



Reengage

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

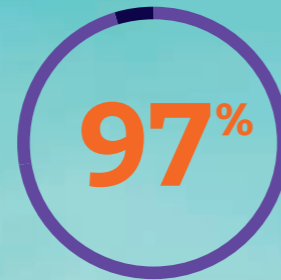
Between April 2022 and March 2023, we have seen a significant reduction in feelings of loneliness amongst older people accessing our services. *

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%.**

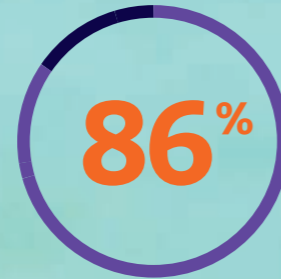
Older people



describe Re-engage services as good or excellent



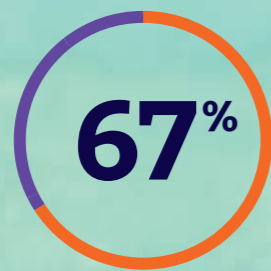
agreed that they are treated with respect and as equals by Re-engage volunteers and staff



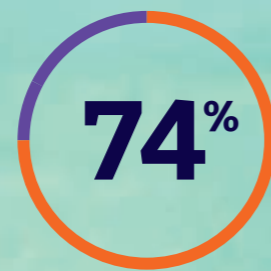
agree joining Re-engage has had a positive impact on their life

Impact of activity groups

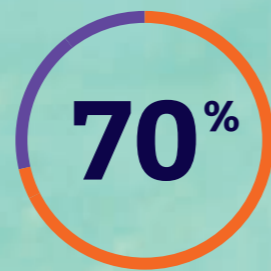
Regular physical activity in the company of other people improves physical health and wellbeing and provides an opportunity to make friends.



say their wellbeing has improved



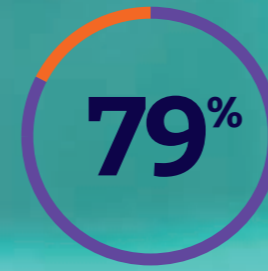
have made friends through the groups



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.



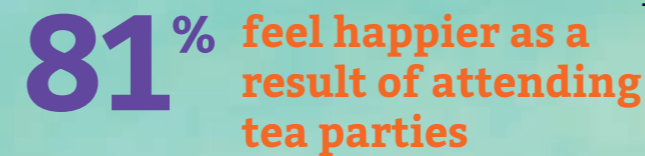
feel happier as a result of their calls



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.



* 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

	Notes	Unrestricted Funds			Total Funds 2023	Total Funds 2022
		General Funds 2023	Designated Funds 2023	Restricted Funds 2023		
		£	£	£	£	£
Incoming Resources						
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

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed Assets					
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 Donations	5,777	26,555	32,332	12,627
Charitable Activities	-	-	-	103,991
Gift Aid	-	13,225	13,225	4,522
Local Group Administration Income	6,412	-	6,412	5,587
Local Group 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%):

Fund	2023 Market value £	2023 Held %
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					
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

	Notes	Unrestricted			Total Funds 2022	Total Funds 2021
		General Funds 2022	Designated Funds 2022	Restricted Funds 2022		
		£	£	£	£	£
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	1,828,569
Net income / (expenditure)	6	482,175	(231,329)	86,379	337,225	830,337
Transfers between funds	13a	(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



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