



Bringing generations together

Annual Report and Accounts for the year
1 April 2018 – 31 March 2019

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



Registered with
**FUNDRAISING
REGULATOR**



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When you get to my age, all you do is look back on the life you had but Re-engage has given me something to look forward to, something to live for.

Reference and administrative information

Charity Name
Re-engage (the charity changed its name from Contact the Elderly on 30 September 2019 following the passing of a special resolution)

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

Company Registration number
07869142

Principal Office
2 Grosvenor Gardens
London, SW1W 0DH
020 7240 0630

Email: info@reengage.org.uk
(previously info@contact-the-elderly.org.uk)

Website: www.reengage.org.uk
(previously www.contact-the-elderly.org.uk)

President
The Lady Jasmine Cavendish

Trustees	
Christian Grobel	Chair
William Barney	
Sir John de Trafford Bt. MBE	
Alan Gilfillan OBE	
Claire Gooch	Hon Treasurer (resigned May 2018)
Philip Kelvin	
Sarah Reed	
Sally-Anne Wilkinson	
Claire Gooch	(resigned 25 July 2018)
Jonathan Waite	(appointed 8 May 2019)
Sue Scholes	Hon Treasurer (appointed 8 May 2019)
Jonathon Upton	(appointed 8 May 2019)

Key management personnel	
Meryl Davies	Chief Executive Officer
Debra Bollan	Head of Fundraising (resigned June 2019)
Jenny Bright	Head of Special Projects
Sian Llewellyn	Head of Service Wales and South West
Emma McPhilbin	Head of Service North West and West Midlands
Nicola Morris	Head of Service, Bisto (resigned September 2018)
Morna O'May	Head of Service, Scotland
Tracy Parr	Head of Service North East and East Midlands
Cliff Rich	Deputy CEO (resigned July 2019)
Katy Szita	Head of Programme Development
Pamela Walker	Head of Service Midlands and North (resigned October 2018)

Auditor
Cooper Parry Group Limited
Park View
One Central Boulevard
Blythe Valley Business Park
Solihull
West Midlands
B90 8BG

Banker
Coutts and Co
440 Strand, London WC2R 0QS



Message from our Chair of Trustees, Christian Grobel

Having elevated loneliness as an issue to a ministerial level at the start of 2018 the Government launched its Loneliness Strategy in October 2018. We breathed a sigh of relief that this issue was at long last firmly on the national agenda. There are many organisations that tackle social isolation and loneliness for older people, and we enjoy partnering and collaborating with several of them.

Over the last 54 years, Contact The Elderly was guided by this single purpose and at the forefront of developing a sustainable model to achieve this. Now, with our new name, Re-engage, we enjoy a unique position, dedicated as we are to people over 75 who live alone, many with mobility problems. Our model of operating sees us work with older people who often find their only interpersonal interaction is with professional carers or medical staff who do things to or for them.

Our recent impact research, which is highlighted in this report, demonstrates the ways in which our social gatherings have a tremendous impact on older people through the regular, ongoing commitment to them by our staff and volunteers and the opportunity they have to make friends and keep those friends at a time in their lives where social isolation had become the norm. The familiarity with the people and the regular routine provide important stability when older guests' lives can be unpredictable with illness or the death of a friend, both of which happen very frequently to our cohort of older people whose average age is 86.

As we enter a new phase as Re-engage, I want to thank all our volunteers for their dedication, our team of staff for their commitment, and most of all the older people who are inspiration to us all.

Christian Grobel

Message from our Chief Executive Officer, Meryl Davies



A caller to our office who was enquiring about volunteering with us said, “I meet so many older people at the bus stop, around the corner from our house, and it is shocking to find out how many of them live on their own; most of them just want a friendly chat, nothing more”.

The voices of our older guests and volunteers inspire us to work to reach more older people every year and in this report we will give an overview of some of the work we carried out in 2018-19 and set out the results of some of the research we conducted amongst our older guests and volunteers. One 89-year-old woman, on hearing a place had come available in a group, said, “I need to sit down, my heart is racing. I'm so excited.”

I was in post for much of the year in question, having joined in May 2018, and I have relished the opportunity to get to know some of the older people and volunteers as well as the team members across the UK who make this charity such a dynamic and interesting organisation.

Part of our work this year has been to examine our legacy and draw from it the very best of what we do. We have been working to combat loneliness amongst the oldest old since 1965 and along the way many tens of thousands of older people have come along to our Contact Teas Sunday afternoon tea parties.

As we head towards the decade in which we will turn 60, we are looking at that focus on tea parties and are testing and rolling out new initiatives reflecting a move towards diversifying our activities. Our new Head of Programme Development is now conducting research to help us to understand the group we work with and their varied needs and interests. We want to know not just that older people feel lonely but what would make a difference to their lives.

Volunteers and staff alike agree that the word ‘elderly’ is dated and doesn’t reflect our values and our approach. We have launched our new name and new brand. The name Re-engage distills the very essence of what we do, bringing generations together.

I join Christian in his thanks to those who make us who we are.

Meryl Davies

I’ve been ill and, until I am well again, I’d be at home on my own without this.



Strategic review

The year in question saw the publication of the Government's Loneliness Strategy which acknowledged that loneliness is "one of the greatest public health challenges of our time".

Re-engage has been concerned with loneliness and social isolation since 1965 and we have unique insight into the views of older people. Our focus is on providing regular social interaction for older people who live alone. We know the value of contact with peers and we develop social groups for peer groups of older people and volunteers who meet on a regular basis.

The older people are all over 75, live alone, and have mobility issues. With an average age of 86, the older people we work with have a 75% likelihood of three or more serious conditions including cancer, heart disease, diabetes and early dementia.

Our Work

Re-engage is a charity that is positive about older age and committed to fighting loneliness so that people can have social lives and friendship groups however old they are.

We inspire and enable meaningful connections and shared experiences within communities across the UK for people over 75 experiencing loneliness and social isolation. Our volunteers work together to create better communities and help to enrich the lives of our members by giving them something to look forward to.

Our regular social activities are a lifeline for older people who live alone and have started to experience mobility issues. Much of the social interaction of the older people we support is with carers or medical staff who are focussed on doing things to or for the older people. We work with the older people to develop group activities which include peers and volunteers. Many of the older people we work with each year have lost their significant other, their friends, their siblings, and even their children. These older people who may have felt very alone, now feel valued as individuals, continue to form friendships, and have groups that give support. We make sure that people know they are important well into old age.

By bringing different generations together within communities we are tackling social isolation in a way that is possible for thousands of people to join in and get involved.



Our impact

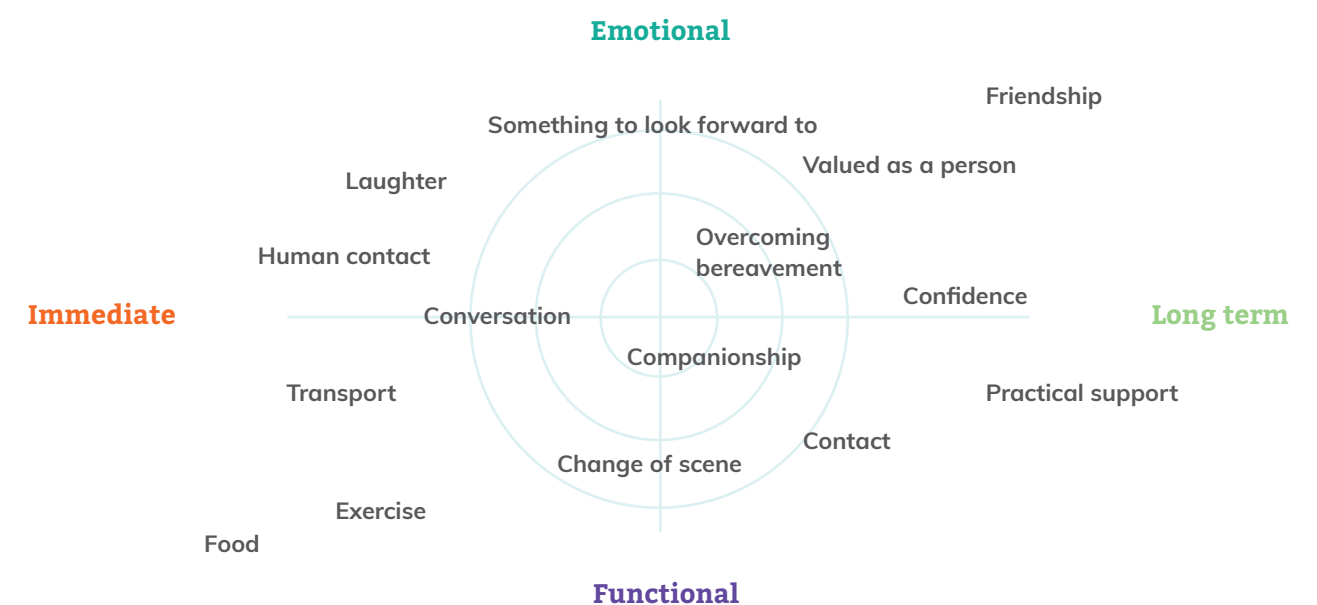
There are multiple emotional and functional benefits for older people of being part of our groups, but these benefits evolve over time.

Initially, the benefits felt by the older guests we interviewed for our latest impact research are that they are glad to have somewhere to go to, with a welcome and some friendly faces, especially on a Sunday, which can be particularly lonely. The most immediate functional benefits are about getting out of the house and enjoying company.

Over time, the emotional benefits of the model become clearer: a regular, stable commitment is a welcome benefit and our groups become treasured support and friendship networks.

Not only does our work reduce loneliness, being part of a Re-engage group improves health, increases confidence, helps older people to tackle illness, and addresses isolation.

Our 2019 research showed multiple benefits to older people



TACKLING ILLNESS

ADDRESSING ISOLATION

INCREASING CONFIDENCE

REDUCING LONELINESS

IMPROVING HEALTH

I retired and wanted to give something back to a worthwhile cause. I am very fond of older people and my mother died young.

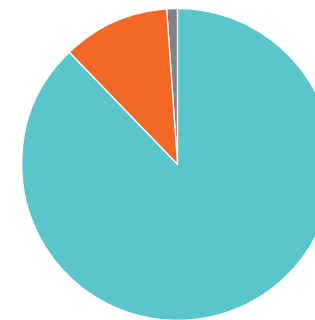


It has made a difference in my life. I look forward to it, it's good to have something to look forward to.

Our group coordinators by gender, age, and employment:

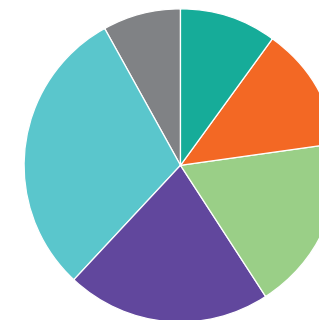
GENDER

Male
Female
Prefer not to say



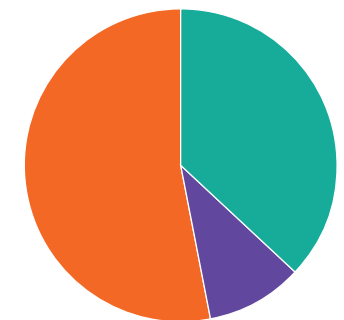
AGE

18-34 55-64
35-44 65-74
45-54 75+



EMPLOYMENT STATUS

Working
Retired
Other



Re-engage's social groups address the debilitating experiences of both functional isolation (physical immobility) and emotional isolation (infrequency of contact): older people can feel extremely lonely as a result of both.

The older people in our groups live alone. For them, poor health is a significant fear. Being part of one of our groups gives social contact which reminds older people that there is still life to enjoy when bereavement or ill health strikes.

Attending our groups can be a strong motivator for older guests to get well after illness. The physical and practical support we provide means that coming out to their group is often one of the first things they can do while recuperating. Friends at the group ask about them and welcome them back – it gives everyone at the gathering an emotional boost when someone returns from illness.

The networks and communities created by the groups provide a support structure for everyone when bereavement occurs and for many guests and volunteers, the groups have become a kind of family. For some of the oldest guests, their Re-engage companions are the only friends they still have of their own age.

Ultimately, being part of Re-engage reinforces people's own significance: for the oldest old it is important to know that someone will notice and care when you yourself go.

Our reach in 2018-19

8,500: number of older people who took part in our activities

14,500: number of volunteers involved with our activities

Areas with largest numbers of new guests and volunteers:

Bristol, Birmingham, Edinburgh

Areas with high numbers of new group launches:

Essex, Hertfordshire, London

Volunteers: the lifeblood of Re-engage

We renewed our commitment to volunteering this year by establishing the role of Head of Volunteering Innovation, undertaking impact research into our core group of volunteers, and dedicating resources to improving our volunteer training and information.

Our Group Coordinators are the critical cohort of volunteers who lead our hundreds of groups across the UK. The loyalty of our volunteers is inspirational – more than 40% of our Group Coordinators have volunteered with us for six or more years. Many people have an older person that they miss, or care about, or wished they'd known. Re-engage gives us the chance to reconnect with parts of our lives that we don't have access to anymore.

A striking element of our research into our volunteers was how they felt they had benefited from volunteering.

More than half of our volunteers say that volunteering is a way for them to feel less lonely. Our survey showed that 90% of our volunteers agreed with the statement "volunteering with Re-engage has had a positive impact on my life" with 62% of the total number strongly agreeing with the statement.

The knowledge that they are making a difference to others' lives is very satisfying. Volunteering with Re-engage gives people:

- A sense of purpose
- A feeling of being useful
- A way to fill their time and add some structure to retirement for those who are no longer working
- An opportunity to get out of the house
- A focus outside of themselves and their own lives

Partnerships for good

Working with other organisations in the charity sector and beyond is a critical part of our work. We held our first referrer conference in Glasgow, attracting 70 people to hear more about our work.

One of the partner organisations with which we have long enjoyed collaboration was Community Christmas. Established in 2011 by Caroline Billington, Community Christmas existed to ensure that older people shouldn't have to be alone at Christmas. The Community Christmas website signposted older people to local events, and the Community Christmas team ensured that older people could contact local volunteers who would help them to enjoy Christmas events in the company of other people in their community.

We know that more than 250,000 people aged 75 and over aren't looking forward to Christmas because for them it's 'just another day'. We also know that we want older people who are alone at Christmas to hear about our year-round work. So, in autumn 2018 we agreed to merge with Community Christmas, and we worked together to make Christmas 2018 a success.



Christmas 2018

650 Events listed on the website

102 Locations listed for the first time

143 Enquiries from new guests

210 Guests matched to events by Community Christmas team members

Now that we have merged, Community Christmas will become a campaign for us, and we have ambitious plans for 2019 and beyond. We know that more than 230,000 older people who are on their own at least one day over the Christmas period (from Christmas Eve to New Year's Day) say they are alone because they have no choice, it's just how it is. So, we are extending the listing of events to either side of Christmas and urging more communities to set up events and list them on the site.

It allowed me to meet people when I was new to the community



I've been on my own since 1970. I have a cat, I like to speak to people, I want to and like to be with people.

Strategic Review 2020

In 2016, the charity made a commitment to increase its impact by reaching more older people, working with more volunteers, developing more referrer partnerships and being a 'can-do' organisation, and becoming an organisation with an income of around £2m.

We are on track to reach our goals and as we head towards a new phase of strategic development, we do so having chosen a new name, a new brand and logo which will support delivery of our commitment to further promoting volunteering and to diversifying our programmes.

In 2019-20, we are taking inspiration from older people and increasing our understanding of the motivations and concerns of our cohort of older people by undertaking research into the activities that they would like to take part in.

We are also developing our volunteering portal and recognising the importance of volunteering for the future of UK society. We will promote age friendly and inclusive volunteering as we seek to reach more deeply into communities across the UK to inspire connections between the isolated oldest old and people who live near them.

With the ageing population in the UK growing, we are seeing the profile of older people being raised by multiple organisations that are recognising the importance of addressing the needs of older people. In 2016, there were 1.6 million people over the age of 85 but by 2066 this number will rise to 5.1 million. We are also seeing a crisis in care provision and the need for more volunteers to step forward.

Our new strategy will be developed against this backdrop and will take us into a new phase with renewed ambition and determination to ensure that the oldest people in our communities have a voice and have the power of friendship and new connections in their lives.

Structure, Governance and Management Governing Documents

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

Recruitment and appointment of the Trustees

The management of the charity is supervised by the Trustees who have business, financial, legal, volunteering and media expertise. A Trustees' skills matrix is carried out at the start of each financial year and used as the basis from which to advertise for, or approach, suitable individuals.

All Trustees give their time voluntarily and receive no benefits from the charity. Details of expenses reclaimed from the charity are set out in note 14 to the accounts and details of related party transactions are given in note 13.

Trustee induction and training

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

- duties of committee members, including presentation of the relevant Charity Commission guidance regarding the duties of trustees;
- explanation and presentation of the governing instrument;
- presentation of current and projected financial position;
- explanation of all significant projects within the charity;
- presentation of the activities of the charity and how it is organised, structured and staffed.

Organisational Structure

The Trustees meet quarterly and are responsible for setting the strategic direction and policies of the charity. The CEO manages the day-to-day running of the charity and implements its strategy and policies. The CEO reports to the Trustees through the Chair. Staff, who report to the CEO, work at national office or in home-based offices across the UK.

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

Pay and remuneration

Staff pay and remuneration is decided by the Treasurer and Chairman in consultation with the CEO and approved by the Trustees. Inflation and benchmarking are considered when determining any pay awards and the remuneration of each role.

Statement of Trustees' responsibilities

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practices).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

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

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

Risk Management

The Trustees maintain a risk register with risks assessed for the likelihood of impact on the charity. This impact may be on the charity, its objects, its staff or its beneficiaries. The risk register is reviewed with the CEO on an annual basis by the Board. Mitigating actions are taken for any risks perceived to be increasing, be this for reasons of changes in the funding environment or regulatory / legal changes or government policy.

The charity's principal risks and uncertainties, with our plans and strategies to mitigate these, are as follows:

- **funding** - its level and its continuity. We have a diversified fundraising approach; we have some loyal long-term partners and we manage our spending in line with our resources as set out elsewhere in this Report;
- **reputation** - amongst our beneficiaries, our volunteers, our funders and the wider community.

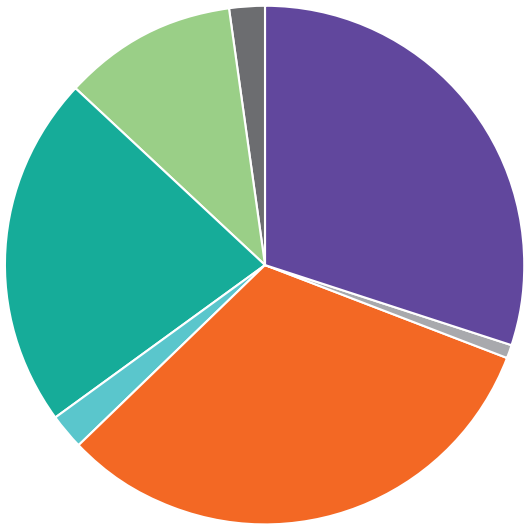


**Volunteering
has given me the
confidence to speak
with people of all ages
and abilities and has
prepared me for a
very competitive job
market**

Income

% INCOME

Trusts	30
Transfer of Assets	1
Grant Funders	32
Major Donors	2
Corporates	22
Individuals & Community	11
Legacies	2



We recruit volunteers after statutory checks and are in the process of updating and improving our safeguarding work with volunteers and our volunteer training. We report progress and impact to our funders, and we communicate success stories and policies regularly and frequently both internally and externally. It is essential for us to expand the scale of our operations at a sustainable rate by keeping resources (volunteers, funding, staff) in line with beneficiary numbers (older people).

The Trustees regularly review the risk register and are confident that these risks and uncertainties are managed appropriately in a proactive and sensitive manner.

Public Benefit

In shaping and reviewing its objectives and planning its activities, the Trustees have considered the Charity Commission's guidance on public benefit.

Financial Review

The year ended with our accounts showing a surplus of £28,664 compared with a surplus of £114,473 in the previous year. Our income increased by £125,532 to £1,923,429 (2018: £1,797,897), just shy of our target but in line with our ambition to be a £2m organisation by 2020.

Our expenditure in the year increased by £211,341 to £1,894,765. This reflected our increase in service delivery, including new programmes in south west England and new group development across the UK. This expansion is in line with our strategic plan to 2020. Our unrestricted reserves increased by £12,591 to £632,906, of which £126,525 is designated. This leaves £506,381 of unrestricted general funds. Our restricted reserves increased by £16,073 to £382,073.

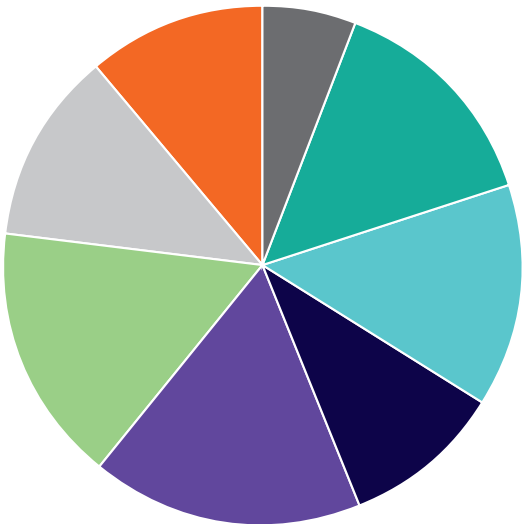
Income

Our largest funder was the People's Postcode Lottery who added £200,000 of loneliness funding to their main grant this year. Our trusts fundraising continued to be particularly successful and we were very grateful to receive almost half of our trust funding as unrestricted income. Our corporate partners have continued to be immensely loyal and we received considerable funds from partners who have been supporting us for several years.

Our major donor income increased thanks to some generous contributions towards unrestricted income. Meanwhile, we adapted our online giving platform which gave an immediate boost to our individual giving.

Community Christmas transferred all its assets of £21,613 to us at the end of the financial year when it became part of Re-engage.

Expenditure



Our expenditure rose to just under £1.9m as we continue to expand our service delivery in line with our strategic plan to 2020.

% EXPENDITURE

6	Wales
14	Programme Support
14	Special Projects
10	South of England
17	Scotland
16	North of England
12	London
11	Fundraising

Fundraising

We raise funds across the spectrum of community fundraising, individual donors, and partnerships with trusts, grant funders, and companies. We never buy in data lists for fundraising and we do not sell or share supporter details with any other individuals or organisations: we only contact our supporters with whom we already have a relationship, and who have given their consent to be contacted by us.

We have processes in place to ensure that we do not overwhelm our supporters with information, and our supporter communications are primarily designed to inform our volunteers and supporters about the work that we do with older people.

We do not employ professional fundraising agencies and our activities are planned and delivered by our small fundraising team, led by our Director of Income Generation 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 Fundraising Code of Practice which includes relevant legal requirements as well as the standards set by the Fundraising Regulator. We have not received any complaints about our fundraising practice and we regularly review the Code to ensure that our fundraising continues to be legal, open, honest and respectful.

Investments

Our policy is to invest in short and medium-term investments. We invest in interest bearing accounts. For the year in question, we decided not to invest in the stock market.

Reserves Policy

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

Reserves (general unrestricted funds) at 31 March 2019 were £506,381 and represent 3.1 months of total budgeted expenditure for 2019/20.

Approved by the Trustees on 16 October 2019 and signed on their behalf by

Christian Grobel
Chair, Board of Trustees
Re-engage

Independent Auditor’s Report to the Trustees and Members of Re-engage

Opinion

We have audited the financial statements of Re-engage Ltd (“the charitable company”) for the year ended 31 March 2019 which comprise the Statement of Financial Activities, the Company Balance Sheet, the Cashflow 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 2019, and of the 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;
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees’ use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company’s ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees’ report, other than the financial statements and our auditor’s report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees’ report 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 directors’ 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 require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept by the charitable company; or
- the charitable company’s financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors’ remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees’ responsibilities statement set out on page 15, 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 determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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 auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those 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.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council’s website at: 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 its 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 and the charitable company’s and the charitable company’s trustees as a body, for our audit work, for this report, or for the opinions we have formed.



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

COOPER PARRY GROUP LIMITED
Chartered Accountants
Statutory Auditors

Park View
One Central Boulevard
Blythe Valley Business Park
Solihull, West Midlands
B90 8BG

Date: 28 November 2019

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 2019

		Unrestricted Funds				
		General Funds	Designated Funds	Restricted Funds	Total Funds	Total Funds
		2019	2019	2019	2019	2018
		£	£	£	£	£
Incoming Resources	Notes					
Donations and Legacies	2	656,365	-	655,277	1,311,642	1,332,002
Grant income	3	450,000	-	161,156	611,156	465,757
Bank and Investment income	4	631	-	-	631	138
Total incoming resources		1,106,996	-	816,433	1,923,429	1,797,897
Resources expended						
Fundraising costs		49,979	-	116,618	166,597	102,868
Services		435,758	-	1,292,410	1,728,168	1,580,556
Total resources expended	5	485,737	-	1,409,028	1,894,765	1,683,424
Net income / (expenditure)	6	621,259	-	(592,595)	28,664	114,473
Transfers between funds	12	(590,002)	(18,666)	608,668	-	-
Net movement of funds in the year		31,257	(18,666)	16,073	28,664	114,473
Funds balances brought forward at 1 April 2018		475,124	145,191	366,000	986,315	871,842
Funds balances carried forward at 31 March 2019		506,381	126,525	382,073	1,014,979	986,315

All the above results were derived from continuing activities. The notes and information on pages 24-33 form part of these financial statements.

Balance Sheet as at 31 March 2019

		2019	2019	2018	2018
		£	£	£	£
Notes					
Fixed Assets					
Tangible assets	8		-		-
Current Assets					
Debtors	9	23,604		120,517	
Investments		-		-	
Cash at bank and in hand		1,074,928		911,920	
Current Liabilities					
Creditors - amount falling due within one year	10	(83,553)		(46,122)	
Net current assets			1,014,979		986,315
Net Assets			1,014,979		986,315
Represented by					
General Funds	12		506,381		475,124
Designated Funds	12		126,525		145,191
Restricted Funds	12		382,073		366,000
Total Funds			1,014,979		986,315

These accounts were approved by the Trustees and authorised for issue on 16 October 2019 and signed on their behalf by:


Christian Grobel
Chairman
Re-engage

Charity Registration numbers
1146149 (England and Wales)
SC039377 (Scotland)
Company Registration number 07869142

Cash flow statement for the year ended 31 March 2019

	2019 £	2019 £	2018 £	2018 £
Cash flows from operating activities				
Net cash used in operating activities		162,377		31,045
Cash flows from investing activities:				
Dividends, interest and investments	631		113	
Net cash provided by investing activities		631		113
Change in cash/cash equivalents in the year		163,008		31,158
Cash/cash equivalents at the beginning of the year		911,920		880,762
Cash/cash equivalents at the end of the year		1,074,928		911,920
Reconciliation of net movements in funds to net cash flow from operating activities				
Net movement of funds in the year (as per the Statement of Financial Activities)		28,664		114,473
Adjustments for				
Dividends, interests and investments	(631)		(113)	
Decrease / (increase) in Debtors	96,913		(52,093)	
Increase / (decrease) in Creditors	37,431	133,713	(31,222)	(83,428)
Net cash used in operating activities		162,377		31,045
Analysis of cash and cash equivalents				
Cash in hand		1,064,928		901,920
Notice deposits (less than 3 months)		10,000		10,000
Total cash and cash equivalents		1,074,928		911,920

Notes to the accounts

1. ACCOUNTING POLICIES

The principal accounting policies adopted are set out below:

a) Accounting Basis

The financial statements are prepared under the historical cost convention and in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, applicable accounting standards, including Charities SORP (FRS 102), “Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)”.

They are prepared in sterling which is the functional currency of the charitable company and rounded to the nearest £1.

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.

The charity is a company limited by guarantee incorporated in England. The members of the company are the Trustees named on page 2. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member.

b) Income Recognition

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

Investment income is included when receivable.

Grants are funds received from government and quasi-government funding agencies.

These funds are included in the Statement of Financial Activities on a receivable basis.

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

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

c) Restricted funds

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

d) Unrestricted funds

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

e) Pensions

The charity provides defined contribution payments to qualifying individual pension schemes which are administered independently from the charity. These are charged to the SOFA as they become payable.

f) Expenditure Recognition

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

- Costs of raising funds comprise the costs actually incurred in producing and distributing materials for promotional purposes and other relevant overheads.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. It is analysed between the principal activities of the charity in note 5.

g) Taxation

The charity is exempt from tax on income and gains falling within section 478, 486 and 488 CTA 2010 and S256 TCGA 1992 to the extent that these are applied to its charitable objects. There was no UK Corporation Tax payable in 2019 or 2018.

h) Allocation of support and governance costs

- Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and support costs.
- Governance costs and support costs relating to charitable activities have been apportioned based on staff time. The allocation of support and governance costs is analysed in note 5.

i) Going Concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of reserves held and the budgeted level of income and expenditure for the next year. This is sufficient for the charity to continue as a going concern.

j) Tangible Fixed Assets and Depreciation

Assets with a cost greater than £1,000 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 expected useful life, as follows:

Office equipment - 25% per annum on a straight line basis.

k) Critical Estimates and Significant Judgements

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

2. DONATED INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
Trusts	233,432	346,596	580,028	663,190
Corporate	213,979	205,967	419,946	428,764
Major donor	33,000	-	33,000	-
Legacies	36,494	800	37,294	68,851
Individual	126,728	37,880	164,608	118,089
Gift Aid	2,751	-	2,751	22,934
In Memoriam	1,560	3,501	5,061	5,651
Community and Event	8,421	38,920	47,341	24,523
	656,365	633,664	1,290,029	1,332,002

2A. INCOME – TRANSFER OF ASSETS FROM COMMUNITY CHRISTMAS

Community Christmas	-	21,613	21,613	-
TOTAL INCOME	656,365	655,277	1,311,642	1,332,002

3. GRANT FUNDED INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
Players of the People's Postcode Lottery	450,000	-	450,000	300,000
The National Lottery Community Fund	-	118,477	118,477	119,357
Scottish Government	-	42,400	42,400	42,400
Others	-	279	279	4,000
Total Grant Income	450,000	161,156	611,156	465,757

4. BANK AND INVESTMENT INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
Investment income	-	-	-	113
Bank Interest	631	-	631	25
Total	631	-	631	138

5. TOTAL EXPENDITURE

	Direct Costs £	Support Costs £	Total 2019 £	Total 2018 £
Services				
Local groups	81,984	-	81,984	70,783
Regions	997,061	508,435	1,505,496	1,471,459
Projects (incl. Special projects)	213,365	93,920	307,285	141,182
	1,292,410	602,355	1,894,765	1,683,424
Fundraising costs	166,597	(166,597)	-	-
Head Office overheads	421,972	(421,972)	-	-
Governance	13,786	(13,786)	-	-
	602,355	(602,355)	-	-
Total	1,894,765		1,894,765	1,683,424

Support costs are allocated on the following basis

	2019 £	2018 £
Fundraising costs		
Salary costs	140,990	97,287
Office running costs	9,109	1,003
Professional (consultancy) and event costs	11,325	-
National marketing costs	5,173	4,578
Head office overheads		
Salary cost	127,892	158,555
Office premises costs	58,168	40,883
Office running costs	120,957	92,077
National marketing costs (incl. website)	89,868	91,674
Legal and professional charges	16,944	14,854
Other costs	8,143	5,950
Governance		
Salary cost	3,921	2,114
Accounts preparation, audit and filing fees	9,026	7,626
Trustee meeting costs	839	1,117
Total	602,355	517,718

6. NET INCOME/(EXPENDITURE)

	2019 £	2018 £
Net income / (expenditure) is stated after charging:		
Auditor's remuneration - audit services	7,500	3,600
Operating lease payments	54,523	50,481

7. STAFF

	2019 £	2018 £
Salaries and Wages	1,180,026	1,017,082
National Insurance	101,272	88,289
Pension costs	30,069	24,176
Total	1,311,367	1,129,547

The average number of employees during the year was 49 (2018:45) the full time equivalent being 43 (2018:40)

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

	2019	2018
In the band £60,001 - £70,000	1	-

The total employee benefits including pension of the key management personnel of the charity were £376,828 (2018: £308,168)

8. TANGIBLE FIXED ASSETS

	£
Office equipment	
Cost	
At 1st April 2018 and at 31st March 2019	52,003
Accumulated depreciation	
At 1st April 2018 and at 31st March 2019	52,003
Net book value	
At 1st April 2018 and at 31st March 2019	-

9. DEBTORS: AMOUNTS RECEIVABLE WITHIN ONE YEAR

	2019 £	2018 £
NBFA Assisting the Elderly	-	62,360
Gift Aid	2,751	26,934
Other debtors	8,442	9,959
Prepayments	12,411	21,264
Total	23,604	120,517

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2019 £	2018 £
Pension	7,969	4,633
Accruals	75,584	41,489
Total	83,553	46,122

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted General Funds £	Designated Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
Debtors	23,282	-	322	23,604	120,517
Cash at bank and in hand	550,833	126,525	397,570	1,074,928	911,920
Creditors falling due within one year	(67,734)	-	(15,819)	(83,553)	(46,122)
Net Assets at the end of year	506,381	126,525	382,073	1,014,979	986,315

12. FUNDS

	1st April 2018 £	Income £	Expenditure £	Transfers between funds £	31st March 2019 £
Unrestricted Funds					
General	475,124	1,106,996	(485,737)	(590,002)	506,381
Designated	145,191	-	-	(18,666)	126,525
	620,315	1,106,996	(485,737)	(608,668)	632,906
Restricted Funds					
Local Groups	241,567	115,509	(81,984)	-	275,092
Regions					
South East	8,830	60,759	(142,558)	72,969	-
NW & W. Midlands & Special Projects	10,479	105,519	(221,595)	119,429	13,832
NE/Yorkshire/East Midlands	11,410	69,806	(177,947)	96,731	-
London	15,567	116,483	(203,920)	95,470	23,600
Scotland	36,339	110,826	(265,995)	133,781	14,951
Wales & SW	12,922	90,436	(128,525)	35,584	10,417
National					
National Support	16,667	25,000	(25,000)	-	16,667
Group Development and Support	-	47,000	(39,167)	-	7,833
Fundraising costs	-	-	-	-	-
Projects					
Community Christmas	-	21,613	(1,932)	-	19,681
BISTO - Spare Chair Sunday	9,185	19,262	(28,447)	-	-
Other					
IT upgrade	-	30,000	(30,000)	-	-
Guest Celebrations	461	-	(461)	-	-
Survey	2,033	3,600	(5,722)	89	-
Other	-	620	(1,530)	910	-
Scotland publicity	540	-	(540)	-	-
	366,000	816,433	(1,409,028)	608,668	382,073
Total funds	986,315	1,923,429	(1,894,765)	-	1,014,979
Unrestricted funds - General	475,124	1,106,996	(485,737)	(590,002)	506,381
Unrestricted funds - Designated	145,191	-	-	(18,666)	126,525
Restricted funds - Scotland	36,879	110,826	(285,431)	152,677	14,951
Restricted funds - Other	329,121	705,607	(1,123,597)	455,991	367,122
	986,315	1,923,429	(1,894,765)	-	1,014,979

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated	
NBFA	For development of the remaining 50 groups £51,525
Other	For rebranding, website, and volunteer management £75,000
Restricted	
Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	Funds to support staff in specific areas.
South East	Specific funding to cover staff in this area.
NW & W. Midlands & Special Projects	Specific funding to cover staff in this area. The £13,832 year end balance is to cover costs from 1 April 2019.
NE/Yorkshire/East Mids	Specific funding to cover staff in this area.
London	Specific funding to cover staff in this area. The £23,600 year end balance is to cover costs from 1 April 2019
Scotland	Specific funding to cover Scotland costs. The £14,951 year end balance is to cover costs from 1 April 2019
Wales & SW	Specific funding to cover Wales & SW costs. The £10,417 year end balance is to cover costs from 1 April 2019
National Support	Funding to develop new groups. The £16,667 year end balance is to cover costs from 1 April 2019 to 30 November 2019
Group Development and Support	Funding to develop 6 new groups nationally. The £7,833 year end balance is to cover the remaining groups to develop from April – September 2019
Community Christmas	Christmas campaign matching lonely older people to community festive events.
Spare Chair Sunday	Specific funding for the Spare Sunday Project has been fully spent.
IT upgrade	Specific funding for an IT upgrade has been fully spent.
Guest Celebrations	Specific funding for the Spare Sunday Project has been fully spent.
Scotland promotional materials	Specific funding for promotional materials in Scotland has been fully spent.
Survey	Specific funding to cover survey costs has been fully spent.

Funds Transfers:

At the year end the balance on each restricted fund is reviewed and where necessary transfers made from the general funds to the individual restricted fund to ensure the restricted fund is correct (i.e. not overdrawn or at the level required by the terms of each individual donation). The amount transferred from general funds to restricted funds in the year was £608,668.

12a. PRIOR YEAR FUNDS COMPARISON

Name of fund	Description, nature and purposes of the fund
Designated NBFA	Funding for development of 100 new groups from 1 April 2017.
Local Groups	Funds transferred from general funds to Re-Engage groups (formerly Contact the Elderly) for their own use. The amount transferred in the year was £5,404. These funds were added to and spent on a variable basis. At the year end 16 groups had a balance.
Restricted Local Groups	Funds raised by or on behalf of Re-engage groups for their own use. These funds are added to and spent on a variable basis.
Regions	Funds raised to carry out our development and support work through the development officer and volunteer support officer in that particular area.
South East	Specific funding to cover South East Officer's costs. The £8,830 year end balance was to cover costs from 1 April 2018.
NW & W. Midlands & Special Projects	Specific funding to cover the region Development Officer's costs and to set up new local groups. The £10,479 year end balance was to cover costs from 1 April 2018.
NE/Yorkshire/East Mids	Specific funding to cover the Development Officer's costs. The £11,410 year end balance was to cover costs from 1 April 2018.
London	Specific funding to cover London Development Officer's costs. The £15,567 year end balance was to cover costs from 1 April 2018.
Scotland	Specific funding to cover Scotland costs. The £36,339 year end balance was to cover costs from 1 April 2018
Wales & SW	Specific funding to cover Wales & SW costs. The £12,922 year end balance was to cover costs from 1 April 2018
National Support	Specific funding to develop new groups and to support support work nationally. The £16,667 year end balance was to cover costs from 1 April 2018 to 30 November 2018
Spare Chair Sunday	Specific funding for the Spare Sunday Project. The £9,185 year end balance was to cover costs from 1st April to 30th April 2018.
Guest Celebrations	Specific funding to cover birthday cards and gifts for guests.
Scotland promotional materials	Specific funding for promotional materials in Scotland. The £540 year end balance was expected to be spent by 31st March 2019.
Survey	Specific funding to cover survey costs. The £2,033 year end balance was expected to be spent by 31 March 2019.

Funds Transfers:

The purpose of the designated NBFA fund was to set up 100 new groups from 1 April 2017. The direct costs related to this were £105,431 and the allocated support costs £54,004. Only the direct costs were paid from the designated NBFA fund, so £54,004 was transferred from the general account to cover the allocated support costs. At the year end the balance on each restricted fund was reviewed and where necessary transfers made from the general funds to the individual restricted fund to ensure the restricted fund is correct (i.e. not overdrawn or at the level required by the terms of each individual donation). The amount transferred from general funds to restricted funds in the year was £638,021.

13. RELATED PARTY TRANSACTIONS

Trustees made aggregate donations to Re-engage which were free from restrictions or terms of £900 (2018: £900).

14. TRUSTEES

The Trustees received no remuneration or benefits-in-kind (2018: £nil) and only one Trustee, attending Trustee meetings from afar, was reimbursed travel expenses of £498 (2018: £893).

15. FINANCIAL COMMITMENTS

At 31st March 2019 the charity had total commitments under non-cancellable operating leases as follows:

	Land and Buildings 2019 £	Other 2019 £	Land and Buildings 2018 £	Other 2018 £
Amount due within 1 year	50,481	4,042	50,481	-
Amount due within 2-5 years	37,861	3,604	88,342	-
Total	88,342	7,646	138,823	-

16. 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 to the fund and amounted to £30,069 (2018: £24,176). Contributions totalling £7,969 (2018: £4,633) were payable to the fund at the balance sheet date.

17. PRIOR YEAR SOFA

	Unrestricted Funds				
	General Funds	Designated Funds	Restricted Funds	Endowment Funds	Total Funds
	2018	2018	2018	2018	2018
	£	£	£	£	£
Incoming and Endowments from					
Donations and Legacies	580,148	-	751,854	-	1,332,002
Grant income	300,000	-	165,757	-	465,757
Bank & investment income	137	-	1	-	138
Total Income	880,285	-	917,612	-	1,797,897
Expenditure On					
Raising funds					
Fundraising and awareness	-	-	102,868	-	102,868
Charitable Activities:					
Delivering our services	-	159,585	1,420,971	-	1,580,556
Total Expenditure	-	159,585	1,523,839	-	1,683,424
Net (losses)/gains on investments	-	-	-	-	-
Net income/(expenditure)	880,285	(159,585)	(606,227)	-	114,473
Transfers between funds	(679,833)	59,408	638,021	(17,596)	-
Net movement in the year	200,452	(100,177)	31,794	(17,596)	114,473
Fund balances brought forward at 1st April 2017	274,672	245,368	334,206	17,596	871,842
Fund balances carried forward at 31st March 2018	475,124	145,191	366,000	-	986,315



2 Grosvenor Gardens
London, SW1W 0DH

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

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

