



Annual Report and Accounts for the year

1 April 2024 – 31 March 2025





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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.

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
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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!

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.

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.

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.

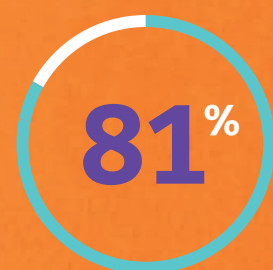
Impact on loneliness

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.*

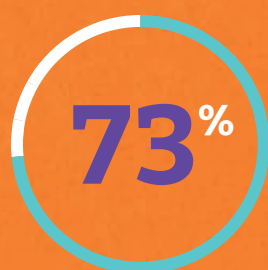
In-person services

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

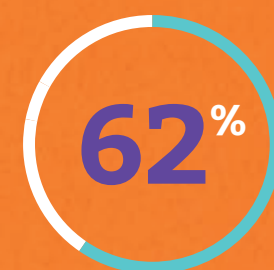


feel happier as a result of attending tea parties

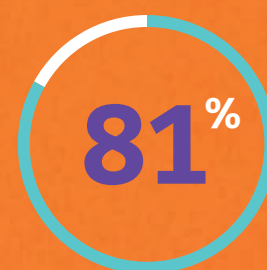


have made friends through the tea parties

Impact of activity groups



feel happier as a result of attending an activity group



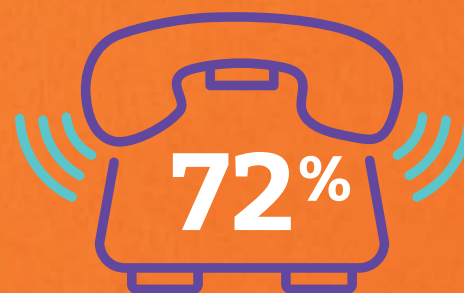
have something to look forward to since joining an activity group

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



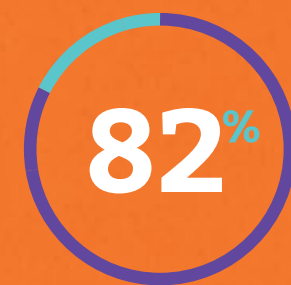
feel happier as a result of their calls

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

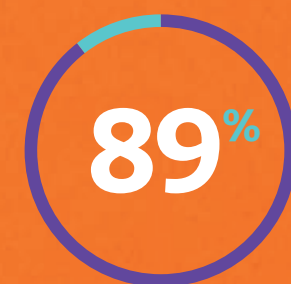


Older people

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

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