



Bringing generations together

Annual Report and Accounts for the year
1 April 2020 – 31 March 2021

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**It's such
a comfort to be
remembered on a
regular basis.**



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

Philip Kelvin

Sarah Reed (resigned 10 September 2020)

Sir John de Trafford Bt. MBE (resigned 22 July 2021)

Sue Scholes Hon Treasurer

Jonathan Upton

Jonathan Waite

Sally Fowler Davis (appointed 17 February 2021)

Victoria Galvis Zapata (appointed 22 July 2021)

Shamshah Lalji (appointed 17 February 2021)

Key management personnel

Meryl Davies Chief Executive Officer

Kitty Blackwell Director of Fundraising & Communications

Sam Demetriou Head of Finance

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

The global pandemic had a disproportionate impact on older people and we are devastated to have seen so many lives lost. Older people are at the centre of our work. They enrich the lives of volunteers and staff here.

We are pleased that our response to the pandemic, in the shape of our call companions telephone befriending service, has been such a success. We're incredibly grateful to all our volunteers who have kept their tea party groups going at a distance and who have made a tremendous difference at a time of intense anxiety for so many.

At the start of the pandemic we had decisions to make which were both difficult and inevitable. Suspending tea party groups was immensely sad and we had no idea that this would last such a long time.

We moved forward with our strategy with renewed determination to reach more older people and to diversify our work. Our new social activity groups in Wales were launched as online groups and we set a programme of consultation to help us understand the needs of LGBT older people.

Our funders and partners have been tremendously supportive of our fresh focus and ambition. They have also been great partners in our response to the pandemic. Funding partners agreed to re-think their grants and gifts, delivery partners came forward, and new referral partners joined with us to coordinate our responses to Covid-19 and strengthen our telephone service.

As we move forward with renewed energy and newly developed expertise we are committed to partnership with other organisations to help them address the needs of older people who are facing loneliness and isolation. The older people who became part of Re-engage's programmes this year were a mix of people who had found us themselves or via friends and family and people who were referred to us. The highest number of referrals (17.5%) came from social prescribers or link workers. We are determined to address the health implications of loneliness and isolation through working closely with social prescribers across the UK and ensuring that they are aware of what we can offer and how it can be of benefit to older people who come to them.



To understand and convey the power of our work we need continuous improvement of our evaluation processes and programmes. The recruitment of a dedicated head of impact has given us the opportunity to make a step change in both understanding and communicating the importance of our work.

Our advisory group of over 75s, our regular feedback from older people, and our research projects are all helping us to ensure that we remain relevant to older people as lives and experiences change. Our research into the experience of older people's interaction with the internet, for example paints a picture of the lived reality of the older old during Covid-19 and we hope its publication will help to extend knowledge and understanding more widely.

Like many organisations, and certainly many charities, we have experienced a year of intense change and immense challenge. The team has adapted and re-formed and we have found resilience, companionship, and commitment as we have adapted to the many changes that Covid-19 has introduced into older people, volunteering, and running a charity. We know this year has been extremely tough on older people and we are particularly looking forward to seeing again the warmth and companionship our tea parties provide, with the reassurance of decades of dedication from our volunteers standing us in good stead. We can't thank our volunteers, partners, and teams enough for standing alongside us and embracing these challenges.

Christian Grobel, Chair Board of Trustees

Meryl Davies CEO



The tea parties were the extent of my social life. We can't meet now but at least I have someone to chat to over the phone.

Strategic review

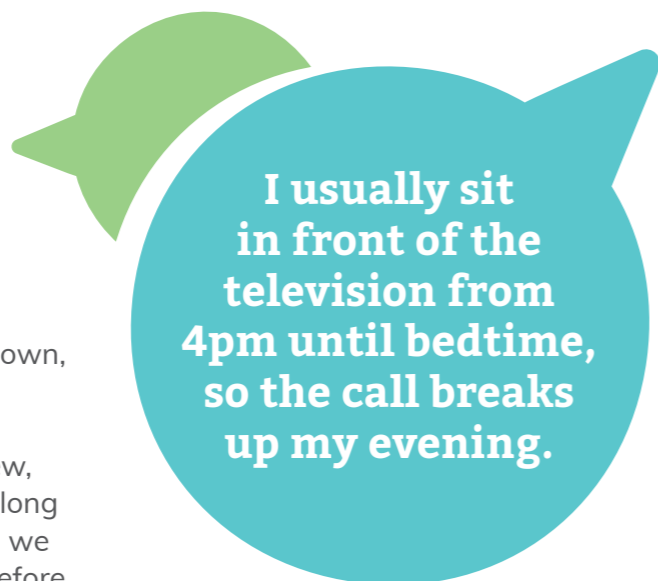
A year at Re-engage

As the UK went into its first national lockdown, we were in the process of launching an ambitious strategy to increase our impact by extending our reach and developing new, diverse services. One year on, despite the long suspension of our much-loved tea parties, we are helping more older people than ever before.

Our three-year REACH strategy marks a significant change in direction for Re-engage. While we are in no doubt about the life-changing impact of our popular tea parties, 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.

We developed five key goals to help bring our work to many more older people. These are: new, diverse models of support; a programme of training and development to empower volunteers; a focus on amplifying the voices of older people; a commitment to challenging ageism, and a readiness to harness technology both internally and through our service offer.

With these goals in place, we were ready for change. As the Covid-19 crisis unfolded, we had the clarity to be able to respond rapidly to the shifting environment. Thanks to the flexibility and generosity of our funders, we were able to set up our national telephone befriending service, call companions, within a matter of weeks.



I usually sit in front of the television from 4pm until bedtime, so the call breaks up my evening.

Because a good chat means the world

Call companions has been a lifeline over this period. Most of the older people who take part say they rarely have contact with others and don't feel part of a community. Even those in touch with family members say lockdown restrictions have intensified their feelings of loneliness and isolation, making daily life almost unbearable.

The good news is that, for the overwhelming majority, just six months of regular phone calls – and the chance to chat to a new, supportive friend – has made a profoundly positive difference. In a recent survey, 92% of those receiving calls for this period reported feeling happier and we saw a 25% increase in those saying their lives are worthwhile.

In a joint venture formed in response to the pandemic, Re-engage has been providing call companions for Anchor Hanover tenants who feel lonely. The housing and care provider, which has over 50,000 residents ranging in age from 55 to 105, found that, during the first national lockdown, over 13% of these didn't have the support of family or friends.

One tenant, Ian, who is 86 and lives in the Midlands, wanted a call companion because he was feeling low after experiencing health problems. Ian says: "It means a lot to have someone to chat with. It gives one the sense of being valued by society. The person who calls me has become a friend and I'm not someone who's ever been particularly good at making new friends. After the calls I always feel a sense of relief that somebody out there values my company."



It's fantastic! I really look forward to my calls. We have a lot in common - she's an Arsenal supporter like me.



The life-changing impact of our tea party groups

Since the suspension of our tea parties, our volunteers have been making extraordinary efforts to keep their guests connected. Organising telephone rotas, sending touching cards in the post... Many have even made door-step visits at a safe distance, when allowed, to deliver a smile, a chat, and perhaps an afternoon tea.

One of our London-based group coordinators, Miran, told us, "Staying in touch has been essential during lockdown. The friendships and connections we've made through our tea parties have helped us all. We've been chatting over the phone and sending cards – anything to stay close and show everyone they haven't been forgotten."

One of her guests, Chitra, who lives in sheltered housing, feels enormously fortunate to be part of the group. She says, "When we went into lockdown, I lost myself for a while. I've been in and out of hospital, so it's been hard. The manager here might be the only voice I hear all day. I'm lucky, though, because Miran phones me often. It's a real joy to chat to her. She makes me feel so much better."

To prepare for the relaunch of our tea parties, we've worked with our volunteers to make sure all records and checks are up to date. We've also created a new suite of training materials and resources, streamlined our support and hosted a series of focus groups for our group coordinators to have their say.

Despite there being no tea parties during the pandemic, 93% of guests maintain that Re-engage has had a positive impact on their life, demonstrating the long-term benefits of our work.

84% of tea party guests have had contact from Re-engage volunteers during the pandemic. Half of those have had contact on at least a monthly basis and for many it has been weekly.

Our group's volunteer drivers have been amazing. They've been phoning us guests and, as we live in small towns and villages, have been popping round to check on us – at a safe distance of course.

Using technology to reduce loneliness

To ensure we can deliver on our strategy and keep supporting older people long into the future, we launched a multi-year digital transformation programme in 2020. As well as exploring the digital experiences of older people, we started a major implementation of new IT systems, at the heart of which is improvements in scalability and the empowerment of our staff and volunteers.

Our new CRM system will allow us to bring older people and volunteers into the organisation quickly and smoothly, make the best possible matches for our call companions and help us identify gaps in support. We've also conducted bespoke primary research into the technology needs of older people, and trialled our first online groups.

We've got quite a few drivers who are also on their own, so being part of Re-engage is lovely for them.

Daring to dream: online groups for older people in Wales

Our online exercise groups are delivered in partnership with the Welsh Government and supported by Dragons Rugby.

The service, for older people in Wales, aims to help increase physical and mental wellbeing and reduce loneliness.

Offering a choice of activities, from chair yoga to Tai Chi, the groups are facilitated by experienced instructors and allow plenty of time for socialising. 68% of those surveyed told us they have a long-term health condition and the majority are in our core group of over 75s.

One participant, Lucy, signed up during the winter lockdown, but was concerned that problems with her knee might prevent her from taking part. She says, "I was a little apprehensive at first and wondered if I'd be able to keep up. I had bilateral knee replacements a couple of years ago and use a walking aid to walk any distances."

She needn't have worried, though, as our trainers are experienced at tailoring exercises specifically for the older age group. Lucy says, "There's a real range of people who attend and a great mix of chatting and exercise. I must admit, I hadn't expected this quality of training. I also hadn't thought the groups would be so much fun!"

Older people tell us the groups help them to feel more positive and motivated. 80% report being more active since joining the groups. Many also said they benefit from the routine the groups provide and feel good about becoming more familiar with Zoom.



These groups have been invaluable, not only because I'm exercising but also because I'm talking to people from all over Wales. The socialising is just as important.

REACH: a timely strategy for growth

As the pandemic continues to cause unprecedented levels of loneliness and isolation for millions of older people across the UK, our work has never been more needed.

Now, in the second year of our strategy, we are developing a suite of services to create meaningful, life-enhancing connections.

Focusing our energies on tea parties, call companions, more online groups, Community Christmas and a new service for LGBT+ older people, we are determined to leave no one behind.

Re-engage in numbers

Older people

As our tea party groups were suspended throughout the year, all recruitment was into call companions. Older people come to us via a variety of routes. The largest portion of professional referrals come to us via social prescribing and many friends and family find us through social media. We have relationships with referral partners across the UK and work closely with partners who refer older people into Re-engage.

number of older people new to Re-engage through call companions
2,010



of guests say they have something to look forward to



of guests say joining Re-engage has had a positive impact on their life



of guests say they feel happier after 6 months of calls

7,900
number of older people being supported by telephone contact

Volunteers

The number of volunteers involved in our work in 2020-2021 was 14,734.

This was largely a result of the tea parties being suspended.

The turnover in volunteers was down on the previous year. We recruited 1,679 new volunteers and 543 left.

number of volunteers

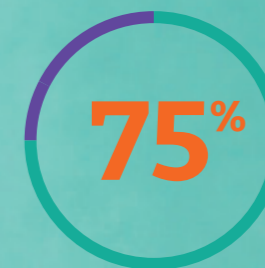
14,734



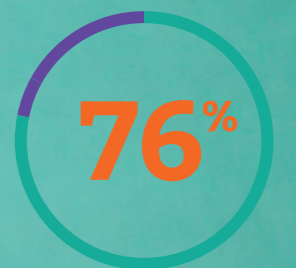
report feeling happier as a result of volunteering with Re-engage



feel like they are giving back as a result of volunteering with Re-engage



have become more aware of the issues facing older people



report making friends with older guests



Case studies

“The calls have saved my sanity”

Joan, 89, from south-west England, says her chats with her call companion, Kelly, made the lockdowns easier to bear.

Having lived on her own since her husband died 16 years ago, Joan is used to being on her own. Yet, despite enjoying contact with her two daughters, she struggled tremendously during the first national lockdown, saying the constraints on her life triggered a level of mental stress she'd never experienced before.

“You'd think I'd be used to my own company, but I'm the sort of person who, if I've got the chance to go out then I go out,” she says. “I found it so hard when all my clubs and activities stopped. To be honest with you, I thought I was going to have a nervous breakdown. It had got to that stage. I'm partially blind so it's difficult.”

Joan now speaks to her call companion Kelly every Saturday and says their chats make all the difference. “Kelly's calls have saved my sanity, they really have,” she says. “I love putting the world to rights with her, talking about current affairs and the like. I make sure I'm ready when I know she's going to call. I literally sit and wait for the phone to ring.”

As for Kelly, who's an A&E nurse, the calls give her a welcome break from the constant stress of her job. She says, “Calling Joan every week helps me as much it helps her. To chat to someone who isn't one of my colleagues or in my circle of friends, it's really quite nice. I'll definitely continue calling Joan long after life gets back to normal.”



“I have a long history of helping folk in need”

We ask Lionel, 88, who lives in Wales, about his role as a call companion coordinator.

Why did you decide to become a Re-engage volunteer?

Re-engage wrote to me wishing to know if I wanted to be telephoned on a regular basis by one of their call companions. As I have a long history of helping folk in need, I suggested I might be of value as a volunteer.

What does your volunteer role involve?

My role is coordinating the relationship between the call companions and those on the receiving end of their regular phone calls, and engaging with both parties to make sure the service runs smoothly.

What's the best thing about being a volunteer for Re-engage?

Giving is receiving. It's as simple as that.

What makes you get out of bed every morning?

Mainly habit - I've been doing it for a long time! And lying in bed can be quite boring if you don't need sleep.

Do you have a favourite saying or quote that you live by?

On re-reading Viktor Frankl's astonishing work, Man's Search for Meaning, I came across the following, “He who has a why to live, can bear with almost any how.”

What do you would you say to anyone who was thinking about becoming a volunteer?

Simply, “Don't hesitate. Go for it now.”

We both help each other with any problem that we might have. She tells me what's been happening in her life, and I tell her. Anything that bothers us, we help each other. We are whole-heartedly companions to each other.

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. 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
- 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 2021 and which is reviewed quarterly by the Finance and Risk Committee and 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.** Our fundraising plan is focussed on delivering our strategy and, since April 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 have invested 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.

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 surplus of £830,337 (2020: deficit £113,781).

Income increased to £2,658,905 (2020: £1,811,472), mainly reflecting strong support from our existing funders to our Covid-19 response as well as success in accessing emergency funding.

Our expenditure in the year decreased slightly to £1,828,569 (2020: £1,925,253). This reflects a restructure of the charity to mitigate the impact of Covid-19 and the introduction of new automated ways of working.

Our unrestricted reserves increased by £168,179 to £565,216 and we spent £29,000 of designated funds, which had been set aside to spend on new groups.

Our restricted funds increased to £494,318 (2020: £475,161). We have designated £672,000 of funds this year to support the relaunch of our tea parties, the further diversification of our activities, and resourcing including staff and IT equipment.

Income

We are enormously grateful to our many supporters for their unwavering and flexible support through the pandemic.

Without the help of our statutory funders, trusts, corporate donors and generous individuals, we would not be able to continue our critical work. Our largest funder was the People's Postcode Lottery whose generosity enabled us to focus on developing call companions at speed and to a high quality for the benefit of the hardest to reach older people during the pandemic.

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. The year was notable for the generous support we received from supporters making emergency funding available.

Expenditure

Our expenditure in the year decreased slightly on the previous year. We spent £1,828,569 compared to £1,925,253 in 2020.

The decrease in expenditure reflects a structure change in anticipation of a difficult year during the pandemic along with expenditure being carefully controlled. It also indicates a move to more automated processes across the organisation allowing for greater efficiency.

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 decreased significantly to £29,616 reflecting the reduced number of activities it was possible for our local volunteers to organise in support of guests in tea party groups during the pandemic.

Expenditure in local areas includes the costs of recruiting volunteers and running a 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 split our funds across a number of interest-bearing accounts. We do not invest in the stock market currently but review this decision annually.

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.

We designate funds where appropriate and have done so this year in order to further develop our diversification and to support our Covid-19 recovery. Reserves (general unrestricted funds) at 31 March 2021 were £565,216 (2020: £397,037) and represent 3.7 months of total budgeted expenditure for 2021-2022.

Approved by the Trustees on 20 October 2021 and signed on their behalf by



Christian Grobel
Chair, Board of Trustees
Re-engage Ltd

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

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 2021 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 2021 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 Act 2011, 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 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 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, which includes the Directors' Report prepared for the purposes of Company Law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report, which is included in 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, the Charities Act 2011 and the Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion;

- adequate and proper 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 the Acts and relevant regulations made or having effect thereunder.

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud are 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. Our approach to detecting irregularities 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 with Trustees 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 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
Chartered Accountants
Statutory Auditors

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

Date: 20 October 2021

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 2021

	Notes	Unrestricted Funds			Total Funds 2021	Total Funds 2020
		General Funds 2021	Designated Funds 2021	Restricted Funds 2021		
		£	£	£	£	£
Incoming Resources						
Donations and Legacies	2 / 2a	1,105,730	-	747,317	1,853,047	1,294,171
Grant income	3	500,000	-	305,088	805,088	515,691
Investments						
Bank and Investment income	4	770	-	-	770	1,610
Total incoming resources		1,606,500	-	1,052,405	2,658,905	1,811,472
Resources expended						
Raising funds						
Fundraising costs		211,283	-	-	211,283	221,867
Charitable activities						
Services		555,038	29,000	1,033,248	1,617,286	1,703,386
Total resources expended	5	766,321	29,000	1,033,248	1,828,569	1,925,253
Net income / (expenditure)	6	840,179	(29,000)	19,157	830,337	(113,781)
Transfers between funds	12	(672,000)	672,000	-	-	-
Net movement of funds in the year		168,179	643,000	19,157	830,337	(113,781)
Funds balances brought forward at 1 April 2020		397,037	29,000	475,161	901,198	1,014,979
Funds balances carried forward at 31 March 2021		565,216	672,000	494,318	1,731,534	901,198

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 2021

	£	2021	2021	2020	2020
Notes	£	£	£	£	£
Fixed Assets					
Tangible assets	8	-	9,606	-	-
Current Assets					
Debtors	9	209,208	-	136,143	-
Cash at bank and in hand		1,710,647	-	866,331	-
		1,919,855	-	1,002,474	-
Current Liabilities					
Creditors - amount falling due within one year	10	(197,927)	-	(101,276)	-
Net current assets		-	1,721,928	-	901,198
Net Assets		-	1,731,534	-	901,198
Represented by					
General Funds	12	-	565,216	-	397,037
Designated Funds	12	-	672,000	-	29,000
Restricted Funds	12	-	494,318	-	475,161
Total Funds		-	1,731,534	-	901,198

These accounts were approved by the Trustees and authorised for issue on 20 October 2021 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 2021

	2021 £	2021 £	2020 £	2020 £
Cash flows from operating activities				
Net cash provided / (used in) by operating activities	-	853,963	-	(210,207)
Cash flows from investing activities:				
Dividends, interest and investments	770	-	1,610	-
Purchase of PPE	(10,417)	-	-	-
Net cash provided by investing activities	-	(9,647)	-	1,610
Change in cash/cash equivalents in the year	-	844,316	-	(208,597)
Cash/cash equivalents at the beginning of the year	-	866,331	-	1,074,928
Cash/cash equivalents at the end of the year	-	1,710,647	-	866,331
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)	-	830,336	-	(113,781)
Adjustments for				
Depreciation charges	811	-	-	-
Dividends, interests and investments	(770)	-	(1,610)	-
Increase in Debtors	(73,065)	-	(112,539)	-
Increase in Creditors	96,651	23,627	17,723	(96,426)
Net cash used in operating activities	-	853,963	-	(210,207)
Analysis of cash and cash equivalents				
Cash in hand	-	1,700,647	-	856,331
Notice deposits (less than 3 months)	-	10,000	-	10,000
Total cash and cash equivalents	-	1,710,647	-	866,331
Analysis of changes in net cash				
		At start of year £	Cashflows £	At end of year £
Cash		866,331	844,316	1,710,647

It's fine if you've got family nearby but I've got no one. It just feels endless. I clean the house to keep busy; try to find something to do, but I just go days on end without seeing anyone.

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 on-going effect of the pandemic 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 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 charity's cost base has reduced due to a significant staff restructure in the prior year and general savings brought about by the pandemic along with expenditure being carefully controlled. The Trustees have arrived at this conclusion based on the information provided backed up by a report from the charity's senior leadership 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 Government's job retention scheme has been utilised, where it was appropriate to do so.

The financial forecasts prepared by the senior leadership 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 – 33.3% 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. DONATIONS AND LEGACIES

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Trusts	135,756	443,508	579,264	501,500
Corporate	377,729	274,181	651,910	547,955
Major donor	40,000	-	40,000	42,500
Legacies	354,342	2,000	356,342	5,500
Individual	74,041	4,386	78,427	119,898
Grants - Other Government Support	81,785	-	81,785	-
Gift Aid	18,428	-	18,428	-
Community and Event	21,072	3,830	24,902	76,818
Local Group Administration Income	333	-	333	-
Local Group Income	-	19,412	19,412	-
Total Income	1,103,486	747,317	1,850,803	1,294,171

2A. DONATED GOODS AND SERVICES

JTI Wellbeing Session @ National Conference	1,994	-	1,994	-
Carrolina Bucci - Design of volunteer Christmas Card	250	-	250	-
Total donated goods and services	2,244	-	2,244	-

3. GRANT FUNDED INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Players of the People's Postcode Lottery	500,000	-	500,000	400,000
The National Lottery Community Fund	-	99,492	99,492	102,933
The National Lottery Emergency Fund	-	66,621	66,621	-
Scottish Government	-	57,216	57,216	-
Welsh Government	-	81,759	81,759	-
Others	-	-	-	12,758
Total Grant Income	500,000	305,088	805,088	515,691

4. BANK AND INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Bank Interest	770	-	770	1,610
Total incoming resources	1,606,500	1,052,405	2,658,905	1,811,472

5. TOTAL EXPENDITURE

	Direct Costs	Support Costs	Total 2021	Total 2020
	£	£	£	£
Services				
Local groups	29,616	-	29,616	88,696
Regions	1,146,593	652,360	1,798,953	1,808,523
Projects (incl. Special projects)	-	-	-	28,034
	1,176,209	652,360	1,828,569	1,925,253
Fundraising costs	211,283	(211,283)	-	-
Head Office overheads	417,608	(417,608)	-	-
Governance	23,469	(23,469)	-	-
	652,360	(652,360)	-	-
Total	1,828,569	-	1,828,569	1,925,253

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

	2021	2020
	£	£
Fundraising costs		
Salary costs	165,816	187,350
Office running costs	4,259	9,267
Professional (consultancy) and event costs	32,830	18,441
National marketing costs	8,378	6,810
Head office overheads		
Salary cost	256,369	103,862
Office premises costs	9,584	56,121
Office running costs	21,905	124,793
National marketing costs (incl. website)	35,530	53,531
Legal and professional charges	94,220	34,913
Other costs	-	8,524
Governance		
Salary cost	10,687	8,126
Accounts preparation, audit and filing fees	12,782	9,156
Trustee meeting costs	-	809
Total	652,360	621,702

6. NET INCOME/(EXPENDITURE)

	2021	2020
	£	£
Net income / (expenditure) is stated after charging:		
Auditor's remuneration - audit services	11,370	10,000
Operating lease payments	37,861	54,101
Depreciation	811	-

7. STAFF

	2021	2020
	£	£
Salaries and Wages	1,150,932	1,271,305
National Insurance	105,038	115,484
Pension costs	36,271	45,127
Total	1,292,241	1,431,916

The average number of employees during the year was 40 (2020:50) the full time equivalent being 37.6 (2020: 46)

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

	2021	2020
	£	£
In the band £70,001 - £80,000	1	-
In the band £60,001 - £70,000	-	1

The total employee benefits including pension of the key management personnel of the charity were £231,095 (2020: £220,663)

Restructuring costs in the period amounted to £73,337 (2020: £nil).

8. TANGIBLE FIXED ASSETS

	£
Office equipment	
Cost	
At 1 April 2020	-
Additions	10,417
At 31 March 2021	10,417
Accumulated depreciation	
At 1 April 2020	-
Charge for the year	(811)
At 31 March 2021	(811)
Net book value	
At 31 March 2020	-
At 31 March 2021	9,606

9. DEBTORS: AMOUNTS RECEIVABLE WITHIN ONE YEAR

	2021	2020
	£	£
Gift Aid	2,013	-
Other debtors	176,744	130,499
Prepayments	30,451	5,644
Total	209,208	136,143

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade Creditors	89,972	-
PAYE/NI	21,929	30,915
Pension	4,917	20,683
Accruals	81,109	49,679
Total	197,927	101,276

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Fixed assets	9,606	-	-	9,606	-
Debtors	83,668	100,000	25,540	209,208	136,143
Cash at bank and in hand	669,869	572,000	468,778	1,710,647	866,3319
Creditors falling due within one year	(197,927)	-	-	(197,927)	(101,276)
Net Assets at the end of year	565,216	672,000	494,318	1,731,534	901,198

12. FUNDS

	1 April 2020 £	Income £	Expenditure £	Transfers between funds £	31 March 2021 £
Unrestricted Funds					
General	397,037	1,606,500	(766,321)	(672,000)	565,216
Designated	29,000	-	(29,000)	672,000	672,000
	426,037	1,606,500	(795,321)	-	1,237,216
Restricted Funds					
Local Groups	310,058	19,412	(29,616)	-	299,854
Regions					
South East	14,134	28,373	(29,507)	-	13,000
NW & W. Midlands	32,218	28,500	(44,982)	-	15,736
NE/Yorkshire/East Midlands	3,743	42,445	(34,938)	-	11,250
London	40,000	85,922	(75,922)	-	50,000
Scotland	15,172	112,772	(94,605)	-	33,339
Wales & SW	24,836	177,800	(183,955)	-	18,681
National					
National Support	-	161,721	(109,263)	-	52,458
Projects					
Community Christmas	-	40,000	(40,000)	-	-
Call Companions	35,000	355,460	(390,460)	-	-
	475,161	1,052,405	(1,033,248)	-	494,318
Total funds	901,198	2,658,905	(1,828,569)	-	1,731,534
Unrestricted funds - General	397,037	1,606,500	(766,321)	(672,000)	565,216
Unrestricted funds - Designated (total)	29,000	-	(29,000)	672,000	672,000
Restricted funds - Scotland	15,172	112,772	(94,605)	-	33,339
Restricted funds - Other	459,989	939,633	(938,643)	-	460,979
	901,198	2,658,905	(1,828,569)	-	1,731,534

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated	
Diversification budget	£267,000 for the development of new and expansion of existing services.
Tea party relaunch	£81,000 specific funding to facilitate the relaunch of tea party services.
Staff structure changes	£304,000 specific funding to allow for the adequate resourcing of services.
Capital expenditure - IT hardware	£20,000 specific funding to allow a comprehensive replacement of obsolete IT hardware.
Restricted	
Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	
South East	Specific funding to cover staff in this area.
NW & W. Midlands	Specific funding to cover staff in this area.
NE/Yorkshire/East Mids	Specific funding to cover staff in this area.
London	Specific funding to cover staff in this area.
Scotland	Specific funding to cover staff in this area.
Wales & SW	Specific funding to cover staff in this area.
National	
National Support	Specific funding to support learning and development and the development of new projects.
Projects	
Community Christmas	Christmas campaign matching lonely older people to community festive events.
Call Companions	Funding to support the development and delivery of the Call Companions Service.

12a. PRIOR YEAR FUNDS COMPARISON

	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)	-	32,218
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.

13. RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.

14. TRUSTEES

The Trustees received no remuneration or benefits-in-kind (2020: £nil). The Trustees received no reimbursement of travel expenses (2020: £759). The Trustees made aggregate donations of £620 (2020: £630).

15. FINANCIAL COMMITMENTS

At 31 March 2021 the charity had total commitments under non-cancellable operating leases as follows:

	Land and Buildings 2021 £	Other 2021 £	Land and Buildings 2020 £	Other 2020 £
Amount due within 1 year	37,861	-	25,240	2,120
Amount due within 2-5 years	-	-	-	813
Total	37,861	-	25,240	2,933

16. CONTINGENT ASSET

During 2021 the Charity was informed that, thanks to a legacy, it was to receive a residual interest in the estate of a deceased individual. At the time these accounts were approved, neither the final distributions of this estate nor estate accounts had been provided to the Charity. As this final distribution cannot be quantified, no monetary amount has been accrued into these accounts or disclosed as a contingent asset.

17. 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 £36,271 (2020: £45,127). Contributions totalling £4,917 (2020: £20,683) were payable at the balance sheet date.

18. PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

	Notes	Unrestricted			Total Funds 2020 £
		General Funds 2020 £	Designated Funds 2020 £	Restricted Funds 2020 £	
Incoming Resources					
Donations and Legacies	2	753,533	-	540,637	1,294,171
Grant income	3	400,000	-	115,691	515,691
Investments					
Bank and Investment income	4	1,610	-	-	1,610
Total incoming resources		1,155,143	-	656,329	1,811,472
Resources expended					
Raising funds					
Fundraising costs		221,867	-	-	221,867
Charitable activities					
Services		1,138,612	-	564,773	1,703,386
Total resources expended	5	1,360,479	-	564,773	1,925,253
Net income / (expenditure)	6	(205,336)	-	91,555	(113,781)
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)
Funds balances brought forward at 1 April 2019		506,381	126,525	382,073	1,014,979
Funds balances carried forward at 31 March 2020		397,037	29,000	475,161	901,198

People in our age groups, there's always a story behind every face and sometimes you get the most interesting stories and thoughts. What they make and what they do. It's really natural, it's almost like a next-door neighbour, they know you really well. You can learn about things you can't find out about, and if you want something local. It's really not living alone anymore.



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