

The logo for Reengage, featuring the word "Reengage" in a white sans-serif font. The "Re" is in orange, and the "engage" is in white. The text is set against an orange speech bubble shape that points downwards and to the right.

Reengage

A photograph of an elderly man and a woman sitting at a table, engaged in conversation. The man, on the left, has short grey hair, wears glasses, a dark suit jacket, and a maroon shirt. He is gesturing with his right hand. The woman, on the right, has blonde hair and is wearing a patterned cardigan over a black top and blue denim jeans with a tear at the knee. She is holding a white mug with a black zigzag pattern. The background is a green wall with a wooden table and some items on it.

Bringing generations together

Annual Report and Accounts for the year
1 April 2019 – 31 March 2020



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**I tell my
four walls I can't
speak to them
today; I have
real people to
speak to!**

Reference and administrative information

Charity name
Re-engage Ltd

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

Company registration number
07869142

Principal office
2 Grosvenor Gardens
London, SW1W 0DH

Phone: 020 7240 0630

Email: info@reengage.org.uk

Website: www.reengage.org.uk

President
The Lady Jasmine Cavendish

Trustees

Christian Grobel Chair

Alan Gilfillan OBE

William Barney (to 5 January 2020)

Philip Kelvin

Sarah Reed (to 21 August 2020)

Sir John de Trafford Bt. MBE

Sue Scholes Hon Treasurer (from 8 May 2019)

Jonathan Upton (from 8 May 2019)

Jonathan Waite (from 8 May 2019)

Sally Wilkinson (to 8 May 2019)

Key management personnel

Meryl Davies Chief Executive Officer

Kitty Blackwell Director of Fundraising & Communications

Shade Odupelu Interim Director of People

Auditor

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

Banker

Coutts and Co
440 Strand, London
WC2R 0QS

Message from our Chair and CEO



Over the last 20 years, the number of people over 75 who live alone has increased to over 2.2 million. So many people are living longer lives that just aren't healthy or happy enough, with loneliness being a major cause of unhappiness.

Re-engage was founded in 1965 to help reduce loneliness and social isolation amongst older people and to bring generations together in friendship and shared experiences. That work has continued for 55 years and in 2019-2020 we continued to reach thousands of older people through our work. We could not offer this life-changing help without our volunteers, partners, and employees. Together with our older people across the UK we are a vital and life-enhancing community.

In the year we articulated our ambitions to grow and expand our work and reach new audiences in new ways. Our financial year ended against the awful backdrop of the still-ongoing Covid-19 crisis. Older people have been affected at terrifying rates and many, many people over 75 have died from Covid-19. Men and people from Black and Asian communities have been worst hit.

Re-engage has reflected on ways in which we can work to ensure that, irrespective of Covid-19, we continue to reach even more older people and make a difference as people approach the end of their lives, see their mobility reduce, and find themselves increasingly isolated as they lose loved ones, peers, and friends.

In 2019-2020 we developed our REACH strategy which will help us to address the question of scaling and diversifying our work and allow us to achieve a greater impact. The strategic thinking undertaken earlier in the year was vital in helping us formulate a speedy response to the growing crisis in March 2020.

In this report, we outline our plans for implementing our 2020-2023 strategy and talk about the launch of our Call Companions service, our response to Covid-19. This will enable Re-engage to increase the number of older people we reach from almost 9,000 during 2019-2020 to over 11,000 in 2020-2021. Over 125,000 phone calls have already been made since March 2020.

Thank you to all who have contributed to reducing the loneliness of older people in our society in the last year and for the huge difference we will make together during these difficult times in the year ahead.

Christian Grobel, Chair, Board of Trustees

Meryl Davies, CEO



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keeps me humble.
It keeps my feet
on the ground and
reminds me of
what's important.**

Strategic review

A year at Re-engage

Our work has long been focussed on forging an important link to the wider community for older people. Our guests tell us things like, “the tea parties are the only thing I’ve got, it’s a godsend ... It’s a lifeline for me, I love them.”

With Covid-19 we find ourselves working with people who are the most vulnerable to the virus itself and to loneliness and isolation. Since lockdown began, we’ve supported our volunteers to change the way they keep in touch with the older people in their groups. For example, Edith has been called regularly by one of the volunteers from her group. Despite struggling with the loneliness of self-isolation she’s tried to stay positive by listening to the radio, playing records, and reading. Edith has really valued being part of the Re-engage group and getting regular calls. When she first joined, and needed to provide an emergency contact, the only person she could think of was the manager of the nursing home where her husband is. Without family or close friends nearby, she really appreciates the calls: **“It’s been so nice chatting, I really enjoy having someone to talk to.”**

In this review, we will look back at a year that started with change and ended with change and in between there was also change. Despite this, we continued with our long-term work of organising social gatherings for older people across the UK. Our 15,000 volunteers worked with us to deliver monthly gatherings for almost 9,000 older people with an average age of 85.

The tea parties are the only thing I've got, it's a godsend - it's a lifeline for me, I love them.

Our merger with Community Christmas

At the very beginning of the year, we completed our merger with Community Christmas, paving the way for us to run the seasonal campaign in 2019 with a directory of nationwide events that are accessible for older people.

We know that more than 250,000 people aged 75 and over don't look 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.

In 2019, there were just over 600 Community Christmas events held in pubs, care homes, restaurants, schools, fire stations and even one in a launderette. We worked alongside companies to promote bringing generations together at Christmas time and to encourage companies to give to the charity to support matching older people to events and making Christmas phone calls.

Our rebrand

In 2018, nearly nine out of ten of the (then) 'Contact the Elderly' staff team said we needed a new name. In 2019, we used our e-newsletter to ask our volunteers to let us know their views and ideas.

The name scored as 'great' among only 16% of our volunteers in that spring 2019 survey. Volunteers and staff alike were passionate about our work but so embarrassed by the name Contact the Elderly that they simply avoided using it. Against that backdrop, more than 50 years after our founding, a staggering 85% of our volunteers reported that when they speak about this charity, they find that other people haven't heard of us. It was time for a change.

In mid-2019, we recruited a new Director of Fundraising and Communications and her first responsibility was to deliver our rebranding project. Our name change was launched on 1 October 2019 to coincide with the International Day of Older People. Our new website and logo represent an exciting development in the charity.



Our five strategic goals



The name Re-engage, the warm and vibrant colours of the new brand, and the strapline “bringing generations together” are all part of a name and brand that fits with what we do very well: our amazing volunteers are re-engaging with and in communities. Our inspirational older people are letting us into their lives – yes, our staff and volunteer teams can bring them company and connections but think of all the joy and learning and experience that they can share with us when we re-engage with their generation.



Our new strategy

In the year in question, we also developed our new strategy, the REACH strategy 2020-2023. This was approved by the board of Trustees on 29 January 2020 ready for launch as we moved into the new financial year.

The five strategic goals we set ourselves are:

- Reduce loneliness
- Empower staff and volunteers
- Amplify the voices of older people
- Challenge ageism
- Harness technology

Each of these goals is being pursued in the next three years within the context of our values: determined, pioneering, local, warm, and respectful.

We are determined to increase the number of people we reach and to make sure we reach a more diverse group of older people and volunteers. We love our tea parties, and now our Call Companions service. Our campaign to recruit older people to Call Companions is 'Because a Good Chat Means the World'. That said, the research undertaken by the Head of Programme Development and others has shown us that there are many more ways that we can be reaching older people and providing companionship and we are committed to seek funding for new approaches and ways to identify people who are chronically lonely.

We are also determined to harness technology to ensure that our work can scale and become more sustainable. Our aim is not just to work with older people and technology but to use technology to ensure that we can put in place programmes at pace and empower our volunteers with digital systems that will allow them to do more great work and have easy online access to support, guidance, and training.

We hear ageist comments every day and we know that the Covid-19 crisis has inspired both huge support and alarming antipathy towards the older population. We will continue to challenge ageism and we will use our resources to make sure that more older voices are heard on a variety of topics.

Almost **8,000**  older people are now being supported by telephone contact

The calls are like a little ray of sunshine in an otherwise dark time.

Our response to Covid-19

In March 2020, our 55-year history of working with social groups was put on hold. Covid-19 became all-consuming as we suspended all our face to face work and all our social gatherings in advance of the country going into lockdown.

Our target group is incredibly vulnerable: to the loneliness and isolation, to the virus itself, and to the potential for fraud and mistreatment that is exacerbated by a crisis. We supported all our existing volunteers in setting up a system for regularly calling the older people in their groups. The team at Re-engage then set about reaching even more older people through a robust telephone befriending scheme, Call Companions. In total, almost 8,000 older people are now being supported by telephone contact through these two initiatives.

At the date of signing these financial statements, the Trustees have considered the effect on the charity of the pandemic, using the information currently available. The Trustees do not believe that the Covid-19 crisis will affect the charity's ability to continue to operate for the foreseeable future. There have been short term practical difficulties which we have addressed and are managing by moving our local groups to a telephone befriending service.

Since the end of the year in question, we have dedicated significant resources to developing our befriending service, Call Companions, including empowering our volunteers with new training and guidance and setting up a large repository of online Frequently Asked Questions. We have been able to secure more than £425,000 in emergency funding from a range of generous funders for our work both locally and

nationally. This has allowed us to invest in recruitment and training systems and high-quality ID checking and volunteer interviewing to ensure that the service is a sustainable and scalable one.

Those members of staff who are based in our London office are all currently working from home. Like many organisations we used the Government's furlough scheme to assist the charity in actively managing its finances and have subsequently taken the difficult decision to reduce our staff headcount. Our view is that the fundraising climate will be more challenging in the year 2021-2022. However, due to the level of reserves and cash balances held and the security of some of our income streams, we are well placed to continue operating.

Expediting the REACH strategy

Against that backdrop of Covid-19, the work we had done developing our strategy was invaluable.

The first strategic goal is underpinned by objectives to diversify both the work that we do and the people we reach. This will mean we have greater impact by reaching more older people. With Covid-19 crisis, we were able to make significant inroads into all the goals to diversify our work: we shifted from being entirely focussed on group activities to also offering telephone befriending. This means we can also reach more older people into the future, as the new service allows us to reach more older people quickly.

Re-engage in numbers

Older people

Number of older people involved in our groups during 2019-2020 increased by 5.5% to 8,976.



We recruited 1,938 older people into our groups. 1,501 left the groups, generally because they moved away from the area or into a care home or because they could no longer leave the house or because, sadly, they died.

Older people come to us via a variety of routes. We have relationships with referral partners across the UK and work closely with partners who refer older people into the groups.

Volunteers

Number of volunteers involved in our work in 2019-2020 increased by just under 4% to **15,060**



Turnover of volunteers



The turnover in volunteers was down on the previous year. We recruited 2,170 new volunteers and 1,801 left our groups.

Groups

We launched 70 groups in the year taking our total to

915 groups

This included some groups launched in partnership with the Reading Agency as part of their Reading Friends project, older people connected to Age Scotland's Call In Time project, and a walking cricket group launched in partnership with Community Men2Men Buddying.

Feedback



85% of guests have made friends with volunteers



95% of guests feel they have something to look forward to



82% of guests feel happier



Mary reflects on the pleasure she gets from her tea party group

Aged just 17, Mary left home and did her wartime duty in the Auxiliary Territorial Service before meeting her husband and settling down as a stay-at-home wife and mother.

After 60 happy years, Mary found herself widowed, her group of friends dwindling, and living far away from most of her family. While still independent and self-sufficient, the feeling of isolation began to set in.

"You always say 'I'm awfully sorry' when you hear about the loss of a loved one, but you don't really know what it's like until it happens to you" she explains, "It's lonely."

Coming across a newspaper article on Re-engage changed all that. Now she is one of the original members of the Diamond group, based in Lanarkshire, and has been enjoying monthly outings for four years. "I have no friends and I haven't got a big family but it's a wonderful charity, it's quite amazing – they are all friends. I can't praise them highly enough. My driver is like a friend."

"I'm now registered partially blind and I don't go out much, so I really look forward to the Sunday outings. We've been to some marvellous places and I can't tell you how much I enjoy it and how kind everybody is." It is only circumstances that prevent Mary from enjoying a wider social life but with Re-engage, her world has opened again. "I don't know what I would have done without them. If I hadn't had them, I had nothing."

These critical relationships have been sustained and developed during the Covid-19 crisis and older people in our groups are being supported with regular calls from the people they have come to know as friends.

I don't know what I would have done without them. If I hadn't had them, I had nothing.

Our volunteers



feel happier as a result of being involved



feel they are giving something back



have become more aware of issues facing older people



have made friends with the older guests

Making Re-engage an amazing organisation

Many people have an older person that they miss, or care about, or wished they'd known.

Re-engage gives us all the chance to reconnect with parts of our lives that we may not have access to anymore. Our volunteers grab those opportunities with both hands and bring real joy into the lives of older people in their communities.

Volunteering keeps me humble

Inspired by her grandmother, Batul, who lives in Croydon, loves supporting our tea parties.

"My grandmother died in 2009 and this had a profound effect on my life. Two years later I saw a campaign on TV for Re-engage volunteers and decided to get involved.

I volunteer as a driver, picking up tea party guests from their homes and dropping them off afterwards. The first time, I remember picking up a Russian lady who shared her story about the war and coming to the UK as a refugee. She really moved me. I knew she was very lonely. I remember crying when I drove home, humbled and grateful for my own life and for the chance to help her.

This is why I nominated Re-engage as Charity of the Year at the company I work for. I was overjoyed when my charity was chosen.

Over the year, we held cake sales, Christmas jumper days and even hosted an afternoon tea for a group of older guests at our office.

I love the fact that I get to make a tangible difference when I volunteer. I see how much the guests appreciate our efforts. They aren't stuck in front of the TV alone for once. They can put something in their diary and have something to look forward to.

Volunteering keeps me humble. It keeps my feet on the ground and reminds me of what's important.

Sometimes the guests remind me of my grandmother and that spurs me on."

Volunteering has brought me closer to people who I never would have interacted with – it has really enriched my life.

Report of the Trustees

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. It was further amended by special resolution passed by the Trustees on 30 September 2019. The charity is also registered as a charity in Scotland (charity number SC039377).

Recruitment and appointment of the Trustees

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

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

Trustee induction and training

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

- duties of committee members, including presentation of the relevant Charity Commission guidance regarding the duties of Trustees
- explanation and presentation of the governing instrument
- presentation of current and projected financial position
- 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 under normal circumstances and are responsible for setting the strategic direction and policies of the charity. The CEO manages the day-to-day running of the charity and implements its strategy and policies. The CEO reports to the Trustees through the Chair. Staff, who report to the CEO, are home-based across the UK or based at our office in London.

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

Pay and remuneration

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

Statement of Trustees' responsibilities

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

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

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

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

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

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

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

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

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

Risk management

The Trustees maintain a risk register which has been updated for 2020 and which is reviewed quarterly by the Finance and Risk Committee and annually 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 Covid-19 crisis has inevitably affected our attitude and approach to risk.

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

- 1. Funding - its level and its continuity.** In the course of the year in question we recruited a new Director of Fundraising and Communications and added new skills to our team. Our fundraising plan is focussed on delivering our strategy and, since March 2020, the team has been successful in attracting significant emergency funds. We are aware that the funding climate will be affected by the economic downturn and have adapted our service delivery and our service delivery team.
- 2. Reputation - amongst our beneficiaries, our volunteers, our funders, and the wider community.** We have put in place robust security checks for our new telephone befriending volunteers (who are not eligible for statutory checks) and we are developing a safeguarding framework with a Trustee responsible for safeguarding. We continue to report progress and impact to our funders and communicate success stories regularly and frequently both internally and externally.
- 3. IT security – our dependence on IT is greater than ever now that the whole team is temporarily home-based.** We are investing in new systems and working closely with our IT providers to ensure that we have the systems in place to keep the organisation and all involved safe.

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



**It has
changed my life
a lot for the
better. Before this
I used to feel so
lonely.**

Public benefit

The Trustees of Re-engage are confident that the charity exists for the benefit of the public and has a significant impact on our beneficiary group.

Our charitable purpose is to help older people find social connections and to encourage younger people to volunteer to be part of these connections.

As an organisation, we regularly review the purpose of the charity and have done so with particular diligence while developing our new strategy.

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

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

Financial review

The year ended with our accounts showing a deficit of £113,781 (2019: surplus £28,664).

Income decreased to £1,811,472 (2019: £1,923,429), mainly reflecting a reduction in grant-funded income. Our new fundraising plan is now being implemented and this income source is increasing again.

Our expenditure in the year increased slightly to £1,925,253 (2019: £1,894,765). This reflects increases in expenditure on regional projects with a strong local flavour. It also reflects a small increase in legal costs relating to our name change and the merger with Community Christmas.

Our unrestricted reserves were reduced by £109,344 to £397,037 and we spent £97,525 of designated funds, which had been set aside to spend on new groups, building our volunteer management and website capability to support those groups as well as introducing the new brand. Our restricted funds increased to £475,161 (2019: £382,073).

Income

We are enormously grateful to our many supporters including statutory funders, trusts, corporate donors and to generous individuals.

Without their help we would not be able to continue our critical work. Our largest funder was the People's Postcode Lottery whose generosity enabled us to further develop our volunteer involvement programme, develop our referral partnerships, enhance the experience older guests have with us, and diversify our delivery model so that we could support more of the hardest to reach older people.

Our trusts fundraising continued to be particularly successful and we were very grateful to receive a substantial amount of our trust funding as unrestricted income. Our corporate partners have continued to be immensely loyal and we have built successful new relationships as well as receiving considerable funds from partners who have been supporting us for several years.

Expenditure

Our expenditure in the year increased slightly on the previous year. We spent £1,925,253 compared to £1,894,765 in 2019. The increase in expenditure includes the one-off cost of the re-brand and new website.

The site has given us a significant boost in setting out our work and the re-brand has given us a new lease of life now and the opportunity for a fresh approach. Reflecting our local value, we increased our expenditure on regional projects by 20% and reduced our nation-wide project work.

The rent on our office in London remained low thanks to the generosity of the Grosvenor Estate and the Westminster Foundation.

The expenditure on activities with our local groups increased by approximately £7,000 to £88,696. This reflects the work done by our local volunteers to create extra outings for their groups. Expenditure in local areas includes the costs of recruiting volunteers and running an UK-wide engagement programme working with partners to set up referrals into our service.

Fundraising

We raise funds across the range of community fundraising, individual donors, and partnerships with trusts, grant funders, and companies. We aim to build strong and transparent relationships with our supporters. It is only through their generosity that our work is possible.

We do not employ professional fundraising agencies and our activities are planned and delivered by our small fundraising team, led by our Director of Fundraising and Communications. She is a full member of the Institute of Fundraising and it is her responsibility to ensure that our fundraising work complies with the Fundraising Code of Practice which includes relevant legal requirements as well as the standards set by the Fundraising Regulator. We have not received any complaints about our fundraising practice and we regularly review the Code to ensure that our fundraising continues to be legal, open, honest, and respectful.

Investments

Our policy is to invest in short and medium-term investments.

We 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 we are freely available to spend.

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

Reserves (general unrestricted funds) at 31 March 2020 were £397,037 (2019: £506,381) and represent 3.2 months of total budgeted expenditure for 2020-2021.

Approved by the Trustees on 4 November 2020 and signed on their behalf by



Christian Grobel
Chair, Board of Trustees
Re-engage Ltd

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 2020 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 2020, 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 14, 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

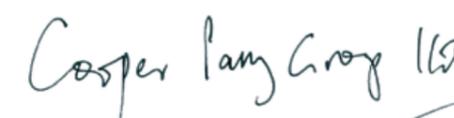
We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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: 4 November 2020

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 2020

	Notes	Unrestricted Funds			Total Funds 2020	Total Funds 2019
		General Funds 2020	Designated Funds 2020	Restricted Funds 2020		
		£	£	£	£	£
Incoming Resources						
Donations and Legacies	2	753,533	-	540,637	1,294,171	1,311,642
Grant income	3	400,000	-	115,691	515,691	611,156
Investments						
Bank and Investment income	4	1,610	-	-	1,610	631
Total incoming resources		1,155,143	-	656,329	1,811,472	1,923,429
Resources expended						
Raising funds						
Fundraising costs		221,867	-	-	221,867	166,597
Charitable activities						
Services		1,138,612	-	564,773	1,703,386	1,728,168
Total resources expended	5	1,360,479	-	564,773	1,925,253	1,894,765
Net income / (expenditure)	6	(205,336)	-	91,555	(113,781)	28,664
Transfers between funds	12	95,992	(97,525)	1,533	-	-
Net movement of funds in the year		(109,344)	(97,525)	93,088	(113,781)	28,664
Funds balances brought forward at 1 April 2019		506,381	126,525	382,073	1,014,979	986,315
Funds balances carried forward at 31 March 2020		397,037	29,000	475,161	901,198	1,014,979

All the above results were derived from continuing activities. The notes and information on pages 26-36 form part of these financial statements.

Balance Sheet as at 31 March 2020

	Notes	2020 £	2020 £	2019 £	2019 £
Fixed Assets					
Tangible assets	8		-		-
Current Assets					
Debtors	9	136,143		23,604	
Cash at bank and in hand		866,331		1,074,928	
		1,002,474		1,098,532	
Current Liabilities					
Creditors - amount falling due within one year	10	(101,276)		(83,553)	
Net current assets			901,198		1,014,979
Net Assets			901,198		1,014,979
Represented by					
General Funds	12		397,037		506,381
Designated Funds	12		29,000		126,525
Restricted Funds	12		475,161		382,073
Total Funds			901,198		1,014,979

These accounts were approved by the Trustees and authorised for issue on 4 November 2020 and signed on their behalf by:



Christian Grobel
Chair, Board of Trustees
Re-engage Ltd

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

Company Registration number 07869142

Statement of cash flows for the year ended 31 March 2020

	2020 £	2020 £	2019 £	2019 £
Cash flows from operating activities				
Net cash (used in) / provided by operating activities		(210,207)		162,377
Cash flows from investing activities:				
Dividends, interest and investments	1,610		631	
Net cash provided by investing activities		1,610		631
Change in cash/cash equivalents in the year		(208,597)		163,008
Cash/cash equivalents at the beginning of the year		1,074,928		911,920
Cash/cash equivalents at the end of the year		866,331		1,074,928
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)		(113,781)		28,664
Adjustments				
Dividends, interests and investments	(1,610)		(631)	
(Increase) / decrease in Debtors	(112,539)		96,913	
Increase / (decrease) in Creditors	17,723		37,431	
Net adjustments		(96,426)		133,713
Net cash (used in) / provided by operating activities		(210,207)		162,377
Analysis of cash and cash equivalents				
Cash in hand		856,331		1,064,928
Notice deposits (less than 3 months)		10,000		10,000
Total cash and cash equivalents		866,331		1,074,928
Analysis of changes in net cash				
		At start of year £	Cashflows £	At end of year £
Cash		1,074,928	(208,597)	866,331

Notes to the accounts

1. ACCOUNTING POLICIES

The principal accounting policies adopted are set out below:

a) Accounting basis

The financial statements are prepared under the historical cost convention and in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, applicable accounting standards, including Charities SORP (FRS 102), "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)". Per FRS 102, a public benefit entity (PBE) is an entity whose primary purpose is for public and social benefit and not to provide a financial return to its shareholders. The Trustees have assessed that the charity meets this definition.

b) Income recognition

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

Investment income is included when receivable.

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

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

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

c) Restricted funds

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

d) Unrestricted funds

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

e) Pensions

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

f) Expenditure recognition

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

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

g) Allocation of support and governance costs

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

h) Going concern

At the time of signing the accounts, the Trustees have considered the effect of the Covid-19 crisis on the going concern position. They believe that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the level of funding already secured with its key partners and the success of the fundraising team in securing donations and grants from institutions as well as the general public. Many of the charity's staff were already home-based. The huge reduction in travel brought about by the pandemic has reduced our costs and the ability of the team to work swiftly to implement a new service has further strengthened the ability of the charity to operate for a further 12 months.

At the balance sheet date, the charity held significant cash balances. The charity has significant reserves, enough of which are unrestricted and are sufficient to absorb short-term in-period deficits if required. The Government's job retention scheme has been utilised, where it was appropriate to do so.

The financial forecasts prepared by the 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 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 2020	Total Funds 2019
	£	£	£	£
Trusts	254,386	247,114	501,500	580,028
Corporate	345,909	202,045	547,955	419,946
Major donor	42,500	-	42,500	33,000
Legacies	5,500	-	5,500	37,294
Individual	85,540	34,358	119,898	164,608
Gift Aid	-	-	-	2,751
In Memoriam	-	-	-	5,061
Community and Event	19,698	57,120	76,818	47,341
Total	753,533	540,637	1,294,171	1,290,029

2A. INCOME – TRANSFER OF ASSETS FROM COMMUNITY CHRISTMAS

Community Christmas	-	-	-	21,613
TOTAL INCOME	753,533	540,637	1,294,171	1,311,642

3. GRANT FUNDED INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	£	£	£	£
Players of the People's Postcode Lottery	400,000	-	400,000	450,000
The National Lottery Community Fund	-	102,933	102,933	118,477
Scottish Government	-	-	-	42,400
Others	-	12,758	12,758	279
Total Grant Income	400,000	115,691	515,691	611,156

4. BANK AND INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	£	£	£	£
Bank Interest	1,610	-	1,610	631
Total	1,610	-	1,610	631

5. TOTAL EXPENDITURE

	Direct Costs	Support Costs	Total 2020	Total 2019
	£	£	£	£
Services				
Local groups	88,696	-	88,696	81,984
Regions	1,196,311	612,212	1,808,523	1,505,496
Projects (incl. Special projects)	18,544	9,940	28,034	307,285
	1,303,551	621,702	1,925,253	1,894,765
Fundraising costs	221,867	(221,867)	-	-
Head Office overheads	381,743	(381,743)	-	-
Governance	18,092	(18,092)	-	-
	621,702	(621,702)	-	-
Total	1,925,253		1,925,253	1,894,765

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

	2020	2019
	£	£
Fundraising costs		
Salary costs	187,350	140,990
Office running costs	9,267	9,109
Professional (consultancy) and event costs	18,441	11,325
National marketing costs	6,810	5,173
Head office overheads		
Salary cost	103,862	127,892
Office premises costs	56,121	58,168
Office running costs	124,793	120,957
National marketing costs (incl. website)	53,531	89,868
Legal and professional charges	34,913	16,944
Other costs	8,524	8,143
Governance		
Salary cost	8,126	3,921
Accounts preparation, audit and filing fees	9,156	9,026
Trustee meeting costs	809	839
Total	621,702	602,355

6. NET INCOME/(EXPENDITURE)

	2020	2019
	£	£
Net income / (expenditure) is stated after charging:		
Auditor's remuneration - audit services	10,000	7,500
Operating lease payments	54,101	54,523

7. STAFF

	2020 £	2019 £
Salaries and Wages	1,271,305	1,180,026
National Insurance	115,484	101,272
Pension costs	45,127	30,069
Total	1,431,916	1,311,367

The average number of employees during the year was 50 (2019:49) the full time equivalent being 46 (2019:43)

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

	2020	2019
In the band £70,001 - £80,000	-	1
In the band £80,001 - £90,000	1	-

The total employee benefits including pension of the key management personnel of the charity were £220,663 (2019: £149,230)

8. TANGIBLE FIXED ASSETS

The Charity has a NIL net book value for tangible fixed assets. All assets have been written off.

	£
Office equipment	
Cost	
At 1 April 2019	52,003
Disposals at 31 March	(52,003)
Accumulated depreciation	
At 1 April 2019	52,003
Disposals at 31 March	(52,003)
Net book value	
At 1 April 2019 and at 31 March 2020	-

9. DEBTORS: AMOUNTS RECEIVABLE WITHIN ONE YEAR

	2020 £	2019 £
Gift Aid	-	2,751
Other debtors	130,499	8,442
Prepayments	5,644	12,411
Total	136,143	23,604

At the date of signing these accounts 70% of other debtors had been received.

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020 £	2019 £
PAYE/NI	30,915	-
Pension	20,683	7,969
Accruals	49,679	75,584
Total	101,276	83,553

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Debtors	101,143	-	35,000	136,143	23,604
Cash at bank and in hand	397,170	29,000	440,161	866,331	1,074,927
Creditors falling due within one year	(101,276)	-	-	(101,276)	(83,553)
Net Assets at the end of year	397,037	29,000	475,161	901,198	1,014,979

12. FUNDS

	1 April 2019 £	Income £	Expenditure £	Transfers between funds £	31 March 2020 £
Unrestricted Funds					
General	506,381	1,155,143	(1,360,479)	95,992	397,037
Designated	126,525	-	-	97,525	29,000
	632,906	1,155,143	(1,360,479)	(1,533)	426,037
Restricted Funds					
Local Groups	275,092	122,129	(88,696)	1,533	310,058
Regions					
South East	-	55,500	(41,366)	-	14,134
NW & W. Midlands & Special Projects	13,832	91,191	(72,805)	-	32,219
NE/Yorkshire/East Midlands	-	60,896	(57,153)	-	3,743
London	23,600	96,687	(80,287)	-	40,000
Scotland	14,951	45,658	(45,438)	-	15,172
Wales & SW	10,417	99,034	(84,615)	-	24,836
National					
National Support	16,667	-	(16,667)	-	-
Group Development and Support	7,833	30,000	(37,833)	-	-
Projects					
Community Christmas	19,681	10,233	(29,914)	-	-
Reading Friends	-	10,000	(10,000)	-	-
Call Companions	-	35,000	-	-	35,000
	382,073	656,329	(564,773)	1,533	475,161
Total funds	1,014,979	1,811,472	(1,925,253)	-	901,198
Unrestricted funds - General	506,381	1,155,143	(1,360,479)	95,992	397,037
Unrestricted funds - Designated (total)	126,525	-	-	(97,525)	29,000
Restricted funds - Scotland	14,951	45,658	(45,438)	-	15,172
Restricted funds - Other	367,122	610,670	(519,336)	1,533	459,990
	1,014,979	1,811,472	(1,925,253)	-	901,198

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated NBFA	For the development of the remaining 29 groups £29,000.
Restricted Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	Funds to support staff in specific areas.
South East	Specific funding to cover staff in this area.
NW & W. Midlands	Specific funding to cover staff in this area.
NE/Yorkshire/East Mids	Specific funding to cover staff in this area.
London	Specific funding to cover staff in this area.
Scotland	Specific funding to cover Scotland costs.
Wales & SW	Specific funding to cover Wales & SW costs.
National Support	Funding to develop new groups.
Group Development and Support	Funding to develop 6 new groups nationally.
Community Christmas	Christmas campaign matching lonely older people to community festive events.
Reading Friends	Funding set up and support social reading groups.
Call Companions	Funding to support the development and delivery of the Call Companions Service.

12a. PRIOR YEAR FUNDS COMPARISON

	1 April 2018 £	Income £	Expenditure £	Transfers between funds £	31 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	(189,550)	108,334	-
London	15,567	116,483	(215,523)	107,073	23,600
Scotland	36,339	110,826	(284,891)	152,677	14,951
Wales & SW	12,922	90,436	(140,128)	47,187	10,417
National					
National Support	16,667	25,000	(25,000)	-	16,667
Group Development and Support	-	47,000	(39,167)	-	7,833
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 – these are the same as for the current year except as noted below

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	
NW & W. Midlands & Special Projects	The £13,832 year end balance is to cover costs from 1 April 2019.
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.

13. RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.

14. TRUSTEES

The Trustees received no remuneration or benefits-in-kind (2019: £nil) and only one Trustee, attending Trustee meetings from afar, was reimbursed travel expenses of £759 (2019: £498). Trustees made aggregate donations of £630 (2019: £900).

15. FINANCIAL COMMITMENTS

At 31st March 2020 the charity had total commitments under non-cancellable operating leases as follows:

	Land and Buildings 2020 £	Other 2020 £	Land and Buildings 2019 £	Other 2019
Amount due within 1 year	25,240	2,120	50,481	4,042
Amount due within 2-5 years	-	813	37,861	3,604
Total	25,240	2,933	88,342	7,646

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 £45,127 (2019: £30,069). Contributions totalling £20,683 (2018: £7,969) were payable at the balance sheet date.

17. PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

	Notes	Unrestricted Funds			Total Funds 2019 £	Total Funds 2018 £
		General Funds 2019 £	Designated Funds 2019 £	Restricted Funds 2019 £		
Incoming Resources						
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



Having the chance to speak to someone really perks me up.



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www.reengage.org.uk

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