard work that has gone into this project over the past 2 ½ years"* – Hannah Parkinson, Policy, Information and Commissioning Manager at Lancashire County Council.

### **Trailblazer Case Study – Christine**

Christine had been going through an extremely difficult period, struggling with both mental and physical health issues whilst also caring for her husband, who has dementia. Her conditions – including anxiety, depression, and COPD – had led to frequent hospital visits and a deep sense of isolation. As her responsibilities piled up and her support systems remained limited, Christine lost interest in activities she once enjoyed, such as shopping, and gradually withdrew from the outside world.

When Christine was admitted to the Trailblazer programme, it was clear she needed a tailored approach to rebuild her confidence and sense of independence. After sharing that she missed shopping, a small supported trip was suggested. Though hesitant at first, Christine agreed. On that first outing, Christine visited several stores and purchased items that made her feel good. She even called her family during the trip, a sign of renewed enthusiasm and a significant emotional milestone.

These outings became weekly events, taking Christine to local cafes, community centres, and social groups. Each trip helped her rediscover enjoyment in everyday activities and reconnect with others. She began engaging in conversations, attending groups at Intact, and gradually felt her confidence return. With every outing, she grew more comfortable navigating life beyond her carer role and hospital stays.

To support Christine beyond the programme, several resources were introduced, including Lancashire Carers, Dementia Community Links, Dial-a-Ride, and council tax reduction advice. These services gave Christine a sense of stability and preparedness for managing life at home. By the end of her time in the Trailblazer, Christine felt transformed, more confident, socially connected, and determined to avoid future hospital admissions by taking small but meaningful steps forward.



### **Trailblazer Case Study – Joseph**

Joseph had been facing serious mental health challenges and had previously threatened self-harm. A recent diagnosis of dementia added to his distress, as did a troubled home life with an unsupportive and often hostile wife. Joseph felt isolated and overwhelmed. His emotional state was fragile, and the lack of meaningful support only deepened his sense of hopelessness.

Upon admission to the Trailblazer from the Harbour, Joseph was visibly emotional and struggling to process his diagnosis and personal difficulties. Although he showed warmth to others, he found it hard to confront his own challenges, which slowed his progress. After a few weeks, he was discharged back home with a care package, placing his wife, despite their strained relationship, in a primary support role. His friends provided support outside the home, but Joseph's children kept their distance owing to tensions with Joseph's wife, who was their step-mother.

Following this discharge, Joseph's condition rapidly declined. His wife's emotional and financial abuse escalated, eventually leading to her throwing him out of the house. He was later found wandering around Preston in a vulnerable state, prompting intervention by social services. Recognising the severity of the situation, Joseph was re-admitted to the Trailblazer, where it was acknowledged that his initial discharge had been a misjudgment.

During his second stay, Joseph began to accept his dementia diagnosis and confront the reality of his broken marriage. He committed to rebuilding his life and worked closely with staff on steps toward independence. With a friend's support, he secured a flat through Community Gateway and began creating a safe and comfortable new home. Legal guidance enabled him to initiate divorce proceedings, while healthcare support helped him to establish access to a new GP as well as transportation.

Joseph gradually reintegrated into his community. He started attending Regenerage coffee mornings hosted at Community Gateway, and received a referral to Dementia Community Links, though he declined some activities. He furnished his new home with care, making it a reflection of his personality. Over time, he regained confidence and independence, enjoying his autonomy and re-establishing a strong bond with his children, who began visiting and staying over.

Joseph's journey illustrates the importance of placing individuals in safe, supportive environments tailored to their specific needs. His recovery highlights how compassionate care and a dependable support network can help people overcome profound personal challenges and regain control of their lives.

## **Befriending Service**

With funding from South Ribble Borough Council's 'Community Spaces' and The National Lottery 'Community Fund' we have been able to increase our Befriending offer, which offers companionship, either in the beneficiaries' own homes or via the telephone. The service enables beneficiaries to remain more socially active and connected with their local communities, increasing their overall feeling of positive wellbeing.

Through meaningful conversations and active listening, we have successfully arranged three well-planned befriending day trips, ensuring the destinations were suitable and enjoyable for our beneficiaries. Subsidised coach trips to Harrogate Christmas Fayre, Chester and Bury Market were enjoyed by 318 people.

### **Testimonials:**

- *"My parents really enjoyed it, especially my step mum. She enjoyed laughing and talking with people. She doesn't get out much with being disabled, and although she was tired when they got back she said it made her happy."*
- *A lady called us to say "how thankful she was that she had gone on the Bury Trip, she said that her husband had passed within the last 6 months and she had been struggling to do everything as he had done everything previously and generally just getting out and about. She had a really lovely day and had spoken with another lady on the coach who told her about the Chester event too. So she has now booked onto it too and is looking forward to it."*
- *"Thank you for organising this lovely day out to Chester. Great way to look after the older generation. Looking forward to the next one."*
- *"My seven neighbours and I all had a wonderful day, Thank you so much for organising this trip. Paddy from Avacoaches was a very entertaining driver."*
- *"Really enjoyed the trip, thank you. Well organised by staff."*
- *"I love my befriender coming round, he always brightens my day with his conversations"*
- *"Befriending has been such a rewarding experience. Seeing the positive change in someone's life just by offering companionship is truly fulfilling."*
- *"I've gained so much wisdom and perspective from my befriender. It's a two-way street of learning and joy."*
- *"Having a befriender visit regularly has made such a difference. It's nice to have someone to talk to and share hobbies with."*
- *"I feel more connected and less lonely. It's wonderful to have someone who genuinely listens and cares."*

### **In the words of a Regenerage Befriending Volunteer**

*"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.*

*On my weekly visits, our 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 her 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 would not hesitate to encourage others to become a volunteer." – Heather.*

As part of the befriending offer we launched a weekly Talkin' Tables at Lostock Hall Activity Centre, providing a welcoming and friendly space for those feeling lonely or isolated. This initiative fosters connections and encourages social interaction within the community.

To mark the launch, we invited the Deputy Mayor of South Ribble, Paul Wharton-Hardman BEM, to officially open the group.

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 wellbeing for older people. Befrienders and advocates can play a crucial role in ensuring the wellbeing of vulnerable individuals, as well as cost savings and better value for money for the NHS and statutory social care provision.

### **Case Study – Margaret**

Margaret, an 86-year-old widow, lives alone in a quiet residential neighbourhood. Since losing her husband five years ago, she has become increasingly isolated. Although she still enjoys walking, crafting, and completing jigsaw puzzles, limited social interaction had left her feeling lonely.

Through the Regenerage befriending programme, Margaret was matched with Sophie, a 29-year-old volunteer who shares a love for arts and outdoor activities. Sophie joined the programme hoping to make a meaningful connection and help reduce loneliness in older people.

Their friendship began with simple weekly meetups over tea and conversation. As they got to know each other, they discovered a shared passion for crafting and puzzles. Sophie also learned that Margaret had once been an avid walker but had gradually stopped going out due to a lack of companionship.

Over time, their bond deepened. Sophie encouraged Margaret to take short walks in the local park, helping her regain confidence outdoors and boosting her overall mood. Together, they began working on small crafting projects, such as knitting, card-making, and more. Margaret found joy in teaching Sophie new techniques, which made her feel valued and engaged again. Once a month, they started a new tradition: puzzle evenings, where they worked together on a jigsaw over a warm drink and friendly conversation.

The impact of their friendship has been profound. Margaret feels noticeably happier and more connected to the outside world. She now looks forward to Sophie's visits and feels reassured knowing someone truly cares. Her renewed confidence has even led her to start attending local craft workshops, where she continues to meet new people. Sophie, in turn, has found deep fulfilment in their relationship, gaining insight and inspiration from Margaret's stories and life experience. What began as a volunteer placement has grown into a meaningful friendship that brings joy to both.

This simple yet powerful connection shows how consistent companionship can transform lives. Through shared interests, encouragement, and kindness, Margaret has rediscovered her passions and social confidence while Sophie has gained a friendship that enriches her life in return.

### **In the words of a Regenerage Befriending Volunteer**

*"Hi, my name is David. I have been volunteering for Regenerage at Withy Trees for about 7 years.*

*I make the coffee and tea and hand round biscuits and help our service users when they come in the door and take their coats and help them to their seats.*

*Making the service users feel at home and having a laugh and playing games and reminiscing.*

*I enjoy being here at Withy Trees working with the staff and it is good for my mental health to meet others and help people.*

*I have always been included as part of the team and I hope to come for many years."* – David.

## **Dementia Support Services**

We continue to deliver a wide range of person-centred services tailored to the unique needs, preferences, and circumstances of individuals living with memory concerns and a formal dementia diagnosis. Our support extends not only to those directly affected, but also to the carers, family members, and friends who play a vital role in their wellbeing.

Our dementia and memory support services are designed to help people remain living safely and confidently in their own homes and local communities for as long as possible. Throughout the year, we delivered a total of 8,667 individual interventions, providing vital practical, emotional, and social support to people living with memory concerns and dementia.

Alongside direct service delivery, we place a strong emphasis on raising awareness and increasing understanding of the lived experience and impact of dementia. This is embedded across all our services and further supported through our monthly carers group, which offers a dedicated space for peer support, shared learning, and access to resources.

In addition to our frontline work, we continue to contribute to workforce development and the education of future professionals in health and social care. For several years, we have welcomed students from the University of Central Lancashire (UCLan) on placement. Over the past year, this partnership has been strengthened, supported by one of our Trustees, enabling us to host placements across a range of disciplines, including Social Work, Pharmacy, and Occupational Therapy.

These placements provide valuable real-world learning opportunities for students, while also enriching our services with fresh perspectives and fostering collaborative practice across disciplines.

Together, our work aims to create a more informed, compassionate, and inclusive community for people living with dementia and those who support them.

## **Dementia Community Links (DCL)**

In its 19th year, our Dementia Community Links (DCL) service continued to provide vital, tailored support for adults living with dementia, including those with young onset dementia (under the age of 65) as well as individuals experiencing memory concerns without a formal diagnosis. The service operated across Preston and South Ribble and was commissioned by the Integrated Care Board (ICB), making it free at the point of access.

The primary aim of the Dementia Community Links service was to promote enablement, reduce social isolation, support the maintenance or redevelopment of daily living skills, and help individuals sustain independent living for as long as possible, thereby enhancing overall quality of life.

The service was particularly safeguarded for individuals experiencing co-morbid, physical health conditions and age-related frailty, and focused on supporting those at a transitional stage following diagnosis when targeted, time-limited support was most impactful. Each individual received support for a maximum of six months, tailored to their specific needs and circumstances.

In fulfilling its core purpose, the DCL service delivered not only meaningful benefits to individuals and their carers, but also measurable value to the wider local health and care system. By promoting early intervention and preventative approaches, the service helped reduce the need for crisis care, supported hospital discharge, and delayed or avoided premature admissions into residential settings.

The service provided information, advice and signposting on a wide range of dementia-related and community issues, ensuring individuals and families were connected with appropriate external resources. DCL was closely integrated with our other dementia services, including Regenerage day support, offering a seamless pathway for ongoing care and carer respite as needs changed over time.

Our person-centred approach was delivered through a diverse range of interventions, including:

- Practical support to maintain or re-establish daily living skills
- Support with social and recreational activities to promote engagement and reduce isolation
- Maintaining community presence, including access to local venues, groups, and spaces
- Participation in creative and educational activities that stimulated and empowered
- Information and signposting to relevant external services or agencies
- Access to Regenerage day support services, especially when care needs increased
- Carer support, including advice, guidance, and respite via engagement in the above activities
- Participation in initiatives such as dementia cafés, peer support groups, and local events.

Through a preventative, enablement-focused model, the DCL service remained a crucial and responsive lifeline for people living with dementia and memory concerns, as well as the carers and communities who supported them.

The DCL team continued to offer Cognitive Stimulation Therapy (CST) within a group and also i-CST on an individual basis.

- CST is an evidence-based, group or individual therapy designed to improve cognition and quality of life in people with mild to moderate dementia.
- Delivered over 7–14 sessions involving themed activities to actively stimulate thinking, concentration, and memory.
- CST is recommended by NICE (National Institute for Health and Care Excellence) because it is clinically effective, cost-effective, and improves the quality of life for people with mild to moderate dementia.

The team have provided extensive person-centred wrap around care through signposting service users towards 30 other organisations and services including:

- Lancashire and Fire Rescue Service
- Alzheimer's Society
- Gateway – Dementia cafes at Ingolcroft, The Courtyard and The Atrium
- South Ribble Social Prescribers
- Ncompass (Lancashire Carers)
- Dementia Community Connection monthly meetings and promotional events
- Young Onset Group
- LCC Social Care Team
- South Ribble Dementia Hub
- NHS Frailty Team
- NHS Falls Prevention Team
- Blue Flamingo
- Multi Partner Information Drop-in Event – St Theresa's
- Police Initiatives – Herbert Protocol
- Regenerage Carers
- LCC Mental Health Social Care Team
- Citizens Advice
- Lifelines
- NHS Memory Assessment Team

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

- *"I am sad you will not be visiting any more I have really enjoyed your visits and the activities and games we have done together"* – Mr Patel's Daughter-in-Law



- *"Dad has realised that he isn't very good at crafts but enjoys playing games like dominoes and Jenga. He has been doing word searches in between your visits and we have bought him a large print word search book for him to continue doing. Dad will miss you visiting he always asks what day you are coming."* – Mr Hudson-Brown
- *"I have enjoyed my sessions with you and I am going to carry on with my puzzle books and teach my wife how to play domino's."* – Mr S
- *"Thank you for helping me complete my life story book. I have enjoyed reminiscing about the different stages of my life. As a result of your visits I always check what the date, day and year is in the mornings when I come down stairs".* – Mr H
- *"I have really enjoyed doing the quizzes especially the music quiz due to me being in a band. I have also enjoyed reminiscing about the time I had playing all over with the band. This brought back some happy memories thank you."* – Mrs S

The DCL service was brought to an end on 31 July 2025 by the ICB. A new service pathway has been derived and will be subject to competitive tender. There is a likelihood, owing to the nature of the tender packaging, that Regenerage will not be able to succeed in its bid to deliver the new service.

#### **Case Study – Derek**

Derek was referred to the Community Links Team through the Regenerage Outreach Worker after being diagnosed with Parkinson's disease, which has also affected his memory. Living in a remote area and deciding to stop driving, Derek faced challenges in maintaining social connections. Although he had once been active in his local church, he had not attended for quite some time.

The Community Links worker met with Derek to explore local activities that could help him feel connected again. Together, they identified a coffee morning followed by lunch at a nearby church hall. Recognising Derek's initial hesitation, the worker accompanied him to the event to provide encouragement and familiarity.

During the first visit, Derek appeared uncertain, but by the second visit, his confidence grew, and he genuinely enjoyed the experience. This positive progression reflected Derek's increasing comfort and willingness to engage socially.

Derek's reintegration into the community began to flourish. He received a phone call from a volunteer who offered him a ride to the coffee morning. Derek was deeply moved by this thoughtful gesture and felt valued by the group. Additionally, the group invited Derek to join a planned trip later in the year, reinforcing his sense of belonging and connection.

#### **Testimonial:**

*"I would like to thank you for your hard work, from chatting to me and getting to know me, to encouraging me to attend the coffee morning even when I wasn't sure about going. I feel touched that thanks to your support I have reconnected with some old friends and am making new ones."*  
– Derek

#### **Reflection:**

Derek's journey demonstrates the transformative impact of personalised community support. By understanding his needs, providing initial encouragement, and supporting connections, Derek has regained confidence and rediscovered joy in social participation. His story highlights the importance of community driven initiatives in combatting isolation, especially for individuals facing life altering health challenges.

### **Case Study – David and Anne**

David was referred to Community Links via the Post Diagnostic Clinic. David is currently still driving and takes his dog out daily for walks. He was looking for some activities around his love of photography, especially pictures of trains and to fit in around his other parental responsibilities and duties.

David was introduced to the Table Tennis group and social activity at Charnley Fold, held monthly. David was supported to attend by our DCL team. He chatted with the group and played too. This gave Anne, David's wife, the opportunity to chat with other family members attending with their relatives, which she found very useful. From this, Anne has joined the monthly Carer's group, hosted at our Lostock Hall Activity Centre.

### **Case Study – John**

John was referred to the DCL Service via the Memory Assessment Service (MAS) following his memory assessment.

John suffers from macular degeneration and has a diagnosis of Alzheimer's. He had also been having trouble with an ulcerated leg, but was very positive and keen to try a new activity which his wife could join in with, should she wish.

The team provided John with information on local groups of interest that were suitable, offering support to access those groups.

John chose to attend the chair fit classes in Leyland by DOfitness as they worked well around medical appointments. Our DCL officer first went along to see if the class would be suitable for John (space, colours, lighting etc.) and fed back the findings. We supported John to explore classes at different venues so he could make his own mind up as to his preference. John now attends both classes weekly, whilst enabling his wife to go shopping.

#### **Testimonial:**

*"The classes and all the information is brilliant, thank you for all your help, support and patience."* – John

## **Preferred Provider of Dementia Day Services in Lancashire**

Regenerage is a Lancashire County Council Preferred Provider of dementia day services, operating two specialised Activity Day Centres: Withy Trees in Fulwood, Preston, and Charnley Fold in Bamber Bridge, South Ribble. These Centres support older adults who seek enriching daily activities and companionship in a safe and engaging environment.

### ***Tailored Support for Different Needs:***

- Withy Trees caters to individuals in the early stages of memory concerns and dementia, providing stimulating activities designed to help maintain cognitive function and independence, as well as those with age-related needs.
- Charnley Fold supports those with more advanced dementia, as well as those with general age-related needs. It offers enhanced personal care and structured programmes to meet more complex requirements.

Both Centres are designed to be welcoming, safe, and supportive, helping service users to maintain a home-based lifestyle while enjoying meaningful, social interaction and purposeful activities.

For families and carers, our services offer vital respite care, allowing them time to continue working, maintain social connections, and manage everyday life with greater ease and peace of mind.

Customers join our Centres either through referrals from Social Services, or as a result of private arrangements.

At Charnley Fold, 40% of service users receive personal care, enabling them to remain engaged with our service for longer periods.

To continually improve our services, we conducted a mystery shopping exercise at both locations. The mystery shoppers posed as a daughter and son-in-law looking for a suitable day centre for their father, who has dementia and specific dietary needs, as he prepares to relocate to the area.

Our customers describe their experiences in their own words:

### ***Feedback:***

- **Charnley Fold** – “a wonderful place and staff, interesting, clean, inspirational and a feeling of calm”.
- **Withy Trees** – “very pleasant there was a ‘happy’ atmosphere as service users were engaging in activities. Excellent customer service and felt very welcome”.

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

When Ben first started at Withy Trees, he felt somewhat out of place and uncertain about entering a new environment. During the first few weeks, he frequently asked when his wife would return to pick him up.

The staff learned more about Ben's interests, his likes and dislikes and made sure to keep him engaged in activities throughout the day, encouraging him to try new things.

Ben has shared that staying busy helps him maintain a positive outlook, and he now enjoys his time at the Centre rather than waiting for the day to end.

Ben's wife has also expressed how valuable the respite has been for her mental health, allowing her to rest while Ben is at the Centre. Ben always leaves in a positive mood, eager to share stories about the day's activities.

#### **Testimonial:**

*"Before coming to this centre, I used to wander around my home, looking for things to do. Now, I try all sorts of new activities I would never have done at home. I've made many new friends, and it really adds variety to my week. My favourite part is the reminiscing groups, where I can reflect on happy memories that I wouldn't normally think about." – Ben*

Thank you note received by Withy Trees Activity Day Centre from a grateful family:

Dear [redacted] and all staff,

Just a note to thank you for your professional care and kindness shown to my Mum, [redacted], during her time with you. I always felt that she was safe and in 'very good hands' with you.

With love,

[redacted]

## **Partnering with Education to Enrich Care in our Centres**

For several years, Regenerage has proudly partnered with the University of Central Lancashire (UCLan), offering students valuable, real-world experience within our dementia day care settings. During the year, we welcomed students from disciplines including Pharmacy, Social Work, and Occupational Therapy for placements at our Withy Trees and Charnley Fold Activity Day Centres.

This partnership brings mutual benefits:

- For students, it offers hands-on, practical experience working directly with older adults and their families. They gain deeper insight into the realities of ageing, frailty, and dementia, whilst also developing essential communication and interpersonal skills.
- For our customers, it creates opportunities for meaningful engagement with enthusiastic young people, encouraging inter-generational interaction and mutual appreciation.
- For Regenerage, it provides exposure to fresh ideas and emerging best practices in academic care and social education, helping us remain innovative and forward-thinking in the support we offer.

We are committed to continuing and growing this rewarding collaboration.

This year, we also hosted a tutor from Preston College at Withy Trees for an Industry Day – an opportunity for them to refresh their skills and deepen their understanding of dementia day care practice.

For those customers and families who choose Charnley Fold or Withy Trees, they can do so with confidence and optimism, knowing they are joining a vibrant, caring community committed to enriching lives every day.

### **Placement Feedback Statement**

We would like to extend our sincere thanks to your team for providing such a valuable and enriching placement experience for our MPharm students.

The students thoroughly enjoyed their time within your organisation and spoke very positively about the entire experience. They felt genuinely welcomed and appreciated the warm, inclusive, and professional environment. It was clear that they felt supported throughout their placement, and they valued being treated as a part of the team from the outset.

They described the placement as very immersive, with plenty of opportunities to apply and develop a wide range of skills in a real-world setting. They particularly appreciated the hands-on learning, the level of trust shown in their abilities, and the variety of tasks that challenged and enhanced their interpersonal and professional competencies.

The structure, clarity, and mentorship provided throughout the placement were noted as key factors that contributed to a highly positive experience. They left the placement with increased confidence, practical insight and a deeper understanding of the responsibilities involved in delivering high quality care.

We are truly grateful for the professionalism, support, and dedication your team demonstrated in mentoring our student. Experiences like this play a vital role in shaping their future careers, and we look forward to continuing our partnership in the future.

**– Bina Kadri, Senior Lecturer and Placement Lead at the School of Pharmacy and Biomedical Sciences**

## Carers

Regenerage recognises that carers are the backbone of the social care system, often filling crucial gaps that public services cannot reach. Supporting carers with access to information and resources is one of the meaningful ways we ensure help reaches those who need it most.

Our services, particularly our activity day centres, play a vital role in helping carers cope with the complex challenges of supporting older individuals facing frailty or memory-related conditions. These services offer much needed respite and practical assistance, enabling carers to continue in their roles with strength and confidence.

In addition, we host a monthly walk-in carers group specifically designed for those supporting older family members or friends. This group provides a safe, welcoming environment where carers can share experiences, express concerns, and connect with a compassionate support network. We enhance this support by facilitating access to expert advice, guest speakers, and practical guidance from partners such as Citizens Advice, Lancashire Carers Service, n-compass, and GP-based Social Prescribers.

### **Case Study – John who attends Charnley Fold Activity Day Centre**

John started attending the Charnley Fold Activity Day Centre after his daughter reached out to the charity, concerned that their 94-year-old mother was struggling to care for her dad at home. John's sleep patterns were reversed; he slept most of the day and stayed awake at night, leaving his wife exhausted.

When John first joined the Centre, he was frail and often too tired to participate in more than one or two activities. However, as we got to know him better, we discovered his long-standing love for playing darts. Staff encouraged him to play darts at the Centre, allowing him to stay engaged.

Over time, John has begun to trust the team more and has started participating in a wider range of activities. His family is thrilled with his progress, noting how much he now enjoys coming to the centre. John currently attends two days a week, which soon will be increasing to three days.

#### **Testimonial:**

*"We're so relieved that Dad has found a place where he feels safe and happy. It means a lot to us, especially since he often shares how much he enjoys his time at the centre. Mum is finally able to get the rest she needs and is excited to have more quality time with the family while Dad is out having fun."* – John's Daughter



### **Testimonial for Linda, who attends Charnley Fold Activity Day Centre**

*"Our mum, Linda, 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.*

*We are so lucky that the day centre is only a couple of miles from where we live and that the staff and facilities there are beyond anything we could want and would have hoped for, for mum, and for peace of mind for the whole family. It feels like a heaven-sent place, to all of us, as, 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 is a cruel disease, but it has affected mum quite early in her life. She had not been retired for very long, when it became evident that she was showing signs of dementia. Fairly rapidly, this disease has taken away much of what made our mum the wonderful lady she was. But, there are still glimpses of that personality that surface from time to time - and Charnley Fold Activity Day Centre brings out the best in her every day that she is there. She has always been fiercely independent; so, so kind and caring; always the most wonderful hostess; an inspirational businesswoman; superbly-organised; very house-proud; a teacher in her early career, a holistic therapist after that and latterly a volunteer in the local community. She would always do anything for anyone. She does not deserve this disease, but she has it – so she 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. 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. 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. Sometimes, mum becomes agitated when she feels like she can't go outside and as the doors to the gardens are all open at the centre, it means that she can go out into nature, which she loves, at any time she wants to.*

*Mum has been assessed by the Rapid Intervention and Treatment Team, whilst at the centre as needing one-to-one care, but the centre have accommodated us 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. This is costly, as we pay for both the carer and for the time at the centre, but it is worth every penny to know that mum is happy and safe. If the day centre has been heaven-sent, the staff there truly are angels. 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. The staff really do care and support us with ensuring that mum is able to access the facilities within the centre in a way that is best for her. Not only have they welcomed all our family with open arms, they have been a huge source of support and information for us when we weren't sure where to turn next, and for that and many other reasons, they have our complete trust.*

*We feel the staff have really taken the time to get to know mum - and us - too. They are amazing professionals and a wonderful group of people. 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.*

*Thank you Charnley Fold Activity Day Centre!" – **Stephanie and Leah (Linda's daughters)***

## Post-Diagnostic Micro-Commissioning Fund (CLOG)

Regenerage was the accountable and distributive body of the Post-Diagnostic Micro-Commissioning Fund, financed by the NHS, aimed at enabling a system of support to people diagnosed with dementia and their unpaid supporters, family or friends.

The grants distributed, though modest in value, made 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.

Examples of the activities and outcomes achieved were reported in earlier Annual Reports. The fund was operable over eight years but, following an announcement by the NHS Lancashire and South Cumbria ICB that it was ceasing to finance such non-statutory activities, it was closed down in-year and wound up at the end of March 2025. A small sum is retained by Regenerage and we will allocate it to dementia-related activity undertaken by our charity in 2025/26.

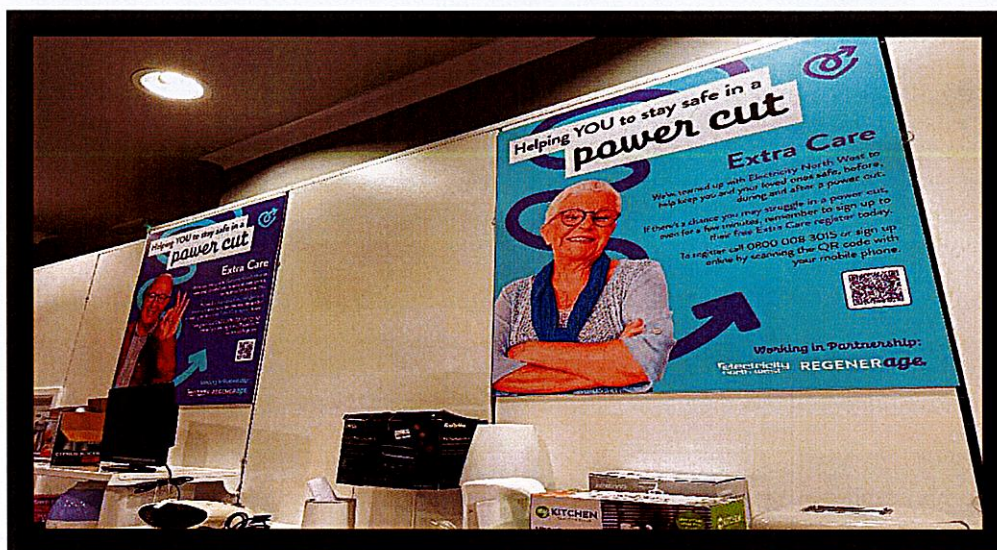
## Electricity North West (ENWL) Extra Care Register

During the 2024/25 financial year, marking the fifth year of our ongoing partnership with Electricity North West Limited (ENWL), we continued to actively promote the registration of vulnerable adults; particularly frail elderly individuals and those living with dementia onto the Extra Care Register (ECR). This initiative is critical in ensuring prompt support for vulnerable residents during power outages and other emergency situations.

A significant development during the year was our leadership in an academic research project in collaboration with the University of Central Lancashire (UCLan). The independent study, conducted by Professor Fisk and his PhD student researcher, explored the impacts of power outages on older and vulnerable populations across Lancashire. The research investigated not only the general effects but also examined related incidents and their underlying causes.

The resulting 26-page report, including an executive summary and a set of recommendations, will be formally presented to ENWL in the new financial year. The insights gathered are expected to inform and support the development of ENWL's forthcoming five-year strategic plan.

During the year, we also enhanced our community engagement efforts in support of this partnership, promoting the ENWL Priority Services Register by installing marketing materials at our Middlebrook





Superstore, including digital displays and shop window advertisements. These efforts have further strengthened community awareness and increased registrations among those most in need.

### **Nail Cutting Service**

Our Nail Cutting Service, now in its 19th year of delivery, provides essential footcare to individuals aged 55 and over in the comfort of their own homes. Each customer is assessed by a fully qualified podiatrist upon referral, and our trained nail care staff conduct visits on a six to eight week rotation. This low-level intervention supports older adults in living more safely and comfortably at home by preventing pain, avoiding foot-related complications, and reducing the risk of falls.

The service is Care Quality Commission (CQC) registered and operates on a subsidised, chargeable basis. It is commissioned annually by the NHS and currently serves the geographic areas of Greater Preston and South Ribble. We are proud to be rated 'Good' by the CQC.

As a preventative health service, the aim is to reduce pressure on NHS resources by decreasing the need for GP or hospital based appointments. We work closely with the NHS Frailty and Falls Prevention Teams to ensure joined up care.

#### **Case Study – Maurice**

Maurice, aged 65 and who is a resident in a supported living service for adults with mental health conditions, was referred to the Nail Cutting Service after his support worker observed that his toenails had been neglected for a long time. This lack of footcare was causing him significant discomfort and limiting his ability to walk, which was not only painful but also affecting his emotional wellbeing, as daily walks were vital to maintaining his mood and physical health.

Following the referral, a podiatrist assessed Maurice and found his toenails had grown excessively into his skin, causing him severe pain. Maurice was visibly relieved at the prospect of receiving treatment, sharing that the discomfort was making it hard for him to enjoy walking – an activity he greatly valued. An urgent appointment was scheduled to address the issue.

At the nail cutting session, Maurice was cheerful and talkative, clearly grateful to receive long-overdue care. The Footcare Officer carefully trimmed and filed his nails, ensuring that the procedure was both effective and gentle. After the treatment, Maurice immediately expressed relief and happiness, noting how much better his feet felt and how eager he was to get back to his regular walks.

To maintain his foot health, ongoing appointments were arranged. This follow-up care will help support his mobility and overall well-being, ensuring that simple but essential needs like footcare continue to be addressed. Maurice's experience highlights the importance of integrating physical and mental health support in care services, particularly for vulnerable adults in supported living environments.

*"I feel like I've got my feet back again—walking will be a joy, not a pain." – Maurice*

### **Case Study – Connie's Journey**

Connie, 84, was referred to Regenerage by her GP as a result of dexterity issues that prevented her from cutting her toenails. She also had difficulty reaching her feet, making nail care especially challenging. Concerned about a possible issue with one of her big toenails, Connie visited her GP, who decided a nail specimen was needed for lab analysis. Given her limitations, the GP referred her to Regenerage for assistance.

After initial assessment with the NHS Podiatrists, Connie was deemed fit for service and booked a first nail cutting appointment with a Footcare Officer. The Footcare Officer carefully trimmed Connie's nails. A specimen was taken from the affected toenail and handed to Connie, who was asked to deliver it to her GP surgery for testing. However, during her follow-up visit, Connie reported that the original specimen had been misplaced after she submitted it to the GP. Understanding the need for an accurate diagnosis, the Regenerage team collected a second specimen to ensure proper testing could be completed.

When Connie returned for her next appointment, she shared that the lab results confirmed a fungal nail infection. Her GP had prescribed appropriate medication to begin treatment. Throughout this process, Regenerage maintained close communication with Connie, ensuring she felt supported and informed at every stage.

Ongoing appointments allowed the Regenerage team to monitor Connie's progress, offering continued reassurance and practical support. By assisting her with nail care and helping manage her condition, the service played a key role in improving her comfort and overall wellbeing.

We were delighted when, after years of negotiating via the VCSFE Assembly for better contractual relationships with the NHS Lancashire South Cumbria ICB, we were awarded a new three-year contract for nail cutting services beginning in 2025/26. But just as the new three year service was about to get underway, we received notification from the NHS ICB that the whole service was being pulled. In September 2025, the long-standing service was closed and our customers were instructed by the NHS to seek care from private sector providers. An extract of the letter to our customers provided by the NHS ICB announcing the reason for service closure is provided below:

*"The review looked at whether there was a statutory requirement to provide a service. This means whether the NHS is required by law to provide a certain service. The review also looked at whether a service was provided in all areas of Lancashire and South Cumbria consistently, and whether a service was part of a larger patient pathway or commissioning strategy. It should be noted the decision to no longer commission this service is due to the reasons mentioned and is not a reflection of the quality of service provided by Regenerage.*

*It was identified the footcare service you currently receive from Regenerage is a non-statutory service, which means it isn't required by law to be provided. The review also showed that while a similar service was being offered to people living in Chorley and West Lancashire, where the cost of treatment is also subsidised, there are no other NHS commissioned low level footcare services being offered anywhere else in Lancashire and South Cumbria. In all other areas across our region, people who require low level footcare must pay in full for their treatment."*

## Activity Day Centres

*Supporting individuals and their support network with compassionate, personalised care*

At Charnley Fold in Bamber Bridge, and Withy Trees in Fulwood, our Activity Day Centres offer a safe, vibrant welcoming space for older people living with age-related conditions, physical health issues, or mental health challenges not related to dementia.

Our enhanced service at Charnley Fold includes a strong focus on personal care, ensuring that every individual receives the attention, dignity, and support they need throughout the day. Whether it is assistance with mobility, meals or hygiene, our trained and caring staff are there every step of the way.

We provide person-centred, therapeutic support designed to enrich daily life through meaningful activities, social engagement, and companionship. Our services are especially beneficial for individuals recovering from a stroke or managing conditions like Parkinson's.

For families and carers, our Day Centres offer more than care – they offer peace of mind. With reliable daytime support, carers can enjoy much-needed respite, continue working, stay socially connected, and look after their own wellbeing.

### **Case Study – Philip and his wife**

Philip joined Charnley Fold at the request of his wife, who was concerned that he was spending too much time sleeping at home and not engaging his mind. A naturally quiet man, Philip initially kept to himself but enjoyed the company at the Centre.

Since joining, Philip has actively participated in various activities. He particularly enjoys group games and experiences a great sense of accomplishment when he wins, often expressing surprise at his own abilities. Staff have provided consistent reassurance, helping him build confidence. Over time, Philip has come out of his shell and now engages more freely, even answering quiz questions in front of the group.

Philip's wife has noticed a significant change in him. He now chats enthusiastically all the way home about his day at the Centre. Attending twice a week has given him a sense of purpose and enjoyment.

This arrangement has also benefited Philip's wife, allowing her to enjoy personal time, having lunch with her daughter, catching up with friends, and completing tasks at home. The experience has proven to be positive for both Philip and his family.

## 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 villages, town and city centres. Last year, Regenerage opened its first Superstore at the UK's largest Retail and Leisure Park at Middlebrook Retail Park in Horwich, taking our retailing outside of Lancashire for the first time in the charity's history. Two shops that were performing least well were reviewed and closed.

As well as the Superstore, the charity now has six 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, Vinted and Discogs (search for 'Regenerage' on each platform). These platforms enable 24/7 shopping from the comfort of your own home or when 'on the hoof.'

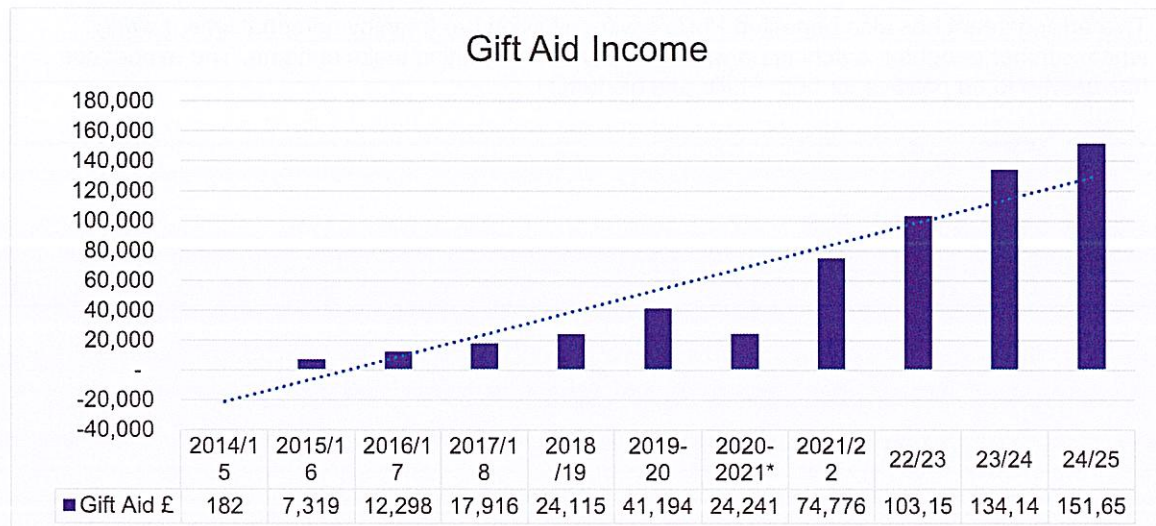
For those on modest incomes who are in search of a quality bargain, to those really struggling financially, charity shops offer a wide variety of affordable goods to meet all budgets. And for those seeking to live more environmentally ethical lifestyles, charity shops provide an opportunity to participate more 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 2024/25, our retail operation resulted in 182 tonnes of goods being diverted from landfill.

Donations are both the lifeblood of our retailing activity and a link into our local communities and businesses. The diversity of donated products is vast and the quality is very good. We achieved 13% increase in bags of donations from 2023/24.

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 2023/24 and this year surpassed it at 2%, 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.

Activity to improve income from Gift Aid has resulted in this income stream growing over the past five years. This year, an additional 4,506 Gift Aid donors signed up in the year, helping the charity achieve a 43% conversion rate of donated goods sold to be eligible for Gift Aid.





Charity retailing means that the charity is a significant employer of experienced staff and also provides a place for meaningful volunteering. Our volunteer force of 80 individuals, most of whom are aged over 60, adds value by contributing 24,960 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, together with 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.

#### **Case Studies – Retail Volunteers**

**Bamber Bridge Shop** – Veronica is a retired PA for Lancashire County Council. She has volunteered with the charity since 2011 and enjoys helping people. Veronica said, *"Volunteering in the shop feels like I am with family, it has really enriched my life"*.

**Buckshaw Shop** – Dawn is a retired retail manager and wanted something to occupy her time. She has now been with us for five years. Dawn enjoys the company and getting to meet new people and can utilise her retailing skills in her volunteering role.

**Calder Park Shop** – Jane has been a volunteer at Calder Park shop since 2021. After retiring as a social worker, Jane missed the companionship of her colleagues and so wished to contribute to her local community. She enjoys the interaction that she has with the general public and is responsible for many of the wonderful window displays within the shop.

**Chorley Shop** – Samantha has volunteered with Regenerage since October 2023. *"I have volunteered in the past whilst I lived in Ormskirk, and after moving to Chorley I thought I would like to do some volunteering around my job. It helps to get to know the people and the town you live in. I enjoy volunteering as I feel I can learn new skills and give something back"*.

**Fulwood Shop** – Lucy has volunteered for Regenerage for three years. When she started she was anxious and lacking in confidence. Since then her confidence has grown massively, and she enjoys every part of the job, especially creating the eye-catching displays in the shop and window.

**Leyland Shop** – Catharine is a retired teacher and has volunteered with us since 2020. Catharine chose to volunteer with Regenerage as we had supported her father through our services. Catharine wanted to give back to the charity which had been so good with him. Catherine says she really enjoys the social element of volunteering, meeting nice people whether they be shop team members or customers. Volunteering provides her with the opportunity to mix with a variety of people she might not ordinarily get the chance to meet. Catharine said: *"I can help make a difference... and I love to catch up and share a cup of tea and a biscuit with the other volunteers too!!!"*

**Middlebrook Superstore** – Brenda, a retired legal secretary, is one of our newest volunteers. She likes that fact that she is helping and giving something back. Brenda enjoys coming to the store. She feels part of the team and says the best part is that she gets to have a chat with the team and customers and enjoys completing the stock replenishment.

## Financial Health and Business Resilience

Attaining financial health and resilience in a challenging public sector market is central to decision-making.

This year, the charity has achieved an outturn deficit of £139,847 compared to the previous year's deficit of £54,676. The difference in-year is in fundraising expenses which rose by about £300K. Fundraising expenses were driven by the cost of living crisis including our decision to deliver a competitive Real Living Wage for our staff team. Trading activity did improve and this helped to offset some of the costs increase.

Trading income increased by £270K, largely from the new Middlebrook charity retail superstore and a modest increase in services-related income streams.

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 16% public sector and 84% unrestricted. This compares to 20% public sector source, and 80% unrestricted in 2023/24 and 26% and 74% in 2022/23.

This continues a trend of decreasing public sector investment in charitable sector service delivery and increasing reliance upon our own commercially focused activities.

The significant public sector contracts and grants are associated with the two long-standing Dementia Community Links and Nail Cutting Service contracts, as well as a continuation of the Social Prescribing Trailblazer initiative, and some new crisis intervention grant schemes from the Borough and City Councils via national government initiatives.

In 2024/25, the Lancashire and South Cumbria Integrated Care Board (ICB) determined to review the dementia pathway. A considerable effort went into sharing our knowledge of service delivery and local community issues to help the ICB prepare the service specification. We did so alongside other current and longstanding service delivery agents, Alzheimer's Society and Age UK Lancashire. Towards the end of 2024 we faced the outcome and entered into a competitive tendering process for a territory-wide, radically different service, the outcome of which will not be known until the new financial year. The format and total value of the £4.4 million tender package and the payment on results model means that a charity of our scale (despite being a medium size and one of the larger in the County) will find it difficult to meet the entry requirements to deliver a comprehensive Lancashire/South Cumbria wide service. Much will depend upon the ICB's stated ethic of wanting to work with the local VCSFE sector or will deem commitment to the sector being fulfilled through national scale, charitable organisations attaining the large scale contracts.

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 show a continuing trend of tilting from publicly financed placements towards 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>
2024/25	47%	53%
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 in 2023 and, despite efforts, remain a work in progress.

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

Support from partnering corporates, including those in our Patrons 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.

In year, as planned, we applied reserves to invest in income generation activity at the new Middlebrook superstore. Reserves now are now £372,730 against a target of £234,269.

Unrestricted Reserves	
Year	% of Target
2024/25	159
2023/24	217
2022/23	84
2021/22	107
2020/21	93
2019/20	95

## Investment Policy

The Board of Trustees reviews the Investment Policy on an annual basis to ensure it continues to be appropriate for the charity's purposes. 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 the impact of service reviews in the current year. Revenue per employee/annum for 2024/25 was £46,189 (£3,849/month) an improvement on the previous year of £40,386 (which equated to £3,365 per month). This arose as a result of forward filling roles for which income generation had not yet been achieved, specifically into the new Middlebrook store.

## 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, Regenerage 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 the 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:** at the heart of our Charity is a strong commitment to safeguarding the wellbeing of the people we support. As required by the Health and Social Care Act 2008, all registered providers of health and social care must have a Registered Manager in place to ensure services meet the needs of those in their care. Our Director of Care Services fulfils this role, bringing experienced leadership and accountability to our operations.



We fully support the Care Act 2014, which sets out the responsibility of local authorities and care providers like us to protect adults at risk of abuse or neglect. This includes working within a multi-agency safeguarding framework, helping to prevent harm and respond swiftly when concerns arise.

To play our part, we have a designated senior safeguarding lead who ensures our contribution to local safeguarding systems and effective inter-agency reporting.

As a provider of care and support for vulnerable adults, we take robust steps to ensure that everyone working in sensitive, customer-facing roles (both staff and volunteers) are safe and suitable. We follow safer recruitments practices and use UCheck, a specialist agency, to carry out DBS and Police checks in line with government guidance. All volunteers are fully vetted to the appropriate standard before they begin their roles. Both staff and volunteers require a reference.

Safeguarding is not just a policy it is a core part of how we deliver safe, respectful, and high quality care.

**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 2023/24 through a competitive process. Auditors are associated with large diverse practices, enabling access to a range of expertise, if required. The appointed Auditors' feedback from their findings is detailed elsewhere in this Report.

**Digital Security:** online, 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 we have looked 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 in 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.

### **Compliance Attainment Outcomes**

- Regeneration 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 to 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 relation to GDPR.
- Throughout 2024/25 the charity has conducted 75 DBS checks for staff and volunteers.

### **Auditor Risk Assessment Outcome**

This year's annual accounts were audited by Xeinadin Audit Limited who were appointed in November 2023. Their second audit of the charity tested a number of risks in common with the audit of their other charity clients. The audit financial reporting framework applied in preparation of the accounts is applicable in law and UK Accounting Standards, including Financial Reporting Standard 102.

No material misstatements are identified in the Director's report included within the Trustee's Report.

On the matter of, and conclusions relating to, going concern status, the Auditor did not find 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.

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

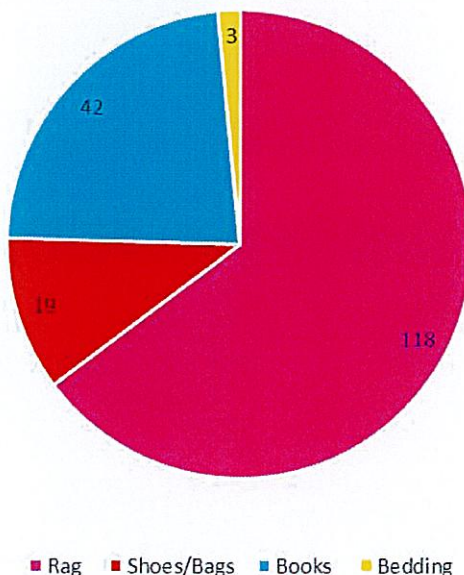
## Environmental Responsibility

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 33 years.

While providing our local communities with the means to shop ethically and fulfil repair, reuse and recycle aspirations, collective responsibility ensured that in 2024/25 our charity retailing diverted 182 tonnes from landfill disposal. This is exactly the same volume as the previous year. With a donations increase of 13% across the retail operation the actual conversion of income of achieved from recycling is just 2% of total sales income, which is below sector's guidance of a maximum of 4%.

Tonnes of waste by type , diverted from landfill



Other items diverted from landfill:

- 3,579 bags of toys
- 1,969 Unsellsable electrical itmes
- 5,362 C.D/DVD
- 2,110 boxes of bric-a-brac.

In a bid to reduce quality clothing going to landfill, the Middlebrook Superstore held three Fill-A-Bag events where customers could purchase a £10 bag and fill it with clothing. These events are well attended and feedback is positive.

In-year, we continued with an initiative to reduce newly purchased packaging for the e-commerce operation. Collections from apartment residents of used, unwanted packaging materials, such as boxes from internet home deliveries, padded envelopes, bubblewrap and shoe boxes have enabled our e-commerce team to continue to minimise the costs of purchasing packaging from commercial suppliers.

Having introduced an agile strategic approach to IT in 2018, all 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.

### **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. 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 Chamley Fold, Withy Trees Day Centre and Lostock Hall Activity Centre gardens continue to be maintained through the voluntary efforts of a small group of regular gardening enthusiasts, Corporate volunteering and small pots of funding.



## **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.

This year has once again highlighted the ongoing challenge our charity faces in competing with both public and private sector employers, particularly in terms of salary and benefits. The continued pressures of the cost-of-living crisis have further intensified these difficulties, increasing the risk of staff turnover especially among those on lower or entry-level pay grades who can now more easily move between roles and sectors in pursuit of better-remunerated opportunities.

The increase in National Insurance contributions has placed additional financial strain on the charity, particularly in maintaining frontline staffing levels within a tight budget. Looking ahead, we are also concerned about the potential impact of proposed 2026 labour law reforms, which may introduce further operational and cost pressures that could affect service delivery and volunteer engagement.

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.

Across the charity, 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.

## **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, training and turnover activity.

Staff engagement with mandatory training continues to be strong, with an overall completion rate of 91.5% recorded in the year.

The top-performing training modules this quarter were:

- Health & Safety – Manual Handling (94%)
- Health & Safety – Slips & Trips (94%)
- Introduction to Safeguarding Adults (94%).

These high scores reflect the organisation's sustained efforts to embed safety and safeguarding knowledge across all teams.

The lowest recorded completion was for:

- Health and Safety: Hazardous Substances (89%).

Although still high, this may indicate a need to reinforce training in this specialist area.

The charity continues to exceed sector expectations for training compliance and remains committed to maintaining a knowledgeable and compliant workforce.

While overall recruitment levels have remained broadly static over the past three years, the number of staff resigning within their first 12 months, commonly referred to as "failed recruits", has significantly decreased:

- In 2022–23, we recorded 26 early leavers
- In 2023–24, this reduced to 16
- By 2024–25, the number had further declined to just five.

This positive trend suggests improvements in recruitment processes, onboarding support, and early-stage engagement. Continued focus on retaining new starters will remain a key priority in the year ahead.

## **Volunteers**

At the end of the reporting period, we saw a slight downturn from 134 to 115 volunteers, of which some volunteers fulfil more than one role. We received 114 formal Expressions of Interest from individuals interested in volunteering, resulting in 67 submitted applications of which 57 went on to become volunteers.

This year, we asked new volunteers how they heard about opportunities with Regenerage. A total of 63 responses were collected. The data shows that in-store presence remains our most powerful recruitment tool, accounting for over 60% of referrals:

- In-store enquiries were by far the most common source, with 40 individuals reporting they first heard about volunteering while visiting one of our shops.
- Word-of-mouth, including recommendations from friends and family, accounted for six responses.
- Online search and digital sources, such as Google or the website, were mentioned by four respondents, while a further three discovered us through job sites like Indeed or the Job Centre.
- Other methods included social media, direct contact with staff, Sporting Memories sessions, and radio.

This data highlights the continued importance of our physical retail footprint for attracting volunteers, while also pointing to opportunities to grow digital and community-based referral pathways.

This year our volunteers committed a total of 28,943 hours to support a range of charity functions, the largest majority being in our shops. Based on a 23 years age and over National Living Wage

calculation of £12.21 per hour, these donated hours equate to £353,394 of monetary value to the charity.

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.

### **Volunteer Profile**

Our volunteer team is diverse in age, experience, and background, with the highest number supporting our charity through roles in our retail shops. Of particular note:

- 83 volunteers are under state retirement age, highlighting a growing interest in volunteering among working-age individuals.
- 51 of our volunteers are aged 79 or over, with 11 in their 80s, demonstrating the valuable contribution of older adults in our community.
- Two volunteers have been with us for over nine years, showing a long-standing commitment to our cause.

This breadth of age and experience reflects the inclusive and welcoming nature of our volunteering environment.

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

### **The Unsung Supporters**

Regenerage is more than just the people on the team. Alongside our paid staff and amazing volunteers, we're lucky to have the ongoing support of our employees' families and friends. Their help comes in all kinds of ways, and every bit of it adds real value to what we do for the community. A big thank you to:

- To the friends and family members of our Senior Management Team who donate raffle prizes, advise on our website and IT queries, purchase tickets for, attend and support the many events throughout the year including the Gala Ball; helping us to spread the word about our purpose and generate additional income.
- To the partner of an Activity Assistant at Lostock Hall Activity Centre who volunteers his time to offer up support to our 'Chatty Sheds' group.
- To the partner of an Activity Co-ordinator at our Charnley Fold Activity Centre who gives his time to make bespoke activity games for use by our service users.
- To the daughter of one of our Managers who, in her own time, helped to decorate some of the rooms at our Charnley Fold Activity Centre using her artistic flair and talent.
- To the husband of our Gift Aid Administrator who donated his time and skill to help to run our charity race nights.
- To the friends and family members of our Director of Fundraising and Corporate Sponsorships who generously gave up their time to organise and take part as individuals and corporates in external fundraising activities.

Let us also acknowledge the mums, dads, aunties, uncles, brothers, sisters, cousins, children and other family members who consistently support our events, bringing along their friends and extended families to help us achieve our goals and deliver meaningful benefits to the community.

### Patron Corporate and Community Supporters

Regenerage enriches the lives of vulnerable older people by leveraging our corporate and community partnerships. Through these alliances, we not only raise crucial funds but also increase awareness about the issues affecting our beneficiaries.

We actively collaborate with the Lancashire business community and local organisations, fostering dialogue and engaging in activities that benefit all parties involved. By highlighting the challenges of dementia, loneliness, and ageing, we empower businesses to address these societal issues within their own workforce and leadership structures. Our efforts in promoting inter-generational understanding and support contribute to improved quality of life for everyone.

We deeply value our enduring partnerships with all of our community business supporters and corporate patrons, all of which play a significant role in our collective mission.

Being a patron of Regenerage enables businesses to benefit in a range of ways:

- **Demonstrate Leadership:** show commitment to social responsibility by supporting a charity that makes a tangible difference in the community.
- **Custom Sponsorship Packages:** choose tailored sponsorship opportunities to events, promoting alignment with a company's CSR goals and budget.
- **Employee Volunteer Programs:** engage employees through organised volunteer days and community service initiatives.
- **Branding Opportunities:** gain visibility through co-branded Regenerage events, promotional materials, our website and our online platforms.
- **Impact Reporting:** receive detailed reports as to how contributions are making a difference, perfect for sharing with stakeholders and in CSR reports.
- **Include Regenerage Patronship in Social Value strategy:** win new business, attract and retain the best talent, improve customer retention and loyalties, attract investment opportunities and drive a culture change in your business by shouting about patronship.
- **Network with like-minded people:** meet other Patrons in the scheme at Regenerage events.
- **Enhancing Community Well-being:** Your contributions directly improve the quality of life for older people, fostering a stronger, healthier community.
- **Promote Social Good:** supporting Regenerage is an investment in the well-being of some of the most vulnerable members of society.
- **Build a Positive Reputation:** companies that engage in CSR by supporting charities like Regenerage enhance their reputation and strengthen their brand image.
- **Employee Engagement:** encourage a culture of giving and volunteerism among employees, boosting morale and team spirit and sense of collective purpose.
- **Sustainable Impact:** create long-lasting positive changes, ensuring Regenerage's initiatives can continue to benefit future generations.

Our Patron Community comprises small medium and large scale enterprises and they find all sorts of ways in which to support us.

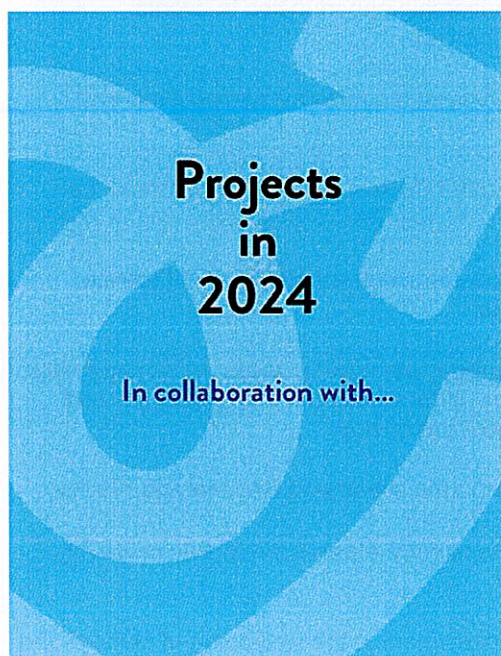
Special thanks to our longstanding Patrons:

- Business Gifts UK
- Farley's Solicitors
- ENW Ltd
- Conlon Construction Group
- The Eric Wright Foundation Trust
- Balshaw's C of E High School
- H&S Restaurants (TA McDonalds)

And thanks to those that became Patrons during 2024/25:

- Discretion Hearing
- GXO
- Pure Leisure

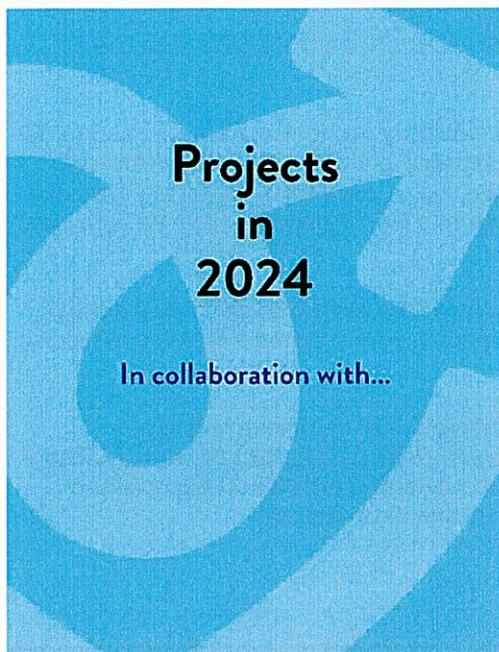
Here are some of the ways in which our Patrons and corporate supporters worked to support us during 2024/25:



Community Gateway Association	Two new Dementia Cafes & Activity Groups for residents
LCVS	Sensory Garden
LCC, LSCFT & ICB	Positive Ageing Mental Health Trailblazer
LCC	Warm Space
SRBC & Lottery Funding	'Connecting Back Together' Befriending Project
SRBC	Practical, physical, emotional and financial support, including for those struggling with food, heating and in crisis
SRBC	Coach trip days out for the over 55's.
UCLAN	Health and Social Care Student Work Placements and Dementia Training

**REGENERage.**





<b>Balshaw's High School</b>	Christmas food hampers.
<b>Bistro Pierre</b>	'Pay It Forward' project - Meal for service users at Bistro Pierre, Preston.
<b>Eric Wright Foundation Trust</b>	Funding to improve Regenerage Lostock Hall Activity Centre.
<b>GXO</b>	Christmas meal for service users.
<b>Westfield Health</b>	Funding & Volunteers to improve the outdoor space at LHAC.
<b>H&amp;S Restaurants (McDonalds)</b>	Fundraising and gardening project at Charnley Fold Activity Centre.
<b>Other collaborations...</b>	
<b>CLOG</b> In partnership with Age UK & Alzheimer's Society	
<b>Falls Team</b>	
<b>Frailty Team</b>	
<b>Inclusive North</b>	
<b>LCC Adult Social Care</b>	
<b>LSCFT Podiatry</b>	
<b>Memory Assessment Team (MAS)</b>	
<b>Preston City Council</b>	

**REGENERage**

In more detail:

**GXO Logistics** – A global logistics company with a large distribution centre on the outskirts of Leyland. Staff voted for and chose to support Regenerage as their charity of choice. We received a half pallet of Christmas decorations, some of which were sold in our shops and the rest were distributed amongst our Activity Centres for internal Christmas décor purposes. We attended a family fun day on site, generating income from our tombola stall. Thirty of our service users and their carers were invited to a free Christmas lunch and we received a cheque for £5k as a donation.

**Dental Engineering** – A family owned and run business that specialises in the installation and maintenance of sophisticated dental equipment. A team of employees organised a fundraising walk up Snowden (joined by Suzanne Carr, Regenerage CEO) and raised £1,890 for the charity.

**New Longon Sports & Social Club** – This is place for residents from and close to New Longton to come together to benefit from a range of facilities available to members and their families. The committee made the decision to support Regenrage as part of their celebrations during 2024/25. Monies raised at their annual beer festival resulted in a cheque to the value of £820 being donated to the charity.

**Barton Manor Hotel** – Family owned four star hotel and spa. For the third year in succession the hotel hosted our Gala Ball. With no charge for the function room, table linens, table decorations and red carpet, the hotel continued to support our annual event with the addition of an auction prize for free overnight accommodation.

**Hip Swan** – A family owned and run business established in 2021 and who sell ethically and sustainably produced sports socks. The company supported the charity by donating 30 pairs of eco-friendly yoga socks valued at £13 per pair. The socks were distributed to our yoga class service users who attend our Lostock Hall Activity Centre.

**AFC Fylde** – A professional football club based in Wesham, in the borough of Fylde, Lancashire. Contacted by our Director of Fundraising and Corporate Sponsorship for assistance with auction prizes for our Gala Ball, the club kindly donated for auction a signed football and dining experience for two with match game tickets included.

**Business Gifts UK** – A family owned corporate gifts specialist. For the second year in succession, Director Steve Ward ran our annual Charity Golfing at his own club, Leyland Golf Club. The event generated a profit fundraising amount of £1k.

**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. 2024/25 saw the relationship continue to strengthen with their initiative to have an employee mass donation of handbags for our Middlebrook store.

**SRBC** – Local Council in the Borough of South Ribble. Requested the charity to attend their annual 'Music in the Park' event and offered a stall for free. Staff attended, selling tombola tickets and helping to promote the brand identity of the charity.

We receive valuable support from local businesses that collaborate with us. These partners consistently maintain high standards, delivering exceptional work within our budget constraints. Their contributions allow our charity to operate cost-effectively while upholding excellence, especially in critical areas like Human Resource Management, Training, IT, and data security.

#### **Case Study – Collaborative working with Radio Lancashire: a PR Opportunity**

Radio Lancashire's team reached out to our charity with an invitation to participate in a special project centered around Valentine's Day for the Graham Liver Breakfast Show. Dubbed 'Leon's Love Letters on Friday', the initiative involved Graham and Leon visiting local charity shops and assessing their ability to kit Leon out from head to toe with a suitable outfit in time for Valentine's Day.

Leading up to their visit to our Leyland shop, our Director of Fundraising and Corporate Sponsorship had the chance to speak live on air with Graham and Leon. They discussed how confident Regenerage was in dressing Leon to the highest standard among all the chosen charity shops. The broadcast provided a valuable opportunity to share more about our charity's heritage and recent name change, garnering significant local radio coverage and enhancing our PR efforts.



## Thank you

To all our supporters...

50 Plus Magazine	Balshaw's High School	Brabners LLP	Dental Engineering
50Plus	Baltic Training	Bread & Butter	Dreamworx Hair & Beauty
Acopia	Barton Manor Hotel & Spa	Charity Commission	Elle Media
Ad Options	Becky Bazaar	Cinderbake	Elle Sera
AFC Fylde	Bell Lancaster	Coggin Sustainable Office Solutions	Empine Group
Aldrock	Benson Nurseries	Community Gateway	ENW Ltd
Antz UK	Bevlan Office Supplies	Complete	Event Vibes UK Ltd
Applethwaite Ltd	Bistro Pierre	Crankshaft Brewery	Elements Day Spa
Ainsworths Jewellers	Booths		Fat Media
Avacoach			Fylde AFC

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## Thank you

To all our supporters...

HipSwan	Lancashire and South Cumbria VCFSE Alliance	Louise Bespoke Balloons	New Vision Services Ltd
Holiday Inns	Lancashire Evening Post	MacDonalds	NORI Financial
Howards Decorators	Lancashire Life Magazine	Machin's Event Hire	Optimum Signs
Influential	Lancashire County Council	Martin Ainscough	Our Lady & St. Gerard's R.C. Primary School – Christmas Choir
Kara Rose PR	Leyland Friendship Club	Middlebrook Retail Park	PM Dance & Theatre
Knightsoft Media	Leyland Golf Club	Millers Retail Design	PNE Charitable Trust
Kudos Software	Lisa Harrison	Millers Taxis	Pure Leisure Group
Lancashire & South Cumbria Integrated Care Board	LIVV	New Longton Sports & Social Club	Quality Time PA Services
	Lolipops		

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# Thank you

## To all our supporters...

Sainsbury's Bamber Bridge

Salvatores

Shout Network

Solis Blinds

South Ribble Borough  
Council

Sporting Memories

St Marys Community  
Centre

Stannah Stair Lifts

Starbucks

Tesco

The Bolton Evening News

The Cherry Tree

The National Lottery

The Pennies Foundation

Thomilys

Townley House Nursery  
School – Christmas Choir

UcLan

Vue

Westfield Health

REGENERage



## Customer Relations

### Net Promotor Score

Our overall 2024/25 customer satisfaction Net Promoter Score is 80.

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. It 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 – 1867;  
Passives – 290;  
Detractors – 76.

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

- *'I always have a lovely day, I enjoy coming. The staff are just the best, continue how you are.'*
- *'I really enjoy you visiting otherwise I would be alone all day.'*
- *'It's always nice, great environment.'*

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 2024/25, complaints were raised about:

- Donations turned away due to being "overstocked".
- Confusion or dissatisfaction with refund policy enforcement.
- Concern about lack of follow-up or contact with volunteers during personal health issues.



**Independent Auditor's Report**

# 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 2025 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 2025 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

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**Helen Furlong FCCA (Senior Statutory Auditor)**

For and on behalf of Xeinadin Audit Limited, Statutory Auditor

Chartered Accountants

46 Hamilton Square

Birkenhead

Wirral

Merseyside

CH41 5AR

Date: 15.12.25



# REGENERAGE

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
<b>Income from:</b>							
Donations and legacies	3	214,044	-	214,044	175,798	-	175,798
Charitable activities	4	830,253	197,410	1,027,663	795,190	54,095	849,285
Other trading activities	5	1,615,507	-	1,615,507	1,345,601	-	1,345,601
Investments	6	6,527	-	6,527	5,666	-	5,666
<b>Total income</b>		<b>2,666,331</b>	<b>197,410</b>	<b>2,863,741</b>	<b>2,322,255</b>	<b>54,095</b>	<b>2,376,350</b>
<b>Expenditure on:</b>							
Raising funds	7	1,889,087	-	1,889,087	1,523,066	-	1,523,066
Charitable activities							
Dementia & community activities	8	937,076	177,425	1,114,501	810,376	103,980	914,356
<b>Total expenditure</b>		<b>2,826,163</b>	<b>177,425</b>	<b>3,003,588</b>	<b>2,333,442</b>	<b>103,980</b>	<b>2,437,422</b>
Net gains/(losses) on investments	13	-	-	-	6,396	-	6,396
<b>Net income/(expenditure)</b>		<b>(159,832)</b>	<b>19,985</b>	<b>(139,847)</b>	<b>(4,791)</b>	<b>(49,885)</b>	<b>(54,676)</b>
Transfers between funds		6,779	(6,779)	-	116,503	(116,503)	-
<b>Net movement in funds</b>	10	<b>(153,053)</b>	<b>13,206</b>	<b>(139,847)</b>	<b>111,712</b>	<b>(166,388)</b>	<b>(54,676)</b>
<b>Reconciliation of funds:</b>							
Fund balances at 1 April 2024		1,448,709	145,151	1,593,860	1,336,997	311,539	1,648,536
<b>Fund balances at 31 March 2025</b>		<b>1,295,656</b>	<b>158,357</b>	<b>1,454,013</b>	<b>1,448,709</b>	<b>145,151</b>	<b>1,593,860</b>

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

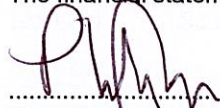
# REGENERAGE

## BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
<b>Fixed assets</b>					
Intangible assets	15		79,072		83,954
Tangible assets	16		857,589		935,640
			<u>936,661</u>		<u>1,019,594</u>
<b>Current assets</b>					
Stocks	17	10,128		9,627	
Debtors	18	226,249		278,834	
Cash at bank and in hand		469,258		666,667	
		<u>705,635</u>		<u>955,128</u>	
<b>Creditors: amounts falling due within one year</b>	20	(188,283)		(380,862)	
<b>Net current assets</b>			<u>517,352</u>		<u>574,266</u>
<b>Total assets less current liabilities</b>			<u>1,454,013</u>		<u>1,593,860</u>
<b>The funds of the Charity</b>					
Restricted income funds	23	158,357		145,151	
Unrestricted funds	24	1,295,656		1,448,709	
		<u>1,454,013</u>		<u>1,593,860</u>	

The financial statements were approved by the Trustees on 15.12.25



Mr P Hughes

**Vice Chair of the Board**

Company registration number 06841314 (England and Wales)

# REGENERAGE

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
<b>Cash flows from operating activities</b>					
Cash (absorbed by)/generated from operations	28		(135,128)		101,157
<b>Investing activities</b>					
Purchase of intangible assets		(15,545)		(79,452)	
Proceeds from disposal of intangibles		-		(8,012)	
Purchase of tangible fixed assets		(19,729)		(231,183)	
Proceeds from disposal of tangible fixed assets		-		8,012	
Proceeds from disposal of investments		-		269,094	
Investment income received		6,527		5,666	
<b>Net cash used in investing activities</b>			(28,747)		(35,875)
<b>Financing activities</b>					
Repayment of borrowings		(33,534)		3,366	
Repayment of bank loans		-		(30,942)	
<b>Net cash used in financing activities</b>			(33,534)		(27,576)
<b>Net (decrease)/increase in cash and cash equivalents</b>			(197,409)		37,706
Cash and cash equivalents at beginning of year			666,667		628,961
<b>Cash and cash equivalents at end of year</b>			469,258		666,667

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2025

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#### 1 Accounting policies

##### Charity information

Regenarage 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 2025

### 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 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).

#### 1.9 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.



# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

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#### 1 Accounting policies

(Continued)

##### 1.10 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.

##### 1.11 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.

##### 1.12 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.

##### 1.13 Retirement benefits

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

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 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 2025 £	Unrestricted funds 2024 £
Donations and gifts	193,026	175,763
Legacies	21,018	35
	<u>214,044</u>	<u>175,798</u>

### 4 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
<b>Dementia &amp; community activities</b>						
Service charges	529,165	-	529,165	493,294	-	493,294
Contract income	296,193	-	296,193	296,396	-	296,396
Grants	4,895	197,410	202,305	5,500	54,095	59,595
	<u>830,253</u>	<u>197,410</u>	<u>1,027,663</u>	<u>795,190</u>	<u>54,095</u>	<u>849,285</u>

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 5 Income from other trading activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Rental income	6,036	4,584
General fundraising	11,508	14,886
Merchandise income	1,595,946	1,324,526
Miscellaneous income	2,017	1,605
	<hr/>	<hr/>
Other trading activities	1,615,507	1,345,601
	<hr/>	<hr/>

### 6 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest on cash deposits	6,527	5,666
	<hr/>	<hr/>

### 7 Expenditure on raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
<b>Fundraising and publicity</b>		
Fundraising costs	166,571	132,311
Staff costs	835,834	703,608
Depreciation and impairment	84,138	77,854
	<hr/>	<hr/>
	1,086,543	913,773
	<hr/>	<hr/>
<b>Trading costs</b>		
Operating charity shops	481,658	303,182
Support costs	320,886	306,111
	<hr/>	<hr/>
	802,544	609,293
	<hr/>	<hr/>
Total costs	1,889,087	1,523,066
	<hr/>	<hr/>

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 8 Expenditure on charitable activities

	Dementia & community activities 2025 £	Dementia & community activities 2024 £
<b>Direct costs</b>		
Staff costs	402,377	391,487
Depreciation and impairment	34,072	1,161
Other staff and volunteer costs	25,064	6,754
Administrative costs	49,800	18,351
Premises costs	39,331	26,808
Costs of funds generated	1,177	2,458
Service provision specific costs	48,976	46,293
Grants and payments to partnership organisations	54,723	17,745
	<u>655,520</u>	<u>511,057</u>
<b>Share of support and governance costs (see note 9)</b>		
Support	437,576	382,394
Governance	21,405	20,905
	<u>1,114,501</u>	<u>914,356</u>
<b>Analysis by fund</b>		
Unrestricted funds	937,076	810,376
Restricted funds	177,425	103,980
	<u>1,114,501</u>	<u>914,356</u>

### 9 Support costs allocated to activities

	2025 £	2024 £
Staff costs	478,552	487,278
Administrative costs	171,538	143,058
Premises costs	82,994	27,788
Other staff and volunteer costs	9,230	14,513
Governance costs	37,553	36,773
	<u>779,867</u>	<u>709,410</u>
<b>Analysed between:</b>		
Fundraising	320,886	306,111
Dementia & community activities	458,981	403,299
	<u>779,867</u>	<u>709,410</u>

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

10	Net movement in funds	2025 £	2024 £
	The net movement in funds is stated after charging/(crediting):		
	Fees payable for the audit of the charity's financial statements	6,000	12,000
	Depreciation of owned tangible fixed assets	97,780	75,520
	Amortisation of intangible assets	20,427	3,510
		<u>          </u>	<u>          </u>

### 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:

	2025 Number	2024 Number
	62	57
	<u>          </u>	<u>          </u>

Employment costs	2025 £	2024 £
Wages and salaries	1,516,126	1,389,245
Social security costs	133,294	120,226
Other pension costs	67,343	72,902
	<u>          </u>	<u>          </u>
	1,716,763	1,582,373
	<u>          </u>	<u>          </u>

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

	2025 Number	2024 Number
£80,000 - £90,000	1	1
	<u>          </u>	<u>          </u>

### 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 £374,328 (2024 £362,279).



## REGENERAGE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

#### 13 Gains and losses on investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Gains/(losses) arising on:		
Sale of investments	-	6,396

#### 14 Taxation

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

#### 15 Intangible fixed assets

	Website & Rebrand £
<b>Cost</b>	
At 1 April 2024	88,452
Additions - separately acquired	15,545
At 31 March 2025	103,997
<b>Amortisation and impairment</b>	
At 1 April 2024	4,498
Amortisation charged for the year	20,427
At 31 March 2025	24,925
<b>Carrying amount</b>	
At 31 March 2025	79,072
At 31 March 2024	83,954

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 16 Tangible fixed assets

	Freehold property £	Leasehold improvements £	Fixtures and fittings £	Computers £	Motor vehicles £	Total £
<b>Cost</b>						
At 1 April 2024	603,286	574,025	49,255	84,942	25,575	1,337,083
Additions	2,463	(3,599)	-	20,865	-	19,729
Disposals	-	(70,323)	-	-	-	(70,323)
At 31 March 2025	605,749	500,103	49,255	105,807	25,575	1,286,489
<b>Depreciation and impairment</b>						
At 1 April 2024	2,700	284,242	32,715	56,211	25,575	401,443
Depreciation charged in the year	1,565	81,742	6,229	8,244	-	97,780
Eliminated in respect of disposals	-	(70,323)	-	-	-	(70,323)
At 31 March 2025	4,265	295,661	38,944	64,455	25,575	428,900
<b>Carrying amount</b>						
At 31 March 2025	601,484	204,442	10,311	41,352	-	857,589
At 31 March 2024	600,586	289,783	16,540	28,731	-	935,640

#### 17 Stocks

	2025 £	2024 £
Goods for resale	10,128	9,627

#### 18 Debtors

	2025 £	2024 £
<b>Amounts falling due within one year:</b>		
Trade debtors	37,069	56,733
Other debtors	35,161	72,701
Prepayments and accrued income	154,019	149,400
	226,249	278,834

## REGENERAGE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

#### 19 Loans and overdrafts

	2025 £	2024 £
Other loans	-	33,534
Payable within one year	-	33,534

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. This loan was repaid during the year.

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

	Notes	2025 £	2024 £
Other loans		-	33,534
Other taxation and social security		27,549	29,469
Deferred income	21	-	23,210
Trade creditors		56,287	223,712
Other creditors		7,006	9,970
Accruals and deferred income		97,441	60,967
		188,283	380,862

#### 21 Deferred income

	2025 £	2024 £
Arising from 23210	-	23,210

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income is included within:		
Current liabilities	-	23,210
Movements in the year:		
Deferred income at 1 April 2024	23,210	27,518
Released from previous periods	(23,210)	(27,518)
Resources deferred in the year	-	23,210
Deferred income at 31 March 2025	-	23,210

# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 22 Retirement benefit schemes

	2025 £	2024 £
<b>Defined contribution schemes</b>		
Charge to profit or loss in respect of defined contribution schemes	67,343	72,902

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.

### 23 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 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
South Ribble Borough Council	-	77,200	(54,946)	-	22,254
Eric Wright Plc	-	65,210	(36,027)	-	29,183
NHS Micro commissioning Partnerships	145,151	-	(71,052)	(6,779)	67,320
The Big Lottery	-	20,000	(2,400)	-	17,600
Electricity North West Partnership Fund	-	35,000	(13,000)	-	22,000
	<u>145,151</u>	<u>197,410</u>	<u>(177,425)</u>	<u>(6,779)</u>	<u>158,357</u>
<b>Previous year:</b>	<b>At 1 April 2023 £</b>	<b>Incoming resources £</b>	<b>Resources expended £</b>	<b>Transfers £</b>	<b>At 31 March 2024 £</b>
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
	<u>311,539</u>	<u>54,095</u>	<u>(103,980)</u>	<u>(116,503)</u>	<u>145,151</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.

## REGENERAGE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

#### 24 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 2024 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2025 £
Freehold property fund	600,586	2,463	(1,565)	-	-	601,484
Leasehold property fund	289,783	(3,600)	(81,741)	-	-	204,442
Redundancy fund	117,000	-	-	-	-	117,000
General funds	441,340	2,667,468	(2,742,857)	6,779	-	372,730
	<u>1,448,709</u>	<u>2,666,331</u>	<u>(2,826,163)</u>	<u>6,779</u>	<u>-</u>	<u>1,295,656</u>
<b>Previous year:</b>	<b>At 1 April 2023 £</b>	<b>Incoming resources £</b>	<b>Resources expended £</b>	<b>Transfers £</b>	<b>Gains and losses £</b>	<b>At 31 March 2024 £</b>
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>

#### 25 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
<b>At 31 March 2025:</b>			
Intangible fixed assets	79,072	-	79,072
Tangible assets	857,589	-	857,589
Current assets/(liabilities)	358,995	158,357	517,352
	<u>1,295,656</u>	<u>158,357</u>	<u>1,454,013</u>



# REGENERAGE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 25 Analysis of net assets between funds

(Continued)

	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>

### 26 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:

	2025 £	2024 £
Within one year	287,625	306,000
Between two and five years	998,042	1,035,709
In over five years	676,000	844,999
	<u>1,961,667</u>	<u>2,186,708</u>

### 27 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

## REGENERAGE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2025

28	Cash generated from operations	2025	2024
		£	£
	Deficit for the year	(139,847)	(54,676)
	Adjustments for:		
	Investment income recognised in statement of financial activities	(6,527)	(5,666)
	Gain on disposal of investments	-	(6,396)
	Amortisation and impairment of intangible assets	20,427	-
	Depreciation and impairment of tangible fixed assets	97,780	79,030
	Movements in working capital:		
	(Increase) in stocks	(501)	(2,549)
	Decrease/(increase) in debtors	52,585	(128,407)
	(Decrease)/increase in creditors	(135,835)	224,129
	(Decrease) in deferred income	(23,210)	(4,308)
	<b>Cash (absorbed by)/generated from operations</b>	<b>(135,128)</b>	<b>101,157</b>
29	Analysis of changes in net funds	At 1 April 2024	Cash flowsAt 31 March 2025
		£	£
	Cash at bank and in hand	666,667	(197,409) 469,258
	Loans falling due within one year	(33,534)	33,534 -
		<u>633,133</u>	<u>(163,875) 469,258</u>

