

RE-ENGAGE LTD

England & Wales · Charity number 1146149

Details

Other names	CONTACT THE ELDERLY LIMITED, CONTACT THE ELDERLY
Status	Registered
Legal form	Charitable company
Company number	07869142
Registered	2012-02-29
Register	View on the Charity Commission register

Contact

Address	Re-engage Ltd 7 Bell Yard London WC2A 2JR
Phone	02072400630
Email	info@reengage.org.uk
Website	www.reengage.org.uk

Activities

Objects: 1. TO ENCOURAGE OLD PEOPLE LIVING ALONE TO DEVELOP SOCIAL INTERESTS BY BRINGING COMPANIONSHIP INTO THEIR LIVES; 2. TO HELP SUCH PEOPLE TO ESTABLISH CONTACT WITH THOSE WHO ARE SIMILARLY PLACED; 3. TO ENCOURAGE YOUNG PEOPLE TO DEVOTE SOME OF THEIR SPARE TIME TO THESE PURPOSES.

Activities: Re-engage aims to relieve the loneliness and isolation of socially isolated older people by developing intergenerational groups that meet regularly and where older people can get to know peers and other people in their communities. Volunteers provide support through driving the older people to the group's social gatherings and making sure that the group meets regularly and by hosting the groups.

Classification

- **How:** Provides Human Resources, Provides Services, Acts As An Umbrella Or Resource Body
- **What:** The Advancement Of Health Or Saving Of Lives, Economic/community Development/employment
- **Who:** Elderly/old People

Geography

- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,697,390	£2,673,095	£2,235,308	57
2024-03-31	£2,782,672	£2,486,037	£2,205,803	50
2023-03-31	£2,142,692	£2,322,436	£1,888,555	55
2022-03-31	£2,236,373	£1,899,148	£2,068,759	44
2021-03-31	£2,658,905	£1,828,569	£1,731,534	40

Trustees

Name	Role	Appointed
Jonathan Mark Upton	Chair	2019-05-08
Alan Stewart Gilfillan		2017-01-18
Amy Catherine Cashman		2024-03-20
Andrew Christopher Stylianou		2024-03-20
CHRISTIAN GROBEL		2011-12-02
Christopher Paul Hicks		2024-03-20
John Anthony Langford		2026-04-17
Jonathan Gilbert Waite		2019-05-08
Martha Louise Russell Beith		2026-04-19
Professor Thomas Mark Jones		2026-04-19
Sean Hickey		2024-03-20
Stephanie Claire Grace Hutton		2026-04-19
Sue Scholes		2019-05-08

RE-ENGAGE LTD

England & Wales - Charity number 1146149

Accounts



Annual Report and Accounts for the year

1 April 2024 – 31 March 2025





Re-engage is the most wonderful thing to look forward to. The driver, the hosts, the phone calls to see if you are ok, cannot fault this at all and to say well done to the whole organisation. Bless everyone and many thanks to you all.

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Cover photo:
Elizabeth Main 1930 – 2025.
With thanks to her family.

Reference and administrative information

Charity name
Re-engage Ltd

Charity registration numbers
1146149 (England and Wales)
SC039377 (Scotland)

Company registration number
07869142

Registered and principal office
7 Bell Yard, London, WC2A 2JR

Phone: 020 7240 0630

Email: info@reengage.org.uk

Website: www.reengage.org.uk

President
The Lady Jasmine Cavendish

Trustees

Jonathan Upton*	(Chair)
Alan Stewart Gilfillan OBE* (Vice Chair)	
Sue Scholes*	(Hon Treasurer)
Amy Cashman	
Penny East	(Resigned 7 Feb 2025)
Dr. Sally Fowler Davis	
Christian Grobel	
Sean Hickey	
Chris Hicks	
Shamshah Lalji	
Chris Stylianou OBE*	
Jonathan Waite KC*	

* Members of the Finance, Audit and Risk committee (FAR)

Key management personnel

Rt Hon Jenny Willott, OBE Chief Executive Officer	
Kitty Blackwell	Director of Fundraising & Communications (to 31 July 2024)
Sam Demetriou	Director of Finance & Resources

Auditor
Cooper Parry Group Limited
Cubo Birmingham
4th Floor
Two Chamberlain Square
Birmingham
B3 3AX

Banker
Coutts and Co
440 Strand, London
WC2R 0QS

Flagstone Group Ltd
1st Floor, Clareville House
26-27 Oxendon Street
London, SW1Y 4EL

Investment House
RBC Brewin Dolphin
9 Colmore Road
Birmingham
B3 2BJ



Jonathan Upton Chair

Jenny Willott CEO

Message from our Chair and CEO

Against a backdrop of rising living costs and growing social fragmentation, loneliness and isolation continue to affect far too many older people in the UK. If we're to reach more of them and offer not just connection but consistent, meaningful support, we have to evolve.

That's why this year our focus has been on turning our Reach Further strategy into action with a new five year growth plan that has reaching more lonely and isolated people at its core.

Over the year, 6,625 people aged 75 and over across the UK, supported by more than 7,600 volunteers, were able to enjoy our free in-person, telephone and online services, including tea parties, call companions and activity groups.

We've taken steps to become more inclusive and flexible. We ran a short-term Call Companion service over the Christmas period and have piloted outreach volunteering days with some of our corporate supporters, extending our reach into new communities. We also strengthened our partnerships with organisations like Bluebird Care who provide venues for some of our in-person services in the West Midlands, and employee-owned Alfa Travel and the Leisureplex Group, who are supporting us by fundraising and raising awareness of our work across their 24 hotels.

To improve the experience for volunteers as they join our services, we've introduced automated systems to help simplify onboarding processes and volunteer training. We've also enhanced our website's accessibility so those with disabilities, and speakers of languages other than English, can find out about us and join our services more easily. We've also introduced real-time data dashboards, to help us make faster, more informed decisions across the charity.

We've also developed our research and advocacy capabilities. Our new Research 100 programme brought students into our evaluation work, and our new policy team is working to amplify the voices of older people. We became advisory group members of the Campaign to End Loneliness and became contributors to the re-establishment of the All-Party Parliamentary Group (APPG) on Tackling Loneliness and Connected Communities, after the 2024 General Election. We also worked with other organisations to support calls for a UN Convention on the Rights of Older People and a Commissioner for Older People and Ageing in England.

Most importantly, our annual survey shows the difference our services are making. Older people reported a 69% increase in life satisfaction, a 76% increase in happiness, and 82% agree joining Re-engage has had a positive impact on their life.

2025 marks 60 years of Re-engage reducing loneliness in later life. What started with a simple act of kindness by our founder, Trevor Lyttleton, and a group of friends, has grown into a nationwide movement bringing companionship, friendship and connection into the lives of thousands of older people and volunteers.

We're incredibly proud of how far we've come, and deeply grateful to everyone who's made it possible – from our volunteers and supporters to our partners, funders and staff. Your belief in our work, and your commitment to making a difference, have brought our mission to life in homes and communities across the UK.

As we look ahead, we do so with energy, ambition and optimism – ready to grow our impact, reach the older people who need us, and ensure that no one has to face later life alone.



I enjoy the service and the opportunity to get out of the house. I can't walk very well and have trouble communicating as my speech is affected by my heart condition. I appreciate everything Re-engage do.

Strategic review

This strategic review covers the charity's objectives and activities, together with its achievements and performances, in the year.

A shifting national picture

Loneliness among older people continues to rise across the UK, shaped by shifting social and economic pressures. Rising costs of living have placed a heavy strain on older people, putting simple social activities out of reach for many. The same pressures are also affecting our volunteers. Rising fuel costs, congestion charges, and schemes like London's ULEZ are making it more expensive and complex to travel, all of which reduces the number of people who feel able to host or attend group gatherings. And in cities, where homes are often smaller and less suited to hosting, this impact is particularly acute.

These evolving dynamics are reshaping how and where we can grow our services and reinforcing the need to keep adapting to make meaningful social connection possible for everyone, regardless of circumstance.

The impact is felt by both our older people and our volunteers. Yet despite this, our belief in the power of connection has never been stronger. A new government presents new opportunities to ensure older voices are heard, and this year we took steps to prepare for growth and deepen our impact.

Laying the groundwork for growth

At Re-engage, our mission is simple: to ensure people aged 75 and over do not face later life lonely or isolated. Historically, we've done this through our core services - social gatherings such as tea parties and activity groups and through Call Companions, our telephone befriending service. In 2024-25, we brought to life the detail in our growth plan - work that aligns with the ambitions of our Reach Further Strategy.

This strategy, launched in 2023, sets out five areas to guide our development: grow our reach; know what matters; use technology to scale; collaborate with others and build models that are scalable and sustainable. This year we began putting the detail behind that ambition, setting out where and how we can grow to reach more lonely or isolated older people.

Weekly phone calls give me something to look forward to. We always find plenty to talk about and have a laugh

Our growth plan recognises the scale of the need and is built on practical insight - from our teams, our volunteers, and the older people who access our services. Here's how the five strategic priorities have been strengthened this year through the work we've done.

1 Grow our reach

To ensure more older people can benefit from our services, we began expanding into new areas and developing new models of support.

New activity groups were launched in areas we haven't worked in before, including Manchester, Birmingham, South West England and the Scottish Borders. These groups provide a safe, welcoming space for older people to build connections while enjoying gentle exercise or shared interests like crafting.

Early in the year, we were pleased to welcome 62 older LGBT+ people into our Rainbow Call Companions service, following the closure of the charity Opening Doors. This transition reflected not only our ability to respond quickly and compassionately to need, but also our continued commitment to providing safe, inclusive spaces for older people who are at greater risk of chronic loneliness. The Rainbow Call Companions service, now in its third year, remains a lifeline for many LGBT+ people aged 75 and over, offering regular, affirming conversations with volunteers who understand the importance of identity, belonging, and community.

We launched our new consultancy service, designed to help organisations improve how they engage with older people and tackle loneliness within their own communities. While still in its early stages, it's a promising route to wider influence and income, and is already generating interest across sectors.

2 Knowing what matters

We've continued to listen carefully to older people, using their insights to shape our work and our policy and influencing strategy.

Our Older People's Advisory Group (OPAG) and Volunteer Regional Advisory Group (VolRAG), ensure that older people and volunteers have a direct say in new service design and improvements. Our Research Group leads our co-production work, reviewing and discussing research trends and contributing to the activities and growth of our research services.

We've strengthened our research capabilities through the launch of several new initiatives including the Research 100 programme. This innovative scheme gives university students the opportunity to gain 100 hours of valuable hands-on research experience by supporting our evaluation and insight work. Students conduct telephone interviews and surveys with older people and volunteers, contribute to a variety of projects such as wellbeing assessments, advisory group consultations, and data entry. In return, they benefit from practical skills development in a supportive real-world environment, while also playing an important role in shaping the future of our services.

We established a dedicated policy and influencing team, underpinned by a new strategy focused on amplifying the voices of older people and ensuring their experiences help shape public debate and decision-making. As part of this work, we joined the global call for a UN Convention on the Rights of Older People, and backed increasing calls for the appointment of a Commissioner for Older People and Ageing in England - adding our voice to the growing movement for long-overdue change.

We increased our voice in national and international conversations on loneliness by becoming Advisory Group members of the Campaign to End Loneliness and contributing to the reformation of the All-Party Parliamentary Group (APPG) on Tackling Loneliness and Connected Communities. We also joined the Scottish Forum on Social Isolation and Loneliness and took part in the World Health Organisation (WHO) consultation on social connection. These developments have enhanced our ability to advocate for policy change that reflects the lived experiences of older people and ensures their voices are better represented in decisions that affect their lives.

Been a lifeline and get on well with my caller. Big support!

3 Driving growth through technology

From data insight to automation, technology continues to drive our growth and innovation. This year, we made targeted investments to strengthen our digital infrastructure and embed a more insight-led culture across Re-engage

Data from our services, volunteer feedback, and external research is increasingly informing our decisions - ensuring we stay responsive to the needs of older people and those who support them.

To improve the experience of volunteers as they join us, we introduced an automated process that guides new joiners through the onboarding process more smoothly, from initial application through induction, training and allocation to a Re-engage service. This not only saves time but ensures a more consistent and engaging experience for every prospective volunteer. At the same time, we enhanced our website's accessibility, making it easier for people of all ages and abilities to find the information they need and get involved.

Behind the scenes, we adopted a new digital marketing platform, helping us to better manage relationships with volunteers, donors, supporters, and referrers through more tailored, timely communications. And, with the rollout of real-time dashboards, we're able to visualise key management data across our services and operations, helping us spot trends, track performance, and make faster, better-informed decisions across the charity.

It's taught me so much about loneliness in older people and I've really enjoyed getting to know a different part of my community.

4 Collaborating for impact

Collaboration continues to be central to how we grow our impact and reach a more diverse population of older people.

This year, we began working with **Bluebird Care** to provide spaces for older people to come together in their local communities. While the partnership is still in its early stages, our first group, which launched in Bromsgrove, has been a huge success. With a pilot also held in Barnsley and new groups in the West Midlands under development, we're optimistic about the potential to expand this relationship across the rest of the UK.

Similarly, the **Tinto Lounge** in Bristol has provided access to a space that now hosts regular social gatherings for us.

And our partnership with employee-owned business **Alfa Travel** not only delivered a remarkable £100,000 in its first year, but a number of their employee owners have also become Call Companions.



It is so positive to communicate regularly each week and that is what I do with my call companion.

5 Building scalable, sustainable models

To grow effectively, our services must be adaptable, inclusive, and able to demonstrate their value.

We continued to open new social gatherings, with many in local accessible community venues, helping us to open services in new areas and reach more people.

We piloted new approaches to service delivery, including short-term volunteer opportunities and remote group models.

We launched online groups to test new ways of bringing people together, providing an alternative for those unable to attend in-person activities.

Behind the scenes, we began laying the groundwork for new delivery partnerships to help us scale sustainably and reach under-served communities.

Alongside our core services, our Lunch Club group in Crosby continued to meet regularly across the year, and our popular cinema club, Flicks and Friends, completes our suite of services bringing meaningful, life-enhancing connections to older people.

Looking ahead

2024-25 was a year of significant change. We laid essential foundations, explored new ways of working, and took early but important steps to increase our reach and influence. This work has put us in a strong position for the year ahead - our 60th year - as we prepare to scale our impact and mark this important milestone in our history.

With our growth plan underway we are well positioned to begin to scale our impact in the coming years.

At the heart of all this is the belief that no one should face their later life alone and thanks to the work of our staff, volunteers, partners, and supporters, we're closer to making that vision a reality every day.

Our impact in numbers

Behind every number is a story, a volunteer making time, an older person finding a sense of community or a moment that mattered.

In 2024/25, while much of our focus was on putting our strategy into action, our range of services continued to provide connection, joy and purpose for thousands of older people.

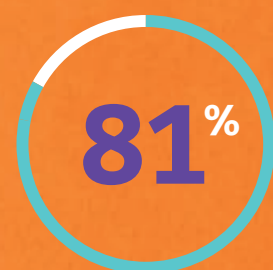
Impact on loneliness

In our annual survey, older people reported a **69%** increase in life satisfaction, a **76%** increase in happiness, and **82%** feel that joining Re-engage has had a positive impact on their life.*

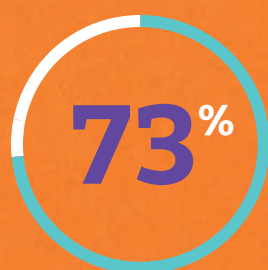
In-person services

Whether it's a chat over cake or a gentle group activity, our in-person social gatherings - including tea parties and activity groups - are guided by what older people enjoy and value most when they come together. Over the year, **4,204** older people supported by **2,688** volunteers enjoyed our in-person services.

Impact of tea parties

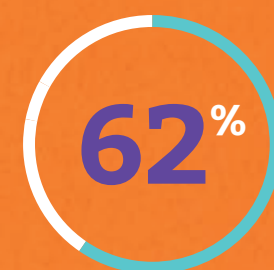


feel happier as a result of attending tea parties

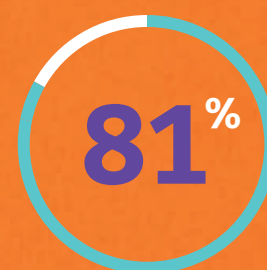


have made friends through the tea parties

Impact of activity groups



feel happier as a result of attending an activity group



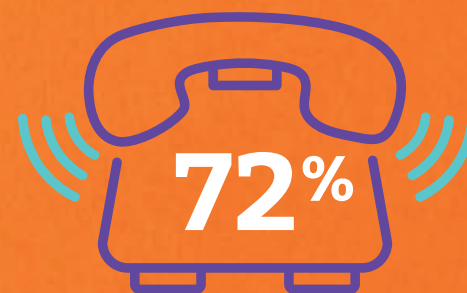
have something to look forward to since joining an activity group

Telephone services

For isolated older people who are housebound or prefer one to one contact, our telephone services provide meaningful connection, improve wellbeing, support good mental health and build confidence. **2,688** older people were supported by **2,681** Call Companions over the year.

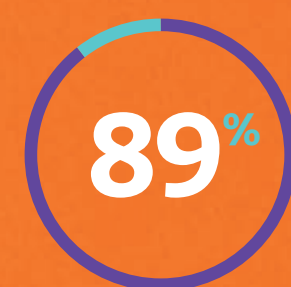
Impact of call companions

81% have something to look forward to since joining the Call Companion service



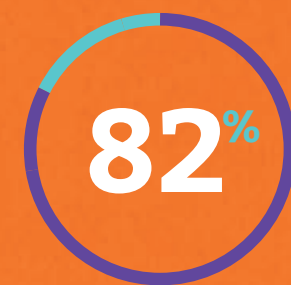
feel happier as a result of their calls

96% of older people agree that they are treated with respect

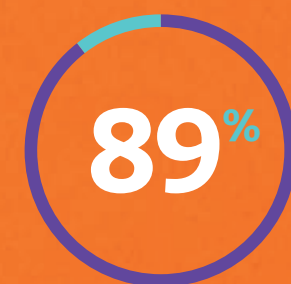


Older people

describe Re-engage services as good or excellent



agree joining Re-engage has had a positive impact on their life



say joining Re-engage has given them something to look forward to

6,625 number of older people's lives touched

7,613 number of volunteer lives touched

97% of volunteers feel like they're making a difference to somebody

Case studies

Change is often best understood through the people it touches. Our core purpose is to create moments of connection that matter. These short stories offer a window into that work in action. They highlight how our services adapt, how volunteers step up, and how small acts of kindness ripple outwards.

Call companion **Rebecca**

Rebecca is passionate about helping lonely older people, which is why she became a Re-engage Call Companion.

She has been making calls to 88-year-old Vera for three years and cherishes the friendship she has made.

"Older people have an incredible perspective on life," said Rebecca, 24 from Southampton. "They always have a lot of advice. It's just great talking to them."

"But many of them are isolated and it must be awful to be alone. You can go from having a close family and a job to nothing so your life is turned upside down. I hate to think of someone ending up that way."

"My grandfather, Jim, who died in 2020, was lonely towards the end. I know he would have loved to have someone call him to have a chat."

"Vera lives alone and I know she looks forward to 4pm on a Friday when I make the call. There is a big age difference between us but that doesn't matter. We talk about all kinds of things, politics, world events, the economy and what she has recently bought at Tesco."

"I have an intense job as a technology consultant so it's nice to be able to speak to someone who has absolutely no involvement with that world. I love the calls, it's just like catching up with a mate. She won't get rid of me easily!"

I love the calls. It's just like catching up with a mate!



Tea party guest **Gladys**

If one person truly illustrates that you're never too old to make friends, it's Gladys Banks, who at 108 years of age still enjoys meeting everyone at her tea party gatherings.

Gladys was the star of last year's 1 Million Minutes charity appeal on ITV's Good Morning Britain programme, with presenter Susannah Reid visiting her in the Sevenoaks, Kent home of Re-engage volunteer Marion Heredia.

Great grandmother Gladys loves singing along to Abba songs and is known in her village as 'The Queen of Borough Green.'

"I have no idea how I've managed to live so long," she said. "I just wake up every day and say to myself, 'I'm still here' then get on with things."

"I shower, have breakfast, make my bed, do some washing and then maybe, if I'm not going out, watch TV. I don't have any carers because I can look after myself and still get out and about."

"I go to a lunch club twice a week and the Re-engage tea parties, which are absolutely wonderful. They are the perfect place to enjoy good company. The food is always good but it's being with others, having a chat, that's what really matters. I'm a very sociable person and still enjoy being with other people."

As well as filming at Marion's home, Gladys was invited by Susannah Reid into the ITV studios with her niece, Tina Robson, where she was introduced to singers Michael Ball and Alfie Boe.

She was even allowed to use the dressing room of presenter Ed Balls and Susannah gave her a scarf as a Christmas and 108th birthday present.

Marion, who has run the Sevenoaks tea party group for nearly 10 years, said: "Gladys is a remarkable woman. She loves the tea parties and joins in the conversations. She is really at home making friends and chatting. Everyone loves her and she loves life."



The food is always good but it's being with others, having a chat, that's what really matters.

The calls really brighten my life. We talk about all kinds of things.



Rainbow Call Companion **Mathew Hendricks-Birtles**

Mathew was in despair when Tom, his partner of 53 years, died in 2019.

"I was completely alone and totally unprepared for Tom's death. It shattered my life when he died," he said. "I just couldn't, and still can't, get used to the loneliness."

"We were never really into the gay scene and I don't have any friends close by. That's why Rainbow Call Companions is so fantastic. The calls really brighten my life. We talk about all kinds of things, religion, current affairs, whatever."

"The calls are really helping me turn my life around and Stephen has become a friend."

Mathew, 79, one of three brothers, grew up in Cape Town, South Africa, where there was a relaxed attitude towards homosexuality. His mother became ill when he was a baby and he and his elder brother went to live with their aunt and uncle.

At one point he was engaged to a young woman but the marriage never went ahead. However, Mathew still keeps in touch with her and they have remained friends.

Because of his skin colour, strict apartheid laws in force at the time meant Mathew was not allowed to qualify as a pharmacist, even though he had passed high school exams.

So, he moved to London with no qualifications but managed to secure a job at Boots 24-hour shop in Piccadilly where he went on to become the high street chemist's first male supervisor. He met Tom in 1966 and together they travelled extensively, visiting more than 40 countries.

They lived in south London and Essex before finally moving to Wiltshire: "I would dearly love to find a male companion I can go to the cinema, theatre or on holiday with. But there's nothing for gay people in my area, that's why the calls from Stephen are so important," he said.

Volunteer coordinator Jean

Jean has been an inspirational Re-engage volunteer for nearly two decades, starting in the Angus area of Scotland with just two guests and now managing 11 tea party groups for over 100 older people.

Jean, 77, is highly respected by volunteers and guests alike and is affectionately known as 'the woman who knows everyone.'

My husband accuses me of accosting people in the street but really I'm just capturing them for my tea parties!



"I just enjoy talking to people," she said. "My husband accuses me of accosting people in the street but really I'm just capturing them for my tea parties!"

"Re-engage is just so much a part of my life now that I couldn't imagine things without it. I enjoy organising the tea parties so much and I've made so many good friends."

"The key is to make sure everyone mixes. None of my groups operates as a separate unit. They all help each other out. And of course you have to have good volunteers and mine are fabulous. They are the most caring, helpful, friendly folk who always go several extra miles and simply accept people for who they are.

"Nothing has really changed in the way we volunteer, although there are a few more hoops to jump through these days, mostly to do with data protection."

Jean, who is Angus Area Coordinator, joined Re-engage 19 years ago. She first heard about the charity from her mother-in-law who was one of the early tea party hosts. Sometime later, when arthritis forced Jean to give up teaching, she saw a newspaper ad appealing for volunteers and joined up. There were two guests at the first tea party at the home of hosts, Moira and Graeme Hammond, where Jean was helped by volunteers Graham and Irene Heron, who is now coordinator for the Brechin group.

As well as Brechin there are also groups in Carnoustie, Carmyllie, Forfar, Kirriemuir, Laurencekirk and Montrose.

"I've never regretted joining Re-engage for a moment, even though it's taken over my life" said Jean with a smile. "You meet all sorts of interesting people and some of them have done amazing things.

"Whenever one of our volunteers gets too old to drive or host they become guests. We never let them go."

Report of the Trustees

Structure, governance and management

The charity is governed by its Memorandum and Articles of Association dated 2 December 2011 as amended by special resolution dated 18 March 2014. This was amended at a General Meeting dated 19 April 2017, amended by special resolution passed by the Trustees on 30 September 2019 at the time of the change of the charity name and further amended by special resolution passed by the Trustees on 31 October 2024 at the time of a change to the charitable objects.

The charity is also registered as a charity in Scotland (charity number SC039377).

As Trustees of Re-engage, we are committed to strong governance and regularly review our responsibilities using the Charity Governance Code framework. The detailed review undertaken by the Finance, Audit and Risk (FAR) committee during 2024/25 is discussed further on page 14. The Trustees collaborate closely with the executive to ensure that our organisational purpose is clear and that we work with integrity and effectiveness.

Recruitment and appointment of the Trustees

The management of the charity is supervised by the Trustees who have business, financial, legal, volunteering, and media expertise as well as expertise in working with older people. We regularly review our Trustees' skills matrix and use this as the basis from which to advertise for suitably skilled individuals.

As Trustees we give our time voluntarily and receive no benefits from the charity. Details of expenses reclaimed from the charity are set out in note 13 to the accounts and details of related party transactions are given in note 12.

Trustee induction and training

All Trustees receive an induction which consists of meetings with the Chair, Honorary Treasurer and the CEO covering:

- Duties of Trustees, including presentation of the relevant Charity Commission guidance regarding the duties of Trustees
- Explanation and presentation of the governing instrument

- Presentation of current and projected financial position
- Presentation of the activities of the charity and how it is organised, structured, and staffed.

Senior staff presentations are given on each area of operations.

Following the recent FAR governance review, all Trustees are to receive a formal letter of appointment, making clear their responsibilities and anticipated length of service.

Organisational structure

We meet as a full board at least four times a year and more often if required. We are responsible, as a full board, for setting the strategic direction and policies of the charity, but the CEO manages the day-to-day running of the charity and implements its strategy and policies. The CEO reports to us through the Chair. All staff, including those who report directly to the CEO, are home-based across the UK.

In accordance with charity law, the names of the Trustees who served the charity during the year to the date of this report are set out on page 2, together with details of current key management personnel and professional advisers.

Pay and remuneration

Staff pay and remuneration is decided by the Treasurer and Chair in consultation with the CEO (except for the CEO's own salary) and approved by the Trustees. Economic climate and benchmarking are considered when determining any pay awards and the remuneration of each role.

Key areas of focus for the board in 2024/25 included:

- Supporting the new CEO in her first full year with the charity
- Development and approval of a five-year growth plan
- Setting of a five-year financial forecast underpinning the strategy and growth plan.

Board Committees

The board currently has one sub-committee, the Finance, Audit and Risk committee (FAR) which is chaired by the Treasurer. Its members are shown on page 2.

During the year, its key areas of focus were:

- A formal review of Re-engage's corporate governance framework, using the checklist provided by the Charity Commission. A number of recommendations, appropriate to a charity of our size and scope, are in the process of being implemented

- Risk management, ownership and mitigation
- Assessing the financial impact of the growth plan.

The board intends setting up a formal Nominations Committee during 2025/26.

Statement of Trustees’ responsibilities

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees’ Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law), including Financial Reporting Standard 102 (FRS 102), ‘the Financial Reporting Standard in the UK and Republic of Ireland’.

Under company law we, as Trustees, must not approve the financial statements unless we are satisfied that they 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 these financial statements, Trustees are required to:

- Select suitable accounting policies and apply them consistently
- Observe the methods and principles in the Charities SORP (FRS 102)
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

As Trustees, we are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company’s transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable us to ensure that the financial statements comply with the Companies Act 2006,

the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

We 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. We are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company’s website.

Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislations in other jurisdictions.

Principal risks and uncertainties

We maintain a full risk register which is reviewed and updated by the Senior Management Team and presented to the Finance, Audit and Risk Committee four times a year.

All major risks and uncertainties are reviewed at each meeting. Risks deemed to be low, static or beyond the control of the charity are regularly reviewed by the Senior Management Team (SMT) to monitor any increase in severity. A summary of the key risks and uncertainties is subsequently reviewed by the board at each meeting. Mitigating actions are taken for all risks across any aspect of the charity.

The charity’s key risks relate to:

1. IT and data security:

We continue to view this as one of our key risks. In 2024/25 the charity undertook a comprehensive review of our cyber security in partnership with our external IT consultant. All recommendations have been implemented. Our core training for cyber security runs throughout the year and incorporates modular training and phishing simulations keeping the possibility of cyber-attacks at the forefront of our employees’ minds.

2. Changes in funding climate:

While the charity cannot mitigate all the risks relating to the funding and economic climate, our fundraising team continues to monitor the funding environment and adapt to its challenges. We actively seek to increase unrestricted funding to assist with core costs. We also invest resource into areas most closely aligned to our funding needs to have a greater chance of securing the funding and we build upon existing strengths so the charity can continue to grow. In 2024/25, we invested in the fundraising team to increase capacity. In addition, the five-year growth plan includes actions to diversify our income sources to reduce the reliance on fundraised income and our key supporters.

3. Cost of living crisis:

This continues to be a concern for the charity, its staff, and volunteers. We reviewed our employee benefits in 2024/25 and introduced an additional employee assistance programme providing independent advice on a range of subjects, available to all our staff.

We remain alert to the downsides of the cost of living affecting our volunteer recruitment and retention and continue our work to make the time our volunteers spend with us as rewarding as possible.

4. Safeguarding:

The safeguarding environment changed in 2024/25 for the charity. There are now fewer volunteer roles for which we can require Disclosure and Barring Service (DBS) checks and there has been a change in the law in Scotland relating to Protecting Vulnerable Groups (PVG) checks. In response, we undertook a review of our preventative measures and carried out a risk assessment of our volunteer roles to ensure our approach to safeguarding remains agile and appropriate.

We have seen a higher volume of safeguarding referrals in 2024/25, and we continue to monitor the situation, implementing training and support where needed.

Public benefit

The Trustees of Re-engage are confident that the charity exists for the benefit of the public and has a significant impact on older people, volunteers, and wider social matters.

Our charitable purpose is to help older people find social connections. We regularly review the purpose of the charity, and this is demonstrated in the amendment of our charitable objects in 2024/25. Our amended objects now state:

“For the Public Benefit, the promotion of social inclusion of older people in the UK, by facilitating social connections with their friends and peers, in person, over the telephone, and online, and by raising awareness of the impact of loneliness.”

As Trustees we make decisions to ensure our charity’s purpose provides benefit, manage risks that might result from conducting our purpose, ensure that those who benefit are consistent with our purpose, and make sure that any personal benefits are solely incidental.

We are therefore confident that in setting and reviewing our objectives and planning our activities, the Trustees have considered the Charity Commission’s guidance on public benefit.

Financial review

The year ended with our accounts showing a small surplus of £29,504 (2024: £317,248). The surplus includes designated spend of £210,194 (2024: £276,185) and an unrealised gain on investments of £5,210 (2024: £20,613).

Income

Our total income in the year dropped only slightly, to £2,697,389 (2024: £2,782,672), despite our legacy income reducing to £264,560 (2024: £542,351). Legacy income comprised 10 gifts ranging from £20 to £211k (2024: eight gifts ranging from £100 to £450k).

Excluding legacy income, the fundraised income increased to £2,147,121 (2024: £1,986,061). The increase came from corporate income of £596,781 (2024: £435,202), with trusts and foundations income also increasing to £1,384,660 (2024: £1,374,853). Both income streams are vital to our sustainability and in 2025/26 we have planned further investment in these areas to strengthen the team.

In the absence of any new opportunities in 2024/25, statutory income reduced to £127,133 (2024: £155,567). Both years represented income from multi-year grants.

During the year, the fundraising team focussed on increasing and diversifying ways of raising funds within our existing income streams, with the increase in corporate income of £161,579 demonstrating the pleasing effect of this work.

The small amount of charitable activity (trading) income of £33,502 (2024: £26,054) was derived from areas the charity is seeking to further expand in 2025/26. These comprise Flicks & Friends (our cinema activity, currently only in Crosby), partnering with other charities and corporates to provide our services to their beneficiaries, and a new income stream launched in 2024/25 (research and consultancy).

Income from our local groups (led by our volunteers) increased to £35,245 (2024: £29,901) from another year of steady increases in fundraising for additional activities for their older people.

The interest gained from excess working capital increased to £82,763 (2024: £34,743) reflecting our proactive cash management and the interest rate environment. Interest rates remained on average over 4% in the year.

There was a change of fundraising lead in the year and the focus in the final quarter was ensuring a robust fundraising strategy was in place to underpin the five-year growth plan discussed elsewhere.

Expenditure

Our expenditure in the year increased to £2,673,095 (2024: £2,486,037) an increase of 7.5%. Salary costs continued to be our biggest expenditure accounting for 78% (2024: 72%) of total expenditure. In 2024/25 we were able to reduce our staff vacancy rate, following a turbulent time the previous year when recruitment across the voluntary sector was challenging. This resulted in an increase in salary costs in 2024/25, but with the benefit of a more stable staff team.

Wellbeing at work featured heavily in 2024/25, and we invested additional resource in our teams to reduce our staff turnover and ensure we can provide consistent and high-quality support to our volunteers and older people. We introduced quarterly face to face regional meetings for staff, which not only improved wellbeing, but allowed our teams to be able to proactively input into our strategies, growth plan and future. Engaging our teams in the plans for the future of their charity has proved to be successful and has ensured that our plans are based on a robust understanding of what we currently do well and what we need to improve.

Our focus in the year was the development of the five-year growth plan (in line with our strategy), approved by the board in November 2024, which will help us reach more isolated and lonely older people over the years to come. We continued our work to improve our volunteer stewardship, reviewing our processes, and identifying the areas where the greatest improvement could be achieved for our older people and volunteers while setting us up strongly for future growth.

In previous years we have designated funds to support our REACH Further Strategy. Our expenditure prior to designated spend for 2024/25 increased to £2,462,901 (2024: £2,209,852) with salary costs being the major factor as detailed above.

Designated expenditure in 2024/25 was £210,194 (2024: £276,185) with the planned expenditure on fundraising deferred until the new Head of Fundraising had joined.

Expenditure on activities within our local groups has increased to £46,003 (2024: £40,169). This mirrors the trend in income, as the local groups steadily increase the number of additional activities they provide for their older people.

Reserves

Our **unrestricted** free reserves increased by £118,262 to £780,530 (2024: £662,268), which, net of fixed assets, gives free reserves of £746,533 (2024: £643,863) ensuring the charity's reserves policy is adhered to.

Our **restricted** funds decreased to £864,099 (2024: £947,806) comprising multi-year grants and legacy income received in advance. Multi-year grants received in advance will incur expenditure during the next two financial years and funds not required for 2025/26 are placed on deposit.

Our **designated** funds decreased slightly to £590,677 (2024: £595,729). We continue to designate funds to support our five year growth plan. Of the £591k total, some £156k is forecast to be spent in 2025/26, with the balance spread across the subsequent two years.

Specifically, these funds will be used to invest in fundraising to enable us to grow our income to fund our efforts to reach more older people, and in communications as our marketing department works on our digital content and recruitment of volunteers for our phone and online services.

Funders and supporters

We are enormously grateful to our many funders for their generous support over the year. Without their help we would not be able to continue our important work.

Our largest funder was the People's Postcode Lottery. Their long-term unrestricted funding is extremely valuable in providing the financial stability and confidence that allows for planning for the longer term.

Our trusts fundraising continued to be successful, and we were grateful to receive a substantial amount of our trust funding as unrestricted income again this year. We were pleased to be awarded multi-year grants in 2024/25 allowing us to focus our work in the areas we have identified as having the most need, as well as the infrastructure to succeed.

We were very grateful to receive another large legacy in the year. Our benefactor chose to leave a substantial sum of money to be awarded to charities of the executors' choosing. Thanks to the hard work of our communications team, and the collective efforts of everyone involved, they chose us as one of the beneficiaries.

Funding from the Welsh Government has enabled us to deliver continued growth of activity groups across Wales, helping older people live healthier, happier lives. We were delighted to receive another extension to our grant, allowing already established groups to organically expand, while establishing a sustainable future for these services.

Our corporate partners have continued to be wonderfully loyal, and 2024/25 saw a significant increase in the number of key corporates who chose to support us, both existing and new. A fresh approach to corporate fundraising from our small team resulted in considerable support from Aptia and Alfa Travel as their Charity of the Year. In addition, several of our corporate partners supported the 2024 Big Give allowing us to gain our highest match funding to date.

We would like to thank the generous individuals who support us with regular donations and support for our campaigns. We have seen interesting and varied community events held to raise funds for us, including those who have lost loved ones donating in their memory.

Investment policy

Our policy is to invest in a mixture of short, medium, and long-term investments. Short and medium-term funds (over 90% of the total) are split across several interest-bearing accounts. Working capital of c.3 months is held in the money markets with the remaining funds placed on deposit using the Flagstone cash management platform.

Longer-term assets (reserves) are invested with the aim of at least maintaining the value or purchasing power in real terms (i.e., against inflation). Our investment house, RBC Brewin Dolphin, manages the charity's funds on a discretionary basis. The charity has a 'moderate' ability to bear investment losses. In extreme circumstances, falls in the value of the portfolio of up to 25% would not have a material impact on the charity's overall financial position and commitments. The Trustees believe Brewin Dolphin's risk category five appropriately reflects the charity's risk tolerance.

The total return target for the investment portfolio has been set at inflation plus 2% p.a. net of fees. This is a long-term target over a period of at least five years. There is no specific income requirement. However, the Trustees expect the investments to generate a reasonable level of income, as income forms an important component part of the overall total return. The Trustees are comfortable that collective funds will be used to provide the most efficient means to access a particular markets or asset classes and for reasons of diversification. In principle the Board wish to be responsible investors.

Our investment managers are expected to take account of environmental, social and governance (ESG) issues in their investment analysis and decision-making processes and engage with company management when appropriate. The Trustees meet the Investment Manager at least annually, to monitor performance of the fund and to consider any other regulatory changes. The Trustees use the RBC Brewin Dolphin Risk Category 5 index as a benchmark for comparison of investment performance. The Trustees are satisfied that the performance of the investment portfolio currently meets the objectives set out in the charity's investment policy statement.

Reserves policy

Reserves are that part of our unrestricted funds that we are freely able to spend (free reserves). The Trustees have reviewed the reserves policy and have determined that in furtherance of the charity's objectives, given the normal level of restricted funds held, the level of free reserves should be circa three months of total budgeted expenditure (net of fixed assets and excluding designated spend), to absorb any fluctuations in income and expenditure.

Free reserves (general unrestricted funds net of fixed assets) at 31 March 2025 were £746,533 (2024: £643,863) and represents 3 months of budgeted expenditure (excluding designated spend) for 2025/26.

Where appropriate, we designate funds, and in 2024/25 we have designated funds to support our five-year growth plan, as detailed on pages 5-7.

Fundraising

Funds are raised principally from trusts, grant funders and corporate partnerships. We aim to build strong and transparent relationships with our supporters. It is only through their generosity that our work is possible.

We do not employ professional fundraising agencies, and our activities are planned and delivered by our team of fundraisers, led by our Head of Fundraising & Partnerships. Our fundraising work complies with the Fundraising Code of Practice which includes relevant legal requirements as well as the standards set by the Fundraising Regulator. Any direct marketing is undertaken by the fundraising department to ensure that it is not unreasonably intrusive or persistent and all material contains clear instructions on how a person can remove themselves from our mailing lists.

We have not received any complaints about our fundraising practice, and we regularly review the Code to ensure that our fundraising continues to be legal, open, honest, and respectful.

Plans for the future

Our five-year growth plan is discussed in more detail on pages 5 to 7 of this report. Our focus remains to reach more older people and reduce social isolation and loneliness.

Disclosure of information to Auditors

As far as we are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- we have taken all steps that we ought to have taken to make ourselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Trustees on 16 July 2025 and signed on their behalf by

Jonathan Upton
Chair, Board of Trustees
Re-engage Ltd



Volunteering with Re-engage is amazing! I wish I had done it sooner. It honestly is my favourite Sunday of the month! I feel supported by Re-engage and get a quick response whenever I have had a question!

Independent Auditor's report to the Trustees and members of Re-engage Ltd

Opinion

We have audited the financial statements of Re-engage Ltd ("the charitable company") for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

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

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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 charitable company's ability to continue as a going concern for a period of at least 12 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 Trustees' report including the strategic review and Re-engage in numbers, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the Trustees' report including the strategic review and Re-engage in numbers. 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 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 the audit:

- the information given in the Trustees' Report, including the strategic review and Re-engage in numbers for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustee’s report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006, and the Charities Accounts (Scotland) Regulations 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 Directors’ 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 charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor’s responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulation made under these Acts.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our assessment focussed on key laws and regulations the charitable company has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, Charities Act 2011, Charities and Trustee Investment (Scotland) Act 2005, Charities Accounts (Scotland) Regulations 2006, Charities (Protection and Social Investment) Act 2016, taxation legislation, data protection, anti-bribery and employment legislation.

We are not responsible for preventing irregularities, including fraud. Our approach to detecting irregularities, including fraud, included, but was not limited to, the following:

- obtaining an understanding of the legal and regulatory framework applicable to the charitable company and how the charitable company is complying with that framework, including agreement of financial statement disclosures to underlying documentation and other evidence;
- obtaining an understanding of the charitable company’s control environment and how the charitable company has applied relevant control procedures, through discussions and other management and by performing walkthrough testing over key areas;
- obtaining an understanding of the charitable company’s risk assessment process, including the risk of fraud;
- reviewing meeting minutes of those charged with governance throughout the year; and
- performing audit testing to address the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

While considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection of fraud based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council’s (“FRC’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, and to the charitable company’s Trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company’s members and Trustees those matters we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company’s members as a body and the charitable company’s Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Kevin Hodgetts
Senior Statutory Auditor
for and on behalf of:

COOPER PARRY GROUP LIMITED
Statutory Auditors

Cubo Birmingham
4th Floor
Two Chamberlain Square
Birmingham
B3 3AX

Date: 31 July 2025

Cooper Parry Group Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of Financial Activities incorporating income and expenditure account for the year ended 31 March 2025

		Unrestricted Funds			Total Funds 2025 £	Total Funds 2024 £
		General Funds 2025 £	Designated Funds 2025 £	Restricted Funds 2025 £		
Incoming Resources	Notes					
Charitable activities	2	1,693,328	-	787,101	2,480,429	2,584,367
Government grant income	3	-	-	127,133	127,133	155,567
Investments						
Bank and Investment income	4	76,296	-	13,531	89,827	42,738
Total incoming resources		1,769,624	-	927,765	2,697,389	2,782,672
Resources expended						
Raising funds						
Fundraising costs		250,363	-	-	250,363	227,494
Charitable activities						
Services		1,201,067	210,194	1,011,471	2,422,732	2,258,543
Total resources expended	5	1,451,430	210,194	1,011,471	2,673,095	2,486,037
Net income / (expenditure)	6	318,194	(210,194)	(83,706)	24,294	296,635
Transfers between funds	16	(205,142)	205,142	-	-	-
Other gains / (losses)						
Gains / (losses) on revaluation	8a	5,210	-	-	5,210	20,613
Net movement of funds in the year		118,262	(5,052)	(83,706)	29,504	317,248
Funds balances brought forward at 1 April 2024		662,268	595,729	947,806	2,205,803	1,888,555
Funds balances carried forward at 31 March 2025		780,530	590,677	864,100	2,235,307	2,205,803

All the above results were derived from continuing activities. The notes and information on pages 26 to 37 form part of these financial statements.

Balance Sheet as at 31 March 2025

		2025 £	2025 £	2024 £	2024 £
Notes					
Fixed Assets					
Tangible assets	8	-	33,997	-	18,405
Non-current Assets					
Investments	8a	-	283,469	-	273,842
Current Assets					
Debtors	9	131,213	-	94,466	-
Cash at bank and in hand		2,123,197	-	2,124,220	-
		2,254,410	-	2,218,686	-
Current Liabilities					
Creditors - amount falling due within one year	10/10a	(336,569)	-	(305,130)	-
Net current assets		-	1,917,841	-	1,913,556
Net Assets		-	2,235,307	-	2,205,803
Represented by					
General Funds	16	-	780,530	-	662,268
Designated Funds	16	-	590,677	-	595,729
Restricted Funds	16	-	864,100	-	947,806
Total Funds		-	2,235,307	-	2,205,803

The notes and information on pages 26 to 37 form part of these financial statements.
These accounts were approved by the Trustees and authorised for issue on 16 July 2025 and signed on their behalf by:



Jonathan Upton
Chair, Board of Trustees
Re-engage Ltd

Charity Registration numbers
1146149 (England and Wales)
SC039377 (Scotland)

Company Registration number 07869142

Statement of cash flows for the year ended 31 March 2025

	2025	2025	2024	2024
	£	£	£	£
Cash flows from operating activities				
Net cash (used in) / provided by operating activities	-	(61,183)	-	388,265
Cash flows from investing activities:				
Dividends, interest and investments	89,827	-	39,147	-
Purchase of PPE	(29,667)	-	(6,013)	-
Purchase of investments	-	-	-	-
Net cash provided by investing activities	-	60,160	-	33,134
Change in cash / cash equivalents in the year	-	(1,023)	-	421,399
Cash / cash equivalents at the beginning of the year	-	2,124,220	-	1,702,821
Cash / cash equivalents at the end of the year	-	2,123,197	-	2,124,220
Reconciliation of net income / (expenditure) to net cash flow from operating activities				
Net movement in funds for the reporting period (as per the Statement of Financial Activities)	-	29,504	-	317,248
Adjustments for				
Depreciation charges	14,075	-	21,546	-
(Gains) / losses on investments	(9,627)	-	(20,613)	-
Loss / (Profit) on disposal of fixed assets	-	-	416	-
Dividends, interests and investments	(89,827)	-	(42,738)	-
Donated assets in kind	-	-	-	-
(Increase) / decrease in Debtors	(36,747)	-	94,083	-
Increase / (decrease) in Creditors	31,439	(90,687)	18,323	71,017
Net cash used in operating activities	-	(61,183)		388,265
Analysis of cash and cash equivalents				
Cash in hand	-	626,921	-	1,088,220
Notice deposits (less than 3 months)	-	260,765	-	-
Notice deposits (more than 3 months)	-	895,511	-	951,000
Notice deposits (more than 12 months)	-	340,000	-	85,000
Total cash and cash equivalents	-	2,123,197	-	2,124,220

Cash at bank includes cash at bank and highly liquid cash deposits with maturity periods ranging from 3 months to up to 24 months from the date of the deposit. The longer-term deposits are all held as part of the charity's overall cash management policy and can be accessed at any time by the charity, subject to any interest penalty for early access.

The notes and information on pages 26 to 37 form part of these financial statements.



Notes to the accounts

GENERAL INFORMATION

Re-engage is a charitable company limited by guarantee and incorporated in England and Wales under company number 07869142. It is also registered with the Charity Commission for England and Wales under registration number 1146149 and with the Office of the Scottish Charity Regulator under registration number SC039377. The registered office is 7 Bell Yard, London, WC2A 2JR.

1. ACCOUNTING POLICIES

The principal accounting policies adopted are set out below:

a) Accounting basis

The financial statements are prepared under the historical cost convention and in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, applicable accounting standards, including Charities SORP (FRS 102), “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)”. Per FRS 102, a public benefit entity (PBE) is an entity whose primary purpose is for public and social benefit and not to provide a financial return to its shareholders. The Trustees have assessed that the charity meets this definition.

b) Income recognition

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Investment income is included when receivable.

Grants are funds received from government, quasi-government funding agencies and other charitable trusts and foundations. These funds are included in the Statement of Financial Activities on a receivable basis.

Donated income is received by way of donations and gifts and is included in full in the Statement of Financial Activities in the year in which they are receivable.

No amount is included in the accounts for volunteer time in line with the requirements of the Charities SORP.

Legacies are recognised on a receivable basis when the charity becomes entitled to the income, based on notifications received, there is probable receipt and the amount is quantifiable.

c) Restricted funds

Restricted funds are to be used for a specific area or purpose as laid down by the donor. Expenditure which meets these criteria is identified to the fund.

d) Unrestricted funds

Unrestricted funds are donations or other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

e) Pensions

The charity provides defined contribution payments to qualifying individual pension schemes which are administered independently from the charity. These are charged to the SOFA as they become payable as part of salary reallocations between restricted and unrestricted funds based upon time and activity.

f) Expenditure recognition

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be recovered and is reported as part of the expenditure to which it relates.

Costs of raising funds comprise the costs and other relevant overheads of the fundraising team.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. It is analysed between the principal activities of the charity in note 5.

g) Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of leadership costs.

Governance costs and support costs relating to charitable activities have been apportioned based on staff time. The allocation of support and governance costs is analysed in note 5.

h) Going concern

At the time of signing the accounts, the Trustees have considered the going concern position of the charity. They believe that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the level of multi-year funding already secured, a designated fund that can be transferred to free reserves if necessary and a number of new opportunities to expand and diversify services. The Trustees have arrived at this conclusion based on the information provided backed up by a report from the charity’s executive team.

At the balance sheet date, the charity held significant cash balances. The charity has significant reserves, enough of which are unrestricted and are sufficient to absorb short-term in-period deficits if required.

The financial forecasts prepared by the executive team show that the charity will be able to operate within the facilities available to it. On that basis the Trustees have prepared these financial statements on a going concern basis.

i) Tangible fixed assets and depreciation

Assets that are deemed to have a useful economic (UEL) life are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its UEL, as follows:

Office equipment and motor vehicles – 33.3% per annum on a straight-line basis.

j) Cash at bank

Cash at bank includes cash at bank and highly liquid cash deposits with maturity periods ranging from 3 months to up to 24 months from the date of the deposit. The longer-term deposits are all held as part of the charity’s overall cash management policy and can be accessed at any time by the charity, subject to any interest penalty for early access.

k) Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

l) Liabilities and provisions

Liabilities and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation.

m) Investments

Investments are measured at fair value and fair value is determined by reference to the market value at the balance sheet date.

n) Critical estimates and significant judgements

The Trustees consider that there are no significant areas of judgement or key assumptions that affect items in the financial statements other than those included within the accounting policies described above.

o) Financial instruments

A financial asset or a financial liability is recognised only when the entity become a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the Statement of Financial Activities.

2. CHARITABLE ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
	£	£	£	£
Donations, legacies and grants generated from:				
Trusts	773,100	611,560	1,384,660	1,374,853
Corporate	522,531	74,250	596,781	435,202
Major donor	61,500	30,000	91,500	107,006
Legacies	259,349	5,211	264,560	542,351
Individual	45,932	1,020	46,952	49,739
Community and Event	11,107	1,737	12,844	7,064
Other / trading income	5,425	28,077	33,502	26,054
Gift Aid	14,384	-	14,384	9,104
Local Group Administration Income	-	-	-	3,093
Local Group Income	-	35,245	35,245	29,901
Total Income	1,693,328	787,101	2,480,429	2,584,367

3. GRANT FUNDED INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
	£	£	£	£
Welsh Government	-	127,133	127,133	127,132
Surrey County Council	-	-	-	28,435
Total Grant Income	-	127,133	127,133	155,567

4. BANK AND INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
	£	£	£	£
Investment income	7,064	-	7,064	7,995
Bank Interest	69,232	13,531	82,763	34,743
Total	76,296	13,531	89,827	42,738
Total incoming resources	1,769,624	927,765	2,697,389	2,782,672

5. TOTAL EXPENDITURE

	Direct Costs	Support Costs	Total 2025	Total 2024
	£	£	£	£
Services				
Local groups	46,003	-	46,003	40,169
Regions	2,206,054	421,038	2,627,092	2,445,868
	2,252,057	421,038	2,673,095	2,486,037
Fundraising costs	250,363	(250,363)	-	-
Leadership and administration overheads	115,271	(115,271)	-	-
Governance	55,404	(55,404)	-	-
	421,038	(421,038)	-	-
Total	2,673,095	-	2,673,095	2,486,037

Support costs are allocated on the basis of staff time and comprise the following:

	2025	2024
	£	£
Fundraising costs		
Salary costs	186,253	180,271
Office running costs	22,319	24,676
Professional (consultancy) and event costs	41,791	22,547
	250,363	227,494
Leadership and administration overheads		
Salary cost	98,533	96,795
Office premises costs	2,881	1,960
Office running costs	12,657	14,855
Legal and professional charges	1,200	810
	115,271	114,420
Governance		
Salary cost	34,185	32,773
Accounts preparation, audit and filing fees	19,568	18,626
Trustee costs including recruitment	1,651	21,638
	55,404	73,037
Total	421,038	414,951

6. NET INCOME

	2025	2024
	£	£
Net income / (expenditure) is stated after charging:		
Auditor's remuneration - audit services	19,500	18,600
Depreciation	14,075	21,546

7. STAFF

	2025	2024
	£	£
Salaries and Wages	1,849,105	1,589,577
National Insurance	183,126	153,972
Pension costs	65,308	49,412
Total	2,097,539	1,792,961

The average number of employees during the year was **57.08** (2024: 49.58) the full time equivalent being **54.29** (2024: 49.58)

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025	2024
In the band £90,001 - £100,000	1	
In the band £80,001 - £90,000		
In the band £70,001 - £80,000	1	1
In the band £60,001 - £70,000		1

The total employee benefits including pension of the key management personnel of the charity were **£263,400** (2024: £249,969) Restructuring costs in the period amounted to **£5,250** (2024: NIL)

8. TANGIBLE FIXED ASSETS

Office equipment and motor vehicles

	£
Cost	
At 1 April 2024	70,258
Additions at 31 March 2025	29,667
Disposals at 31 March 2025	-
Total	99,925
Accumulated depreciation	
At 1 April 2024	(51,853)
At 31 March 2025	(14,075)
Disposals at 31 March 2025	-
Total	(65,928)
Net book value	
As at 31st March 2025	33,997
As at 31st March 2024	18,405

8a. FIXED ASSET INVESTMENTS

	2025
	£
Listed investments	
Market Value: 1 April 2024	273,842
Additions at 31 March 2025	62,599
Disposals 31 March 2025	(58,810)
Realised gains /(losses) on disposals	(669)
Unrealised gains / (losses)	5,879
Movement in cash awaiting investments	628
Market Value 31 March 2025	283,469
Investments at market value comprised:	
Equities	152,327
Fixed interest securities	72,862
Cash deposits	5,323
Alternative Assets	43,154
Property	9,803
	283,469

The Trustees consider individual holdings at 31 March 2025 in excess of 5% of the portfolio value to be material.

At 31 March 2025 there were the following holdings over 5%:

	2025 Value	2025 Portfolio
	£	%
Mi Select Managers Bond Instl	29,163	10.29%
Vanguard Investments Funds Icvv Vanguard Us Eqty Idx Instl	22,355	7.89%
Ishares Core S&P 500 Ucits Etf Usd (Dist)	22,211	7.84%
Ishares Physical Metals Plc Ishares Physical Gold Etc Usd	16,476	5.81%
Dodge & Cox Worldwide Funds Plc U S Stock Inc Nav	15,912	5.61%
Brown Advisory Funds Plc Brown Advisory Us Sust Gth	15,664	5.53%
Ifsl Evenlode Investment Funds Icvv Ifsl Evenlode Income Fund	14,196	5.01%

The book costs of investments were **£257,280** (2024: £254,080)

9. DEBTORS: AMOUNTS RECEIVABLE WITHIN ONE YEAR

	2025	2024
	£	£
Gift Aid	2,218	903
Debtors	87,749	76,413
Prepayments	41,246	17,150
Total	131,213	94,466

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade Creditors	66,367	62,133
PAYE/NI	45,209	44,518
Pension	11,908	9,322
Accruals & Deferred Income	213,085	189,157
Total	336,569	305,130

10a. DEFERRED INCOME

	2025 £	2024 £
Deferred Income brought forward:	150,000	150,000
Amounts released in the period	(150,000)	(150,000)
Amount deferred in the period	150,000	150,000
Total	150,000	150,000

Income deferred in the period relates to advanced funding received in respect of FY25/26

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Debtors	81,360	-	49,853	131,213	94,466
Fixed assets	33,997	-	-	33,997	18,405
Non-current assets	283,469	-	-	283,469	273,842
Cash at bank and in hand	705,129	600,837	817,231	2,123,197	2,124,220
Creditors falling due within one year	(323,425)	(10,160)	(2,984)	(336,569)	(305,130)
Net Assets at the end of year	780,530	590,677	864,100	2,235,307	2,205,803

12. RELATED PARTY TRANSACTIONS

In the year Re-engage received a grant of **£NIL** from NBFA Assisting the Elderly which has Trustees in common with Re-engage (2024: £1,844). In the year Re-engage worked with Comply Smart to obtain Cyber Essentials Accreditation at zero cost with one of the directors of Comply Smart being a Trustee of Re-engage. This work is deemed to have a commercial value of **£1,795**.

13. TRUSTEES

The Trustees received no remuneration or benefits-in-kind (2024: £nil)
Three (2024: two) Trustees received reimbursement of travel expenses of **£332** (2024: £1,088)
The Trustees made aggregate donations of **£490** (2024: £870)
The SLT made aggregate donations of **£290** (2024: £1,110)

14. PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

		Unrestricted Funds				
		General Funds 2024 £	Designated Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Incoming Resources	Notes					
Donations and Legacies	2	1,310,445	-	1,273,922	2,584,367	2,002,436
Grant income	3	-	-	155,567	155,567	136,130
Investments						
Bank and Investment income	4	40,613	-	2,125	42,738	4,126
Total incoming resources		1,351,058	-	1,431,614	2,782,672	2,142,692
Resources expended						
Raising funds						
Fundraising costs		227,494	-	-	227,494	229,702
Charitable activities						
Services		769,645	276,185	1,212,713	2,258,543	2,092,734
Total resources expended	5	997,139	276,185	1,212,713	2,486,037	2,322,436
Net income / (expenditure)	6	353,919	(276,185)	218,901	296,635	(179,744)
Transfers between funds		(295,772)	295,772	-	-	-
Other gains / (losses)						
Unrecognised gains / (losses) on revaluation		(20,613)	-	-	20,613	(460)
Net movement of funds in the year		78,760	19,587	218,901	317,248	(180,204)
Funds balances brought forward at 1 April 2022		583,508	576,142	728,905	1,888,555	2,068,759
Funds balances carried forward at 31 March 2023		662,268	595,729	947,806	2,205,803	1,888,555

15. PENSION COST

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity and amounted to **£65,308** (2024: £49,412). Contributions totalling **£11,908** (2024: £9,322) were payable at the balance sheet date.

16. FUNDS

	1 April 2024 £	Income £	Exp'ture £	Other gains / losses £	Transfers between funds £	31 March 2025 £
Unrestricted Funds						
General	662,268	1,769,624	(1,451,430)	5,210	(205,142)	780,530
Designated						
Diversification - Individual Giving Manager	45,000	-	(44,179)	-	(821)	-
CRM Development	37,500	-	(36,675)	-	(825)	-
Targeted staff retention	30,000	-	(15,616)	-	(14,384)	-
Annual data audit / Data quality officer	35,000	-	(29,456)	-	(5,544)	-
Individual Giving Campaigns	15,000	-	(15,000)	-	-	-
Marketing Campaigns	31,500	-	(27,367)	-	(4,133)	-
Website Agency	114,729	-	(24,397)	-	(90,332)	-
Google Ads Agency	27,000	-	(17,504)	-	(9,496)	-
Investment in fundraising (agency, partnerships, legacy, IG)	260,000	-	-	-	(260,000)	-
Investment in operations	-	-	-	-	259,974	259,974
Investment in fundraising (agency, partnerships, legacy, IG)	-	-	-	-	234,321	234,321
Investment in comms	-	-	-	-	96,382	96,382
	1,257,997	1,769,624	(1,661,624)	5,210	-	1,371,207
Restricted Funds						
Local Groups	233,550	35,245	(46,003)	-	-	222,792
Regions						
East Anglia	24,284	20,453	(43,236)	-	-	1,501
London	-	14,000	(14,000)	-	-	-
NE / Yorkshire / East Midlands	3,000	21,750	(24,750)	-	-	-
NW & W Midlands	25,818	87,209	(87,109)	-	-	25,918
Scotland	442,479	29,113	(162,238)	-	-	309,354
South East	22,528	25,610	(48,138)	-	-	-
Wales & SW	29,402	167,358	(180,904)	-	-	15,856
National						
National Support	166,745	527,027	(405,093)	-	-	288,679
	947,806	927,765	(1,011,471)	-	-	864,100
Total funds	2,205,803	2,697,389	(2,673,095)	5,210	-	2,235,307
Unrestricted funds - General	643,863	1,769,624	(1,451,430)	5,210	(220,734)	746,533
Unrestricted funds - Fixed assets	18,405	-	-	-	15,592	33,997
Unrestricted funds - Designated (total)	595,729	-	(210,194)	-	205,142	590,677
Restricted funds - Scotland	442,479	29,113	(162,238)	-	-	309,354
Restricted funds - Other	271,777	863,407	(803,230)	-	-	331,954
Restricted funds - Local groups	233,550	35,245	(46,003)	-	-	222,792
	2,205,803	2,697,389	(2,673,095)	5,210	-	2,235,307

A transfer of **£205,142** was made from general funds to designated funds to facilitate further investment in the charity's strategy for growth (2024: £295,772 transferred to designated funds).

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated	
Investment in operations	Funding to support the five year growth plan, piloting and scaling new services
Investment in fundraising (agency, partnerships, legacy, IG)	Funding to support three strands of new growth work, with additional resource
Investment in comms	Funding to support the five year growth plan with year 1 investment in communications, recruitment and volunteer stewardship
Restricted	
Local Groups	Re-engage's volunteer groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	
East Anglia	Specific funding for services in this area
NW & W. Midlands	Specific funding for services in this area
NE / Yorkshire / East Mids	Specific funding for services in this area
London	Specific funding for services in this area
Scotland	Specific funding for services in this area
Wales & SW	Specific funding for services in this area
National	
National Support	Specific funding supporting the development and maintenance of social activity groups

17. PRIOR YEAR FUNDS

	1 April 2023 £	Income £	Exp'ture £	Other gains / losses £	Transfers between funds £	31 March 2024 £
Unrestricted Funds						
General	583,508	1,351,058	(997,139)	20,613	(295,772)	662,268
Designated						
Diversification - Individual Giving Manager	90,000	-	(42,450)	-	(2,550)	45,000
Diversification - Individual Giving Campaigns	30,000	-	(14,746)	-	(254)	15,000
Staff structure changes	134,204	-	(102,074)	-	(32,130)	(0)
Communications officer recruitment	24,228	-	(14,085)	-	(10,143)	-
CRM Developer	107,500	-	(42,533)	-	(27,467)	37,500
Targeted staff retention	60,000	-	(26,832)	-	(3,168)	30,000
Annual data audit / Data quality officer	54,210	-	(22,056)	-	2,846	35,000
IT Security	14,500	-	-	-	(14,500)	-
Marketing Campaigns	61,500	-	(11,409)	-	(18,591)	31,500
Website Agency	-	-	-	-	114,729	114,729
Google Ads Agency	-	-	-	-	27,000	27,000
Investment in fundraising (agency, partnerships, legacy, IG)	-	-	-	-	260,000	260,000
	1,159,650	1,351,058	(1,273,324)	20,613	-	1,257,997
Restricted Funds						
Local Groups	243,818	29,901	(40,169)	-	-	233,550
Regions						
East Anglia	2,000	56,066	(33,782)	-	-	24,284
South East	21,055	76,512	(75,039)	-	-	22,528
NW & W. Midlands	2,000	31,091	(30,091)	-	-	3,000
NE / Yorkshire / East Midlands	86,254	64,453	(124,889)	-	-	25,818
London	32,165	11,000	(43,165)	-	-	-
Scotland	6,000	523,524	(87,045)	-	-	442,479
Wales & SW	71,490	187,434	(229,522)	-	-	29,402
National						
National Support	264,123	451,633	(549,011)	-	-	166,745
	728,905	1,431,614	(1,212,713)	-	-	947,806
Total funds	1,888,555	2,782,672	(2,486,037)	20,613	-	2,205,803
Unrestricted funds - General	549,152	1,351,058	(997,139)	20,613	(279,821)	643,863
Unrestricted funds - Fixed assets	34,356	-	-	-	(15,951)	18,405
Unrestricted funds - Designated (total)	576,142	-	(276,185)	-	295,772	595,729
Restricted funds - Scotland	6,000	523,524	(87,045)	-	-	442,479
Restricted funds - Other	479,087	878,189	(1,085,499)	-	-	271,777
Restricted funds - Local groups	243,818	29,901	(40,169)	-	-	233,550
	1,888,555	2,782,672	(2,486,037)	20,613	-	2,205,803

A transfer of **£295,772** was made from general funds to designated funds to facilitate further investment in the charity's strategy for growth (2023: £100,912 transferred from designated funds)

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated	
Diversification - Individual Giving Manager	Specific funding for the recruitment of specialist fundraisers to secure income diversification.
Diversification - Individual Giving Campaigns	Specific funding for the development and enhancement of our individual giving income stream.
Staff structure changes	Specific funding to allow for adequate resourcing in core services.
Communications officer recruitment	Specific funding to resource volunteer and older people recruitment.
CRM Development	Specific funding for the development, enhancement and integration of IT systems.
Targeted staff retention	Specific funding for the recruitment and retention of key management personnel.
Annual data audit / Data quality officer	Specific funding to ensure the integrity and quality of our data.
IT Security	Specific funding to increase IT security across all platforms.
Marketing Campaigns	Specific funding allocated for retention, recruitment and growth of our volunteers, older people and services.
Website Agency	Specific funding allocated for development, enhancement and integration of the website and associated platforms
Google Ads Agency	Specific funding allocated to the enhancement of our social media and recruitment tools
Investment in fundraising	Specific funding allocated to further strengthening the fundraising capabilities of the charity
Restricted	
Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	
East Anglia	Specific funding for services in this area.
South East	Specific funding for services in this area.
NW & W. Midlands	Specific funding for services in this area.
NE / Yorkshire / East Mids	Specific funding for services in this area.
London	Specific funding for services in this area.
Scotland	Specific funding for services in this area.
Wales & SW	Specific funding for services in this area.
National	
National Support	Specific funding supporting learning and development, volunteer recruitment, core services, LGBTQ+ and research

Re-engage Ltd

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info@reengage.org.uk
www.reengage.org.uk



Reducing loneliness in later life



Registered with
**FUNDRAISING
REGULATOR**

RE-ENGAGE LTD

England & Wales - Charity number 1146149

Accounts



Reengage

Bringing
generations
together

Annual Report and
Accounts for the year

1 April 2023 – 31 March 2024

I enjoy the service and the opportunity to get out of the house. I can't walk very well and have trouble communicating as my speech is affected by my heart condition. I appreciate everything Re-engage do.

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Reference and administrative information

Charity name Re-engage Ltd		
Charity registration numbers 1146149 (England and Wales) SC039377 (Scotland)		
Company registration number 07869142		
Registered and principal office 7 Bell Yard, London, WC2A 2JR		
Phone: 020 7240 0630		
Email: info@reengage.org.uk		
Website: www.reengage.org.uk		
President The Lady Jasmine Cavendish		
Company Secretary Christian Grobel (resigned 20 March 2023) Samantha Demetriou (appointed 20 March 2023)		
Trustees		
Jonathan Upton* (Chair)		
Alan Stewart Gilfillan OBE* (Vice Chair)		
Sue Scholes* (Hon Treasurer)		
Christian Grobel		
Jonathan Waite KC*		
Sally Fowler Davis		
Shamshah Lalji		
Victoria Galvis Zapata (resigned 10 May 2023)		
Amy Cashman (appointed 20 May 2024)		
Penny East (appointed 20 March 2024)		

Chris Hicks	(appointed 20 March 2024)
Sean Hickey	(appointed 20 March 2024)
Chris Stylianou OBE	(appointed 20 March 2024)
Key management personnel	
Meryl Davies	Chief Executive Officer (resigned 22 September 2023)
Jenny Willott, OBE	Chief Executive Officer (appointed 08 January 2024)
Kitty Blackwell	Director of Fundraising & Communications
Sam Demetriou	Director of Finance & Resources
Auditor	
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* Members of the Finance, Audit and Risk committee (FAR)	

Message from our Chair and CEO

In 2023, approximately 1 million people aged 75+ in the UK were lonely always, often, or some of the time. As the numbers of older people whose lives are blighted by loneliness continues to grow, our work is more urgently needed than ever.

People aged 75 and over are at the heart of our charity and we are determined to help as many people as possible lead happy lives into older age, ensuring they are heard and valued. This is the focus of the updated strategy we launched this year. In determining our approach for the next five years we consulted widely, gathering the views of multiple stakeholders, including older people. We also analysed our own strengths and the landscape in which we operate to build a plan that positions Re-engage as an organisation that will play a leading role in understanding loneliness and, crucially, prioritise social wellbeing and social wellness as we age. We will do this in multiple ways: creating opportunities for older people to meet socially, growing a network of activity classes to help them remain healthy, and creating opportunities to build friendships across generations, either in person or on the phone. We will also work with partners to help us reach even more older people and reduce further the number of over 75s who are lonely or isolated. In support of the strategy, we have welcomed four new members onto our Board, each of whom bring skills needed for this next phase.

In September, Meryl Davies stepped down as chief executive after five and a half years. Meryl's commitment to evidence-based decision making, and her vision to introduce technology as an enabler to growth, along with leading a strong rebrand, has enhanced our standing and influence within the not-for-profit sector and beyond, and set us up for further substantial growth. With Meryl's departure, we introduced Jenny Willott, OBE as our new chief executive. Jenny brings valuable experience from her positions across the education, voluntary and political sectors and continues our commitment to put older people first in all we do.

One of the contributing factors to older people feeling isolated and unheard is that all too often they are seen as inconsequential by decision makers and society. Yet we know that many have lived full, vital and interesting lives. Despite this incredible reservoir of knowledge, older people are rarely consulted over issues that have an important bearing on their lives. In May, we joined with fellow charities in calling for the creation of a champion of older people in the form of an Older Person's Commissioner in England, similar to the Commissioner in Wales, to redress the balance.



In October we launched our latest research project which is an important addition to the body of knowledge on how the fear of scams and fraud contributes to loneliness. Talking about scams, although difficult, is a powerful way to raise awareness and reduce stigma, and to complement the report we developed training and education materials for our older people and volunteers to help them avoid falling foul of fraudsters.

Our thanks go to all the older people involved in Re-engage for enriching the lives of the volunteers, staff and Trustees, and for freely sharing their ideas to help shape the charity. None of what we do would be possible without our volunteers and we offer our sincere thanks for the energy and time that each and every volunteer has given over the year. We also thank our funders for their belief in and valuable support of the charity. Many thanks also go to the staff team and to all the Trustees. And finally, our thanks to Meryl for all she has done, including managing the charity through the difficult time of the pandemic and bringing us out stronger on the other side.

Jonathan Upton Chair, Board of Trustees

Jenny Willott CEO

We feel like a group of friends, and the difference in ages becomes insignificant between guests and volunteers as we all enjoy each others' company.

Strategic review

This strategic review of the year at Re-engage covers the charity's objectives and activities, together with its achievements and performances in the year.

A year at Re-engage

We're often asked why we focus on people aged 75 and older – and the simple reason is that no other national charity is dedicated to this age group.

The average age of the older people who use our services is 85. By this time in their life, many people's partners and friends have died, their families may live some distance away from them and often their social circles have shrunk, leaving them feeling very alone. The COVID-19 pandemic and the cost-of-living crisis have curtailed public services and retail, leaving communities more fractured. The world outside an older person's front door continues to hurtle by, dominated by technology, and it can quickly become a place many no longer recognise, or feel confident stepping into.

Our national services are increasingly valuable to someone who is suffering from loneliness and wanting to connect with like-minded people.

Strategic evolution

As our REACH strategy 2000-2023 came to an end in the middle of the year we launched our follow-on strategy, which builds on the good work of the last three years and sets out our plans to continue alleviating loneliness, reaching more older people, and delivering impact at scale. We were pleased to achieve much of what we set out to in the last three years including growing our range of services, introducing technology to allow us to scale up our reach, and putting the wishes of older people at the heart of everything we do.

Where we perhaps didn't make as much progress as we would have liked is in amplifying the voices of older people which is addressed in the updated strategy. We have set ourselves five key areas as part of our **REACH Further 2023-2028 strategy**.

- 1 Grow our reach to support more older people who are experiencing loneliness and play the leading role in our sector and beyond in tackling loneliness in people aged 75 and over. In 2023-24 we supported over 6,800 older people across all our services.
- 2 Know what matters. Continually listen to older voices, learning, and ensuring that those voices are heard by commercial, public, and charity sector decision-makers.
- 3 Drive our growth using technology to deliver excellent engagement with volunteers and referrers. Invest in imaginative digital solutions to the challenges facing older people.
- 4 Collaborate with partners from across the commercial, public and charity sectors in order to both grow our impact and to support an increasingly diverse older population.
- 5 Build innovative sustainable and scalable models which can ensure that our work can grow in a way that maximises and demonstrates social value.

Growing our reach in the year

Over the year we have grown our core services to include activity groups which were previously being piloted in limited regions. Tea parties still remain a mainstay with 363 tea parties meeting regularly. A tea party with peers on a Sunday afternoon is a highlight for many, bringing the benefits of intergenerational connection to older people and younger volunteers alike.

“Reengage has had a positive impact on my life. I am looking forward for the next tea party. Meeting with other people and volunteers makes me feel good. I am living by myself in a flat so when I am at the tea party and talking with the other people I feel alive.”

We have also welcomed more people into our call companions services, reaching 2,712 isolated older people who perhaps are unable to leave their homes, or who prefer not to socialise in groups. A regular chat with a friendly call companion builds confidence in an older person who has felt isolated, letting them know they are valued and cared about.

And our activity groups have opened in new areas of the UK, bringing improvements in both mental and physical well-being through exercise and friendship; 49 activity groups have taken place this year, with expansion into South West England and Birmingham for the first time. In addition, in the coming year, groups are planned for London, Manchester and the Scottish Borders.

“Having had to stay in my own home for the past few years due to illness (mobility) and COVID, also losing my partner, the world felt very lonely. Now I am able to meet new people and start to enjoy life again.”

Alongside our core services, lunch club groups in Crosby continued to meet regularly across the year, and our popular cinema club, flicks and friends, complete our suite of services bringing meaningful, life-enhancing connections to older people.

Intelligent digital solutions

Our commitment to harnessing technology in all we do to deliver our services and reach more older people continued, supported by donations from key funders and an investment from our designated reserves.

Our impact is dependent upon our volunteers, so it is important that our communications meet their expectations around choice, flexibility, inclusivity, and transparency. In this year's phase of our digital transformation, we embedded customised and automated communications throughout the initial stages of a volunteer applying, with more tailored automation planned for the coming year. Our ability to offer timely and personalised communication has resulted in getting volunteers started more quickly, increased volunteer confidence and contributed to high satisfaction rates. We are enormously grateful to the 8,900 volunteers who helped us deliver our services directly to isolated and lonely older people in 2023-24 and we continue to solicit and listen to their feedback regularly and to find innovative ways to make improvements.

In our annual survey:

96% of volunteers said they feel like they are making a difference to somebody as a result of volunteering.

83% describe volunteering with Re-engage as good or excellent.

82% said signing up to volunteer was a straightforward and simple process.

Commitment to diversity

While we are in no doubt about the life-changing impact of our popular services, our research shows that, as loneliness continues to blight the lives of increasing numbers of older people, there are many more ways we could be bringing people together. Reducing loneliness through diversifying our activities and reaching a broader spectrum of older people has seen us develop our successful call companions service in new ways. Since its launch in 2022 rainbow call companions, which is for older people and volunteers who are LGBT+, has welcomed 102 older people. This award-winning service provides a lifeline to a group with a unique vulnerability to loneliness.

We continued our partnership with Parkinson's UK this year, matching Re-engage volunteers to people living with Parkinson's, and their carers, for regular phone calls. Over the last 12 months we helped 79 people aged 60 and over in this service. We are delighted that we have been able to play our part in supporting the Parkinson's community. This year we also supported Independent Age, taking on the older people from their befriending programmes when they closed them down in August as part of a strategic refocus. Sixty-six older people transitioned across to Re-engage to take part in our simple but hugely effective services.

The volunteers are marvellous. They really care and look after us so well.

What's not to love? You get back more than what you put in every time.

It has been a wonderful addition to my life - I am so glad I took a risk to try something new.

I have been trusted with many a varied and hugely interesting story to date! I've laughed, I've cried, I've worried, I've breathed a sigh of relief. Volunteering with Re-engage offers it all. Ultimately, even the most humble volunteer will begin to note some of the difference they are making within their role.

Knowing what matters and ensuring older voices are heard

Through our sector leading evaluation work we learn from older people and volunteers in our service what they like about being part of our charity, and what we could do better. See pages 8 and 9 for a snapshot of what we learned about our impact from this year's surveys and evaluations. We also hear from thousands of older people each year directly about their lives, their experiences, and their views.

The older people we work with often tell us that they feel invisible to society. We know that older people trust us, and they would like us to do more to help them raise their voices on the things that matter to them including health, care, and society more generally. This prompted us to build influencing on behalf of older voices into our new strategy.

In pursuit of that aim, towards the start of the year, we joined a group of organisations in calling on the government to appoint a commissioner for older people and ageing in England. We believe that it's a role that should develop alongside our ageing population and ensure that older people have a champion regularly speaking with government to improve life experiences. The areas of health and care will inevitably be prominent, but we hope that a champion for older people's rights will recognise the pervasive discrimination against older people and ageing in our public discourse and seek support to make changes in how we talk about, and treat, older and ageing generations.

We'll continue to support our sister charities in their call for a commissioner and we'll make sure that the voices of the thousands of older people who are part of Re-engage are heard.

Innovative and scalable models

This year, we trialled a new service, a short-term version of call companions, dedicated to ensuring that older people did not feel alone over the festive season. This had two main benefits. The first was that older people were matched with a trained volunteer who has the skills to deal with the often more challenging conversations that can develop at this time of year, and as a result, help avert people falling into crisis. The second was that it allowed us to trial short-term volunteering in response to changing trends in volunteering where we are seeing increasing demand for shorter periods of commitment.

As we look to develop our services for the future we will continue to innovate and stay relevant to both older people and the volunteers who are such an important part of Re-engage.

Re-engage in numbers

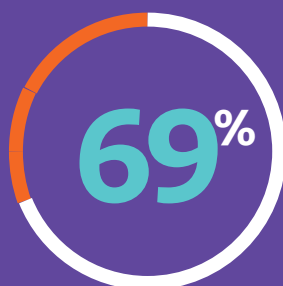
Impact on loneliness

Between April 2023 and March 2024, we have seen improvements in feelings of loneliness amongst older people accessing our services.

The number of older people who 'often or always' feel lonely is **47% lower** than when they joined Re-engage and the number who 'often' feel they lack companionship fell by **32%**. (compared to baseline)**

Impact of call companions

For isolated older people, regular befriending phone calls improve wellbeing, support good mental health and build confidence.



feel happier as a result of their calls



feel more confident because of the calls

Older people



describe Re-engage services as good or excellent



agree joining Re-engage has had a positive impact on their life



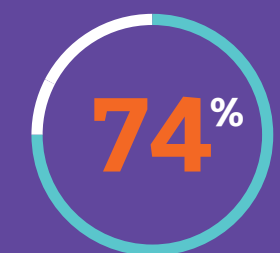
agree that they are treated with respect by Re-engage volunteers and staff



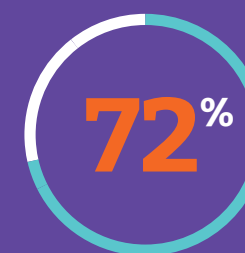
agree joining Re-engage has given them something to look forward to

Impact of activity groups

Regular physical activity in the company of other people improves physical health and wellbeing and provides an opportunity to make friends.



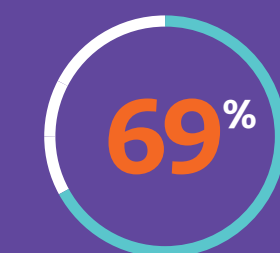
feel happier as a result of attending an activity group



are more physically active as a result of attending activity groups

Impact of tea parties

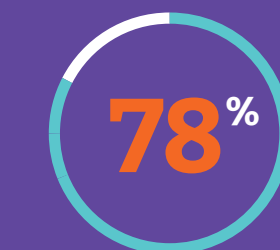
Monthly tea parties provide an opportunity to connect with other people in your community, to make friends and improve wellbeing.



have made friends through the tea parties



feel part of the community



feel happier as a result of attending tea parties

*all based on older people who have received our services in the year 2023-24

**based on the ONS single-item direct measure of loneliness and the UCLA loneliness scale

My call companion phones me every Monday without fail and is always a joy to listen to. She is one of the kindest people I know.

Case studies

Call Companions

For older people living in isolation, the days can be long, lonely and repetitive. Mobility issues, decreased confidence and a lack of enthusiasm mean many people won't leave the house or their close surroundings for days.

This is where our call companions make a real difference by phoning an older person on a regular basis, to check in, connect and chat for a while.

95-year-old Thelma is matched with call companion Helen, who's 47. Thelma said: "I can't go out unless someone takes me. I have a heart condition and although I'm mobile around the home I can't walk too far. I really look forward to the calls from Helen. I'm always pleased to hear from her. We tend to talk about her life because I don't really do much apart from reading and maybe an hour's gardening and watching TV. My days are mostly the same."

Thelma's granddaughter, who's also called Helen and is a hospital sister, visits when she can. Otherwise Thelma doesn't see anybody. She married her husband Reginald in 1950, but he died in 2009 shortly before their 60th anniversary. And their only daughter died of cancer when she was just 33.

Thelma explained: "On Christmas Day I might be on my own because [my granddaughter] Helen has no family so she tends to work at Christmas to give those with children a chance to be at home with them. I do feel lonely sometimes but you get used to it. You can't do much about it can you so you just have to get on with it."

Thelma's call companion Helen is married and works as a PA to the managing director of an industrial vacuuming company. As well as volunteering with Re-engage, Helen supports a food bank and collects donations for a Ukraine appeal. Helen explained: "I'm glad I'm helping. Thelma wants to know about my family but she doesn't have much news to impart because she doesn't see anyone apart from a granddaughter and she doesn't go out, so she doesn't have an 'every day' life like most of us." Helen added: "I'm busy but I can find an hour or two to volunteer as I believe most people can."

I have been talking to my call companion now for three years and we get on well. I look forward to our chats and consider her a friend now.

Tea Party Groups

Elizabeth's first tea party as a volunteer was in 1971. She looks back fondly on 50 years of Re-engage memories as volunteer and guest.

Elizabeth came to the UK from Australia in 1970 expecting to stay for two years – to her surprise, she's still here!

"I've been very lucky because I've had a wonderful life – and I've loved being part of Re-engage. It's a marvellous organisation," she said.

Elizabeth, now 83, joined the Westminster 43 tea party group after seeing an advert in The Times newspaper appealing for drivers to take out older people once a month. Elizabeth answered the ad and was soon ferrying tea party guests to Essex, Guildford and even the Chilterns in her tiny Hillman Imp.

"I used to take a couple of older people with me. One of them wasn't very mobile so we'd strap her wheelchair to the roof of the car and off we'd go. We had some lovely times." Progressing from driver to host to group coordinator, Elizabeth now attends the tea parties as a guest.

She came to the UK in 1970 to do a post doctorate fellowship and undertook two years' microbiology research at Hammersmith Hospital. "After that I was a little unsettled and wasn't sure what to do – whether to go back to my home city of Melbourne or not. Then I got a post at Barts Hospital, which was supposed to run for five years, but I stayed until I retired."

Thirty years ago, Elizabeth married Michael at Chelsea Register Office, travelling there by Tube and celebrating with a meal in a Kings Road café along with their two witnesses who were Michael's friends. Sadly, Michael developed dementia and found it difficult to socialise. In 2020 Michael was moved into a care home and two years later Elizabeth moved in to be with him.

A lovely charity to belong to. We are taken care of very well and find it very enjoyable.

The staff tell me that he is so much happier now I'm there because he can see me every day. So, that's a blessing," said Elizabeth. "I'm happy to be there but it's difficult to converse with other residents so it can be lonely. That's why I'm so grateful to still be part of the Re-engage tea parties. I know I can get out once a month to socialise.

"I have very fond memories of the tea parties. For some years I had 12 guests at my house for Christmas lunch but didn't have an oven big enough to take a turkey that would feed them all. So I did roast beef instead and everyone loved it."

Activity Groups

Janet was naturally bereft when her second husband died of cancer. They had done most things together and hadn't built a circle of friends. So, when Janet, 78, learned of Re-engage's activity classes she signed up – for two of them, Tai chi and chair yoga.

"I have family but I was feeling isolated," said Janet, who lives in Halifax, West Yorkshire.

"Joining these groups really got me out in the world again. I enjoy the exercise but it's also great to meet people of a similar age, to have a laugh, a chat and catch-up on things. Just socialising is so important."

Janet attends monthly Tai chi sessions at the Hebden Bridge group and chair yoga in Halifax. Janet, who has a daughter and two sons, retired to Halifax after running a pub with husband Robert in East Yorkshire. The couple married in 2016 but sadly Robert developed cancer and died in October 2023, aged 78.

"We couldn't really get out much in later years," added Janet. "So, it's nice to be able to mix with people now. I feel so much better. I'm lucky that I'm able to go to two of the groups and it's a nice mix at the group sessions. At Halifax we get around 20 people taking part, men and women."

"I suppose I've managed to stay pretty healthy all my life. One of the instructors says I'm very flexible, which is nice. But at my age flexibility comes with aches and pains!"

Going to the local monthly group encourages me to get out and about after the Coronavirus, we have a very friendly group and the volunteers arrange good activities, they are always friendly and helpful.



Rainbow Call Companions

Valentin Dumitrache started a new life in the UK after leaving Romania in 2015. He felt the time was right for a move and also to help older LGBT+ people. Since April 2023, Valentin, 40, has been a rainbow call companion, keeping in regular contact with John.

Valentin, who lives in London, explained: "I left Romania because I wanted to try something new. When I found Re-engage during an internet search for volunteering, I thought that was for me. I'm glad I signed up. The calls are very fulfilling because I love listening to people and hearing their stories. John is very knowledgeable. We don't talk about problems but good, positive things.

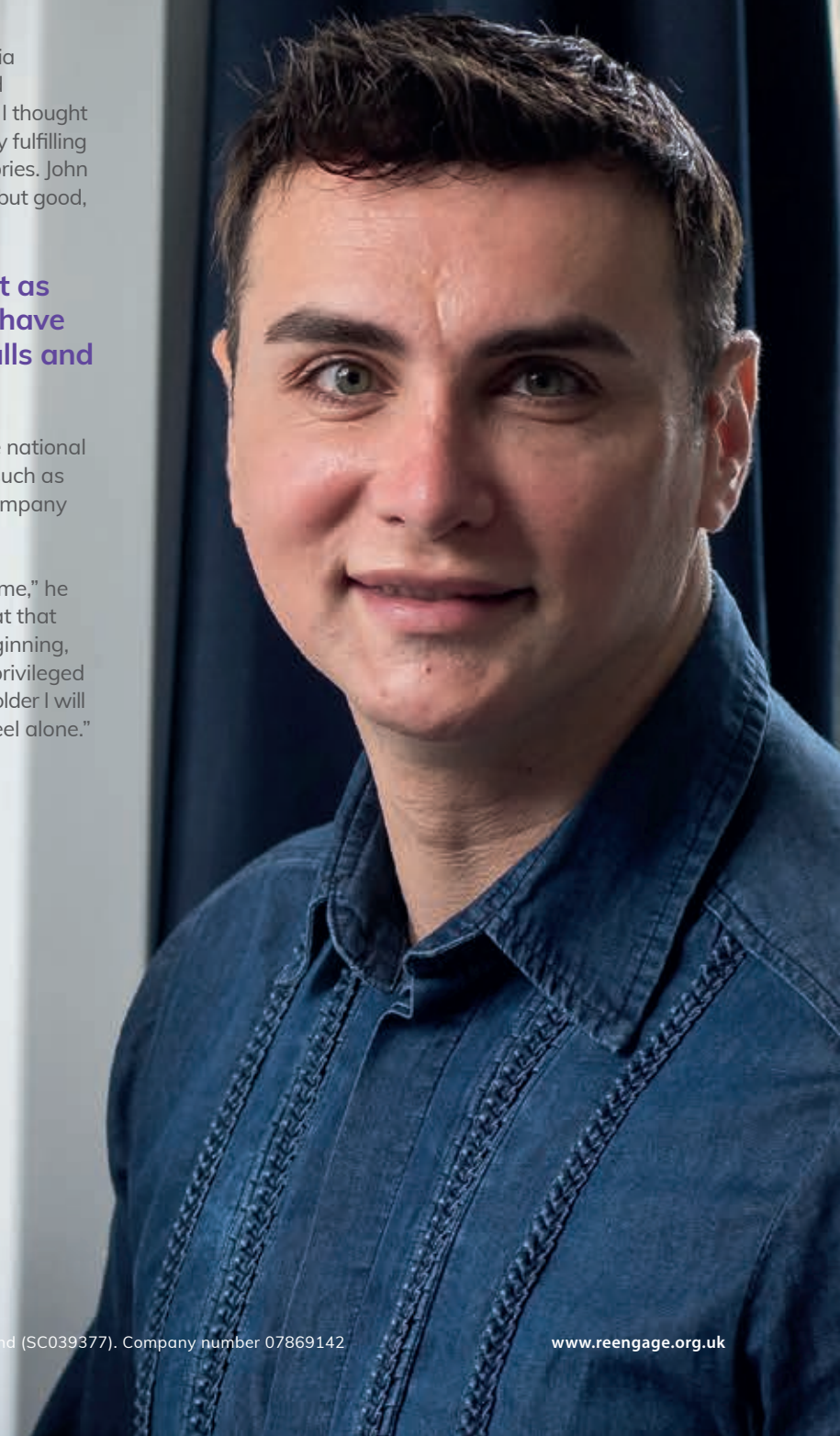
"John is very lonely. He doesn't get out as much as he'd like because he doesn't have too many friends. So, he enjoys the calls and I also get a lot from them."

In Romania, Valentin was a contract manager for the national Post Office, liaising with major telecoms companies such as Vodafone and Orange. He now works for an audit company and makes annual visits to Romania to see his mum.

"It was quite a prestigious and well-paid job back home," he said. "But I wanted a change and I felt I should do it at that time or miss an opportunity. It was difficult at the beginning, starting from scratch, but now I'm very happy. I feel privileged to have been adopted by the UK. I hope that when I'm older I will have someone who can make calls to me so I don't feel alone."



It is such a worthwhile thing to do. The joy it brings really warms my heart.



Report of the Trustees

Structure, governance and management

The charity is governed by its Memorandum and Articles of Association dated 2 December 2011 as amended by special resolution dated 18 March 2014. This was also amended at a General Meeting dated 19 April 2017. It was further amended by special resolution passed by the Trustees on 30 September 2019 at the time of the change of the charity name. The charity is also registered as a charity in Scotland (charity number SC039377).

As Trustees of Re-engage, we are committed to strong governance and regularly review our responsibilities using the framework of the Charity Governance Code. The Trustees collaborate closely with the executive to ensure that our organisational purpose is clear and that we work with integrity and effectiveness.

Recruitment and appointment of the Trustees

The management of the charity is supervised by the Trustees who have business, financial, legal, volunteering, and media expertise as well as expertise in working with older people. We update our Trustees' skills matrix at the start of each financial year and use this as the basis from which to advertise for suitably skilled individuals.

This year the Trustees undertook a recruitment campaign to further strengthen the board and add skills relevant to our growth plans. Five new trustees joined the board in March 2024.

As Trustees we give our time voluntarily and receive no benefits from the charity. Details of expenses reclaimed from the charity are set out in note 13 to the accounts and details of related party transactions are given in note 12.

Trustee induction and training

All Trustees receive an induction which consists of meetings with the Chair, Honorary Treasurer and the CEO covering:

- duties of Trustees, including presentation of the relevant Charity Commission guidance regarding the duties of Trustees
- explanation and presentation of the governing instrument
- presentation of current and projected financial position
- presentation of the activities of the charity and how it is organised, structured, and staffed.

Organisational structure

We meet at least four times a year and more often if required. We are responsible for setting the strategic direction and policies of the charity, but the CEO manages the day-to-day running of the charity and implements its strategy and policies. The CEO reports to us through the Chair. All staff, including those who report directly to the CEO, are home- based across the UK.

In accordance with charity law, the names of the Trustees who served the charity during the year to the date of this report are set out on page 2, together with details of current key management personnel and professional advisers.

Pay and remuneration

Staff pay and remuneration is decided by the Treasurer and Chair in consultation with the CEO (except for the CEO's own salary) and approved by the Trustees. Economic climate and benchmarking are considered when determining any pay awards and the remuneration of each role.

Key areas of focus during the year included:

- Board recruitment and renewal
- Appointment of a new Chief Executive and management of the interregnum period
- Setting of the updated strategy

Board Committees

The board has one sub-committee, the Finance, Audit and Risk committee (FAR) which is chaired by the Treasurer. Its members are shown on page 2.

During the year, its key areas of focus were:

- Assessing the likely financial impacts of the proposed strategy
- Improving cashflow forecasting and cash management

Statement of Trustees' responsibilities

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law), including Financial Reporting Standard 102 (FRS 102), 'the Financial Reporting Standard in the UK and Republic of Ireland'.

Under company law we, as Trustees, must not approve the financial statements unless we are satisfied that they 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 these financial statements, Trustees are required to:

- select suitable accounting policies and apply them consistently
- observe the methods and principles in the Charities SORP (FRS 102)
- make judgements and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

As Trustees, we are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable us to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

We 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.

We are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislations in other jurisdictions.

Principal risks and uncertainties

We maintain a full risk register which is updated by the Senior Leadership Team and reviewed by the Finance, Audit and Risk Committee four times a year. All major risks and uncertainties are reviewed at each meeting. A summary of the key risks and uncertainties is subsequently reviewed by the board at each meeting.

Mitigating actions are taken for all risks across any aspect of the charity.

The charity's key risks relate to:

- 1. IT and data security:**
We continue to view this as one of our key risks and proactively mitigate this with a programme of system and process reviews allowing continual improvements that enhance our security. Our teams are well informed, undertake annual core training and are alert to the nature of cyber-crime.
- 2. Changes in funding climate:**
Our fundraising team continues to monitor the funding environment and adapt to its challenges. We actively seek to increase unrestricted funding to assist with core costs as well as investing resource into areas of potential funding growth to mitigate any lost funding opportunities. We remain determined to focus our efforts on areas most closely aligned to our funding needs to have a greater chance of securing the funding and to build upon existing strengths so the charity can continue to grow.
- 3. Cost of living crisis:**
We remain alert to the effect of the ongoing cost of living crisis and the potential downsides to both the charity and its staff. The team continues to be proactive in its recruitment and retention of staff; is actively working to improve the volunteer journey to encourage new, and retain existing, volunteers and actively pursues value for money to reduce current, and the need for future, expenditure.

Public benefit

The Trustees of Re-engage are confident that the charity exists for the benefit of the public and has a significant impact on older people, volunteers, and wider social matters.

Our charitable purpose is to help older people find social connections. We regularly review the purpose of the charity and this is demonstrated in our new five-year strategy launched in July 2023.

As Trustees we make decisions to ensure our charity's purpose provides benefit, manage risks that might result from conducting our purpose, ensure that those who benefit are consistent with our purpose, and make sure that any personal benefits are solely incidental.

We are therefore confident that in setting and reviewing our objectives and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit.

Financial review

The year ended with our accounts showing a surplus of £317,248 (2023: deficit £180,204). The surplus includes designated spend of £276,185 (2023: £190,144) and an unrealised gain on investments of £20,613 (2023: loss £460).

Income increased to £2,782,672 (2023: £2,142,692), the highest ever achieved in the charity's history. This was boosted by the receipt of a large legacy and achieved despite ongoing recruitment challenges in the fundraising team. In addition, more active cash management increased interest received to £34,743 (2023: £2,721). One of the focus areas in the year was strengthening income streams (individual giving and legacies) and this included the launch of the charity's first lottery in February 2023. Legacy income comprised 8 gifts ranging from £100 to £450k (2023: 5 gifts ranging from £3k to £19k).

Our expenditure in the year increased to £2,486,037 (2023: £2,322,436). This reflects continuing investment in growth, in line with our strategy. Of our total expenditure, 72% (2023: 76%) was spent on wages and salaries. We focused in the year on improving the process by which our volunteers join us from 'good' to 'excellent' and on building a strong foundation to enable the charity to be an exemplary volunteer-led organisation. Investment in staff recruitment and training, and in our IT systems and processes are strengthening and enhancing our ability to grow and scale both effectively and efficiently.

Our **unrestricted** free reserves increased by £78,760 to £662,268 (2023: £583,508), which, net of fixed assets, gives free reserves of £643,863 (2023: £549,152) ensuring the charity's reserves policy is adhered to.

Our **restricted** funds increased to £947,806 (2023: £728,905) comprising grants received relating to more than one financial year and legacy income received in advance for a three-year project. Most of the associated expenditure will be incurred in the new financial year with the exception of the legacy income which will also be in FY25/26.

Our **designated** funds increased to £595,729 (2023: £576,142), which supports the expected expenditure from designated funds over the 2024/25 year of £358,800. Our focus for these funds will be to support our growth strategy. Further investment in our marketing and communications is planned to accelerate the recruitment of volunteers and raise the profile of the charity. Increased investment in the fundraising department will assist with building pipelines vital to attaining higher levels of funding. Our further investment in technology will also continue to contribute to our capacity and ability to scale.

Expenditure on activities within our **local groups** has increased to £40,169 (2023: £35,542). This reflects the happy return to business as usual for our busy volunteers, as in person meetings and events for older people across the UK continue to increase.

Funders and supporters

We are enormously grateful to our many funders for their generous support over the year. Without their help we would not be able to continue our important work.

Our largest funder was the People's Postcode Lottery. Their long-term unrestricted funding is extremely valuable in providing the financial stability and confidence that allows for planning for the longer term.

Our trusts fundraising continued to be successful, and we were grateful to receive a substantial amount of our trust funding as unrestricted income again this year. We were very pleased to be chosen as a beneficiary of the late Ella MacGregor, whose legacy is enabling the introduction of activity groups into the Borders of Scotland for the first time, and general growth in our services in South East Scotland. Funding from the Welsh Government has delivered continued growth of activity groups across Wales, helping older people live healthier, happier lives. Our corporate partners have continued to be wonderfully loyal, and we have built successful new relationships as well as receiving considerable funds from partners who have been supporting us for several years. We would also like to thank the generous individuals who support us with regular donations and support our campaigns.

Investment policy

Our policy is to invest in a mixture of short, medium, and long-term investments.

Short and medium-term funds (over 90 per cent of the total) are split across several interest-bearing accounts. Working capital of c.3 months is held in the money markets with the remaining funds placed on deposit using the Flagstone cash management platform.

Longer-term assets (reserves) are invested with the aim of at least maintaining the value or purchasing power in real terms

(i.e., against inflation). Our investment house, RBC Brewin Dolphin manages the charity's funds on a discretionary basis.

The charity has a 'moderate' ability to bear investment losses. In extreme circumstances, falls in the value of the portfolio of up to 25% would not have a material impact on the charity's overall financial position and commitments. The Trustees believe Brewin Dolphin's risk category 5 appropriately reflects the charity's risk tolerance.

The total return target for the investment portfolio has been set at inflation plus 2% p.a. net of fees. This is a long-term target over a period of at least 5 years. There is no specific income requirement. However, the Trustees expect the investments to generate a reasonable level of income, as income forms an important component part of the overall total return.

The Trustees are comfortable that collective funds will be used to provide the most efficient means to access a particular markets or asset classes and for reasons of diversification.

In principle the Board wish to be responsible investors.

Our investment managers are expected to take account of Environmental, social and governance (ESG) issues in their investment analysis and decision-making processes and engage with company management when appropriate.

The Trustees meet the Investment Manager at least annually, to monitor performance of the fund and to consider any other regulatory changes. The Trustees use the Brewin Dolphin Risk Category 5 index as a benchmark for comparison of investment performance. The Trustees are satisfied that the performance of the investment portfolio currently meets the objectives set out in the charity's investment policy statement.

Reserves policy

Reserves are that part of our unrestricted funds that we are freely available to spend (free reserves).

The Trustees have reviewed the reserves policy and have determined that in furtherance of the charity's objectives, given the normal level of restricted funds held, the level of free reserves should be circa three months of total expenditure (net of fixed assets and excluding designated spend), to absorb any fluctuations in income and expenditure.

Free reserves (general unrestricted funds net of fixed assets) at 31 March 2024 were £643,863 (2023: £549,152) and represent 3 months of budgeted expenditure (excluding designated spend) for 2024-2025.

We designate funds where appropriate and have done so this year to ensure we can deliver on our growth strategy by investing in our fundraising, marketing and communications and technology.

Fundraising

Funds are raised principally from trusts, grant funders and corporate partnerships. We aim to build strong and transparent relationships with our supporters. It is only through their generosity that our work is possible.

We do not employ professional fundraising agencies and our activities are planned and delivered by our small fundraising team, led by our director of fundraising and communications. She is a full member of the Institute of Fundraising, and it is her responsibility to ensure that our fundraising work complies with the Fundraising Code of Practice which includes relevant legal requirements as well as the standards set by the Fundraising Regulator. Any direct marketing is undertaken by the fundraising department to ensure that it is not unreasonably intrusive or persistent and all material contains clear instructions on how a person can remove themselves from mailing lists. We have not received any complaints about our fundraising practice, and we regularly review the Code to ensure that our fundraising continues to be legal, open, honest, and respectful.

Plans for the future

With the launch of the new five year strategy in 2023, our focus will be to continue building on our successes, increasing the reach of our impact with our core services, keeping older people at the centre of everything we do.

You can find out more about our new strategy and plans for the future on page 5 of this report.

Disclosure of information to auditors

As far as we are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- we have taken all steps that we ought to have taken to make ourselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Trustees on 25 July 2024 and signed on their behalf by

Jonathan Upton
Chair, Board of Trustees
Re-engage Ltd



I look forward to our fortnightly meetings as I'm a widow, living on my own and if I don't go out I don't see anyone.

Independent Auditor's report to the Trustees and members of Re-engage Ltd

Opinion

We have audited the financial statements of Re-engage Ltd ("the charitable company") for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

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

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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 charitable company's ability to continue as a going concern for a period of at least 12 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 Trustees' report including the strategic review and Re-engage in numbers, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the Trustees' report including the strategic review and Re-engage in numbers. 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 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 the audit:

- the information given in the Trustees' Report, including the strategic review and Re-engage in numbers for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustee’s report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006, and the Charities Accounts (Scotland) Regulations 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 Directors’ 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 charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor’s responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulation made under these Acts.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our assessment focussed on key laws and regulations the charitable company has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, Charities Act 2011, Charities and Trustee Investment (Scotland) Act 2005, Charities Accounts (Scotland) Regulations 2006, Charities (Protection and Social Investment) Act 2016, taxation legislation, data protection, anti-bribery and employment legislation.

We are not responsible for preventing irregularities, including fraud. Our approach to detecting irregularities, including fraud, included, but was not limited to, the following:

- obtaining an understanding of the legal and regulatory framework applicable to the charitable company and how the charitable company is complying with that framework, including agreement of financial statement disclosures to underlying documentation and other evidence;
- obtaining an understanding of the charitable company’s control environment and how the charitable company has applied relevant control procedures, through discussions and other management and by performing walkthrough testing over key areas;
- obtaining an understanding of the charitable company’s risk assessment process, including the risk of fraud;
- reviewing meeting minutes of those charged with governance throughout the year; and
- performing audit testing to address the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Whilst considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection of fraud based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council’s (“FRC’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, and to the charitable company’s Trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company’s members and Trustees those matters we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company’s members as a body and the charitable company’s Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Atkins FCA
Senior Statutory Auditor
for and on behalf of:

COOPER PARRY GROUP LIMITED
Statutory Auditors

Cubo Birmingham
Office 401, 4th Floor
Two Chamberlain Square
Birmingham
B3 3AX

Date: 25 July 2024
.....
Cooper Parry Group Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of Financial Activities incorporating income and expenditure account for the year ended 31 March 2024

		Unrestricted Funds			Total Funds 2024 £	Total Funds 2023 £
		General Funds 2024 £	Designated Funds 2024 £	Restricted Funds 2024 £		
Incoming Resources	Notes					
Donations and Legacies	2	1,310,445	-	1,273,922	2,584,367	2,002,436
Grant income	3	-	-	155,567	155,567	136,130
Investments						
Bank and Investment income	4	40,613	-	2,125	42,738	4,126
Total incoming resources		1,351,058	-	1,431,614	2,782,672	2,142,692
Resources expended						
Raising funds						
Fundraising costs		227,494	-	-	227,494	229,702
Charitable activities						
Services		769,645	276,185	1,212,713	2,258,543	2,092,734
Total resources expended	5	997,139	276,185	1,212,713	2,486,037	2,322,436
Net income / (expenditure)	6	353,919	(276,185)	218,901	296,635	(179,744)
Transfers between funds	12	(295,772)	295,772	-	-	-
Other gains / (losses)						
Unrecognised gains / (losses) on revaluation	8b	20,613	-	-	20,613	(460)
Net movement of funds in the year		78,760	19,587	218,901	317,248	(180,204)
Funds balances brought forward at 1 April 2023		583,508	576,142	728,905	1,888,555	2,068,759
Funds balances carried forward at 31 March 2024		662,268	595,729	947,806	2,205,803	1,888,555

All the above results were derived from continuing activities. The notes and information on pages 26 to 37 form part of these financial statements.

Balance Sheet as at 31 March 2024

		2024 £	2024 £	2023 £	2023 £
Notes					
Fixed Assets					
Tangible assets	8a	-	18,405	-	34,356
Non-current Assets					
Investments	8b	-	273,842	-	249,638
Current Assets					
Debtors	9	94,466	-	188,548	-
Cash at bank and in hand		2,124,220	-	1,702,821	-
		2,218,686	-	1,891,369	-
Current Liabilities					
Creditors - amount falling due within one year	10/10a	(305,130)	-	(286,808)	-
Net current assets		-	1,913,556	-	1,604,561
Net Assets		-	2,205,803	-	1,888,555
Represented by					
General Funds	11/16	-	662,268	-	583,508
Designated Funds	11/16	-	595,729	-	576,142
Restricted Funds	11/16	-	947,806	-	728,905
Total Funds		-	2,205,803	-	1,888,555

The notes and information on pages 26 to 37 form part of these financial statements.

These accounts were approved by the Trustees and authorised for issue on 25 July 2024 and signed on their behalf by:



Jonathan Upton
Chair, Board of Trustees
Re-engage Ltd

Charity Registration numbers
1146149 (England and Wales)
SC039377 (Scotland)

Company Registration number 07869142

Statement of cash flows for the year ended 31 March 2024

	2024	2024	2023	2023
	£	£	£	£
Cash flows from operating activities				
Net cash (used in) / provided by operating activities	-	388,265	-	(194,479)
Cash flows from investing activities:				
Dividends, interest and investments	39,147	-	4,126	-
Purchase of PPE	(6,013)	-	(5,597)	-
Purchase of investments	-	-	(250,000)	-
Net cash provided by investing activities	-	33,134	-	(251,471)
Change in cash / cash equivalents in the year	-	421,399	-	(445,950)
Cash / cash equivalents at the beginning of the year	-	1,702,821	-	2,148,771
Cash / cash equivalents at the end of the year	-	2,124,220	-	1,702,821
Reconciliation of net movements of funds in the year to net cash flow from operating activities				
Net income / (expenditure) for the reporting period (as per the Statement of Financial Activities)	-	317,248	-	(180,204)
Adjustments for				
Depreciation charges	21,546	-	25,478	-
(Gains) / losses on investments	(20,613)	-	460	-
Loss/(Profit) on disposal of fixed assets	416	-	1,012	-
Dividends, interests and investments	(42,738)	-	(4,126)	-
Donated assets in kind	-	-	-	-
(Increase) / decrease in Debtors	94,083	-	16,348	-
Increase / (decrease) in Creditors	18,323	71,017	(53,447)	(14,275)
Net cash used in operating activities	-	388,265	(194,479)	
Analysis of cash and cash equivalents				
Cash in hand	-	1,088,220	-	1,391,821
Notice deposits (less than 3 months)	-	-	-	311,000
Notice deposits (more than 3 months)	-	951,000	-	-
Notice deposits (more than 12 months)	-	85,000	-	-
Total cash and cash equivalents	-	2,124,220	-	1,702,821

The notes and information on pages 26 to 37 form part of these financial statements.

Having had to stay in my own home for the past few years due to illness (mobility) and COVID, also losing my partner, the world felt very lonely. Now I am able to meet new people and start to enjoy life again.

I have been very well matched. I have such giggles with my caller, who is lovely. This Re-engage service is fantastic and has certainly helped me remain much more positive. Wonderful. Thank you.

It's a great service, long may it continue.

Notes to the accounts

GENERAL INFORMATION

Re-engage is a charitable company limited by guarantee and incorporated in England and Wales under company number 07869142. It is also registered with the Charity Commission for England and Wales under registration number 1146149 and with the Office of the Scottish Charity Regulator under registration number SC039377. The registered office is 7 Bell Yard, London, WC2A 2JR.

1. ACCOUNTING POLICIES

The principal accounting policies adopted are set out below:

a) Accounting basis

The financial statements are prepared under the historical cost convention and in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, applicable accounting standards, including Charities SORP (FRS 102), “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)”. Per FRS 102, a public benefit entity (PBE) is an entity whose primary purpose is for public and social benefit and not to provide a financial return to its shareholders. The Trustees have assessed that the charity meets this definition.

b) Income recognition

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Investment income is included when receivable.

Grants are funds received from government and quasi-government funding agencies. These funds are included in the Statement of Financial Activities on a receivable basis.

Donated income is received by way of donations and gifts and is included in full in the Statement of Financial Activities in the year in which they are receivable.

No amount is included in the accounts for volunteer time in line with the requirements of the Charities SORP.

Legacies are recognised on a receivable basis when the charity becomes entitled to the income, based on notifications received, there is probable receipt and the amount is quantifiable.

c) Restricted funds

Restricted funds are to be used for a specific area or purpose as laid down by the donor. Expenditure which meets these criteria is identified to the fund.

d) Unrestricted funds

Unrestricted funds are donations or other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

e) Pensions

The charity provides defined contribution payments to qualifying individual pension schemes which are administered independently from the charity. These are charged to the SOFA as they become payable as part of salary reallocations between restricted and unrestricted funds based upon time and activity.

f) Expenditure recognition

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be recovered and is reported as part of the expenditure to which it relates.

Costs of raising funds comprise the costs and other relevant overheads of the fundraising team.

Costs of raising funds comprise the costs actually incurred in producing and distributing materials for promotional purposes and other relevant overheads.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. It is analysed between the principal activities of the charity in note 5.

g) Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of leadership costs.

Governance costs and support costs relating to charitable activities have been apportioned based on staff time. The allocation of support and governance costs is analysed in note 5.

h) Going concern

At the time of signing the accounts, the Trustees have considered the going concern position of the charity. They believe that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the level of multi-year funding already secured, a designated fund that can be transferred to free reserves if necessary and a number of new opportunities to expand and diversify services. The Trustees have arrived at this conclusion based on the information provided backed up by a report from the charity’s executive team.

At the balance sheet date, the charity held significant cash balances. The charity has significant reserves, enough of which are unrestricted and are sufficient to absorb short-term in-period deficits if required.

The financial forecasts prepared by the executive team show that the charity will be able to operate within the facilities available to it. On that basis the Trustees have prepared these financial statements on a going concern basis.

i) Tangible fixed assets and depreciation

Assets that are deemed to have a useful economic (UEL) life are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its UEL, as follows:

Office equipment and motor vehicles – 33.3% per annum on a straight-line basis.

j) Cash at bank

Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

k) Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

l) Liabilities and provisions

Liabilities and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation.

m) Investments

Investments are measured at fair value and fair value is determined by reference to the market value at the balance sheet date.

n) Critical estimates and significant judgements

The Trustees consider that there are no significant areas of judgement or key assumptions that affect items in the financial statements other than those included within the accounting policies described above.

o) Financial instruments

A financial asset or a financial liability is recognised only when the entity become a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the Statement of Financial Activities.

2. DONATIONS AND LEGACIES

	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£	£	£	£
Trusts	829,571	545,282	1,374,853	1,244,399
Corporate	255,092	180,110	435,202	466,619
Major donor	77,006	30,000	107,006	105,000
Legacies	81,717	460,634	542,351	100,342
Individual	49,646	93	49,739	32,098
Community and Event	5,130	1,934	7,064	32,332
Charitable Activities	87	25,967	26,054	13,225
Gift Aid	9,104	-	9,104	6,412
Local Group Administration Income	3,093	-	3,093	2,009
Local Group Income	-	29,901	29,901	-
Total Income	1,310,446	1,273,921	2,584,367	2,002,436

3. GRANT FUNDED INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£	£	£	£
The National Lottery Community Fund	-	-	-	8,997
Scottish Government	-	-	-	-
Welsh Government	-	127,132	127,132	127,133
Surrey County Council	-	28,435	28,435	-
Total Grant Income	-	155,567	155,567	136,130

4. BANK AND INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£	£	£	£
Investment income	7,995	-	7,995	1,405
Bank Interest	32,618	2,125	34,743	2,721
Total	40,613	2,125	42,738	4,126

5. TOTAL EXPENDITURE

	Direct Costs	Support Costs	Total 2024	Total 2023
	£	£	£	£
Services				
Local groups	40,169	-	40,169	35,542
Regions	2,030,917	414,951	2,445,868	1,874,091
	2,071,086	414,951	2,486,037	1,909,633
Support costs	414,951	(414,951)	-	412,803
Total	2,486,037	-	2,486,037	2,322,436

Support costs are allocated on the basis of staff time and comprise the following:

	2024	2023
	£	£
Fundraising costs		
Salary costs	180,271	202,003
Office running costs	24,676	16,120
Professional (consultancy) and event costs	22,547	11,579
	227,494	229,702

Leadership and administration overheads

Salary cost	96,795	109,248
Office premises costs	1,960	2,067
Office running costs	14,855	11,367
Legal and professional charges	810	2,231
	114,420	124,913

Governance

Salary cost	32,773	37,396
Accounts preparation, audit and filing fees	18,626	17,726
Trustee costs including recruitment	21,638	3,066
	73,037	58,188
Total	414,951	412,803

6. NET INCOME

	2024	2023
	£	£
Net income / (expenditure) is stated after charging:		
Auditor's remuneration - audit services	18,600	17,700
Depreciation	21,546	25,478

7. STAFF

	2024 £	2023 £
Salaries and Wages	1,589,577	1,556,390
National Insurance	153,972	153,826
Pension costs	49,412	49,878
Total	1,792,961	1,760,094

The average number of employees during the year was **49.58** (2023:54.75) the full time equivalent being **41.80** (2023:51.51)

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024	2023
In the band £90,001 - £100,000		1
In the band £80,001 - £90,000		
In the band £70,001 - £80,000	1	1
In the band £60,001 - £70,000	1	

The total employee benefits including pension of the key management personnel of the charity were **£249,969** (2023:£264,831) Restructuring costs in the period amounted to **NIL** (2023: £1,713)

8a.TANGIBLE FIXED ASSETS

Office equipment and motor vehicles	£
Cost	
At 1 April 2023	70,916
Additions at 31 March 2023	6,013
Disposals at 31 March 2023	(6,671)
Total	70,258
Accumulated depreciation	
At 1 April 2023	(36,561)
At 31 March 2024	(21,546)
Disposals at 31 March 2024	6,254
Total	(51,853)
Net book value	
As at 31st March 2024	18,405
As at 31st March 2023	34,356

8b.FIXED ASSET INVESTMENTS

	2024 £
Listed investments	
Market Value: 1 April 2023	249,639
Additions	130,910
Disposals	(38,176)
Realised gains/(losses) on disposals	860
Unrealised gains/(losses)	19,753
Movement in cash awaiting investments	(89,144)

Market Value 31 March 2024	273,842
Investments at market value comprised:	
Equities	150,554
Fixed interest securities	65,236
Cash deposits	4,561
Alternative Assets	43,347
Property	10,144
	273,842

The Trustees consider individual holdings at 31 March 2024 in excess of 5% of the portfolio value to be material.

At 31 March 2024 there were the following holdings over 5%:

	2024 Value £	2024 Portfolio %
Mi Select Managers Bond Instl	27,148	9.92%
Brown Advisory Funds	16,409	5.99%
Dodge & Cox Worldwide Funds Plc	15,075	5.51%
Ishares Core S&P	21,547	7.87%
Vanguard Investments Funds	21,613	7.90%

The book costs of investment additions were **£254,080** (2023: £249,892)

9. DEBTORS: AMOUNTS RECEIVABLE WITHIN ONE YEAR

	2024 £	2023 £
Gift Aid	903	439
Debtors	76,413	166,243
Prepayments	17,150	21,866
Total	94,466	188,548

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade Creditors	62,133	47,498
PAYE/NI	44,518	40,896
Pension	9,322	11,728
Accruals & Deferred Income	189,157	186,686
Total	305,130	286,808

10a. DEFERRED INCOME

	2024 £	2023 £
Deferred Income brought forward:	150,000	190,000
Amounts released in the period	(150,000)	(190,000)
Amount deferred in the period	150,000	150,000
Total	150,000	150,000

Income deferred in the period relates to advanced funding received in respect of **FY24/25**

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Debtors	50,337	-	44,129	94,466	188,548
Fixed assets	18,405	-	-	18,405	34,356
Non-current assets	273,842	-	-	273,842	249,638
Cash at bank and in hand	620,632	595,729	907,859	2,124,220	1,702,821
Creditors falling due within one year	(300,948)	-	(4,182)	(305,130)	(286,808)
Net Assets at the end of year	662,268	595,729	947,806	2,205,803	1,888,555

12. RELATED PARTY TRANSACTIONS

In the year Re-engage received a grant of **£1,844** from NBFA Assisting the Elderly which has Trustees in common with Re-engage (2023: £5,598)

13. TRUSTEES

The Trustees received no remuneration or benefits-in-kind (2023: £nil). **Two** (2023: four) Trustees received reimbursement of travel expenses of **£1,088** (2023: £545). The Trustees made aggregate donations of **£870** (2023: £585); The SLT made aggregate donations of **£1,110** (2023: £271)

14. PENSION COST

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity and amounted to **£49,412** (2023: £49,954). Contributions totalling **£9,322** (2023: £11,728) were payable at the balance sheet date.

15. PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

			Unrestricted Funds			
			General Funds 2023 £	Designated Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £
Incoming Resources	Notes					
Donations and Legacies	2	1,191,069	-	811,367	2,002,436	2,100,013
Grant income	3	-	-	136,130	136,130	135,839
Investments						
Bank and Investment income	4	4,126	-	-	4,126	521
Total incoming resources		1,195,195	-	947,497	2,142,692	2,236,373

Resources expended

Raising funds						
Fundraising costs		229,702	-	-	229,702	238,178
Charitable activities						
Services		1,103,301	190,144	799,289	2,092,734	1,660,970
Total resources expended	5	1,333,003	190,144	799,289	2,322,436	1,899,148
Net income / (expenditure)	6	(137,808)	(190,144)	148,208	(179,744)	337,225
Transfers between funds		100,912	(100,912)	-	-	-
Other gains / (losses)						
Unrecognised gains / (losses) on revaluation		(460)	-	-	(460)	-

Net movement of funds in the year	(37,356)	(291,056)	148,208	(180,204)	337,225
Funds balances brought forward at 1 April 2022	620,864	867,198	580,697	2,068,759	1,731,534
Funds balances carried forward at 31 March 2023	583,508	576,142	728,905	1,888,555	2,068,759

16. FUNDS

	1 April 2023 £	Income £	Exp'ture £	Other gains / losses £	Transfers between funds £	31 March 2024 £
Unrestricted Funds						
General	583,508	1,351,058	(997,139)	20,613	(295,772)	662,268
Designated						
Diversification - Individual Giving Manager	90,000	-	(42,450)	-	(2,550)	45,000
Diversification - Individual Giving Campaigns	30,000	-	(14,746)	-	(254)	15,000
Staff structure changes	134,204	-	(102,074)	-	(32,130)	(0)
Communications officer recruitment	24,228	-	(14,085)	-	(10,143)	-
CRM Developer	107,500	-	(42,533)	-	(27,467)	37,500
Targeted staff retention	60,000	-	(26,832)	-	(3,168)	30,000
Annual data audit / Data quality officer	54,210	-	(22,056)	-	2,846	35,000
IT Security	14,500	-	-	-	(14,500)	-
Marketing Campaigns	61,500	-	(11,409)	-	(18,591)	31,500
Website Agency	-	-	-	-	114,729	114,729
Google Ads Agency	-	-	-	-	27,000	27,000
Investment in fundraising (agency, partnerships, legacy, IG)	-	-	-	-	260,000	260,000
	1,159,650	1,351,058	(1,273,324)	20,613	-	1,257,997
Restricted Funds						
Local Groups	243,818	29,901	(40,169)	-	-	233,550
Regions						
East Anglia	2,000	56,066	(33,782)	-	-	24,284
South East	21,055	76,512	(75,039)	-	-	22,528
NW & W. Midlands	2,000	31,091	(30,091)	-	-	3,000
NE / Yorkshire / East Midlands	86,254	64,453	(124,889)	-	-	25,818
London	32,165	11,000	(43,165)	-	-	-
Scotland	6,000	523,524	(87,045)	-	-	442,479
Wales & SW	71,490	187,434	(229,522)	-	-	29,402
National						
National Support	264,123	451,633	(549,011)	-	-	166,745
	728,905	1,431,614	(1,212,713)	-	-	947,806
Total funds	1,888,555	2,782,672	(2,486,037)	20,613	-	2,205,803
Unrestricted funds - General	549,152	1,351,058	(997,139)	20,613	(279,821)	643,863
Unrestricted funds - Fixed assets	34,356	-	-	-	(15,951)	18,405
Unrestricted funds - Designated (total)	576,142	-	(276,185)	-	295,772	595,729
Restricted funds - Scotland	6,000	523,524	(87,045)	-	-	442,479
Restricted funds - Other	479,087	878,189	(1,085,499)	-	-	271,777
Restricted funds - Local groups	243,818	29,901	(40,169)	-	-	233,550
	1,888,555	2,782,672	(2,486,037)	20,613	-	2,205,803

A transfer of **£295,772** was made from general funds to designated funds to facilitate further investment in the charity's strategy for growth (2023: £100,912 transferred from designated funds)

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated	
Diversification - Individual Giving Manager	Specific funding for the recruitment of specialist fundraisers to secure income diversification.
Diversification - Individual Giving Campaigns	Specific funding for the development and enhancement of our individual giving income stream.
Staff structure changes	Specific funding to allow for adequate resourcing in core services.
Communications officer recruitment	Specific funding to resource volunteer and older people recruitment.
CRM Development	Specific funding for the development, enhancement and integration of IT systems.
Targeted staff retention	Specific funding for the recruitment and retention of key management personnel.
Annual data audit / Data quality officer	Specific funding to ensure the integrity and quality of our data.
IT Security	Specific funding to increase IT security across all platforms.
Marketing Campaigns	Specific funding allocated for retention, recruitment and growth of our volunteers, older people and services.
Website Agency	Specific funding allocated for development, enhancement and integration of the website and associated platforms
Google Ads Agency	Specific funding allocated to the enhancement of our social media and recruitment tools
Investment in fundraising	Specific funding allocated to further strengthening the fundraising capabilities of the charity
Restricted	
Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	
East Anglia	Specific funding for services in this area.
South East	Specific funding for services in this area.
NW & W. Midlands	Specific funding for services in this area.
NE / Yorkshire / East Mids	Specific funding for services in this area.
London	Specific funding for services in this area.
Scotland	Specific funding for services in this area..
Wales & SW	Specific funding for services in this area.
National	
National Support	Specific funding supporting learning and development, volunteer recruitment, core services, LGBTQ+ and research

16a. PRIOR YEAR FUNDS COMPARISON

	1 April 2022 £	Income £	Exp'ture £	Other gains / losses £	Transfers between funds £	31 March 2023 £
Unrestricted Funds						
General	620,864	1,195,195	(1,333,003)	(460)	100,912	583,508
Designated						
Diversification - IG Manager	135,000	-	(9,475)	-	(35,525)	90,000
Diversification - IG Campaigns	-	-	-	-	30,000	30,000
Staff structure changes	265,812	-	(128,149)	-	(3,459)	134,204
Communications officer recruitment	61,386	-	(6,465)	-	(30,693)	24,228
CRM Development	210,000	-	(868)	-	(101,632)	107,500
Targeted staff retention	90,000	-	(29,516)	-	(484)	60,000
Annual data audit / Data quality officer	105,000	-	(15,671)	-	(35,119)	54,210
IT Security	-	-	-	-	14,500	14,500
Marketing Campaigns	-	-	-	-	61,500	61,500
	1,488,062	1,195,195	(1,523,147)	(460)	-	1,159,650
Restricted Funds						
Local Groups	295,461	20,513	(35,542)	-	(36,614)	243,818
Regions						
East Anglia	-	8,000	(6,000)	-	-	2,000
South East	15,900	34,500	(29,345)	-	-	21,055
NW & W.Midlands	102,445	76,018	(92,209)	-	-	86,254
NE / Yorkshire / East Midlands	4,189	31,131	(33,320)	-	-	2,000
London	-	140,404	(108,239)	-	-	32,165
Scotland	13,954	44,247	(52,201)	-	-	6,000
Wales & SW	-	228,473	(156,983)	-	-	71,490
National						
National Support	148,748	364,211	(285,450)	-	36,614	264,123
	580,697	947,497	(799,289)	-	-	728,905
Total funds	2,068,759	2,142,692	(2,322,436)	(460)	-	1,888,555
Unrestricted funds - General	565,616	1,195,195	(1,333,003)	(460)	121,804	549,152
Unrestricted funds - Fixed assets	55,248	-	-	-	(20,892)	34,356
Unrestricted funds - Designated (total)	867,198	-	(190,144)	-	(100,912)	576,142
Restricted funds - Scotland	13,954	44,247	(52,201)	-	-	6,000
Restricted funds - Other	271,282	882,737	(711,546)	-	36,614	479,087
Restricted funds - Local groups	295,461	20,513	(35,542)	-	(36,614)	243,818
	2,068,759	2,142,692	(2,322,436)	(460)	-	1,888,555

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated	
Diversification - Individual Giving Manager	Specific funding for the recruitment of specialist fundraisers to secure income diversification.
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Marketing Campaigns	Specific funding allocated for retention, recruitment and growth of our volunteers, older people and services.
Restricted	
Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
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South East	Specific funding for services in this area.
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NE / Yorkshire / East Mids	Specific funding for services in this area.
London	Specific funding for services in this area.
Scotland	Specific funding for services in this area.
Wales & SW	Specific funding for services in this area.
National	
National Support	Specific funding supporting learning and development volunteer recruitment, core services, LGBTQ+ and research.



Re-engage Ltd
7 Bell Yard
London
WC2A 2JR

Tel: 020 7240 0630
info@reengage.org.uk
www.reengage.org.uk

Bringing generations together



Registered with
**FUNDRAISING
REGULATOR**

Registered charity in England and Wales (1146149) and in Scotland (SC039377). Company number 07869142

RE-ENGAGE LTD

England & Wales - Charity number 1146149

Accounts



Bringing
generations
together



Annual Report and
Accounts for the year
1 April 2022 – 31 March 2023

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I really like being picked up once a month for a tea party. I'm very lonely and love to have a treat and go out. Everyone is very kind.

Reference and administrative information

Charity name
Re-engage Ltd

Charity registration numbers
1146149 (England and Wales)
SC039377 (Scotland)

Company registration number
07869142

Registered and principal office
7 Bell Yard, London, WC2A 2JR

Phone: 020 7240 0630

Email: info@reengage.org.uk

Website: www.reengage.org.uk

President
The Lady Jasmine Cavendish

Company Secretary
Christian Grobel (resigned 20 March 2023)
Samantha Demetriou (appointed 20 March 2023)

Trustees

Jonathan Upton (Chair)

Alan Stewart Gilfillan OBE (Vice Chair)

Sue Scholes (Hon Treasurer)

Christian Grobel

Jonathan Waite KC

Sally Fowler Davis

Victoria Galvis Zapata (resigned 10 May 2023)

Shamshah Lalji

Philip Kelvin (resigned 28 April 2022)

Key management personnel

Meryl Davies Chief Executive Officer

Kitty Blackwell Director of Fundraising & Communications

Samantha Demetriou Head of Finance

Auditor
Cooper Parry Group Limited
Cubo Birmingham
Office 401, 4th Floor
Two Chamberlain Square
Birmingham
B3 3AX

Banker
Coutts and Co
440 Strand, London
WC2R 0QS

Investment House
RBC Brewin Dolphin
9 Colmore Road
Birmingham
B3 2BJ

A wonderful service! My Re-engage partner is absolutely the best. Please dear God let this last forever!

Message from our Chair and CEO

We're a charity working with almost 6,500 people who are 75 and older and who experience social isolation and loneliness. Loneliness is a particular issue for older people as our social circles typically shrink in later life, as do our opportunities to grow them. We work with volunteers to make sure that loneliness doesn't become all-pervasive and tackle the devastating impact of loneliness.

Gradually, some of the taboos surrounding loneliness are reducing. Public discussion of loneliness has changed over the years since the important work of the Jo Cox Commission, published in late 2017. This began the process of highlighting how important it is to sustain and nurture communities at risk of mass loneliness and to prevent isolation becoming the norm for millions of people in the UK.

For all that people may be more willing to discuss the issues, it's also clear that some groups of people are not only vulnerable to loneliness, but their circumstances also make it exceptionally difficult to alleviate it without help and support. Older people who live alone and have lost their friends and families are just such a group of people and Re-engage is dedicated to finding ways to bring social connections into their lives.

Our strategic review covers the last full year of our three-year REACH strategy and then anticipates the next phase of our growth and development. We have worked with thousands of older people over the last three years and, crucially, have established the very positive impact of our work and how it improves people's lives. This gives us a credible and powerful voice in our sector, as our peer organisations recognise the high quality of methodology and practice in capturing which loneliness inventions really work.

As society grows older, attitudes to age are shifting but the general tone of the conversation about ageing remains resolutely negative. The crisis in the health system is a cause for concern for all, but it is the ageing population which is frequently cited as a significant contributor to this crisis in health. Other social and environmental factors such as poverty or obesity are not highlighted in the same way. We want to see a society that sustains and grows quality of life for people over 75, and we are encouraged by the promotion of healthy ageing for the generation below the one we serve. Our focus remains firmly on bringing those benefits to the oldest old and in harnessing the part they play in alleviating loneliness.



After five years as CEO at Re-engage, I will be moving on in autumn 2023. It has been a great privilege to lead this wonderful charity and to work with the team to develop and deliver the highly successful REACH strategy. The board is working with the leadership team to recruit a successor to ensure continuity.

The older people involved in Re-engage are an inspiration to us all and we want to thank them for all the ideas they have shared and the ways in which they enrich the lives of the volunteers, staff, and Trustees. Without our volunteers there would be no Re-engage. The time and energy they give to this charity is immense. The staff team is dedicated and determined, and their work has gone from strength to strength this year. And the Trustees have given their time, their thoughtfulness, and a well-balanced combination of support and challenge to the executive team. Many thanks to all the Trustees but particularly to the Trustees who have left the board recently, Philip Kelvin and Victoria Galvis.

Jonathan Upton Chair, Board of Trustees

Meryl Davies CEO

Strategic review

This strategic review of the year at Re-engage covers the charity's objectives and activities, together with its achievements and performances in the year.

A year at Re-engage

When the Trustees set the strategy in early 2020, none of us could have imagined how the world would change over the three years in which it was implemented.

We have much to be proud of - and much more to do in the coming years as we seek to provide opportunities for social activities for older people who are experiencing social isolation and loneliness.

Our commitment to reducing loneliness through diversifying our activities has seen us develop call companions and activity groups. **Since its launch in the spring of 2020, 3,335 older people have benefitted from call companions, with 1,446 actively involved in 2022/23.** The call companions service can be grown and focussed in new ways and rainbow call companions, which is for older people and volunteers who are LGBTQ+, is an important adaptation of the service. First launched in April 2022, we have welcomed 43 older people into the service.

People are, in general, living longer and as a society we are getting older. But though developments in medicine can give us extra years, those years are in no way guaranteed to be healthy years. As the ageing population continues to grow, it is important that we focus on supporting people not just to live longer, but to age well.

We launched our free activity groups for older people aged 75+ in 2020. The majority are in person groups, but we run a number of online groups too for those who are either unable to travel, or who prefer to exercise in the comfort of their own home. While all our projects and services are focused on reducing loneliness, we wanted to add to that goal by including gentle exercise and a focus on health. We know from conversations with our older people that many feel that they would like to do more exercise, and our combination of social connection and gentle exercise helps to support healthy, happy older age with 18 new groups launched over the year.

I speak on the phone once a week to a really nice girl. She even phoned me on Christmas morning as she knew I was going to be on my own.

I couldn't recommend your charity enough.

Our social groups have now fully relaunched, and whilst not all survived closure during the pandemic, **591 tea party groups and lunch clubs are now meeting regularly with further growth planned in the coming year.**

"Being re-united after all this time was just wonderful. The tea-parties are a godsend and give you something to put in your calendar."

We also made a commitment to empowering our staff and volunteers as part of becoming a more effective, efficient, scalable, and sustainable organisation. Developing core training for all our volunteer roles was part of this. The team carefully monitors questions that come in from volunteers so that we can provide the right information in the right way on our website, as part of our commitment to making volunteering easy and enjoyable.

Challenging ageism, the C in our REACH strategy, is something we do every day and need to do more of. It is striking that the concern for older people during the Covid pandemic has largely disappeared from public debate. In its place is the real and important concern about the impact of an ageing society on the welfare of all. Today's older people are the visible embodiment of this significant social change, but often seen as a homogenous group, older people are stigmatised as a burden and a strain on social structures.

These tropes are not only detrimental for individuals, but society risks missing out and celebrating the wealth of experience, knowledge and joy older people have to share and contribute.



I really enjoy knowing that I'm making a small difference to the lives of others.

Hence, another of our REACH promises was to amplify the voices of older people. We set up our advisory group of people over 75 and consult this group regularly. We also gain insights from many of the older people in our services via a questionnaire in the magazine, Time Together, which goes out to older people three times a year. The information and ideas that have been shared with us have been essential in helping us to develop new services as well as improving the ones we already have. We have gained further insight into the lived experience of older people, the complex challenges they face and the ways in which our services can address multiple barriers to social inclusion. For example, the tea party groups not only reduce loneliness, but they keep people mobile and help people to maintain their independence.

"It gives me more confidence to meet people and get out; I was not very confident before, not steady on my feet. It makes me feel happy and people are so friendly."

In 2020, we committed to harness technology in all we do to deliver our services and reach more older people, investing from our designated reserves to make this possible. Our development of digital systems has revolutionised our ability to grow at scale and gives us the potential to support other organisations who share our goals but lack the resources to implement digital transformation.

Using digital processes has released our staff team to focus on the important conversations with older people and volunteers that technology can't replace. A significant technology milestone has been the automation of the administration of our call companions service connecting older people and volunteers over the phone. Our staff are available to support if we're needed. But the reduction in manual processes in getting older people and volunteers enrolled and matched means that we can reach many more people than would otherwise be possible.

None of this success with the REACH strategy would have been possible without the extraordinary support and commitment of our funders and of course our **9,200 volunteers**. Every year, more people join us to make lives better. Our new role of impact volunteer, which launched in September, is critical to our ability to monitor and evaluate the ways in which we change the lives of older people for the better. This growing group of volunteers is capturing even more important insights into what truly works to reduce loneliness and improve wellbeing for the oldest people in our society. Impact volunteers gifted us more than 5,000 minutes of their time to conduct surveys, interviews and consultations with our older people.

"Listen to the older people, the older generation. We've got a lot to say but we're not allowed to say it because it's too past tense, it's considered not with it."

It's clear that our REACH goals were the right ones, so we'll be retaining and growing them as our core principles into the future. We'll launch our new strategy in mid-2023 and will set out our plans to continue alleviating loneliness, delivering growth and impact at scale. We will also set out the ways in which our approach of working only with the over 75s means that we have exciting opportunities to amplify those voices as they grow in number. Experience of life online is changing rapidly, but our research shows that large numbers of older people are still anxious about being online. Meanwhile, in wider society, the move to digital is growing at pace and government departments, companies, and regulators are embracing the opportunities that this presents. We're in danger of seeing an ever greater division across the digital divide, and clearly this is an area of our work we are well placed to grow.

So, what of the next stage in the development of our work? We're proud of what we've done over the last three years but there is a lot more to do to provide opportunities for older people to be less lonely, and to make sure that the ideas and contributions of those older people are heard and acted upon.

I have enjoyed making friends with our tea party guests and providing space for them to discuss some of their problems with their peers.

Thank goodness Re-engage found me.

Re-engage in numbers

Impact on loneliness

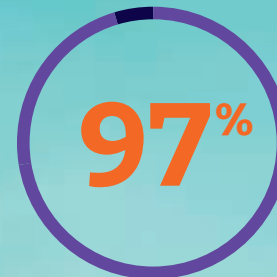
Between April 2022 and March 2023, we have seen a significant reduction in feelings of loneliness amongst older people accessing our services. *

The number of older people who 'often or always' feel lonely is 67% lower than when they joined Re-engage and the number who 'often' feel they lack companionship fell by 70%.**

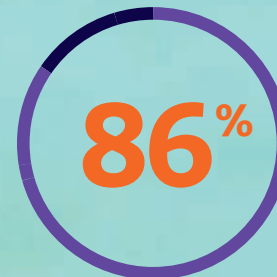
Older people



describe Re-engage services as good or excellent



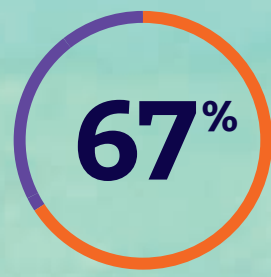
agreed that they are treated with respect and as equals by Re-engage volunteers and staff



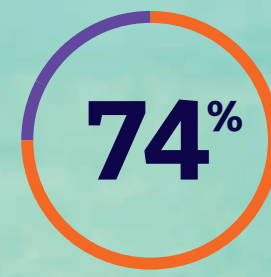
agree joining Re-engage has had a positive impact on their life

Impact of activity groups

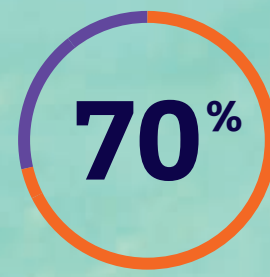
Regular physical activity in the company of other people improves physical health and wellbeing and provides an opportunity to make friends.



say their wellbeing has improved



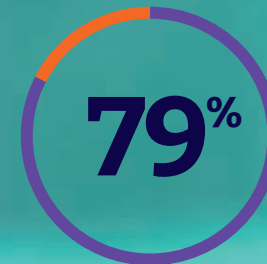
have made friends through the groups



are more physically active as a result of attending activity groups

Impact of call companions

For isolated older people, regular befriending phone calls improve wellbeing, support good mental health and build confidence.



feel happier as a result of their calls



feel more confident because of the calls

Impact of tea parties:

Monthly tea parties provide an opportunity to connect with other people in your community, to make friends and improve wellbeing.

85% have made friends through the tea parties

81% feel happier as a result of attending tea parties

64% feel part of the community

* all based on older people who have received our services in the year 2022-23

** based on the ONS single-item direct measure of loneliness and the UCLA loneliness scale

Case studies

Call Companions

Despite having six brothers and sisters, 81-year-old Cilla doesn't enjoy the benefits of having a large family. In fact, in the last 30 years, she has had just one visit from a relative.

Cilla, who never married, lives on the fifth floor of a twelve-storey block of flats and doesn't feel comfortable going out. She has a niece living in Canada who recently paid her a visit but that has been her only contact with a relative in three decades.

Cilla, signed up for a Re-engage call companion during the Covid pandemic. She lives alone in a high-rise block of flats in Bristol. All of her immediate family are now dead.

"I don't go out and so really rely on my regular phone calls," she said. "My call companion, Izzy, is absolutely wonderful and speaks to me regularly. Even when she went back home to Australia for a while, she made sure she didn't miss a call. She's an absolute lifeline."

Cilla, a retired home carer, loves talking to younger people: "They keep my grey matter going and keep me young. Our ages are obviously different, but our minds are similar. "I love talking to them because I'm kept up to date with all the new things going on and they say they learn things from me. So, it's for our mutual benefit."

Cilla is part of our Re-engage advisory group, a group of people over 75 who help the charity develop its plans to continue helping people aged 75 and over who are experiencing loneliness and living in social isolation.

"I really don't know what I would do without Re-engage. I really miss my family but I'm so fortunate to have a call companion who makes me feel alive."



Everyone should have a companion from Re-engage!



Rainbow Call Companions

Derek, 88, can look back with pride on a life dedicated to supporting gay rights.

Derek lived through a restricted and 'dangerous' period when homosexuality was a crime and witnessed friends dying during the horrors of the early AIDs years.

Yet, despite the difficulties and heartbreak Derek, who became one of the first beneficiaries of Re-engage's award-winning rainbow call companions service launched earlier this year, maintains a positive outlook on life.

"Yes, it has been difficult at times, but would I do it all again? Absolutely. It's been a good life and I have no regrets."

Derek was born in Walthamstow, east London and his parents, Percy and May, moved to nearby Ilford a few years later where his dad ran a business manufacturing clock dials. When he was 15, he began a printing apprenticeship which was interrupted three years later by his 24-month stint of National Service which saw him serve in the Army Catering Corps in Aldershot and Germany. He then resumed his seven-year apprenticeship.

"I knew by the time I was 15 that I was gay, and that's when I told my parents. They were absolutely fine about it and said they had already guessed.

"It was a weight off my shoulders because it pre-empted all those silly, 'when are you getting a girlfriend?' questions. So, in the coming years I kept disappearing to London to the haunts where gays would meet. Everything had to be very hush-hush because it was a pretty dangerous time. You might even get arrested for holding a man's hand in the street.

"There were no gay clubs or bars, everything was very restricted. But things became better for me when I moved to a house near Hyde Park Corner which was only for gay people. There were about 20 of us living there and I made some good friends."

When he was 30 Derek met his partner Ray and they stayed together for 47 years until Ray's death.



Over the years, attitudes began to change although the Sexual Offences Act, which permitted homosexual acts between two consenting adults over 21, did not come into force until 1967. Gay men continued to encounter discrimination and other problems, so Derek and Ray ran a helpline as part of the Campaign for Homosexual Equality.

"Slowly things began to get better. Clubs like Heaven opened and people became aware that the 'Pink Pound' was quite powerful. It was still a battle at times, but we were making progress.

"However, AIDs naturally had a massive impact on everyone. I lost a lot of friends. Hospital wards were full of people who were terribly emaciated. It was absolutely awful but somehow, I got through."

Following those dark days, the highlight of Derek's life came at a recent Medway Gay Pride march where, as the oldest member of the gathering, he was nominated to carry the banner. Afterwards actor Mark Rylance gave a speech. "I was incredibly proud about being asked to carry the banner. But the real crowning moment was when I looked around and saw half a dozen families there, prams included. I couldn't quite believe how far we had come. It was a wonderful moment."

"I wish there were more social clubs for older gay people. Rainbow call companions is a wonderful service and I hope more of our community will come to use it. I get regular calls from my call companion, Jules, and we talk about almost everything. It's marvellous for me because otherwise I might not speak to another person from one week to the next."

Activity Groups

80-year-old Audrey was referred to the chair yoga activity group in Heptonstall by her daughter Sue. Audrey had not been very active during Covid and Sue wanted to find a gentle physical activity for her that would also give her the opportunity to socialise with other people.

Sue, who first heard about Re-engage through Facebook, told us:

"The sessions have been really great for Mum. She thoroughly enjoys the chair yoga and the social get together too. Mum has done some yoga in the past so it's nice for her to be able to go back to it."

There are about 12 older people in Audrey's chair yoga group and she has enjoyed getting to know others.

"I really enjoy catching up with members of the group after our chair yoga session. There's always time for a biscuit and a cup of tea. I've made friends and we have good chats. The chair yoga is relaxing and it keeps me active. I do a bit of exercise at home too – simple stretches and marching on the spot. I set my alarm at 10am and 4pm every day as a reminder."

Originally from Liverpool, Audrey was married for 30 years before her husband died at the age of 57.

Audrey has been visiting her son, who lives in Indianapolis in the United States, every year for the past 12 years and she looks forward to the trip every year.

"My son tells me that if I stay fit, I'll be able to keep visiting and that's certainly an incentive."

This service is vital to me. Thank you.



Tea Parties

Tal became involved with Re-engage five years ago as a result of ITV's 1 Million Minutes campaign to encourage more people to volunteer. She has three children and has worked full-time since the age of 17.

When she first started volunteering, she was working in a stressful job in the civil service. She wanted to give something back – to do some 'hands on' volunteering for a charity, rather than make a financial contribution. The idea of becoming a tea party host for Re-engage appealed because her children had recently left home and she wanted to share her space with others. She was also genuinely intrigued by the life journey of older people – she lost her own parents at the age of 35 and she wishes she had documented their journeys.

She loves the fact that the tea parties are intercultural and that she feels completely at ease coming from a different community – the focus of the tea parties are on stories and connection. She is fascinated by the stories of older people – there is an older guest in her group who was in the Indian army and who knows more about her heritage than she does.

She also enjoys the fact that the tea parties are intergenerational and that her whole family gets involved – her children included.

She said about Anna, a guest in her tea party group "Anna is amazing. She has the biggest and most infectious smile".

Former nurse and midwife, Anna, 86, has been living on her own since her husband, Alan died 12 years ago. Although she has a son and daughter who keep in touch, she likes to keep her independence and still manages to go shopping and, occasionally, drive.

She began going to Re-engage tea parties in Edgbaston, Birmingham, three years ago after her daughter spotted a newspaper advert publicising them.

"I just can't get over the fact that people give up their free time to do them," she said. "It's absolutely marvellous and I always look forward to them."

"There is one driver who goes on lots of cruises and always sends me postcards of different places. It's a lovely gesture."

"Just recently about nine of us were guests of a family who were just the most delightful people you could ever meet. They just couldn't do enough to help us, and their children chatted to us all the time. It was a really smashing day."

Anna, who trained as a nurse at Dudley Royal Hospital, added: "I can feel isolated at times but my children are very good and see me or keep in touch. But I tell them that I'll call them when I need them."

It has helped my own well-being and I have made great friends.



Report of the Trustees

Structure, governance and management

The charity is governed by its Memorandum and Articles of Association dated 2 December 2011 as amended by special resolution dated 18 March 2014. This was also amended at a General Meeting dated 19 April 2017. It was further amended by special resolution passed by the Trustees on 30 September 2019 at the time of the change of the charity name. The charity is also registered as a charity in Scotland (charity number SC039377).

As Trustees of Re-engage, we are committed to strong governance and regularly review our responsibilities using the framework of the Charity Governance Code. The Trustees collaborate closely with the executive to ensure that our organisational purpose is clear and that we work with integrity and effectiveness.

Recruitment and appointment of the Trustees

The management of the charity is supervised by the Trustees who have business, financial, legal, volunteering, and media expertise as well as expertise in working with older people. We update our Trustees' skills matrix at the start of each financial year and use this as the basis from which to advertise for suitably skilled individuals.

As Trustees we give our time voluntarily and receive no benefits from the charity. Details of expenses reclaimed from the charity are set out in note 15 to the accounts and details of related party transactions are given in note 14.

Trustee induction and training

All Trustees receive an induction which consists of meetings with the Chair, Honorary Treasurer and the CEO covering:

- duties of Trustees, including presentation of the relevant Charity Commission guidance regarding the duties of Trustees
- explanation and presentation of the governing instrument
- presentation of current and projected financial position
- presentation of the activities of the charity and how it is organised, structured, and staffed.

Organisational structure

We meet at least four times a year and more often if required. We are responsible for setting the strategic direction and policies of the charity, but the CEO manages the day-to-day running of the charity and implements its strategy and policies. The CEO reports to us through the Chair. All staff, including those who report directly to the CEO, are home-based across the UK.

In accordance with charity law, the names of the Trustees who served the charity during the year to the date of this report are set out on page 2, together with details of current key management personnel and professional advisers.

Pay and remuneration

Staff pay and remuneration is decided by the Treasurer and Chair in consultation with the CEO (except for the CEO's own salary) and approved by the Trustees. Inflation and benchmarking are considered when determining any pay awards and the remuneration of each role.

Statement of Trustees' responsibilities

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law), including Financial Reporting Standard 102 (FRS 102), 'the Financial Reporting Standard in the UK and Republic of Ireland'.

Under company law we, as Trustees, must not approve the financial statements unless we are satisfied that they 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 these financial statements, Trustees are required to:

- select suitable accounting policies and apply them consistently
- observe the methods and principles in the Charities SORP (FRS 102)
- make judgements and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

As Trustees, we are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable us to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

We 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.

We are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislations in other jurisdictions.

Principal risks and risk management

We maintain a risk register which is updated by the Leadership Team and reviewed by the Finance, Audit and Risk Committee. Each board meeting we review a summary risk register.

Mitigating actions are taken for all risks across any aspect of the charity.

The charity's key risks relate to:

1. IT and data security:

We continue to view this as one of our key risks and proactively mitigate this with a programme of system and process reviews allowing continual improvements that enhance our security. Our teams are well informed, undertake annual core training and are alert to the nature of cyber-crime.

2. Changes in funding climate:

Our fundraising team continues to monitor the funding environment and adapt to its challenges. We actively seek to increase unrestricted funding to assist with core costs as well as investing resource into areas of potential funding growth so mitigate any lost funding opportunities. We remain determined to focus our efforts on areas most closely aligned to our funding needs to have a greater chance of securing the funding and to build upon existing strengths so the charity can continue to grow.

3. Cost of living crisis:

We remain alert to the effect of the ongoing cost of living crisis and the potential downsides to both the charity and its staff. The team continues to be proactive in its recruitment and retention of staff; is actively working to improve the volunteer journey to encourage new, and retain existing, volunteers and actively pursues value for money to reduce current, and the need for future, expenditure.

Public benefit

The Trustees of Re-engage are confident that the charity exists for the benefit of the public and has a significant impact on older people, volunteers, and wider social matters.

Our charitable purpose is to help older people find social connections. We regularly review the purpose of the charity and have done so afresh while developing our new five-year strategy which will be launched in the summer of 2023.

As Trustees we make decisions to ensure our charity's purpose provides benefit, manage risks that might result from conducting our purpose, ensure that those who benefit are consistent with our purpose, and make sure that any personal benefits are solely incidental.

We are therefore confident that in setting and reviewing our objectives and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit.

Financial review

The year ended with our accounts showing a **deficit** of £180,204 (2022: surplus £337,225). The deficit includes designated spend of £190,144 (2022: £231,329) and loss on investments of £460 (2022: £nil)

Income decreased to £2,142,692 (2022: £2,236,373) in a year that presented challenges in staff recruitment to fundraising vacancies, meaning the team was not at full capacity for one quarter of the year. There were fewer statutory income opportunities, and the funding climate moved its focus from loneliness during the pandemic to the cost-of-living crisis. This resulted in less ‘excess’ income for our cause. The reduction in income also reflects the prior year donation of cash (£98,387) and assets (£5,604) from Age Concern Crosby and number and value of legacy gifts. This year comprised 5 gifts ranging from £3k to £19k (2022: 9 gifts ranging from £1k to £180k). The team focussed on the areas of increased potential (trusts and corporate) and the year ended positively.

Our expenditure in the year increased to £2,322,436 (2022: £1,899,148). This reflected a further year of work on our ongoing programme to strengthen the charity’s foundations using previously designated reserves, in preparation for the new five-year strategy. The charity invested in staff recruitment and retention as well as wellbeing and training to enhance our workplace experience. In addition, work continued to fine tune systems and processes, with investment in IT. We have developed the foundations of our new strategic plan, consulting older people, volunteers, staff and Trustees.

Our **unrestricted** free reserves decreased by £37,357 to £583,508 (2022: £620,864), which, net of fixed assets, gives free reserves of £549,152 (2022: £565,616) ensuring the charity’s reserves policy is adhered to.

Our **restricted** funds increased to £728,905 (2022: £580,697) with a number of grants being received as we approached the year end. Most of the associated expenditure will be incurred in the new financial year.

We have **designated** £576,142 (2022: £867,198) of funds this year, continuing our programme to further invest in our human resources, diversify our services, and maximise our income streams. We have also designated funds to undertake additional CRM development to ensure we can truly harness technology in order to scale our growth and build resilience and sustainability into our volunteer management.

Expenditure on activities within our **local groups** has increased to £35,542 (2022: £20,830). This reflects the return to in person meetings and events for older people across the UK. People over 75 have experienced a delayed return to pre-pandemic behaviours and, in some cases, are still experiencing heightened anxiety and fear of going out, so we see this change in our groups as particularly welcome.

Funders and supporters

We are enormously grateful to our many funders for their generous support over the year.

Without their help we would not be able to continue our important work. Our largest funder was the People’s Postcode Lottery, whose funding allowed us to grow our activity groups into Yorkshire, increasing physical and mental wellbeing amongst older people whilst continuing to reduce loneliness. Their support also enabled a wide-scale relaunch and rebuilding of tea party groups post pandemic, as well as the continuation of our multi-year digital transformation project to harness technology to ensure that our work can scale and become more sustainable.

Our trusts fundraising continued to be particularly successful, and we were grateful to receive a substantial amount of our trust funding as unrestricted income again this year. Our corporate partners have continued to be immensely loyal, and we have built successful new relationships as well as receiving considerable funds from partners who have been supporting us for several years. We would also like to thank the generous individuals who support us with regular donations and support our campaigns.

Investment policy

Our policy is to invest in a mixture of short, medium, and long-term investments.

Short and medium-term funds (over 80 per cent of the total) are split across several interest-bearing accounts. Plans are in place to use the Flagstone cash management platform to facilitate this.

Longer-term assets (reserves) are invested with the aim of at least maintaining the value or purchasing power in real terms (i.e., against inflation). RBC Brewin Dolphin were appointed on 21 November 2022 as the charity’s investment house to manage the charity’s funds on a discretionary basis. Funds were invested on 28 March 2023 with minimal investment activity prior to the year end.

The charity has a ‘moderate’ ability to bear investment losses. In extreme circumstances, falls in the value of the portfolio of up to 25% would not have a material impact on the charity’s overall financial position and commitments. The Trustees believe Brewin Dolphin’s risk category 5 appropriately reflects the charity’s risk tolerance.

The total return target for the investment portfolio has been set at inflation plus 2% p.a. net of fees. This is a long-term target over a period of at least 5 years. There is no specific income requirement. However, the Trustees expect the investments to generate a reasonable level of income, as income forms an important component part of the overall total return.

The Trustees are comfortable that collective funds will be used to provide the most efficient means to access a particular markets or asset classes and for reasons of diversification.

In principle the Board wish to be responsible investors.

Our investment managers are expected to take account of Environmental, social and governance (ESG) issues in their investment analysis and decision-making processes and engage with company management when appropriate.

The Trustees will meet the Investment Manager at least annually, to monitor performance of the fund and to consider any other regulatory changes. The Trustees will use the Brewin Dolphin Risk Category 5 index as a benchmark for comparison of investment performance.

Reserves policy

Reserves are that part of our unrestricted funds that we are freely available to spend.

The Trustees have reviewed the reserves policy and have determined that in furtherance of the charity’s objectives, given the normal level of restricted funds held, the level of reserves should be circa three months of total expenditure (net of fixed assets and excluding designated spend), to absorb any fluctuations in income and expenditure.

Reserves (general unrestricted funds net of fixed assets) at 31 March 2022 were £549,152 (2022: £565,616) and represent 3 months of budgeted expenditure (excluding designated spend) for 2023-2024.

We designate funds where appropriate and have done so this year to further develop our diversification, to invest in our people, and in our systems to allow the charity to scale. This is the continuation of a multi-year programme which first started in 2021.

Fundraising

Funds are raised principally from trusts, grant funders and corporate partnerships. We aim to build strong and transparent relationships with our supporters. It is only through their generosity that our work is possible.

We do not employ professional fundraising agencies and our activities are planned and delivered by our small fundraising team, led by our director of fundraising and communications. She is a full member of the Institute of Fundraising, and it is her responsibility to ensure that our fundraising work complies with the Fundraising Code of Practice which includes relevant legal requirements as well as the standards set by the Fundraising Regulator. Any direct marketing is undertaken by the fundraising department to ensure that it is not unreasonably intrusive or persistent and all material contains clear instructions on how a person can remove themselves from mailing lists. We have not received any complaints about our fundraising practice, and we regularly review the Code to ensure that our fundraising continues to be legal, open, honest, and respectful.

Plans for the future

As mentioned in the strategic review, the charity is embarking on a new five-year strategy building on our previous successes. Older people will be at the core of everything we do as we reach an increased and more diverse number of older people through a growing portfolio of services.

Disclosure of information to auditors

As far as we are aware:

- there is no relevant audit information of which the charitable company’s auditor is unaware; and
- we have taken all steps that we ought to have taken to make ourselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Trustees on 12 July 2023 and signed on their behalf by



Jonathan Upton
Chair, Board of Trustees
Re-engage Ltd



**The give-back
is just fantastic;
I think we get as
much out of it as
the guests do.**

Independent Auditor's report to the Trustees and members of Re-engage Ltd

Opinion

We have audited the financial statements of Re-engage Ltd ("the charitable company") for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 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, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

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

Conclusions relating to going concern

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 charitable company's ability to continue as a going concern for a period of at least 12 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 Trustees' report including the strategic review and Re-engage in numbers, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the Trustees' report including the strategic review and Re-engage in numbers. 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 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 the audit:

- the information given in the Trustees' Report, including the strategic review and Re-engage in numbers for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustee’s report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006, and the Charities Accounts (Scotland) Regulations 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 Directors’ 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 charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor’s responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulation made under these Acts.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our assessment focussed on key laws and regulations the charitable company has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, Charities Act 2011, Charities and Trustee Investment (Scotland) Act 2005, Charities Accounts (Scotland) Regulations 2006, Charities (Protection and Social Investment) Act 2016, taxation legislation, data protection, anti-bribery and employment legislation.

We are not responsible for preventing irregularities, including fraud. Our approach to detecting irregularities, including fraud, included, but was not limited to, the following:

- obtaining an understanding of the legal and regulatory framework applicable to the charitable company and how the charitable company is complying with that framework, including agreement of financial statement disclosures to underlying documentation and other evidence;
- obtaining an understanding of the charitable company’s control environment and how the charitable company has applied relevant control procedures, through discussions and other management and by performing walkthrough testing over key areas;
- obtaining an understanding of the charitable company’s risk assessment process, including the risk of fraud;
- reviewing meeting minutes of those charged with governance throughout the year; and
- performing audit testing to address the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Whilst considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection of fraud based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council’s (“FRC’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, and to the charitable company’s Trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company’s members and Trustees those matters we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company’s members as a body and the charitable company’s Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Atkins FCA
Senior Statutory Auditor
for and on behalf of:

COOPER PARRY GROUP LIMITED
Statutory Auditors

Cubo Birmingham
Office 401, 4th Floor
Two Chamberlain Square
Birmingham
B3 3AX

Date: 14 September 2023
.....
Cooper Parry Group Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of Financial Activities incorporating income and expenditure account for the year ended 31 March 2023

		Unrestricted Funds			Total Funds 2023 £	Total Funds 2022 £
		General Funds 2023 £	Designated Funds 2023 £	Restricted Funds 2023 £		
Incoming Resources	Notes					
Donations and Legacies	2	1,191,069	-	811,367	2,002,436	2,100,013
Grant income	3	-	-	136,130	136,130	135,839
Investments						
Bank and Investment income	4	4,126	-	-	4,126	521
Total incoming resources		1,195,195	-	947,497	2,142,692	2,236,373
Resources expended						
Raising funds						
Fundraising costs		229,702	-	-	229,702	238,178
Charitable activities						
Services		1,103,301	190,144	799,289	2,092,734	1,660,970
Total resources expended	5	1,333,003	190,144	799,289	2,322,436	1,899,148
Net income / (expenditure)	6	(137,808)	(190,144)	148,208	(179,744)	337,225
Transfers between funds	13	100,912	(100,912)	-	-	-
Other gains / (losses)						
Unrecognised gains / (losses) on revaluation	9	(460)	-	-	(460)	-
Net movement of funds in the year		(37,356)	(291,056)	148,208	(180,204)	337,225
Funds balances brought forward at 1 April 2022		620,864	867,198	580,697	2,068,759	1,731,534
Funds balances carried forward at 31 March 2023		583,508	576,142	728,905	1,888,555	2,068,759

All the above results were derived from continuing activities. The notes and information on pages 26 to 37 form part of these financial statements.

Balance Sheet as at 31 March 2023

		2023 £	2023 £	2022 £	2022 £
Fixed Assets	Notes				
Tangible assets	8	-	34,356	-	55,248
Non-current Assets					
Investments	9	-	249,638	-	98
Current Assets					
Debtors	10	188,548	-	204,896	-
Cash at bank and in hand		1,702,821	-	2,148,771	-
		1,891,369	-	2,353,667	-
Current Liabilities					
Creditors - amount falling due within one year	11	(286,808)	-	(340,254)	-
Net current assets		-	1,604,561	-	2,013,413
Net Assets		-	1,888,555	-	2,068,759
Represented by					
General Funds	12/13	-	583,508	-	620,864
Designated Funds	12/13	-	576,142	-	867,198
Restricted Funds	12/13	-	728,905	-	580,697
Total Funds		-	1,888,555	-	2,068,759

The notes and information on pages 26 to 37 form part of these financial statements.

These accounts were approved by the Trustees and authorised for issue on 12 July 2023 and signed on their behalf by:



Jonathan Upton
Chair, Board of Trustees
Re-engage Ltd

Charity Registration numbers
1146149 (England and Wales)
SC039377 (Scotland)

Company Registration number 07869142

Statement of cash flows for the year ended 31 March 2023

	2023	2023	2022	2022
	£	£	£	£
Cash flows from operating activities				
Net cash (used in) / provided by operating activities	-	(194,479)	-	488,724
Cash flows from investing activities:				
Dividends, interest and investments	4,126	-	521	-
Purchase of PPE	(5,597)	-	(51,121)	-
Purchase of investments	(250,000)	-	-	-
Net cash provided by investing activities	-	(251,471)	-	(50,600)
Change in cash / cash equivalents in the year	-	(445,950)	-	438,124
Cash / cash equivalents at the beginning of the year	-	2,148,771	-	1,710,647
Cash / cash equivalents at the end of the year	-	1,702,821	-	2,148,771
Reconciliation of net income / (expenditure) to net cash flow from operating activities				
Net income / (expenditure) for the reporting period (as per the Statement of Financial Activities)	-	(180,204)	-	337,225
Adjustments for				
Depreciation charges	25,478	-	11,083	-
(Gains) / losses on investments	460	-	-	-
Loss/(Profit) on disposal of fixed assets	1,012	-	-	-
Dividends, interests and investments	(4,126)	-	(521)	-
Donated assets in kind	-	-	(5,702)	-
(Increase) / decrease in Debtors	16,348	-	4,312	-
Increase / (decrease) in Creditors	(53,447)	(14,275)	142,327	151,499
Net cash used in operating activities	-	(194,479)	-	488,724
Analysis of cash and cash equivalents				
Cash in hand	-	1,391,821	-	1,837,771
Notice deposits (less than 3 months)	-	311,000	-	311,000
Total cash and cash equivalents	-	1,702,821	-	2,148,771

The notes and information on pages 26 to 37 form part of these financial statements.

I think it is great that people are sharing their time and food to give pleasure to old people living alone. I wish that more people would do the same. I did not realise life was so much harder being old and alone.

It’s great to speak to someone from an entirely different geographical area, background and views.

Notes to the accounts

GENERAL INFORMATION

Re-engage is a charitable company limited by guarantee and incorporated in England and Wales under company number 07869142. It is also registered with the Charity Commission for England and Wales under registration number 1146149 and with the Office of the Scottish Charity Regulator under registration number SC039377. The registered office is 7 Bell Yard, London, WC2A 2JR.

1. ACCOUNTING POLICIES

The principal accounting policies adopted are set out below:

a) Accounting basis

The financial statements are prepared under the historical cost convention and in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, applicable accounting standards, including Charities SORP (FRS 102), "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)". Per FRS 102, a public benefit entity (PBE) is an entity whose primary purpose is for public and social benefit and not to provide a financial return to its shareholders. The Trustees have assessed that the charity meets this definition.

b) Income recognition

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Investment income is included when receivable.

Grants are funds received from government and quasi-government funding agencies. These funds are included in the Statement of Financial Activities on a receivable basis.

Donated income is received by way of donations and gifts and is included in full in the Statement of Financial Activities in the year in which they are receivable.

No amount is included in the accounts for volunteer time in line with the requirements of the Charities SORP.

Legacies are recognised on a receivable basis when the charity becomes entitled to the income, based on notifications received, there is probable receipt and the amount is quantifiable.

c) Restricted funds

Restricted funds are to be used for a specific area or purpose as laid down by the donor. Expenditure which meets these criteria is identified to the fund.

d) Unrestricted funds

Unrestricted funds are donations or other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

e) Pensions

The charity provides defined contribution payments to qualifying individual pension schemes which are administered independently from the charity. These are charged to the SOFA as they become payable as part of salary reallocations between restricted and unrestricted funds based upon time and activity.

f) Expenditure recognition

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be recovered and is reported as part of the expenditure to which it relates.

Costs of raising funds comprise the costs and other relevant overheads of the fundraising team.

Costs of raising funds comprise the costs actually incurred in producing and distributing materials for promotional purposes and other relevant overheads.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. It is analysed between the principal activities of the charity in note 5.

g) Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of leadership costs.

Governance costs and support costs relating to charitable activities have been apportioned based on staff time. The allocation of support and governance costs is analysed in note 5.

h) Going concern

At the time of signing the accounts, the Trustees have considered the going concern position of the charity. They believe that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the level of multi-year funding already secured, a designated fund that can be transferred to free reserves if necessary and a number of new opportunities to expand and diversify services. The Trustees have arrived at this conclusion based on the information provided backed up by a report from the charity's executive team.

At the balance sheet date, the charity held significant cash balances. The charity has significant reserves, enough of which are unrestricted and are sufficient to absorb short-term in-period deficits if required.

The financial forecasts prepared by the executive team show that the charity will be able to operate within the facilities available to it. On that basis the Trustees have prepared these financial statements on a going concern basis.

i) Tangible fixed assets and depreciation

Assets that are deemed to have a useful economic (UEL) life are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its UEL, as follows:

Office equipment and motor vehicles – 33.3% per annum on a straight-line basis.

j) Cash at bank

Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

k) Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

l) Liabilities and provisions

Liabilities and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation.

m) Investments

Investments are measured at fair value and fair value is determined by reference to the market value at the balance sheet date.

n) Critical estimates and significant judgements

The Trustees consider that there are no significant areas of judgement or key assumptions that affect items in the financial statements other than those included within the accounting policies described above.

o) Financial instruments

A financial asset or a financial liability is recognised only when the entity become a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the Statement of Financial Activities.

2. DONATIONS AND LEGACIES

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Trusts	729,300	515,099	1,244,399	912,076
Corporate	236,331	230,288	466,619	543,448
Major donor	80,000	25,000	105,000	123,001
Legacies	100,342	-	100,342	325,109
Individual	30,898	1,200	32,098	50,817
Community and Event	5,777	26,555	32,332	12,627
Donations	-	-	-	103,991
Charitable Activities	-	13,225	13,225	4,522
Gift Aid	6,412	-	6,412	5,587
Local Group Administration Income	2,009	-	2,009	2,398
Local Group Income	-	-	-	16,437
Total Income	1,191,069	811,367	2,002,436	2,100,013

Donations comprise the transfer of cash and assets from Age Concern Crosby on 31.12.21

3. GRANT FUNDED INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
The National Lottery Community Fund	-	8,997	8,997	-
Scottish Government	-	-	-	18,606
Welsh Government	-	127,133	127,133	117,233
Total Grant Income	-	136,130	136,130	135,839

4. BANK AND INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Investment income	1,405	-	1,405	346
Bank Interest	2,721	-	2,721	175
Total	4,126	-	4,126	521

5. TOTAL EXPENDITURE

	Direct Costs	Support Costs	Total 2023	Total 2022
	£	£	£	£
Services				
Local groups	35,542	-	35,542	20,830
Regions	1,874,091	412,803	2,286,894	1,878,318
	1,909,633	412,803	2,322,436	1,899,148
Support costs	412,803	(412,803)	-	-
Total	2,322,436	-	2,322,436	1,899,148

Support costs are allocated on the basis of staff time and comprise the following:

	2023	2022
	£	£
Fundraising costs		
Salary costs	202,003	211,350
Office running costs	16,120	19,158
Professional (consultancy) and event costs	11,579	7,670
	229,702	238,178
Leadership and administration overheads		
Salary cost	109,248	193,855
Office premises costs	2,067	4,914
Office running costs	11,367	9,917
Legal and professional charges	2,231	3,531
	124,913	212,217
Governance		
Salary cost	37,396	10,203
Accounts preparation, audit and filing fees	17,726	15,627
Trustee meeting costs	3,066	-
	58,188	25,830
Total	412,803	476,225

6. NET INCOME

	2023	2022
	£	£
Net income / (expenditure) is stated after charging:		
Auditor's remuneration - audit services	17,700	11,760
Depreciation	25,478	11,803

7. STAFF

	2023 £	2022 £
Salaries and Wages	1,556,390	1,213,162
National Insurance	153,826	114,474
Pension costs	49,878	37,665
Total	1,760,094	1,365,301

The average number of employees during the year was **54.75** (2022:43.5) the full time equivalent being **50.51** (2022: 41.1)

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2023	2022
In the band £90,001 - £100,000	1	
In the band £80,001 - £90,000		1
In the band £70,001 - £80,000	1	
In the band £60,001 - £70,000		1

The total employee benefits including pension of the key management personnel of the charity were **£264,831** (2022:£241,446)
Restructuring costs in the period amounted to **£1,713** (2022: £1,800)

8. TANGIBLE FIXED ASSETS

Office equipment and motor vehicles

	£
Cost	
At 1 April 2022	67,143
Additions at 31 March 2023	5,597
Disposals at 31 March 2023	(1,822)
Total	70,918
Accumulated depreciation	
At 1 April 2022	(11,894)
At 31 March 2023	(25,478)
Charge at 31 March 2023	810
Total	(36,562)
Net book value	
As at 31st March 2023	34,356
As at 31st March 2022	55,248

9. FIXED ASSET INVESTMENTS

	Cash & cash equivalents £	Listed Investments £	Total £
Carrying value at beginning of period			
1 April 2022	-	98	98
Additions at 31 March 2023	250,000	-	250,000
Disposals at 31 March 2023	-	-	-
Transfer in / (out) during the period	(156,855)	156,855	-
Unrealised net gain / (loss) on revaluation	-	(460)	(460)
Carrying value at end of period			
As at 31st March 2023	93,145	156,493	249,638
As at 31st March 2022	-	-	-

The book costs of investment additions were **£249,892** (2022:£nil)

At 31 March 2023 the investment portfolio held the following material funds (>5%):

	2023 Market value £	2023 Held %
Fund		
Cash	93,145	37
North American Equities - Vanguard Investment Funds	24,980	10
Overseas Bonds - MI Select Manager Bond	24,979	10
North American Equities - Brown Advisory Funds	12,480	5
North American Equities - Dodge & Cox Worldwide Fund	12,480	5

10.DEBTORS: AMOUNTS RECEIVABLE WITHIN ONE YEAR

	2023 £	2022 £
Gift Aid	439	889
Debtors	166,243	175,662
Prepayments	21,866	28,345
Total	188,548	204,896

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade Creditors	47,498	56,850
PAYE/NI	40,896	34,426
Pension	11,728	6,187
Accruals & Deferred Income	186,686	242,791
Total	286,808	340,254

11a. DEFERRED INCOME

	2023 £	2022 £
Deferred Income brought forward:	190,000	11,425
Amounts released in the period	(190,000)	(11,425)
Amount deferred in the period	150,000	190,000
Total	150,000	190,000

Income deferred in the period relates to advanced funding received in respect of FY23/24

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Debtors	85,351	-	103,197	188,548	204,896
Fixed assets	34,356	-	-	34,356	55,248
Non-current assets	249,638	-	-	249,638	98
Cash at bank and in hand	500,971	576,142	625,708	1,702,821	2,148,771
Creditors falling due within one year	(286,808)	-	-	(286,808)	(340,254)
Net Assets at the end of year	583,508	576,142	728,905	1,888,555	2,068,759

13. FUNDS

	1 April 2022 £	Income £	Exp'ture £	Other gains / losses £	Transfers between funds £	31 March 2023 £
Unrestricted Funds						
General	620,864	1,195,195	(1,333,003)	(460)	100,912	583,508
Designated						
Diversification - IG Manager	135,000	-	(9,475)	-	(35,525)	90,000
Diversification - IG Campaigns	-	-	-	-	30,000	30,000
Staff structure changes	265,812	-	(128,149)	-	(3,459)	134,204
Communications officer recruitment	61,386	-	(6,465)	-	(30,693)	24,228
CRM Development	210,000	-	(868)	-	(101,632)	107,500
Targeted staff retention	90,000	-	(29,516)	-	(484)	60,000
Annual data audit / Data quality officer	105,000	-	(15,671)	-	(35,119)	54,210
IT Security	-	-	-	-	14,500	14,500
Marketing Campaigns	-	-	-	-	61,500	61,500
	1,488,062	1,195,195	(1,523,147)	(460)	-	1,159,650
Restricted Funds						
Local Groups	295,461	20,513	(35,542)	-	(36,614)	243,818
Regions						
East Anglia	-	8,000	(6,000)	-	-	2,000
South East	15,900	34,500	(29,345)	-	-	21,055
NW & W.Midlands	102,445	76,018	(92,209)	-	-	86,254
NE / Yorkshire / East Midlands	4,189	31,131	(33,320)	-	-	2,000
London	-	140,404	(108,239)	-	-	32,165
Scotland	13,954	44,247	(52,201)	-	-	6,000
Wales & SW	-	228,473	(156,983)	-	-	71,490
National						
National Support	148,748	364,211	(285,450)	-	36,614	264,123
	580,697	947,497	(799,289)	-	-	728,905
Total funds	2,068,759	2,142,692	(2,322,436)	(460)	-	1,888,555
Unrestricted funds - General	565,616	1,195,195	(1,333,003)	(460)	121,804	549,152
Unrestricted funds - Fixed assets	55,248	-	-	-	(20,892)	34,356
Unrestricted funds - Designated (total)	867,198	-	(190,144)	-	(100,912)	576,142
Restricted funds - Scotland	13,954	44,247	(52,201)	-	-	6,000
Restricted funds - Other	271,282	882,737	(711,546)	-	36,614	479,087
Restricted funds - Local groups	295,461	20,513	(35,542)	-	(36,614)	243,818
	2,068,759	2,142,692	(2,322,436)	(460)	-	1,888,555

A transfer of **£100,912** was made from designated funds to general funds to ensure compliance with the charity's reserves policy. (2022: £426,527 transferred to designated funds).

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated	
Diversification - Individual Giving Manager	Specific funding for the recruitment of specialist fundraisers to secure income diversification.
Diversification - Individual Giving Campaigns	Specific funding for the development and enhancement of our individual giving income stream.
Staff structure changes	Specific funding to allow for adequate resourcing in core services.
Communications officer recruitment	Specific funding to resource volunteer and older people recruitment.
CRM Development	Specific funding for the development, enhancement and integration of IT systems.
Targeted staff retention	Specific funding for the recruitment and retention of key management personnel.
Annual data audit / Data quality officer	Specific funding to ensure the integrity and quality of our data.
IT Security	Specific funding to increase IT security across all platforms.
Marketing Campaigns	Specific funding allocated for retention, recruitment and growth of our volunteers, older people and services.
Restricted	
Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	
East Anglia	Specific funding for services in this area.
South East	Specific funding for services in this area.
NW & W. Midlands	Specific funding for services in this area.
NE / Yorkshire / East Mids	Specific funding for services in this area.
London	Specific funding for services in this area.
Scotland	Specific funding for services in this area..
Wales & SW	Specific funding for services in this area.
National	
National Support	Specific funding supporting learning and development volunteer recruitment, core services, LGBTQ+ and research

13a. PRIOR YEAR FUNDS COMPARISON

	1 April 2021 £	Income £	Expenditure £	Transfers between funds £	31 March 2022 £
Unrestricted Funds					
General	565,216	1,261,511	(779,336)	(426,527)	620,864
Designated					
Diversification	267,000	-	(16,738)	(115,262)	135,000
Tea Party Relaunch	81,000	-	(104,908)	23,908	-
Staff structure changes	304,000	-	(58,562)	20,374	265,812
Capital Expenditure - IT hardware	20,000	-	(51,121)	31,121	-
Targeted staff retention	-	-	-	90,000	90,000
Communications officer recruitment	-	-	-	61,386	61,386
CRM Development	-	-	-	210,000	210,000
Annual data audit / Data quality officer	-	-	-	105,000	105,000
	1,237,216	1,261,511	(1,010,665)	-	1,488,062
Restricted Funds					
Local Groups	299,854	16,437	(20,830)	-	295,461
Regions					
East Anglia	-	22,320	(22,320)	-	-
South East	13,000	85,884	(82,984)	-	15,900
NW & W. Midlands & Special Projects	15,736	139,297	(52,588)	-	102,445
NE/Yorkshire/East Midlands	11,250	60,299	(67,360)	-	4,189
London	50,000	73,200	(123,200)	-	-
Scotland	33,339	42,847	(62,232)	-	13,954
Wales & SW	18,681	130,146	(148,827)	-	-
National					
National Support	52,458	394,866	(298,576)	-	148,748
Projects					
Community Christmas	-	6,165	(6,165)	-	-
Call Companions	-	3,401	(3,401)	-	-
	494,318	974,862	(888,483)	-	580,697
Total funds	1,731,534	2,236,373	(1,899,148)	-	2,068,759
Unrestricted funds - General	555,709	1,261,511	(779,336)	(472,268)	565,616
Unrestricted funds - Fixed assets	9,507	-	-	45,741	55,248
Unrestricted funds - Designated	672,000	-	(231,329)	426,527	867,198
Restricted funds - Scotland	33,339	42,847	(62,232)	-	13,954
Restricted funds - Other	161,125	915,578	805,421	-	271,282
Restricted funds - Local Groups	299,854	16,437	(20,830)	-	295,461
	1,731,534	2,236,373	(1,899,148)	-	2,068,759

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated	
Diversification	For the development of new and expansion of existing services for three years
Staff structure changes	Specific funding to allow for the adequate resourcing of services for two years
Targeted staff retention	Specific funding for the recruitment and retention of key management personnel for three years
Communications officer recruitment	Specific funding to resource volunteer and older people recruitment for two years
CRM Development	Specific funding for the integration of existing IT systems (finance, fundraising) into OPUS, the charity's CRM for three years
Annual data audit / Data quality officer	Specific funding to ensure the integrity of our data for three years
Restricted	
Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	
South East	Specific funding to cover staff in this area.
NW & W. Midlands	Specific funding to cover staff in this area.
NE/Yorkshire/East Mids	Specific funding to cover staff in this area.
London	Specific funding to cover staff in this area.
Scotland	Specific funding to cover staff in this area.
Wales & SW	Specific funding to cover staff in this area.
National	
National Support	Specific funding to support learning and development and the development of new projects.
Projects	
Community Christmas Call Companions	Christmas campaign matching lonely older people to community festive events. Funding to support the development and delivery of the Call Companions Service.

14. RELATED PARTY TRANSACTIONS

In the year donations of **£938** were received from Estatesearch Limited (2022:£nil) a company of which a Trustee of Re-engage is a director.

The Trustees made aggregate donations of **£585** (2022: £755).

15. TRUSTEES' REMUNERATION

The Trustees received no remuneration or benefits-in-kind (2022: £nil). Four (2022: nil) Trustees received reimbursement of travel expenses of **£545** (2022: £nil).

16. PENSION COST

The charity operates a defined contribution pension scheme and also pays into a private pension fund for one member of staff. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity and amounted to **£49,878** (2022: £37,665). Contributions totalling **£11,728** (2022: £6,187) were payable at the balance sheet date.

17. PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

		Unrestricted				
		General Funds 2022	Designated Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	Notes	£	£	£	£	£
Incoming Resources						
Donations and Legacies	2	1,260,990	-	839,023	2,100,013	1,853,047
Grant income	3	-	-	135,839	135,839	805,088
Investments						
Bank and Investment income	4	521	-	-	521	770
Total incoming resources		1,261,511	-	974,862	2,236,373	2,658,905
Resources expended						
Raising funds						
Fundraising costs		238,178	-	-	238,178	211,283
Charitable activities						
Services		541,158	231,329	888,483	1,660,970	1,617,286
Total resources expended		5	779,336	231,329	888,483	1,899,148
Net income / (expenditure)		6	482,175	(231,329)	86,379	337,225
Transfers between funds	13a	(426,527)	426,527	-	-	-
Net movement of funds in the year			55,648	195,198	86,379	337,225
Funds balances brought forward at 1 April 2021			565,216	672,000	494,318	901,198
Funds balances carried forward at 31 March 2022			620,864	867,198	580,697	1,731,534



Re-engage Ltd
7 Bell Yard
London
WC2A 2JR

Tel: 020 7240 0630
info@reengage.org.uk
www.reengage.org.uk

Bringing generations together



Supported by players of



Awarded funds from



Registered charity in England and Wales (1146149) and in Scotland (SC039377). Company number 07869142



Registered with
**FUNDRAISING
REGULATOR**

RE-ENGAGE LTD

England & Wales - Charity number 1146149

Accounts

Annual Report and
Accounts for the year
1 April 2021 – 31 March 2022

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I really like being picked up once a month for a tea party. I'm very lonely and love to have a treat and go out. Everyone is very kind.

Reference and administrative information

Charity name
Re-engage Ltd

Charity registration numbers
1146149 (England and Wales)
SC039377 (Scotland)

Company registration number
07869142

Principal office
7 Bell Yard, London, WC2A 2JR

Phone: 020 7240 0630

Email: info@reengage.org.uk

Website: www.reengage.org.uk

President
The Lady Jasmine Cavendish

Trustees

Jonathan Upton (Chair)

Alan Stewart Gilfillan OBE (Vice Chair)

Sue Scholes (Hon Treasurer)

Christian Grobel

Philip Kelvin (resigned 28 April 2022)

Jonathan Waite KC

John de Trafford (resigned 22 July 2021)

Sally Fowler Davis

Victoria Galvis Zapata (appointed 22 July 2021)

Shamshah Lalji

Key management personnel

Meryl Davies Chief Executive Officer

Kitty Blackwell Director of Fundraising & Communications

Sam Demetriou Head of Finance

Auditor
Cooper Parry Group Limited
Cubo Birmingham
Office 401, 4th Floor
Two Chamberlain Square
Birmingham
B3 3AX

Banker
Coutts and Co
440 Strand, London
WC2R 0QS

Message from our Chair and CEO

8,300 older people and 11,000 volunteers have connected this year through the work of Re-engage. There is a devastating amount of loneliness felt by older people in the UK so these connections have a significant impact. Volunteer-led, community-based activities can be high impact and low cost and we're determined to grow at scale to help meet the need.

We want to find new ways to reach socially isolated older people for whom loneliness has become a way of life. Rainbow call companions, the LGBT+ telephone befriending service we launched this year, is supporting older people who are finding it a powerfully important new part of their lives. Our tea party groups remain the core of our work, but we also launched activity groups – social groups with gentle exercise – in 2020. These have grown across Wales and West Yorkshire.

Lockdowns meant that a lot of people experienced profound loneliness for the first time. Meanwhile, already lonely people have got even lonelier over that last two years. Many vulnerable people are still afraid to go out so getting our tea party numbers back to where they were remains challenging for our volunteers.

Helping isolated older people find friendships in their community has a powerful impact: 88% of older people rate our services as good or excellent. But the older people themselves are having a huge impact on other people: other older people value the friendships they find through our groups with volunteers and with other older people. And our volunteers are letting us know that their roles with us are helping them to understand ageing better.

The Trustees have appointed Jonathan Upton as chair of the board replacing Christian Grobel. As chair, Christian oversaw a significant transition of the charity including three successful mergers, a rebrand and name change, the diversification of our activities, and a move towards a digital first approach.

Our ambition to scale has centred around the development of a new relationship management system which we have called OPUS (Older People and Us). We launched the system at the start of the year and it has been instrumental in improving efficiency and communications and reducing costs. With the closure of our London office, our team is even more regionally diverse. This is also reflected at trustee level with board members based in Edinburgh, Sheffield, Manchester, Birmingham, and London.

It is a pleasure for us both to be leading a committed board and a strong team. This report captures just some of the inspirational work that has taken place this year and tells the story of Re-engage through the voices of the people who matter most: the older people and volunteers.



Jonathan Upton Chair, Board of Trustees



Meryl Davies CEO





**I love it.
Best thing I have
ever done. We are
spoilt rotten, treated
with the utmost
respect. So many
thanks to you.**

Strategic review

A year at Re-engage

When we launched our three-year REACH strategy in 2020, the world was an uncertain place and none of us knew quite what lay ahead. As we emerged from the pandemic, the goals we had set ourselves continued to provide us with a framework within which to flex, thrive, and reach more older people in need.

In 2021-22, and with COVID-19 still a destabilising factor in people's lives, we have continued to support the re-emergence of hundreds of social groups across the UK that, for many years, have provided isolated older people with a vital connection to their community. Not only did our groups lose both older people and volunteers during the pandemic, many older people were left afraid to leave their homes after months of isolation and little contact with the outside world.

I loved the tea parties from the start. I was filled with amazement that anyone would do that; open their home to a group of strangers and be so inviting.

Tea party guest

Taking a comprehensive approach to rebuilding our tea party groups, we knew that both referrers and volunteers needed to be able to quickly find information about their local tea party group. Our new online map shows where we have vacancies for new guests, as well as where we have volunteer roles available.

Our digital first approach gives us a better understanding of our volunteers and their needs. We have directly consulted with volunteers about how we can better involve, empower, and support them in their roles. Following the consultation, we are focussing on improving communications and creating more volunteer training resources. We now include a spotlight on training and volunteer resources in our monthly volunteer newsletter, Re-engage Matters.

One of the ways we can reach more older people is to work in partnership with other charities. We were delighted when on 1 January 2022, Age Concern Crosby became part of Re-engage. We have continued their valuable work with the provision of weekly lunch clubs and monthly film showings as part of flicks and friends. These new services will grow alongside established Re-engage social groups and call companions in the Merseyside area.

Throughout the second year of our REACH strategy, we have sustained and grown our call companions service, which provides older people with an opportunity to be heard and build strong relationships with their volunteer callers during an unprecedented time of loneliness. We know the calls make a real and lasting difference and are often told about the difference that these regular calls continue to make.

It's hard to get about where I live; I can't walk to the estuary on my own and I miss the sea terribly. I am left now with only one dear lady to keep me here, my next-door neighbour. Other than that, there's nobody who bothers about me. I'm alone very suddenly and viciously, so gold star to whoever came up with call companions.

Amplifying the voices of older people

Receiving feedback from people who use our services allows us to put their views at the heart of how and why we develop new services.

In 2021 we introduced the Re-engage Advisory Group, made up of older people who either attend our social groups or receive a regular phone call from a call companion volunteer. This ensures we continue to provide services that meet the many and varied needs of older people.

**I usually sit
in front of the
television from
4pm until bedtime,
so the call breaks
up my evening.**

Their feedback and ideas about our work and services have a significant influence on our planning and development. For example, the group's experiences of joining call companions helped us to speed up how we match older people with volunteers, reducing waiting times for telephone befriending.

The group has also helped us to review our communications, providing us with feedback on Time Together, our magazine for those who use our services. Time Together continues to be an important vehicle to gather the views of even more of the older people we support. A short questionnaire, Meryl's Memo, is included in every edition of Time Together and last year we received 692 thought-provoking and helpful responses.

Through the advisory group, we've also gained insight into the impact of our tea parties and the benefits of the intergenerational relationships that are formed through these monthly social gatherings.

How very nice it's been to go to tea parties. You feel a real sense of excitement to see everyone again, it's a lovely atmosphere. We so enjoy the youngsters, the babies of the volunteers. They say they like hearing about our lives, but we like hearing about theirs too.

In July 2021 we launched a research project to hear about the types of social activity groups and services that older lesbian, gay, bi-sexual, and transgender, or minority sexual orientation or gender identity (LGBT+) people would like to take part in. Our research told us that there was a real desire and need for groups and services that build social connections and help to alleviate feelings of loneliness and social isolation for older people who identify as LGBT+. Eight months later, we launched rainbow call companions; a free telephone befriending service specifically for LGBT+ people aged over 75 who would like to speak to someone who's also LGBT+.

Those of my generation are standing on the shoulders of the LGBT+ community who went before. In many cases they will have endured difficult lives so any opportunity we have now to help them has to be grabbed.

Rainbow call companion volunteer

Measuring our impact

Timely and accurate monitoring and evaluation of our services helps us understand and accurately demonstrate the impact of our work.

It tells us how far we are achieving our goals and what we need to do to improve. Importantly, it also generates the evidence we need to gain funding to develop new and existing services.

In 2021-22, we reviewed our existing monitoring and evaluation activities and developed a new framework, enabling us to build a robust evidence base and deliver comprehensive, proportionate, good quality monitoring and evaluation that is used consistently across Re-engage.

Our objective was to better understand the needs of older people experiencing loneliness and social isolation. First and foremost, this meant listening to what they had to say. It also meant creating tools and methods to improve the way in which we gather and analyse data to measure our impact. Finally, we had to improve our communication with both internal and external stakeholders and develop a learning culture that empowers volunteers and staff to place impact and evaluation at the heart of all our services.

Amongst our achievements this year, we:

- Introduced the collection of baseline data for all services so that we can measure changes in loneliness and wellbeing over time.
- Communicated the impact of our services to stakeholders and involved them in the development of new tools and methods.
- Introduced new metrics to measure satisfaction, quality of service and why people leave our services.
- Introduced impact volunteers who are specially trained to gather evaluation data from older people. We are looking to grow and develop this role further over the course of 2022-23.
- Created the new role of impact and evaluation officer to support with the development and implementation of the new monitoring and evaluation framework.

Expanding our activity groups

In April 2021, as Covid restrictions began to ease, we introduced our first in-person activity groups in Wales, launching nine new groups over the course of the year.

These included ethnic minority and Welsh language groups, helping us to reach a diverse community of lonely and isolated older people.

As our groups have grown, we have employed a new engagement officer in South Wales. At the same time, through our partnership with Dragons Rugby in South Wales, and our informal partnerships with Age Alive, Home Instead Cardiff and Menter Caerdydd we have been able to introduce our activity groups to growing numbers of older people.

It's so nice to be meeting in-person again. Although I love attending groups on Zoom, you can't beat meeting people face to face.

Jessie aged 85, attended our chair yoga sessions having enjoyed our online groups.

Just to say a big 'thank you' for this week. It improved my 'world' so much. I derived great benefit, both physically and socially, from both sessions.



By calling me today, you've brightened up my day. The thought of being able to go to something has lifted my spirits. Not even this bad weather can get me down now. I look forward to attending your groups and I'm so happy something like this exists.

Joyce aged 91, attends an activity group in South Wales

With an ever-increasing demand for online classes, we took the decision to introduce new online groups to support those living in rural areas, as well as those who are unable to attend face to face classes.

Our activity classes are successful thanks to the dedication of our activity group volunteers and this year we have introduced new online volunteer training modules to support them in their roles.

Thanks to our ability to measure the impact of these groups, we were confident about introducing online groups in West Yorkshire. We started by introducing tai chi and chair yoga classes and have introduced face to face groups over the summer of 2022.

Going forward, we will continue to raise funds so that we can introduce groups in other areas.

Theory of change

In April last year we began developing our new theory of change. This important piece of work helps us communicate to all stakeholders our purpose and how we work towards it.

It explains how our activities and services will lead to short, medium, and long-term outcomes and achieve the impact we intend. It uses a robust monitoring and evaluation framework to guide our decision-making and future planning.

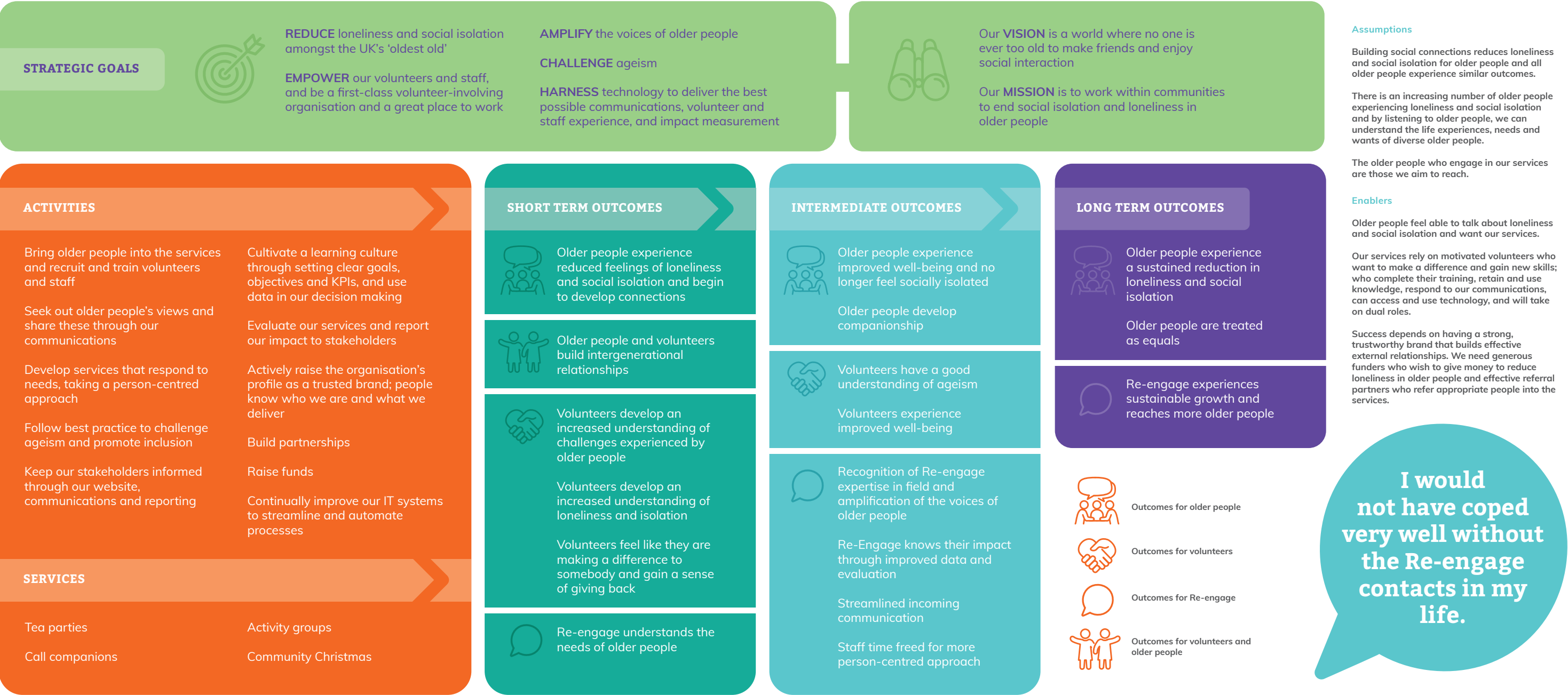
We spent two months reviewing best practice, consulting broadly to articulate our purpose, and understanding how and by whom the theory would be used. Amongst other things, our situational analysis told us that there are increasing levels of loneliness and social isolation amongst the 'oldest old', those aged 75+, in the UK. This has been exacerbated by the COVID-19 pandemic and other contributory factors. Chronic loneliness has been linked to poor physical health, mental health, and poor personal well-being. Importantly, there is

evidence to suggest that people who experience regular, meaningful social contact are less likely to become lonely.

With the building blocks in place, we gathered evidence of the needs of older people using our services and an analysis of our impact. We consulted with key stakeholders, focusing on the all-important question, 'what is the impact of Re-engage services?'. We conducted in-depth telephone interviews with members of the Re-engage advisory group and volunteers, as well as a staff questionnaire.

Working with an external consultant, we delivered a series of workshops involving staff from across the organisation to develop our first version of the theory. We developed our core outcomes and pathways for change and agreed the activities that support change.

External stakeholders and a key funder reviewed and commented on our theory, taking us to a point where we were ready to create our final diagram outlining the core outcomes of our activities for older people, volunteers and Re-engage.



Re-engage in numbers

Impact on loneliness

Despite lockdowns and Covid-19 restrictions, between April 2021 and March 2022 we have seen a significant reduction in feelings of loneliness amongst older people accessing our services.

Since joining Re-engage the number of our older people who feel lonely 'often/always' fell by 65% and the number who 'often' feel they lack companionship fell by 73%.*



81%

of tea party guests have made friends with others their age

over **8,300**

older people took part in our services over the year

*based on the ONS single-item direct measure of loneliness and the UCLA loneliness scale



say joining Re-engage has given them something to look forward to



of guests say joining Re-engage has had a positive impact on their life



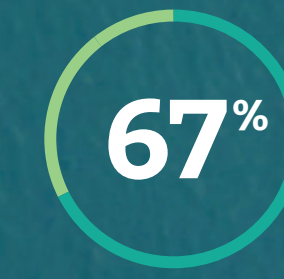
say as a result of Re-engage they feel happier



say they feel less lonely as a result of Re-engage



of our guests rate Re-engage services as good or excellent



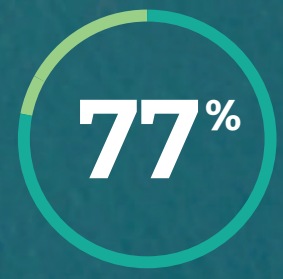
of volunteers say that joining Re-engage has had a positive impact on their life



feel like they are giving back as a result of volunteering with Re-engage



have increased awareness of loneliness and social isolation and become more aware of the issues facing older people



report making friends with older people

Volunteers

number of volunteer lives touched, almost

11,000



94%

feel like they are making a difference to somebody as a result of volunteering with Re-engage

Case studies

Maureen and Sheila

100 years of volunteering

Before finally retiring last year, together Maureen and Sheila volunteered for Re-engage for a total of 100 years.

They coordinated a tea party group in Oxford and have many happy memories of tea parties dating back to the early eighties. Here they tell us about their experiences of volunteering.

What first drew you to volunteering for Re-engage?

Maureen: "The tea parties are such a simple idea and there's so much kindness involved. I started out as a driver, and it felt such an easy way to help others. It had the added benefit of getting me out of the house occasionally."

Sheila: "I was first introduced to Re-engage when I became a tea party host in London. I've always been interested in older people and hearing their life stories."

Why were the tea parties important to you?

Maureen: "Tea parties were always special occasions. Our guests would get dressed up and have their hair done – someone was coming to take them out to tea, and they felt valued and cared for."

Sheila: "The hosts would pull out all the stops. They would bring out the best china and put on a real spread. The tea parties were such fun and I know our volunteers enjoyed them as much as the guests."

We were all part of the group because we wanted to be – there was never any sense of duty.

Did you learn anything from volunteering for Re-engage?

Maureen: "My husband died in 2020 and I quickly realised what living alone is like. I am lucky and can still go out independently and ride my bike. Many of our guests could not go out alone, which is why the monthly teas were so important and a real treat."

Sheila: "Our guests had all lived through two world wars and we had so much to learn from them. I remember a guest telling me all about the ration book that she took to the Co-op during the war. It's a job to imagine life as it was. I also had my eyes opened to what loneliness was."

What sort of support would you like to see for older people who are alone in the future?

Maureen: "I'd like to see even more opportunities for social connection. And I'd like to see more men involved in the tea parties. Sometimes it was difficult to get men to join our tea party group, but they got so much out of it when they did."

Sheila: "Most of the volunteers in our group were women, but I think men would enjoy volunteering too."



Jane Bull

Online activity sessions in West Yorkshire

82-year-old Jane from Castleford in West Yorkshire is a remarkable woman.

She had a long career in nursing and occupational therapy, despite all the odds, eventually retiring at the age of 78 as a Passenger Transport Assistant for children with special needs. At the age of 60 she did an abseil from one of the tallest buildings in Leeds and at 80 she did a tandem parachute jump to raise money for Alzheimer's UK. Her great grandson is determined that, when he turns 18, they'll do a wing walk together.

She joined a Re-engage online activity group in West Yorkshire this year and is very grateful for the opportunity to take part in the weekly sessions.

They're very gentle and they get me loosened up. I live on my own and so it can be hard to motivate myself. But the classes give me a reason to be active. I did T'ai chi many years ago and my father practiced yoga until the day he died. I'm always there, at the start of every class, logged on and ready to go.

"But having been a nurse for many years, I don't take my body too seriously. None of us get out of here alive so everything else is smoke and mirrors. We don't own anything on this planet – we're just passing through and I'm just thankful for every day that I have on this earth."



Gordon

Making time to make a difference

Gordon, 77, was a professional photographer for many years and has led a rich and varied life.

He has lived alone since his wife died. During the pandemic he was matched with call companion Gareth, who retired last September, and they found that they have more than a shared love of photography in common.

Gordon: I don't think that Re-engage could have found a more perfect match for me.

"Gareth and I are both keen photographers. Many years ago, I was a graphic arts camera operator, as well as a professional photographer, and I've been able to offer Gareth advice as we've come to know each other.

He's a very caring person and rings me every Tuesday.

Gareth and I get on really well together and we've discovered that we have more than our shared interests in common. He used to work nearby where I once lived.

Although I'm happy and I'm lucky enough to have a nice home, I do get lonely sometimes and my disability can make it difficult to get out and about. Gareth has become a true friend and I don't think that Re-engage could have found a more perfect match for me".

Gareth: Loneliness is so prevalent today that Re-engage felt like an obvious fit for me.

"My mantra is 'Must do More' and I have always felt it is important to give something back to others. Gordon and I never run out of things to talk about. I give him a word, or a concept, and off he goes! We always have a laugh too.

Unlike Gordon, I've never been a professional photographer, but photography is one of my hobbies and I specialise in photographs of butterflies and Commonwealth War Graves. We also share a love of cooking, steam railways and wine. Our conversations are so lively and there's never a pause or an awkward moment."

Report of the Trustees

Structure, governance and management

The charity is governed by its Memorandum and Articles of Association dated 2 December 2011 as amended by special resolution dated 18 March 2014. This was also amended at a General Meeting dated 19 April 2017. It was further amended by special resolution passed by the Trustees on 30 September 2019 at the time of the change of name. The charity is also registered as a charity in Scotland (charity number SC039377).

The Trustees of Re-engage are committed to strong governance and regularly review their responsibilities using the framework of the Charity Governance Code. The Trustees work closely with the executive to ensure that our organisational purpose is clear, and they work with integrity and effectiveness.

Recruitment and appointment of the Trustees

The management of the charity is supervised by the Trustees who have business, financial, legal, volunteering, and media expertise as well as expertise in working with older people. A Trustees' skills matrix is updated at the start of each financial year and used as the basis from which to advertise for suitable individuals.

All Trustees give their time voluntarily and receive no benefits from the charity. Details of expenses reclaimed from the charity are set out in note 14 to the accounts and details of related party transactions are given in note 13.

Trustee induction and training

All Trustees receive an induction which consists of meetings with the Chair, Treasurer and the CEO covering:

- duties of Trustees, including presentation of the relevant Charity Commission guidance regarding the duties of Trustees
- explanation and presentation of the governing instrument
- presentation of current and projected financial position
- presentation of the activities of the charity and how it is organised, structured, and staffed.

Organisational structure

The Trustees meet quarterly and are responsible for setting the strategic direction and policies of the charity. The CEO manages the day-to-day running of the charity and implements its strategy and policies. The CEO reports to the Trustees through the Chair. Staff, who report to the CEO, are home-based across the UK.

In accordance with charity law, the names of the Trustees who served the charity during the year to the date of this report are set out on page 2, together with details of current key management personnel and professional advisors.

Pay and remuneration

Staff pay and remuneration is decided by the Treasurer and Chair in consultation with the CEO and approved by the Trustees. Inflation and benchmarking are considered when determining any pay awards and the remuneration of each role.

Statement of Trustees' responsibilities

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law), including Financial Reporting Standard 102 (FRS 102), 'the Financial Reporting Standard in the UK and Republic of Ireland'.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the 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 these financial statements, the Trustees are required to:

- select suitable accounting policies and apply them consistently
- observe the methods and principles in the Charities SORP (FRS 102)
- make judgements and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

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.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislations in other jurisdictions.

Risk management

The Trustees maintain a risk register which is updated by the Senior Leadership Team and reviewed quarterly by the Finance, Audit and Risk Committee. A summary risk register is reviewed by the Board of Trustees at each meeting.

Mitigating actions are taken for any risks perceived to be increasing, be this for reasons of changes in the funding environment or regulatory / legal changes, or government policy.

The charity's key risks relate to:

- 1. IT and data security:**
We take action to protect our systems, train our teams, and constantly improve our data management and data transfer systems.
- 2. Changes in funding climate:**
Our team continues to form relationships with loyal funders and donors. However, economic downturn means that we will need to continuously seek to diversify our income streams and adapt our delivery. We remain alert to new risks in funding such as vigilance. We remain alert to new risks in funding and regularly review our donations acceptance policy.
- 3. Working remotely:**
We continue to improve our provision for our staff all of whom are now home-based. We are alert to the need for management oversight both in terms of workload and well-being and have adapted our working patterns and systems to reflect this.

Public benefit

The Trustees of Re-engage are confident that the charity exists for the benefit of the public and has a significant impact on older people, volunteers, and wider social matters.

Our charitable purpose is to help older people find social connections and to encourage younger people to volunteer to be part of these connections. We regularly review the purpose of the charity and have done so with particular diligence while developing our new strategy which will be launched in 2023.

As Trustees we make decisions to ensure our charity's purpose provides benefit, manage risks that might result from carrying out our purpose, ensure that those who benefit are consistent with our purpose, and make sure that any personal benefits are solely incidental.

We are therefore confident that in setting and reviewing our objectives and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit.

Financial review

The year ended with our accounts showing a surplus of £337,225 (2021: surplus £830,337).

Income decreased to £2,236,373 (2021: £2,658,905), reflecting an expected slowdown of emergency funding during the pandemic. However, ongoing strong support from both our existing and new funders, and assets received from welcoming Age Concern Crosby into Re-engage saw income exceed budget for the second year running.

Our expenditure in the year increased slightly to £1,899,148 (2020: £1,828,569). This reflects the spending of designated funds relating to the prior year restructure of the charity's service delivery team to both mitigate the initial impact of Covid-19 and to future proof the remit. Additional designated resources were spent on improving the IT infrastructure and environment to facilitate an efficient and effective dispersed workforce, and to ultimately result in the ability to automate, scale and reach more beneficiaries. In December 2021, the lease on our London office came to an end and 2022 welcomed in a fully remote workforce.

Our restricted funds increased to £580,697 (2021: £494,318) with more funders choosing to support both our regional work and specific services such as activity groups.

The expenditure on activities within our local groups decreased again to £20,830 reflecting a slower return to 'business as usual' post pandemic.

Our unrestricted free reserves increased by £9,906 to £565,517 and we spent £231,329 of designated funds, which had been designated to spend on growing our flagship tea parties, diversifying our activities with older people and strengthening our service delivery team.

Supporters

We are enormously grateful to our many funders for their flexible support as we emerged from the pandemic.

Without the help of our statutory funders, trusts, corporate donors, and generous individuals we would not be able to continue our critical work. With the support of our largest funder, the People's Postcode Lottery, we pursued our ambition to put older voices at the heart of our work, establishing the groundwork for our comprehensive monitoring, evaluation and learning framework to better understand the needs of older people experiencing loneliness and social isolation. Their support also helped us scale up our volunteer management model and further embed digital solutions to enhance our impact.

Our trusts fundraising continued to be particularly successful, and we were very grateful to receive a substantial amount of our trust funding as unrestricted income. Our corporate partners have continued to be immensely loyal, and we have built successful new relationships as well as receiving considerable funds from partners who have been supporting us for several years.

Fundraising

We raise funds across the range of community fundraising, individual donors, and partnerships with trusts, grant funders, and companies. We aim to build strong and transparent relationships with our supporters. It is only through their generosity that our work is possible.

We do not employ professional fundraising agencies and our activities are planned and delivered by our small fundraising team, led by our director of fundraising and communications. She is a full member of the Institute of Fundraising, and it is her responsibility to ensure that our fundraising work complies with the Fundraising Code of Practice which includes relevant legal requirements as well as the standards set by the Fundraising Regulator. We have not received any complaints about our fundraising practice, and we regularly review the Code to ensure that our fundraising continues to be legal, open, honest, and respectful.

Investments

Our policy is to invest in short and medium-term investments. We split our funds across several interest-bearing accounts.

We do not currently invest in the stock market however we are actively reviewing this and considering this in terms of a long term investment of reserves.

Reserves policy

Reserves are that part of our unrestricted funds that we are freely available to spend.

The Trustees have reviewed the reserves policy and have determined that in furtherance of the charity's objectives, given the normal level of restricted funds held, the level of reserves (net of fixed assets) should be circa three months of total expenditure, to absorb any fluctuations in income and expenditure.

We designate funds where appropriate and have done so this year to further develop our diversification, to invest in our people, and to invest in our systems to allow the charity to scale. Reserves (general unrestricted funds net of fixed assets) at 31 March 2022 were £565,519 (2021: £565,216) and represent 3 months of total budgeted expenditure (net of designated spend) for 2022-2023.

Approved by the Trustees on 10 November 2022 and signed on their behalf by



Jonathan Upton
Chair, Board of Trustees
Re-engage Ltd

**It has
changed my life
a lot for the
better. Before this
I used to feel so
lonely.**

Independent Auditor's report to the Trustees and members of Re-engage Ltd

Opinion

We have audited the financial statements of Re-engage Ltd ("the charitable company") for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 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, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

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

Conclusions relating to going concern

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 charitable company's ability to continue as a going concern for a period of at least 12 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 Trustees' report, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the Trustees' 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 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 the audit:

- the information given in the Trustees' Report, incorporating the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustee’s report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006, and the Charities Accounts (Scotland) Regulations 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 Directors’ 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 charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor’s responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulation made under these Acts.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our assessment focussed on key laws and regulations the charitable company has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, Charities Act 2011, Charities and Trustee Investment (Scotland) Act 2005, Charities Accounts (Scotland) Regulations 2006, Charities (Protection and Social Investment) Act 2016, taxation legislation, data protection, anti-bribery and employment legislation.

We are not responsible for preventing irregularities. Our approach to detecting irregularities included, but was not limited to, the following:

- obtaining an understanding of the legal and regulatory framework applicable to the charitable company and how the charitable company is complying with that framework, including agreement of financial statement disclosures to underlying documentation and other evidence;
- obtaining an understanding of the charitable company’s control environment and how the charitable company has applied relevant control procedures, through discussions and other management and by performing walkthrough testing over key areas;
- obtaining an understanding of the charitable company’s risk assessment process, including the risk of fraud;
- reviewing meeting minutes of those charged with governance throughout the year; and
- performing audit testing to address the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Whilst considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council’s (“FRC’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, and to the charitable company’s trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company’s members and trustees those matters we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company’s members as a body and the charitable company’s trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Atkins FCA
Senior Statutory Auditor
for and on behalf of:

COOPER PARRY GROUP LIMITED
Chartered Accountants
Statutory Auditors

Cubo Birmingham
Office 401, 4th Floor
Two Chamberlain Square
Birmingham
B3 3AX

Date: 10 November 2022

Cooper Parry Group Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of Financial Activities incorporating income and expenditure account for the year ended 31 March 2022

		Unrestricted Funds				
		General Funds	Designated Funds	Restricted Funds	Total Funds	Total Funds
		2022	2022	2022	2022	2021
		£	£	£	£	£
Incoming Resources	Notes					
Donations and Legacies	2	1,260,990	-	839,023	2,100,013	1,853,047
Grant income	3	-	-	135,839	135,839	805,088
Investments						
Bank and Investment income	4	521	-	-	521	770
Total incoming resources		1,261,511	-	974,862	2,236,373	2,658,905
Resources expended						
Raising funds						
Fundraising costs		238,178	-	-	238,178	211,283
Charitable activities						
Services		541,158	231,329	888,483	1,660,970	1,617,286
Total resources expended	5	779,336	231,329	888,483	1,899,148	1,828,569
Net income / (expenditure)	6	482,175	(231,329)	86,379	337,225	830,337
Transfers between funds	12	(426,527)	426,527	-	-	-
Net movement of funds in the year		55,648	195,198	86,379	337,225	830,337
Funds balances brought forward at 1 April 2021		565,216	672,000	494,318	1,731,534	901,198
Funds balances carried forward at 31 March 2022		620,864	867,198	580,697	2,068,759	1,731,534

All the above results were derived from continuing activities. The notes and information on pages 26 to 36 form part of these financial statements.

Balance Sheet as at 31 March 2022

		2022	2022	2021	2021
		£	£	£	£
Fixed Assets	Notes				
Tangible assets	8	-	55,248	-	9,606
Current Assets					
Debtors	9	204,896	-	209,208	-
Investments		98	-	-	-
Cash at bank and in hand		2,148,771	-	1,710,647	-
		2,353,765	-	1,919,855	-
Current Liabilities					
Creditors - amount falling due within one year	10	(340,254)	-	(197,927)	-
Net current assets		-	2,013,511	-	1,721,928
Net Assets		-	2,068,759	-	1,731,534
Represented by					
General Funds	12	-	620,864	-	565,216
Designated Funds	12	-	867,198	-	672,000
Restricted Funds	12	-	580,697	-	494,318
Total Funds		-	2,068,759	-	1,731,534

These accounts were approved by the Trustees and authorised for issue on 10 November 2022 and signed on their behalf by:



Jonathan Upton
Chair, Board of Trustees
Re-engage Ltd

Charity Registration numbers
1146149 (England and Wales)
SC039377 (Scotland)

Company Registration number 07869142

Statement of cash flows for the year ended 31 March 2022

	2022 £	2022 £	2021 £	2021 £
Cash flows from operating activities				
Net cash provided by operating activities	-	488,724	-	853,963
Cash flows from investing activities:				
Dividends, interest and investments	521	-	770	-
Purchase of PPE	(51,121)	-	(10,417)	-
Net cash provided by investing activities	-	(50,600)	-	(9,647)
Change in cash/cash equivalents in the year	-	438,124	-	844,316
Cash/cash equivalents at the beginning of the year	-	1,710,647	-	866,331
Cash/cash equivalents at the end of the year	-	2,148,771	-	1,710,647
Reconciliation of net income/(expenditure) to net cash flow from operating activities				
Net income / (expenditure) for the reporting period (as per the Statement of Financial Activities)	-	337,225	-	830,336
Adjustments for				
Depreciation charges	11,083	-	811	-
Dividends, interests and investments	(521)	-	(770)	-
Donated assets in kind	(5,702)	-	-	-
Decrease in Debtors	4,312	-	(73,065)	-
Increase in Creditors	142,327	151,499	96,651	23,627
Net cash used in operating activities	-	488,724	-	853,963
Analysis of cash and cash equivalents				
Cash in hand	-	1,837,771	-	1,700,647
Notice deposits (less than 3 months)	-	311,000	-	10,000
Total cash and cash equivalents	-	2,148,771	-	1,700,647
Analysis of changes in net cash				
	At start of year £	Cashflows £	At end of year £	
Cash	1,710,647	438,124	2,148,771	

I think this type of thing is much needed, as it is quite hard to make new friends as you get older.

Notes to the accounts

1. ACCOUNTING POLICIES

The principal accounting policies adopted are set out below:

a) Accounting basis

The financial statements are prepared under the historical cost convention and in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, applicable accounting standards, including Charities SORP (FRS 102), “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)”. Per FRS 102, a public benefit entity (PBE) is an entity whose primary purpose is for public and social benefit and not to provide a financial return to its shareholders. The Trustees have assessed that the charity meets this definition.

b) Income recognition

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Investment income is included when receivable.

Grants are funds received from government and quasi-government funding agencies. These funds are included in the Statement of Financial Activities on a receivable basis.

Donated income is received by way of donations and gifts and is included in full in the Statement of Financial Activities in the year in which they are receivable.

Legacies are recognised on a receivable basis when the charity becomes entitled to the income, based on notifications received, there is probable receipt and the amount is quantifiable.

c) Restricted funds

Restricted funds are to be used for a specific area or purpose as laid down by the donor. Expenditure which meets these criteria is identified to the fund.

d) Unrestricted funds

Unrestricted funds are donations or other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

e) Pensions

The charity provides defined contribution payments to qualifying individual pension schemes which are administered independently from the charity. These are charged to the SOFA as they become payable.

f) Expenditure recognition

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be recovered and is reported as part of the expenditure to which it relates.

- Costs of raising funds comprise the costs actually incurred in producing and distributing materials for promotional purposes and other relevant overheads.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. It is analysed between the principal activities of the charity in note 5.

g) Allocation of support and governance costs

- Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and support costs.
- Governance costs and support costs relating to charitable activities have been apportioned based on staff time. The allocation of support and governance costs is analysed in note 5.

h) Going concern

At the time of signing the accounts, the Trustees have considered the going concern position of the charity. They believe that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the level of multi-year funding already secured, a designated fund that can be transferred to free reserves if necessary and a number of new opportunities to expand and diversify services. The Trustees have arrived at this conclusion based on the information provided backed up by a report from the charity’s senior leadership team.

At the balance sheet date, the charity held significant cash balances. The charity has significant reserves, enough of which are unrestricted and are sufficient to absorb short-term in-period deficits if required.

The financial forecasts prepared by the senior leadership team show that the charity will be able to operate within the facilities available to it. On that basis the Trustees have prepared these financial statements on a going concern basis.

i) Tangible fixed assets and depreciation

Assets that are deemed to have a useful economic (UEL) life are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its UEL, as follows:

Office equipment – 33.3% per annum on a straight-line basis.

j) Cash at bank

Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

k) Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

l) Liabilities and provisions

Liabilities and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation.

m) Investments

Investments are measured at fair value and fair value is determined by reference to the market value at the balance sheet date. It is Re-engage’s policy not to hold gifted shares. Any shares received are sold immediately.

n) Critical estimates and significant judgements

The Trustees consider that there are no significant areas of judgement or key assumptions that affect items in the financial statements other than those included within the accounting policies described above.

2. DONATIONS AND LEGACIES

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
	£	£	£	£
Trusts	609,211	302,865	912,076	579,264
Corporate	164,879	378,569	543,448	651,910
Major donor	98,001	25,000	123,001	40,000
Legacies	324,109	1,000	325,109	356,342
Individual	50,454	363	50,817	78,427
Community and Event	6,351	6,276	12,627	24,903
Grants - Other Government Support	-	-	-	81,785
Donations	-	103,991	103,991	-
Charitable Activities	-	4,522	4,522	-
Gift Aid	5,587	-	5,587	18,428
Local Group Administration Income	2,398	-	2,398	333
Local Group Income	-	16,437	16,437	19,412
Total Income	1,260,990	839,023	2,100,013	1,850,803

Donations comprise the transfer of cash and assets from Age Concern Crosby on 31.12.21

2A. DONATED GOODS AND SERVICES

JTI Wellbeing Session @ National Conference	-	-	-	1,994
Carrolina Bucci - Design of volunteer Christmas Card	-	-	-	250
Total donated goods and services	-	-	-	2,244

3. GRANT FUNDED INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
	£	£	£	£
Players of the People's Postcode Lottery	-	-	-	500,000
The National Lottery Community Fund	-	-	-	99,492
The National Lottery Emergency Fund	-	-	-	66,621
Scottish Government	-	18,606	18,606	57,216
Welsh Government	-	117,233	117,233	81,759
Total Grant Income	-	135,839	135,839	805,088

4. BANK AND INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
	£	£	£	£
Investment income	346	-	346	-
Bank Interest	175	-	175	770
Total	521	-	521	770
Total incoming resources	1,261,511	974,862	2,236,373	2,658,905

5. TOTAL EXPENDITURE

	Direct Costs	Support Costs	Total 2022	Total 2021
	£	£	£	£
Services				
Local groups	20,830	-	20,830	29,616
Regions	1,402,093	476,225	1,878,318	1,798,953
	1,422,923	476,225	1,899,148	1,828,569
Fundraising costs	238,178	(238,178)	-	-
Head Office overheads	212,217	(212,217)	-	-
Governance	25,830	(25,830)	-	-
	476,225	(476,225)	-	-
Total	1,899,148	-	1,899,148	1,828,569

Support costs are allocated on the basis of staff time and comprise the following:

	2022	2021
	£	£
Fundraising costs		
Salary costs	211,350	165,816
Office running costs	19,158	4,260
Professional (consultancy) and event costs	7,670	32,830
National marketing costs	-	8,378
Head office overheads		
Salary cost	193,855	256,369
Office premises costs	4,914	9,584
Office running costs	9,917	21,905
National marketing costs (incl. website)	-	35,530
Legal and professional charges	3,531	94,220
Governance		
Salary cost	10,203	10,687
Accounts preparation, audit and filing fees	15,627	12,782
Total	476,225	652,360

6. NET INCOME

	2022	2021
	£	£
Net income is stated after charging:		
Auditor's remuneration - audit services	11,760	11,370
Operating lease payments	-	37,861
Depreciation	11,083	811

7. STAFF

	2022	2021
	£	£
Salaries and Wages	1,213,162	1,150,932
National Insurance	114,474	105,038
Pension costs	37,665	36,271
Total	1,365,301	1,292,242

The average number of employees during the year was 43.5 (2021:40) the full time equivalent being 41.1 (2021: 37.6)

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2022	2021
In the band £80,001 - £90,000	1	-
In the band £70,001 - £80,000	-	1
In the band £60,001 - £70,000	1	-

The total employee benefits including pension of the key management personnel of the charity were £241,446 (2021:£231,095)

Restructuring costs in the period amounted to £1,800 (2021: £73,337)

8. TANGIBLE FIXED ASSETS

	£
Office equipment	
Cost	
At 1 April 2021	10,417
Additions at 31 March 2022	51,121
Transfer of Mercedes Benz Minibus from Age Concern Crosby	5,604
	67,142
Accumulated depreciation	
At 1 April 2021	(811)
At 31 March 2022	(11,083)
	(11,894)
Net book value	
At 31 March 2022	55,248
At 31 March 2021	9,606

9. DEBTORS: AMOUNTS RECEIVABLE WITHIN ONE YEAR

	2022	2021
	£	£
Gift Aid	889	2,013
Other debtors	175,662	176,744
Prepayments	28,345	30,451
Total	204,896	209,208

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade Creditors	56,850	89,972
PAYE/NI	34,426	21,929
Pension	6,187	4,917
Accruals & Deferred Income	242,791	81,109
Total	340,254	197,927

10a. DEFERRED INCOME

	2022
	£
Deferred income brought forward:	11,425
Amounts released in the period	(11,425)
Amount deferred in the period	190,000
Total	190,000

Income deferred in the period relates to advanced funding received in respect of FY22/23

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Fixed assets and investments	55,346	-	-	55,346	9,606
Debtors	160,316	-	44,580	204,896	209,208
Cash at bank and in hand	555,456	867,198	726,117	2,148,771	1,710,647
Creditors falling due within one year	(150,254)	-	(190,000)	(340,254)	(197,927)
Net Assets at the end of year	620,864	867,198	580,697	2,068,759	1,731,534

12. FUNDS

	1 April 2021 £	Income £	Expenditure £	Transfers between funds £	31 March 2022 £
Unrestricted Funds					
General	565,216	1,261,511	(779,336)	(426,527)	620,864
Designated					
Diversification	267,000	-	(16,738)	(115,262)	135,000
Tea Party Relaunch	81,000	-	(104,908)	23,908	-
Staff structure changes	304,000	-	(58,562)	20,374	265,812
Capital Expenditure - IT hardware	20,000	-	(51,121)	31,121	-
Targeted staff retention	-	-	-	90,000	90,000
Communications officer recruitment	-	-	-	61,386	61,386
CRM Development	-	-	-	210,000	210,000
Annual data audit / Data quality officer	-	-	-	105,000	105,000
	1,237,216	1,261,511	(1,010,665)	-	1,488,062
Restricted Funds					
Local Groups	299,854	16,437	(20,830)	-	295,461
Regions					
East Anglia	-	22,320	(22,320)	-	-
South East	13,000	85,884	(82,984)	-	15,900
NW & W. Midlands & Special Projects	15,736	139,297	(52,588)	-	102,445
NE/Yorkshire/East Midlands	11,250	60,299	(67,360)	-	4,189
London	50,000	73,200	(123,200)	-	-
Scotland	33,339	42,847	(62,232)	-	13,954
Wales & SW	18,681	130,146	(148,827)	-	-
National					
National Support	52,458	394,866	(298,576)	-	148,748
Projects					
Community Christmas	-	6,165	(6,165)	-	-
Call Companions	-	3,401	(3,401)	-	-
	494,318	974,862	(888,483)	-	580,697
Total funds	1,731,534	2,236,373	(1,899,148)	-	2,068,759
Unrestricted funds - General	555,610	1,261,511	(779,336)	(472,268)	565,517
Unrestricted funds - Fixed & intangible assets	9,606	-	-	45,741	55,347
Unrestricted funds - Designated	672,000	-	(231,329)	426,527	867,198
Restricted funds - Scotland	33,339	42,847	(62,232)	-	13,954
Restricted funds - Other	460,979	932,015	(826,251)	-	566,743
	1,731,534	2,236,373	(1,899,148)	-	2,068,759

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated	
Diversification	For the development of new and expansion of existing services for three years
Staff structure changes	Specific funding to allow for the adequate resourcing of services for two years
Targeted staff retention	Specific funding for the recruitment and retention of key management personnel for three years
Communications officer recruitment	Specific funding to resource volunteer and older people recruitment for two years
CRM Development	Specific funding for the integration of existing IT systems (finance, fundraising) into OPUS, the charity's CRM for three years
Annual data audit / Data quality officer	Specific funding to ensure the integrity of our data for three years
Restricted	
Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	
South East	Specific funding to cover staff in this area.
NW & W. Midlands	Specific funding to cover staff in this area.
NE/Yorkshire/East Mids	Specific funding to cover staff in this area.
London	Specific funding to cover staff in this area.
Scotland	Specific funding to cover staff in this area.
Wales & SW	Specific funding to cover staff in this area.
National	
National Support	Specific funding to support learning and development and the development of new projects.
Projects	
Community Christmas	Christmas campaign matching lonely older people to community festive events.
Call Companions	Funding to support the development and delivery of the Call Companions Service.

12a. PRIOR YEAR FUNDS COMPARISON

	1 April 2020 £	Income £	Expenditure £	Transfers between funds £	31 March 2021 £
Unrestricted Funds					
General	397,037	1,606,500	(766,321)	(672,000)	565,216
Designated	29,000	-	(29,000)	672,000	672,000
	426,037	1,606,500	(795,321)	-	1,237,216
Restricted Funds					
Local Groups	310,058	19,412	(29,616)	-	299,854
Regions					
South East	14,134	28,373	(29,507)	-	13,000
NW & W. Midlands	32,218	28,500	(44,982)	-	15,736
NE/Yorkshire/East Midlands	3,743	42,445	(34,938)	-	11,250
London	40,000	85,922	(75,922)	-	50,000
Scotland	15,172	112,772	(94,605)	-	33,339
Wales & SW	24,836	177,800	(183,955)	-	18,681
National					
National Support	-	161,721	(109,263)	-	52,458
Projects					
Community Christmas	-	40,000	(40,000)	-	-
Call Companions	35,000	355,460	(390,460)	-	-
	475,161	1,052,405	(1,033,248)	-	494,318
Total funds	901,198	2,658,905	(1,828,569)	-	1,731,534
Unrestricted funds - General	397,037	1,606,500	(766,321)	(672,000)	565,216
Unrestricted funds - Designated (total)	29,000	-	(29,000)	672,000	672,000
Restricted funds - Scotland	15,172	112,772	(94,605)	-	33,339
Restricted funds - Other	459,989	939,633	(938,643)	-	460,979
	901,198	2,658,905	(1,828,569)	-	1,731,534

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated	
Diversification budget	£267,000 for the development of new and expansion of existing services.
Tea party relaunch	£81,000 specific funding to facilitate the relaunch of tea party services.
Staff structure changes	£304,000 specific funding to allow for the adequate resourcing of services.
Capital expenditure - IT hardware	£20,000 specific funding to allow a comprehensive replacement of obsolete IT hardware.
Restricted	
Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	
South East	Specific funding to cover staff in this area.
NW & W. Midlands	Specific funding to cover staff in this area.
NE/Yorkshire/East Mids	Specific funding to cover staff in this area.
London	Specific funding to cover staff in this area.
Scotland	Specific funding to cover staff in this area.
Wales & SW	Specific funding to cover staff in this area.
National	
National Support	Specific funding to support learning and development and the development of new projects.
Projects	
Community Christmas	Christmas campaign matching lonely older people to community festive events.
Call Companions	Funding to support the development and delivery of the Call Companions Service.

13. RELATED PARTY TRANSACTIONS

There were no related party transactions in the year (2021:£nil).

14. TRUSTEES

The Trustees received no remuneration or benefits-in-kind (2021: £nil). The trustees received no reimbursement of travel expenses (2021: £nil). The Trustees made aggregate donations of £755 (2021: £620)

15. FINANCIAL COMMITMENTS

	Land and Buildings 2022 £	Other 2022 £	Land and Buildings 2021 £	Other 2021 £
Amount due within 1 year	-	-	37,861	-
Total	-	-	37,861	-

16. PENSION COST

The Charity operates a defined contribution pension scheme an also pays into a private pension fund for one member of staff. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity and amounted to £37,665 (2021: £36,271). Contributions totalling £6,187 (2021: £4,917) were payable at the balance sheet date.

17. PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

		Unrestricted			
		General Funds	Designated Funds	Restricted Funds	Total Funds
		2021	2021	2021	2021
		£	£	£	£
Incoming Resources	Notes				
Donations and Legacies	2/2a	1,105,730	-	747,317	1,853,047
Grant income	3	500,000	-	305,088	805,088
Investments					
Bank and Investment income	4	770	-	-	770
Total incoming resources		1,606,500	-	1,052,405	2,658,905
Resources expended					
Raising funds					
Fundraising costs		211,283	-	-	211,283
Charitable activities					
Services		555,038	29,000	1,033,248	1,617,286
Total resources expended	5	766,321	29,000	1,033,248	1,828,569
Net income / (expenditure)	6	840,179	(29,000)	19,157	830,337
Transfers between funds	12	(672,000)	672,000	-	-
Net movement of funds in the year		168,179	643,000	19,157	830,337
Funds balances brought forward at 1 April 2020		397,037	29,000	475,161	901,198
Funds balances carried forward at 31 March 2021		565,216	672,000	494,318	1,731,534

I have a lovely
call companion. I really
enjoy receiving her calls.
She works and has a
husband with three children
to care for, but she has
always found time to call
me and has never forgotten
to phone.



Re-engage Ltd
7 Bell Yard
London
WC2A 2JR

Tel: 020 7240 0630
info@reengage.org.uk
www.reengage.org.uk

Bringing generations together



Registered charity in England and Wales (1146149) and in Scotland (SC039377). Company number 07869142



Registered with
**FUNDRAISING
REGULATOR**

RE-ENGAGE LTD

England & Wales - Charity number 1146149

Accounts

A close-up portrait of an elderly woman with grey hair, smiling warmly. She is wearing a dark blue jacket over a vibrant, multi-colored embroidered scarf. The background is a textured, reddish-brown fabric.

Bringing generations together

Annual Report and Accounts for the year
1 April 2020 – 31 March 2021

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It's such
a comfort to be
remembered on a
regular basis.



Reference and administrative information

Charity name
Re-engage Ltd

Charity registration numbers
1146149 (England and Wales)
SC039377 (Scotland)

Company registration number
07869142

Principal office
2 Grosvenor Gardens
London, SW1W 0DH

Phone: 020 7240 0630

Email: info@reengage.org.uk

Website: www.reengage.org.uk

President
The Lady Jasmine Cavendish

Trustees

Christian Grobel Chair

Alan Gilfillan OBE

Philip Kelvin

Sarah Reed (resigned 10 September 2020)

Sir John de Trafford Bt. MBE (resigned 22 July 2021)

Sue Scholes Hon Treasurer

Jonathan Upton

Jonathan Waite

Sally Fowler Davis (appointed 17 February 2021)

Victoria Galvis Zapata (appointed 22 July 2021)

Shamshah Lalji (appointed 17 February 2021)

Key management personnel

Meryl Davies Chief Executive Officer

Kitty Blackwell Director of Fundraising & Communications

Sam Demetriou Head of Finance

Shade Odupelu Interim Director of People

Auditor

Cooper Parry Group Limited
Park View
One Central Boulevard
Blythe Valley Business Park
Solihull
West Midlands
B90 8BG

Banker

Coutts and Co
440 Strand, London
WC2R 0QS

Message from our Chair and CEO

The global pandemic had a disproportionate impact on older people and we are devastated to have seen so many lives lost. Older people are at the centre of our work. They enrich the lives of volunteers and staff here.

We are pleased that our response to the pandemic, in the shape of our call companions telephone befriending service, has been such a success. We're incredibly grateful to all our volunteers who have kept their tea party groups going at a distance and who have made a tremendous difference at a time of intense anxiety for so many.

At the start of the pandemic we had decisions to make which were both difficult and inevitable. Suspending tea party groups was immensely sad and we had no idea that this would last such a long time.

We moved forward with our strategy with renewed determination to reach more older people and to diversify our work. Our new social activity groups in Wales were launched as online groups and we set a programme of consultation to help us understand the needs of LGBT older people.

Our funders and partners have been tremendously supportive of our fresh focus and ambition. They have also been great partners in our response to the pandemic. Funding partners agreed to re-think their grants and gifts, delivery partners came forward, and new referral partners joined with us to coordinate our responses to Covid-19 and strengthen our telephone service.

As we move forward with renewed energy and newly developed expertise we are committed to partnership with other organisations to help them address the needs of older people who are facing loneliness and isolation. The older people who became part of Re-engage's programmes this year were a mix of people who had found us themselves or via friends and family and people who were referred to us. The highest number of referrals (17.5%) came from social prescribers or link workers. We are determined to address the health implications of loneliness and isolation through working closely with social prescribers across the UK and ensuring that they are aware of what we can offer and how it can be of benefit to older people who come to them.



To understand and convey the power of our work we need continuous improvement of our evaluation processes and programmes. The recruitment of a dedicated head of impact has given us the opportunity to make a step change in both understanding and communicating the importance of our work.

Our advisory group of over 75s, our regular feedback from older people, and our research projects are all helping us to ensure that we remain relevant to older people as lives and experiences change. Our research into the experience of older people's interaction with the internet, for example paints a picture of the lived reality of the older old during Covid-19 and we hope its publication will help to extend knowledge and understanding more widely.

Like many organisations, and certainly many charities, we have experienced a year of intense change and immense challenge. The team has adapted and re-formed and we have found resilience, companionship, and commitment as we have adapted to the many changes that Covid-19 has introduced into older people, volunteering, and running a charity. We know this year has been extremely tough on older people and we are particularly looking forward to seeing again the warmth and companionship our tea parties provide, with the reassurance of decades of dedication from our volunteers standing us in good stead. We can't thank our volunteers, partners, and teams enough for standing alongside us and embracing these challenges.

Christian Grobel, Chair Board of Trustees

Meryl Davies CEO



The tea parties were the extent of my social life. We can't meet now but at least I have someone to chat to over the phone.

Strategic review

A year at Re-engage

As the UK went into its first national lockdown, we were in the process of launching an ambitious strategy to increase our impact by extending our reach and developing new, diverse services. One year on, despite the long suspension of our much-loved tea parties, we are helping more older people than ever before.

Our three-year REACH strategy marks a significant change in direction for Re-engage. While we are in no doubt about the life-changing impact of our popular tea parties, our research shows that, as loneliness continues to blight the lives of increasing numbers of older people, there are many more ways we could be bringing people together.

We developed five key goals to help bring our work to many more older people. These are: new, diverse models of support; a programme of training and development to empower volunteers; a focus on amplifying the voices of older people; a commitment to challenging ageism, and a readiness to harness technology both internally and through our service offer.

With these goals in place, we were ready for change. As the Covid-19 crisis unfolded, we had the clarity to be able to respond rapidly to the shifting environment. Thanks to the flexibility and generosity of our funders, we were able to set up our national telephone befriending service, call companions, within a matter of weeks.

**It's fantastic!
I really look
forward to my calls.
We have a lot in
common - she's an
Arsenal supporter
like me.**

**I usually sit
in front of the
television from
4pm until bedtime,
so the call breaks
up my evening.**

Because a good chat means the world

Call companions has been a lifeline over this period. Most of the older people who take part say they rarely have contact with others and don't feel part of a community. Even those in touch with family members say lockdown restrictions have intensified their feelings of loneliness and isolation, making daily life almost unbearable.

The good news is that, for the overwhelming majority, just six months of regular phone calls – and the chance to chat to a new, supportive friend – has made a profoundly positive difference. In a recent survey, 92% of those receiving calls for this period reported feeling happier and we saw a 25% increase in those saying their lives are worthwhile.

In a joint venture formed in response to the pandemic, Re-engage has been providing call companions for Anchor Hanover tenants who feel lonely. The housing and care provider, which has over 50,000 residents ranging in age from 55 to 105, found that, during the first national lockdown, over 13% of these didn't have the support of family or friends.

One tenant, Ian, who is 86 and lives in the Midlands, wanted a call companion because he was feeling low after experiencing health problems. Ian says: "It means a lot to have someone to chat with. It gives one the sense of being valued by society. The person who calls me has become a friend and I'm not someone who's ever been particularly good at making new friends. After the calls I always feel a sense of relief that somebody out there values my company."



The life-changing impact of our tea party groups

Since the suspension of our tea parties, our volunteers have been making extraordinary efforts to keep their guests connected. Organising telephone rotas, sending touching cards in the post... Many have even made door-step visits at a safe distance, when allowed, to deliver a smile, a chat, and perhaps an afternoon tea.

One of our London-based group coordinators, Miran, told us, "Staying in touch has been essential during lockdown. The friendships and connections we've made through our tea parties have helped us all. We've been chatting over the phone and sending cards – anything to stay close and show everyone they haven't been forgotten."

One of her guests, Chitra, who lives in sheltered housing, feels enormously fortunate to be part of the group. She says, "When we went into lockdown, I lost myself for a while. I've been in and out of hospital, so it's been hard. The manager here might be the only voice I hear all day. I'm lucky, though, because Miran phones me often. It's a real joy to chat to her. She makes me feel so much better."

To prepare for the relaunch of our tea parties, we've worked with our volunteers to make sure all records and checks are up to date. We've also created a new suite of training materials and resources, streamlined our support and hosted a series of focus groups for our group coordinators to have their say.

Despite there being no tea parties during the pandemic, 93% of guests maintain that Re-engage has had a positive impact on their life, demonstrating the long-term benefits of our work.

84% of tea party guests have had contact from Re-engage volunteers during the pandemic. Half of those have had contact on at least a monthly basis and for many it has been weekly.

Our group's volunteer drivers have been amazing. They've been phoning us guests and, as we live in small towns and villages, have been popping round to check on us – at a safe distance of course.

Using technology to reduce loneliness

To ensure we can deliver on our strategy and keep supporting older people long into the future, we launched a multi-year digital transformation programme in 2020. As well as exploring the digital experiences of older people, we started a major implementation of new IT systems, at the heart of which is improvements in scalability and the empowerment of our staff and volunteers.

Our new CRM system will allow us to bring older people and volunteers into the organisation quickly and smoothly, make the best possible matches for our call companions and help us identify gaps in support. We've also conducted bespoke primary research into the technology needs of older people, and trialled our first online groups.

We've got quite a few drivers who are also on their own, so being part of Re-engage is lovely for them.

Daring to dream: online groups for older people in Wales

Our online exercise groups are delivered in partnership with the Welsh Government and supported by Dragons Rugby.

The service, for older people in Wales, aims to help increase physical and mental wellbeing and reduce loneliness.

Offering a choice of activities, from chair yoga to Tai Chi, the groups are facilitated by experienced instructors and allow plenty of time for socialising. 68% of those surveyed told us they have a long-term health condition and the majority are in our core group of over 75s.

One participant, Lucy, signed up during the winter lockdown, but was concerned that problems with her knee might prevent her from taking part. She says, "I was a little apprehensive at first and wondered if I'd be able to keep up. I had bilateral knee replacements a couple of years ago and use a walking aid to walk any distances."

She needn't have worried, though, as our trainers are experienced at tailoring exercises specifically for the older age group. Lucy says, "There's a real range of people who attend and a great mix of chatting and exercise. I must admit, I hadn't expected this quality of training. I also hadn't thought the groups would be so much fun!"

Older people tell us the groups help them to feel more positive and motivated. 80% report being more active since joining the groups. Many also said they benefit from the routine the groups provide and feel good about becoming more familiar with Zoom.



These groups have been invaluable, not only because I'm exercising but also because I'm talking to people from all over Wales. The socialising is just as important.

REACH: a timely strategy for growth

As the pandemic continues to cause unprecedented levels of loneliness and isolation for millions of older people across the UK, our work has never been more needed.

Now, in the second year of our strategy, we are developing a suite of services to create meaningful, life-enhancing connections.

Focusing our energies on tea parties, call companions, more online groups, Community Christmas and a new service for LGBT+ older people, we are determined to leave no one behind.

Re-engage in numbers

Older people

As our tea party groups were suspended throughout the year, all recruitment was into call companions. Older people come to us via a variety of routes. The largest portion of professional referrals come to us via social prescribing and many friends and family find us through social media. We have relationships with referral partners across the UK and work closely with partners who refer older people into Re-engage.

number of older people new to Re-engage through call companions

2,010



of guests say they have something to look forward to



of guests say joining Re-engage has had a positive impact on their life



of guests say they feel happier after 6 months of calls

7,900

number of older people being supported by telephone contact

Volunteers

The number of volunteers involved in our work in 2020-2021 was 14,734.

This was largely a result of the tea parties being suspended.

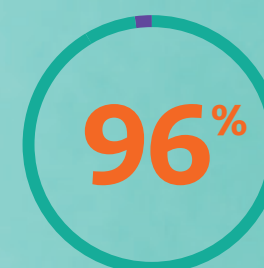
The turnover in volunteers was down on the previous year. We recruited 1,679 new volunteers and 543 left.

number of volunteers

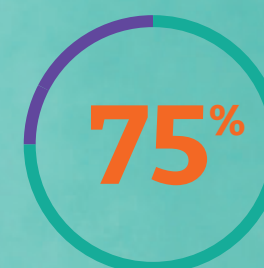
14,734



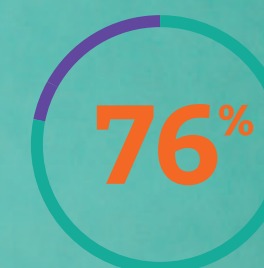
report feeling happier as a result of volunteering with Re-engage



feel like they are giving back as a result of volunteering with Re-engage



have become more aware of the issues facing older people



report making friends with older guests



Case studies

“The calls have saved my sanity”

Joan, 89, from south-west England, says her chats with her call companion, Kelly, made the lockdowns easier to bear.

Having lived on her own since her husband died 16 years ago, Joan is used to being on her own. Yet, despite enjoying contact with her two daughters, she struggled tremendously during the first national lockdown, saying the constraints on her life triggered a level of mental stress she'd never experienced before.

“You'd think I'd be used to my own company, but I'm the sort of person who, if I've got the chance to go out then I go out,” she says. “I found it so hard when all my clubs and activities stopped. To be honest with you, I thought I was going to have a nervous breakdown. It had got to that stage. I'm partially blind so it's difficult.”

Joan now speaks to her call companion Kelly every Saturday and says their chats make all the difference. “Kelly's calls have saved my sanity, they really have,” she says. “I love putting the world to rights with her, talking about current affairs and the like. I make sure I'm ready when I know she's going to call. I literally sit and wait for the phone to ring.”

As for Kelly, who's an A&E nurse, the calls give her a welcome break from the constant stress of her job. She says, “Calling Joan every week helps me as much it helps her. To chat to someone who isn't one of my colleagues or in my circle of friends, it's really quite nice. I'll definitely continue calling Joan long after life gets back to normal.”



“I have a long history of helping folk in need”

We ask Lionel, 88, who lives in Wales, about his role as a call companion coordinator.

Why did you decide to become a Re-engage volunteer?

Re-engage wrote to me wishing to know if I wanted to be telephoned on a regular basis by one of their call companions. As I have a long history of helping folk in need, I suggested I might be of value as a volunteer.

What does your volunteer role involve?

My role is coordinating the relationship between the call companions and those on the receiving end of their regular phone calls, and engaging with both parties to make sure the service runs smoothly.

What's the best thing about being a volunteer for Re-engage?

Giving is receiving. It's as simple as that.

What makes you get out of bed every morning?

Mainly habit - I've been doing it for a long time! And lying in bed can be quite boring if you don't need sleep.

Do you have a favourite saying or quote that you live by?

On re-reading Viktor Frankl's astonishing work, Man's Search for Meaning, I came across the following, “He who has a why to live, can bear with almost any how.”

What do you would you say to anyone who was thinking about becoming a volunteer?

Simply, “Don't hesitate. Go for it now.”

We both help each other with any problem that we might have. She tells me what's been happening in her life, and I tell her. Anything that bothers us, we help each other. We are whole-heartedly companions to each other.

Report of the Trustees

Structure, governance and management

The charity is governed by its Memorandum and Articles of Association dated 2 December 2011 as amended by special resolution dated 18 March 2014. This was also amended at a General Meeting dated 19 April 2017. It was further amended by special resolution passed by the Trustees on 30 September 2019. The charity is also registered as a charity in Scotland (charity number SC039377).

Recruitment and appointment of the Trustees

The management of the charity is supervised by the Trustees who have business, financial, legal, volunteering, and media expertise as well as expertise in working with older people. A Trustees' skills matrix is updated at the start of each financial year and used as the basis from which to advertise for, or approach, suitable individuals.

All Trustees give their time voluntarily and receive no benefits from the charity. Details of expenses reclaimed from the charity are set out in note 14 to the accounts and details of related party transactions are given in note 13.

Trustee induction and training

All Trustees receive an induction which consists of meetings with the Chair, Treasurer and the CEO covering:

- duties of committee members, including presentation of the relevant Charity Commission guidance regarding the duties of Trustees
- explanation and presentation of the governing instrument
- presentation of current and projected financial position
- presentation of the activities of the charity and how it is organised, structured and staffed.

Organisational structure

The Trustees meet quarterly under normal circumstances and are responsible for setting the strategic direction and policies of the charity. The CEO manages the day-to-day running of the charity and implements its strategy and policies. The CEO reports to the Trustees through the Chair. Staff, who report to the CEO, are home-based across the UK or based at our office in London.

In accordance with charity law, the names of the Trustees who served the charity during the year to the date of this report are set out on page 2, together with details of current key management personnel and professional advisors.

Pay and remuneration

Staff pay and remuneration is decided by the Treasurer and Chair in consultation with the CEO and approved by the Trustees. Inflation and benchmarking are considered when determining any pay awards and the remuneration of each role.

Statement of Trustees' responsibilities

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law), including Financial Reporting Standard 102 (FRS 102), 'the Financial Reporting Standard in the UK and Republic of Ireland'.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the 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 these financial statements, the Trustees are required to:

- select suitable accounting policies and apply them consistently
- observe the methods and principles in the Charities SORP (FRS 102)
- make judgements and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

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.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislations in other jurisdictions.

Risk management

The Trustees maintain a risk register which has been updated for 2021 and which is reviewed quarterly by the Finance and Risk Committee and board.

Mitigating actions are taken for any risks perceived to be increasing, be this for reasons of changes in the funding environment or regulatory / legal changes or government policy.

The Covid-19 crisis has inevitably affected our attitude and approach to risk.

The charity's principal risks and uncertainties, with our plans and strategies to mitigate these, are as follows:

- 1. Funding: its level and its continuity.** Our fundraising plan is focussed on delivering our strategy and, since April 2020, the team has been successful in attracting significant emergency funds. We are aware that the funding climate will be affected by the economic downturn and have adapted our service delivery and our service delivery team.
- 2. Reputation: amongst our beneficiaries, our volunteers, our funders, and the wider community.** We have put in place robust security checks for our new telephone befriending volunteers (who are not eligible for statutory checks) and we are developing a safeguarding framework with a Trustee responsible for safeguarding. We continue to report progress and impact to our funders and communicate success stories regularly and frequently both internally and externally.
- 3. IT security: our dependence on IT is greater than ever now that the whole team is temporarily home-based.** We have invested in new systems and working closely with our IT providers to ensure that we have the systems in place to keep the organisation and all involved safe. The Trustees regularly review the risk register and are confident that these risks and uncertainties are managed appropriately in a proactive and sensitive manner.

Public benefit

The Trustees of Re-engage are confident that the charity exists for the benefit of the public and has a significant impact on our beneficiary group.

Our charitable purpose is to help older people find social connections and to encourage younger people to volunteer to be part of these connections.

As an organisation, we regularly review the purpose of the charity and have done so with particular diligence while developing our new strategy.

As Trustees we make decisions to ensure our charity's purpose provides benefit, manage risks that might result from carrying out our purpose, ensure that those who benefit are consistent with our purpose, and make sure that any personal benefits are solely incidental.

We are therefore confident that in setting and reviewing our objectives and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit.

Financial review

The year ended with our accounts showing a surplus of £830,337 (2020: deficit £113,781).

Income increased to £2,658,905 (2020: £1,811,472), mainly reflecting strong support from our existing funders to our Covid-19 response as well as success in accessing emergency funding.

Our expenditure in the year decreased slightly to £1,828,569 (2020: £1,925,253). This reflects a restructure of the charity to mitigate the impact of Covid-19 and the introduction of new automated ways of working.

Our unrestricted reserves increased by £168,179 to £565,216 and we spent £29,000 of designated funds, which had been set aside to spend on new groups.

Our restricted funds increased to £494,318 (2020: £475,161). We have designated £672,000 of funds this year to support the relaunch of our tea parties, the further diversification of our activities, and resourcing including staff and IT equipment.

Income

We are enormously grateful to our many supporters for their unwavering and flexible support through the pandemic.

Without the help of our statutory funders, trusts, corporate donors and generous individuals, we would not be able to continue our critical work. Our largest funder was the People's Postcode Lottery whose generosity enabled us to focus on developing call companions at speed and to a high quality for the benefit of the hardest to reach older people during the pandemic.

Our trusts fundraising continued to be particularly successful and we were very grateful to receive a substantial amount of our trust funding as unrestricted income. Our corporate partners have continued to be immensely loyal and we have built successful new relationships as well as receiving considerable funds from partners who have been supporting us for several years. The year was notable for the generous support we received from supporters making emergency funding available.

Expenditure

Our expenditure in the year decreased slightly on the previous year. We spent £1,828,569 compared to £1,925,253 in 2020.

The decrease in expenditure reflects a structure change in anticipation of a difficult year during the pandemic along with expenditure being carefully controlled. It also indicates a move to more automated processes across the organisation allowing for greater efficiency.

The rent on our office in London remained low thanks to the generosity of the Grosvenor Estate and the Westminster Foundation.

The expenditure on activities with our local groups decreased significantly to £29,616 reflecting the reduced number of activities it was possible for our local volunteers to organise in support of guests in tea party groups during the pandemic.

Expenditure in local areas includes the costs of recruiting volunteers and running a UK-wide engagement programme working with partners to set up referrals into our service.

Fundraising

We raise funds across the range of community fundraising, individual donors, and partnerships with trusts, grant funders, and companies. We aim to build strong and transparent relationships with our supporters. It is only through their generosity that our work is possible.

We do not employ professional fundraising agencies and our activities are planned and delivered by our small fundraising team, led by our Director of Fundraising and Communications. She is a full member of the Institute of Fundraising and it is her responsibility to ensure that our fundraising work complies with the Fundraising Code of Practice which includes relevant legal requirements as well as the standards set by the Fundraising Regulator. We have not received any complaints about our fundraising practice and we regularly review the Code to ensure that our fundraising continues to be legal, open, honest, and respectful.

Investments

Our policy is to invest in short and medium-term investments.

We split our funds across a number of interest-bearing accounts. We do not invest in the stock market currently but review this decision annually.

Reserves policy

Reserves are that part of our unrestricted funds that we are freely available to spend.

The Trustees have reviewed the reserves policy and have determined that in furtherance of the charity's objectives, given the normal level of restricted funds held, the level of reserves (net of fixed assets) should be circa three months of total expenditure, in order to absorb any fluctuations in income and expenditure.

We designate funds where appropriate and have done so this year in order to further develop our diversification and to support our Covid-19 recovery. Reserves (general unrestricted funds) at 31 March 2021 were £565,216 (2020: £397,037) and represent 3.7 months of total budgeted expenditure for 2021-2022.

Approved by the Trustees on 20 October 2021 and signed on their behalf by



Christian Grobel
Chair, Board of Trustees
Re-engage Ltd

**It has
changed my life
a lot for the
better. Before this
I used to feel so
lonely.**

Independent Auditor's report to the Trustees and members of Re-engage Ltd

Opinion

We have audited the financial statements of Re-engage Ltd ("the charitable company") for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 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, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements 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 charitable company's ability to continue as a going concern for a period of at least 12 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 Trustees are responsible for the other information. The other information comprises the information included in the Trustees' report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of Company Law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report, which is included in the Trustees' Report, has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustee’s report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006, the Charities Act 2011 and the Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion;

- adequate and proper 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 Directors’ 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 charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor’s responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud are detailed below:

Our assessment focussed on key laws and regulations the charitable company has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, Charities Act 2011, Charities and Trustee Investment (Scotland) Act 2005, Charities Accounts (Scotland) Regulations 2006, Charities (Protection and Social Investment) Act 2016, taxation legislation, data protection, anti-bribery and employment legislation.

We are not responsible for preventing irregularities. Our approach to detecting irregularities included, but was not limited to, the following:

- obtaining an understanding of the legal and regulatory framework applicable to the charitable company and how the charitable company is complying with that framework, including agreement of financial statement disclosures to underlying documentation and other evidence;
- obtaining an understanding of the charitable company’s control environment and how the charitable company has applied relevant control procedures, through discussions with Trustees and other management and by performing walkthrough testing over key areas;
- obtaining an understanding of the charitable company’s risk assessment process, including the risk of fraud;
- reviewing meeting minutes of those charged with governance throughout the year; and
- performing audit testing to address the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Whilst considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council’s (“FRC’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, and to the charitable company’s trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company’s members and trustees those matters we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company’s members as a body and the charitable company’s trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Atkins FCA
Senior Statutory Auditor
for and on behalf of:

COOPER PARRY GROUP LIMITED
Chartered Accountants
Statutory Auditors

Park View
One Central Boulevard
Blythe Valley Business Park
Solihull, West Midlands
B90 8BG

Date: 20 October 2021

Cooper Parry Group Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of Financial Activities incorporating income and expenditure account for the year ended 31 March 2021

		Unrestricted Funds				
		General Funds	Designated Funds	Restricted Funds	Total Funds	Total Funds
		2021	2021	2021	2021	2020
		£	£	£	£	£
Incoming Resources	Notes					
Donations and Legacies	2 / 2a	1,105,730	-	747,317	1,853,047	1,294,171
Grant income	3	500,000	-	305,088	805,088	515,691
Investments						
Bank and Investment income	4	770	-	-	770	1,610
Total incoming resources		1,606,500	-	1,052,405	2,658,905	1,811,472
Resources expended						
Raising funds						
Fundraising costs		211,283	-	-	211,283	221,867
Charitable activities						
Services		555,038	29,000	1,033,248	1,617,286	1,703,386
Total resources expended	5	766,321	29,000	1,033,248	1,828,569	1,925,253
Net income / (expenditure)	6	840,179	(29,000)	19,157	830,337	(113,781)
Transfers between funds	12	(672,000)	672,000	-	-	-
Net movement of funds in the year		168,179	643,000	19,157	830,337	(113,781)
Funds balances brought forward at 1 April 2020		397,037	29,000	475,161	901,198	1,014,979
Funds balances carried forward at 31 March 2021		565,216	672,000	494,318	1,731,534	901,198

All the above results were derived from continuing activities. The notes and information on pages 26-36 form part of these financial statements.

Balance Sheet as at 31 March 2021

	£	2021	2021	2020	2020
	Notes	£	£	£	
Fixed Assets					
Tangible assets	8	-	9,606	-	-
Current Assets					
Debtors	9	209,208	-	136,143	-
Cash at bank and in hand		1,710,647	-	866,331	-
		1,919,855	-	1,002,474	-
Current Liabilities					
Creditors - amount falling due within one year	10	(197,927)	-	(101,276)	-
Net current assets		-	1,721,928	-	901,198
Net Assets		-	1,731,534	-	901,198
Represented by					
General Funds	12	-	565,216	-	397,037
Designated Funds	12	-	672,000	-	29,000
Restricted Funds	12	-	494,318	-	475,161
Total Funds		-	1,731,534	-	901,198

These accounts were approved by the Trustees and authorised for issue on 20 October 2021 and signed on their behalf by:



Christian Grobel
Chair, Board of Trustees
Re-engage Ltd

Charity Registration numbers
1146149 (England and Wales)
SC039377 (Scotland)

Company Registration number 07869142

Statement of cash flows for the year ended 31 March 2021

	2021 £	2021 £	2020 £	2020 £
Cash flows from operating activities				
Net cash provided / (used in) by operating activities	-	853,963	-	(210,207)
Cash flows from investing activities:				
Dividends, interest and investments	770	-	1,610	-
Purchase of PPE	(10,417)	-	-	-
Net cash provided by investing activities	-	(9,647)	-	1,610
Change in cash/cash equivalents in the year	-	844,316	-	(208,597)
Cash/cash equivalents at the beginning of the year	-	866,331	-	1,074,928
Cash/cash equivalents at the end of the year	-	1,710,647	-	866,331
Reconciliation of net movements in funds to net cash flow from operating activities				
Net movement of funds in the year (as per the Statement of Financial Activities)	-	830,336	-	(113,781)
Adjustments for				
Depreciation charges	811	-	-	-
Dividends, interests and investments	(770)	-	(1,610)	-
Increase in Debtors	(73,065)	-	(112,539)	-
Increase in Creditors	96,651	23,627	17,723	(96,426)
Net cash used in operating activities	-	853,963	-	(210,207)
Analysis of cash and cash equivalents				
Cash in hand	-	1,700,647	-	856,331
Notice deposits (less than 3 months)	-	10,000	-	10,000
Total cash and cash equivalents	-	1,710,647	-	866,331
Analysis of changes in net cash				
	At start of year £	Cashflows £	At end of year £	
Cash	866,331	844,316	1,710,647	

It's fine if you've got family nearby but I've got no one. It just feels endless. I clean the house to keep busy; try to find something to do, but I just go days on end without seeing anyone.

Notes to the accounts

1. ACCOUNTING POLICIES

The principal accounting policies adopted are set out below:

a) Accounting basis

The financial statements are prepared under the historical cost convention and in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, applicable accounting standards, including Charities SORP (FRS 102), “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)”. Per FRS 102, a public benefit entity (PBE) is an entity whose primary purpose is for public and social benefit and not to provide a financial return to its shareholders. The Trustees have assessed that the charity meets this definition.

b) Income recognition

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Investment income is included when receivable.

Grants are funds received from government and quasi-government funding agencies. These funds are included in the Statement of Financial Activities on a receivable basis.

Donated income is received by way of donations and gifts and is included in full in the Statement of Financial Activities in the year in which they are receivable.

Legacies are recognised on a receivable basis when the charity becomes entitled to the income, based on notifications received, there is probable receipt and the amount is quantifiable.

c) Restricted funds

Restricted funds are to be used for a specific area or purpose as laid down by the donor. Expenditure which meets these criteria is identified to the fund.

d) Unrestricted funds

Unrestricted funds are donations or other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

e) Pensions

The charity provides defined contribution payments to qualifying individual pension schemes which are administered independently from the charity. These are charged to the SOFA as they become payable.

f) Expenditure recognition

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be recovered and is reported as part of the expenditure to which it relates.

- Costs of raising funds comprise the costs actually incurred in producing and distributing materials for promotional purposes and other relevant overheads.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. It is analysed between the principal activities of the charity in note 5.

g) Allocation of support and governance costs

- Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and support costs.
- Governance costs and support costs relating to charitable activities have been apportioned based on staff time. The allocation of support and governance costs is analysed in note 5.

h) Going concern

At the time of signing the accounts, the Trustees have considered the on-going effect of the pandemic on the going concern position. They believe that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the level of multi-year funding already secured, a designated fund that can be transferred to free reserves if necessary and a number of new opportunities to expand and diversify services. The charity’s cost base has reduced due to a significant staff restructure in the prior year and general savings brought about by the pandemic along with expenditure being carefully controlled. The Trustees have arrived at this conclusion based on the information provided backed up by a report from the charity’s senior leadership team.

At the balance sheet date, the charity held significant cash balances. The charity has significant reserves, enough of which are unrestricted and are sufficient to absorb short-term in-period deficits if required. The Government’s job retention scheme has been utilised, where it was appropriate to do so.

The financial forecasts prepared by the senior leadership team show that the charity will be able to operate within the facilities available to it. On that basis the Trustees have prepared these financial statements on a going concern basis.

i) Tangible fixed assets and depreciation

Assets that are deemed to have a useful economic (UEL) life are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its UEL, as follows:

Office equipment – 33.3% per annum on a straight-line basis.

k) Critical estimates and significant judgements

The Trustees consider that there are no significant areas of judgement or key assumptions that affect items in the financial statements other than those included within the accounting policies described above.

2. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Trusts	135,756	443,508	579,264	501,500
Corporate	377,729	274,181	651,910	547,955
Major donor	40,000	-	40,000	42,500
Legacies	354,342	2,000	356,342	5,500
Individual	74,041	4,386	78,427	119,898
Grants - Other Government Support	81,785	-	81,785	-
Gift Aid	18,428	-	18,428	-
Community and Event	21,072	3,830	24,902	76,818
Local Group Administration Income	333	-	333	-
Local Group Income	-	19,412	19,412	-
Total Income	1,103,486	747,317	1,850,803	1,294,171

2A. DONATED GOODS AND SERVICES

JTI Wellbeing Session @ National Conference	1,994	-	1,994	-
Carrolina Bucci - Design of volunteer Christmas Card	250	-	250	-
Total donated goods and services	2,244	-	2,244	-

3. GRANT FUNDED INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Players of the People's Postcode Lottery	500,000	-	500,000	400,000
The National Lottery Community Fund	-	99,492	99,492	102,933
The National Lottery Emergency Fund	-	66,621	66,621	-
Scottish Government	-	57,216	57,216	-
Welsh Government	-	81,759	81,759	-
Others	-	-	-	12,758
Total Grant Income	500,000	305,088	805,088	515,691

4. BANK AND INVESTMENT INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Bank Interest	770	-	770	1,610
Total incoming resources	1,606,500	1,052,405	2,658,905	1,811,472

5. TOTAL EXPENDITURE

	Direct Costs £	Support Costs £	Total 2021 £	Total 2020 £
Services				
Local groups	29,616	-	29,616	88,696
Regions	1,146,593	652,360	1,798,953	1,808,523
Projects (incl. Special projects)	-	-	-	28,034
	1,176,209	652,360	1,828,569	1,925,253
Fundraising costs	211,283	(211,283)	-	-
Head Office overheads	417,608	(417,608)	-	-
Governance	23,469	(23,469)	-	-
	652,360	(652,360))	-	-
Total	1,828,569	-	1,828,569	1,925,253

Support costs are allocated on the basis of staff time and comprise the following:

	2021 £	2020 £
Fundraising costs		
Salary costs	165,816	187,350
Office running costs	4,259	9,267
Professional (consultancy) and event costs	32,830	18,441
National marketing costs	8,378	6,810
Head office overheads		
Salary cost	256,369	103,862
Office premises costs	9,584	56,121
Office running costs	21,905	124,793
National marketing costs (incl. website)	35,530	53,531
Legal and professional charges	94,220	34,913
Other costs	-	8,524
Governance		
Salary cost	10,687	8,126
Accounts preparation, audit and filing fees	12,782	9,156
Trustee meeting costs	-	809
Total	652,360	621,702

6. NET INCOME/(EXPENDITURE)

	2021 £	2020 £
Net income / (expenditure) is stated after charging:		
Auditor's remuneration - audit services	11,370	10,000
Operating lease payments	37,861	54,101
Depreciation	811	-

7. STAFF

	2021 £	2020 £
Salaries and Wages	1,150,932	1,271,305
National Insurance	105,038	115,484
Pension costs	36,271	45,127
Total	1,292,241	1,431,916

The average number of employees during the year was 40 (2020:50) the full time equivalent being 37.6 (2020: 46)

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2021	2020
In the band £70,001 - £80,000	1	-
In the band £60,001 - £70,000	-	1

The total employee benefits including pension of the key management personnel of the charity were £231,095 (2020: £220,663)

Restructuring costs in the period amounted to £73,337 (2020: £nil).

8. TANGIBLE FIXED ASSETS

	£
Office equipment	
Cost	
At 1 April 2020	-
Additions	10,417
At 31 March 2021	10,417
Accumulated depreciation	
At 1 April 2020	-
Charge for the year	(811)
At 31 March 2021	(811)
Net book value	
At 31 March 2020	-
At 31 March 2021	9,606

9. DEBTORS: AMOUNTS RECEIVABLE WITHIN ONE YEAR

	2021 £	2020 £
Gift Aid	2,013	-
Other debtors	176,744	130,499
Prepayments	30,451	5,644
Total	209,208	136,143

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade Creditors	89,972	-
PAYE/NI	21,929	30,915
Pension	4,917	20,683
Accruals	81,109	49,679
Total	197,927	101,276

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Fixed assets	9,606	-	-	9,606	-
Debtors	83,668	100,000	25,540	209,208	136,143
Cash at bank and in hand	669,869	572,000	468,778	1,710,647	866,3319
Creditors falling due within one year	(197,927)	-	-	(197,927)	(101,276)
Net Assets at the end of year	565,216	672,000	494,318	1,731,534	901,198

12. FUNDS

	1 April 2020 £	Income £	Expenditure £	Transfers between funds £	31 March 2021 £
Unrestricted Funds					
General	397,037	1,606,500	(766,321)	(672,000)	565,216
Designated	29,000	-	(29,000)	672,000	672,000
	426,037	1,606,500	(795,321)	-	1,237,216
Restricted Funds					
Local Groups	310,058	19,412	(29,616)	-	299,854
Regions					
South East	14,134	28,373	(29,507)	-	13,000
NW & W. Midlands	32,218	28,500	(44,982)	-	15,736
NE/Yorkshire/East Midlands	3,743	42,445	(34,938)	-	11,250
London	40,000	85,922	(75,922)	-	50,000
Scotland	15,172	112,772	(94,605)	-	33,339
Wales & SW	24,836	177,800	(183,955)	-	18,681
National					
National Support	-	161,721	(109,263)	-	52,458
Projects					
Community Christmas	-	40,000	(40,000)	-	-
Call Companions	35,000	355,460	(390,460)	-	-
	475,161	1,052,405	(1,033,248)	-	494,318
Total funds	901,198	2,658,905	(1,828,569)	-	1,731,534
Unrestricted funds - General	397,037	1,606,500	(766,321)	(672,000)	565,216
Unrestricted funds - Designated (total)	29,000	-	(29,000)	672,000	672,000
Restricted funds - Scotland	15,172	112,772	(94,605)	-	33,339
Restricted funds - Other	459,989	939,633	(938,643)	-	460,979
	901,198	2,658,905	(1,828,569)	-	1,731,534

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated	
Diversification budget	£267,000 for the development of new and expansion of existing services.
Tea party relaunch	£81,000 specific funding to facilitate the relaunch of tea party services.
Staff structure changes	£304,000 specific funding to allow for the adequate resourcing of services.
Capital expenditure - IT hardware	£20,000 specific funding to allow a comprehensive replacement of obsolete IT hardware.
Restricted	
Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	
South East	Specific funding to cover staff in this area.
NW & W. Midlands	Specific funding to cover staff in this area.
NE/Yorkshire/East Mids	Specific funding to cover staff in this area.
London	Specific funding to cover staff in this area.
Scotland	Specific funding to cover staff in this area.
Wales & SW	Specific funding to cover staff in this area.
National	
National Support	Specific funding to support learning and development and the development of new projects.
Projects	
Community Christmas	Christmas campaign matching lonely older people to community festive events.
Call Companions	Funding to support the development and delivery of the Call Companions Service.

12a. PRIOR YEAR FUNDS COMPARISON

	1 April 2019 £	Income £	Expenditure £	Transfers between funds £	31 March 2020 £
Unrestricted Funds					
General	506,381	1,155,143	(1,360,479)	95,992	397,037
Designated	126,525	-	-	97,525	29,000
	632,906	1,155,143	(1,360,479)	(1,533)	426,037
Restricted Funds					
Local Groups	275,092	122,129	(88,696)	1,533	310,058
Regions					
South East	-	55,500	(41,366)	-	14,134
NW & W. Midlands & Special Projects	13,832	91,191	(72,805)	-	32,218
NE/Yorkshire/East Midlands	-	60,896	(57,153)	-	3,743
London	23,600	96,687	(80,287)	-	40,000
Scotland	14,951	45,658	(45,438)	-	15,172
Wales & SW	10,417	99,034	(84,615)	-	24,836
National					
National Support	16,667	-	(16,667)	-	-
Group Development and Support	7,833	30,000	(37,833)	-	-
Projects					
Community Christmas	19,681	10,233	(29,914)	-	-
Reading Friends	-	10,000	(10,000)	-	-
Call Companions	-	35,000	-	-	35,000
	382,073	656,329	(564,773)	1,533	475,161
Total funds	1,014,979	1,811,472	(1,925,253)	-	901,198
Unrestricted funds - General	506,381	1,155,143	(1,360,479)	95,992	397,037
Unrestricted funds - Designated (total)	126,525	-	-	(97,525)	29,000
Restricted funds - Scotland	14,951	45,658	(45,438)	-	15,172
Restricted funds - Other	367,122	610,670	(519,336)	1,533	459,990
	1,014,979	1,811,472	(1,925,253)	-	901,198

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated NBFA	For the development of the remaining 29 groups £29,000.
Restricted Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	Funds to support staff in specific areas.
South East	Specific funding to cover staff in this area.
NW & W. Midlands	Specific funding to cover staff in this area.
NE/Yorkshire/East Mids	Specific funding to cover staff in this area.
London	Specific funding to cover staff in this area.
Scotland	Specific funding to cover Scotland costs.
Wales & SW	Specific funding to cover Wales & SW costs.
National Support	Funding to develop new groups.
Group Development and Support	Funding to develop 6 new groups nationally.
Community Christmas	Christmas campaign matching lonely older people to community festive events.
Reading Friends	Funding set up and support social reading groups.
Call Companions	Funding to support the development and delivery of the Call Companions Service.

13. RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.

14. TRUSTEES

The Trustees received no remuneration or benefits-in-kind (2020: £nil). The Trustees received no reimbursement of travel expenses (2020: £759). The Trustees made aggregate donations of £620 (2020: £630).

15. FINANCIAL COMMITMENTS

At 31 March 2021 the charity had total commitments under non-cancellable operating leases as follows:

	Land and Buildings 2021 £	Other 2021 £	Land and Buildings 2020 £	Other 2020 £
Amount due within 1 year	37,861	-	25,240	2,120
Amount due within 2-5 years	-	-	-	813
Total	37,861	-	25,240	2,933

16. CONTINGENT ASSET

During 2021 the Charity was informed that, thanks to a legacy, it was to receive a residual interest in the estate of a deceased individual. At the time these accounts were approved, neither the final distributions of this estate nor estate accounts had been provided to the Charity. As this final distribution cannot be quantified, no monetary amount has been accrued into these accounts or disclosed as a contingent asset.

17. PENSION COST

The Charity operates a defined contribution pension scheme and also pays into a private pension fund for one member of staff. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity and amounted to £36,271 (2020: £45,127). Contributions totalling £4,917 (2020: £20,683) were payable at the balance sheet date.

18. PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

		Unrestricted			
		General Funds 2020 £	Designated Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £
Incoming Resources	Notes				
Donations and Legacies	2	753,533	-	540,637	1,294,171
Grant income	3	400,000	-	115,691	515,691
Investments					
Bank and Investment income	4	1,610	-	-	1,610
Total incoming resources		1,155,143	-	656,329	1,811,472
Resources expended					
Raising funds					
Fundraising costs		221,867	-	-	221,867
Charitable activities					
Services		1,138,612	-	564,773	1,703,386
Total resources expended	5	1,360,479	-	564,773	1,925,253
Net income / (expenditure)	6	(205,336)	-	91,555	(113,781)
Transfers between funds	12	95,992	(97,525)	1,533	-
Net movement of funds in the year		(109,344)	(97,525)	93,088	(113,781)
Funds balances brought forward at 1 April 2019		506,381	126,525	382,073	1,014,979
Funds balances carried forward at 31 March 2020		397,037	29,000	475,161	901,198

People in our age groups, there's always a story behind every face and sometimes you get the most interesting stories and thoughts. What they make and what they do. It's really natural, it's almost like a next-door neighbour, they know you really well. You can learn about things you can't find out about, and if you want something local. It's really not living alone anymore.



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