



Reengage

Bringing
generations
together

Annual Report and
Accounts for the year

1 April 2023 – 31 March 2024

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

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Reference and administrative information

Charity name
Re-engage Ltd

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

Company registration number
07869142

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

Phone: 020 7240 0630

Email: info@reengage.org.uk

Website: www.reengage.org.uk

President
The Lady Jasmine Cavendish

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

Trustees

Jonathan Upton* (Chair)

Alan Stewart Gilfillan OBE* (Vice Chair)

Sue Scholes* (Hon Treasurer)

Christian Grobel

Jonathan Waite KC*

Sally Fowler Davis

Shamshah Lalji

Victoria Galvis Zapata (resigned 10 May 2023)

Amy Cashman (appointed 20 May 2024)

Penny East (appointed 20 March 2024)

Chris Hicks (appointed 20 March 2024)

Sean Hickey (appointed 20 March 2024)

Chris Stylianou OBE (appointed 20 March 2024)

Key management personnel

Meryl Davies Chief Executive Officer
(resigned 22 September 2023)

Jenny Willott, OBE Chief Executive Officer
(appointed 08 January 2024)

Kitty Blackwell Director of Fundraising &
Communications

Sam Demetriou Director of Finance & Resources

Auditor

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

Banker

Coutts and Co
440 Strand, London
WC2R 0QS

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

Investment House

RBC Brewin Dolphin
9 Colmore Road
Birmingham
B3 2BJ

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

Message from our Chair and CEO

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

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

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

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



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

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

Jonathan Upton Chair, Board of Trustees

Jenny Willott CEO

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

Strategic review

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

A year at Re-engage

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

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

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

Strategic evolution

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

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

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

Growing our reach in the year

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

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

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

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

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

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

Intelligent digital solutions

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

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

In our annual survey:

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

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

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

Commitment to diversity

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

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

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

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

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

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

Knowing what matters and ensuring older voices are heard

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

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

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

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

Innovative and scalable models

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

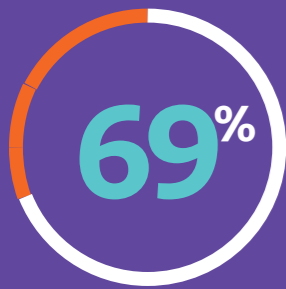
As we look to develop our services for the future we will continue to innovate and stay relevant to both older people and the volunteers who are such an important part of Re-engage.

Re-engage in numbers

Impact on loneliness

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

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



feel happier as a result of their calls



feel more confident because of the calls

Impact of call companions

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

Older people



describe Re-engage services as good or excellent



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



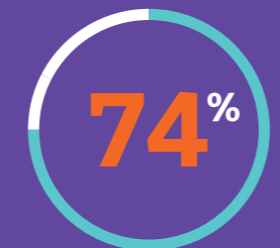
agree that they are treated with respect by Re-engage volunteers and staff



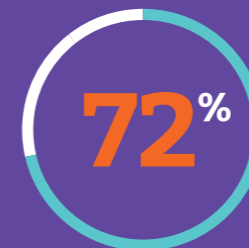
agree joining Re-engage has given them something to look forward to

Impact of activity groups

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



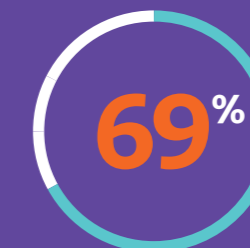
feel happier as a result of attending an activity group



are more physically active as a result of attending activity groups

Impact of tea parties

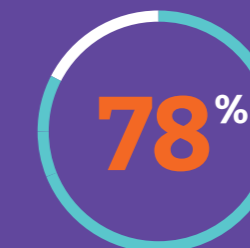
Monthly tea parties provide an opportunity to connect with other people in your community, to make friends and improve wellbeing.



have made friends through the tea parties



feel part of the community



feel happier as a result of attending tea parties

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

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



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

Case studies

Call Companions

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

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

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

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

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

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

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



Tea Party Groups

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

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

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

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

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

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

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

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

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

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



Activity Groups

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

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

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

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

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

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

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



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

Rainbow Call Companions

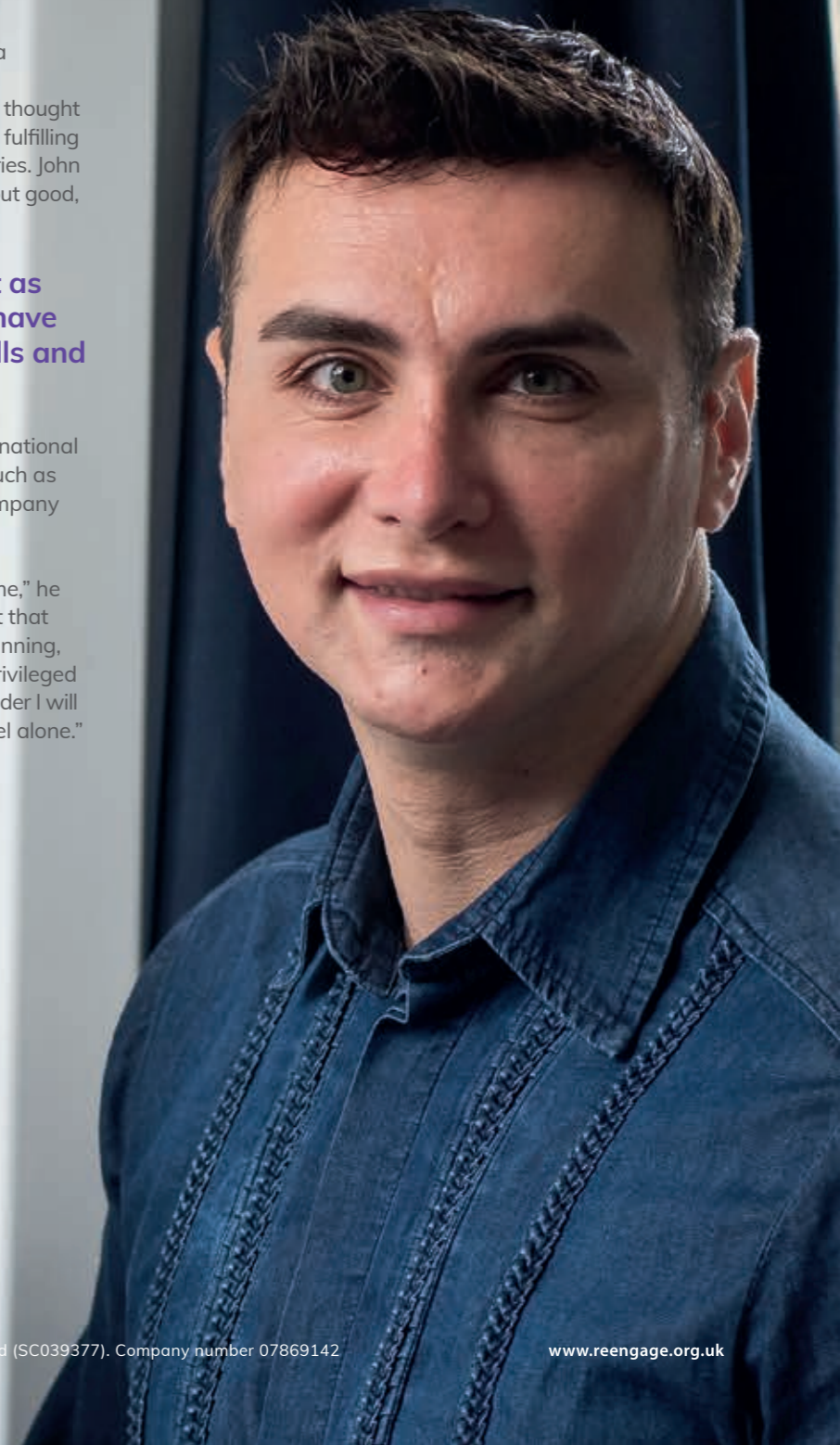
Valentin Dumitrache started a new life in the UK after leaving Romania in 2015. He felt the time was right for a move and also to help older LGBT+ people. Since April 2023, Valentin, 40, has been a rainbow call companion, keeping in regular contact with John.

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

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

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

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



Report of the Trustees

Structure, governance and management

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

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

Recruitment and appointment of the Trustees

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

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

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

Trustee induction and training

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

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

Organisational structure

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

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

Pay and remuneration

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

Key areas of focus during the year included:

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

Board Committees

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

During the year, its key areas of focus were:

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

Statement of Trustees' responsibilities

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

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

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

In preparing these financial statements, Trustees are required to:

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

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

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

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

Principal risks and uncertainties

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

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

The charity's key risks relate to:

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

Public benefit

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

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

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

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

Financial review

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

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

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

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

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

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

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

Funders and supporters

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

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

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

Investment policy

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

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

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

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

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

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

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

In principle the Board wish to be responsible investors.

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

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

Reserves policy

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

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

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

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

Fundraising

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

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

Plans for the future

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

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

Disclosure of information to auditors

As far as we are aware:

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

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

Jonathan Upton
Chair, Board of Trustees
Re-engage Ltd



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

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

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Trustees' report including the strategic review and Re-engage in numbers, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the Trustees' report including the strategic review and Re-engage in numbers. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006, and the Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion;

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees’ remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies’ exemptions in preparing the Directors’ report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees’ responsibilities, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor’s responsibilities for the audit of the financial statements

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

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

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

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

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

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

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

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council’s (“FRC’s”) website at: <https://www.frc.org.uk/auditorsresponsibilities> . This description forms part of our auditor’s report.

Use of our report

This report is made solely to the charitable company’s members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company’s Trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company’s members and Trustees those matters we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company’s members as a body and the charitable company’s Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



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

COOPER PARRY GROUP LIMITED
Statutory Auditors

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

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

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

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

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

Balance Sheet as at 31 March 2024

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

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

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



Jonathan Upton
Chair, Board of Trustees
Re-engage Ltd

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

Company Registration number 07869142

Statement of cash flows for the year ended 31 March 2024

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

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

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

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

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

Notes to the accounts

GENERAL INFORMATION

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

1. ACCOUNTING POLICIES

The principal accounting policies adopted are set out below:

a) Accounting basis

The financial statements are prepared under the historical cost convention and in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, applicable accounting standards, including Charities SORP (FRS 102), "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". Per FRS 102, a public benefit entity (PBE) is an entity whose primary purpose is for public and social benefit and not to provide a financial return to its shareholders. The Trustees have assessed that the charity meets this definition.

b) Income recognition

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

Investment income is included when receivable.

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

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

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

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

c) Restricted funds

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

d) Unrestricted funds

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

e) Pensions

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

f) Expenditure recognition

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

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

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

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

g) Allocation of support and governance costs

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

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

h) Going concern

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

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

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

i) Tangible fixed assets and depreciation

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

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

j) Cash at bank

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

k) Debtors

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

l) Liabilities and provisions

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

m) Investments

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

n) Critical estimates and significant judgements

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

o) Financial instruments

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

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

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

Debt instruments are subsequently measured at amortised cost.

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

2. DONATIONS AND LEGACIES

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

3. GRANT FUNDED INCOME

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

4. BANK AND INVESTMENT INCOME

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

5. TOTAL EXPENDITURE

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

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

	2024 £	2023 £
Fundraising costs		
Salary costs	180,271	202,003
Office running costs	24,676	16,120
Professional (consultancy) and event costs	22,547	11,579
	227,494	229,702
Leadership and administration overheads		
Salary cost	96,795	109,248
Office premises costs	1,960	2,067
Office running costs	14,855	11,367
Legal and professional charges	810	2,231
	114,420	124,913
Governance		
Salary cost	32,773	37,396
Accounts preparation, audit and filing fees	18,626	17,726
Trustee costs including recruitment	21,638	3,066
	73,037	58,188
Total	414,951	412,803

6. NET INCOME

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

7. STAFF

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

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

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

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

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

8a. TANGIBLE FIXED ASSETS**Office equipment and motor vehicles**

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

8b. FIXED ASSET INVESTMENTS

	2024
	£
Listed investments	
Market Value: 1 April 2023	249,639
Additions	130,910
Disposals	(38,176)
Realised gains/(losses) on disposals	860
Unrealised gains/(losses)	19,753
Movement in cash awaiting investments	(89,144)
Market Value 31 March 2024	273,842
Investments at market value comprised:	
Equities	150,554
Fixed interest securities	65,236
Cash deposits	4,561
Alternative Assets	43,347
Property	10,144
	273,842

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

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

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

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

9. DEBTORS: AMOUNTS RECEIVABLE WITHIN ONE YEAR

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

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

10a. DEFERRED INCOME

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

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

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

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

12. RELATED PARTY TRANSACTIONS

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

13. TRUSTEES

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

14. PENSION COST

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

15. PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

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

16. FUNDS

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

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

Purpose of Restricted and Designated Funds

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

16a. PRIOR YEAR FUNDS COMPARISON

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

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
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London	Specific funding for services in this area.
Scotland	Specific funding for services in this area.
Wales & SW	Specific funding for services in this area.
National	
National Support	Specific funding supporting learning and development volunteer recruitment, core services, LGBTQ+ and research.



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