



Annual Report and
Accounts for the year
1 April 2021 – 31 March 2022

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I really like being picked up once a month for a tea party. I'm very lonely and love to have a treat and go out. Everyone is very kind.

Reference and administrative information

Charity name
Re-engage Ltd

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

Company registration number
07869142

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

Trustees

Jonathan Upton (Chair)

Alan Stewart Gilfillan OBE (Vice Chair)

Sue Scholes (Hon Treasurer)

Christian Grobel

Philip Kelvin (resigned 28 April 2022)

Jonathan Waite KC

John de Trafford (resigned 22 July 2021)

Sally Fowler Davis

Victoria Galvis Zapata (appointed 22 July 2021)

Shamshah Lalji

Key management personnel

Meryl Davies Chief Executive Officer

Kitty Blackwell Director of Fundraising & Communications

Sam Demetriou Head of Finance

Auditor

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

Banker

Coutts and Co
440 Strand, London
WC2R 0QS

Message from our Chair and CEO

8,300 older people and 11,000 volunteers have connected this year through the work of Re-engage. There is a devastating amount of loneliness felt by older people in the UK so these connections have a significant impact. Volunteer-led, community-based activities can be high impact and low cost and we're determined to grow at scale to help meet the need.

We want to find new ways to reach socially isolated older people for whom loneliness has become a way of life. Rainbow call companions, the LGBT+ telephone befriending service we launched this year, is supporting older people who are finding it a powerfully important new part of their lives. Our tea party groups remain the core of our work, but we also launched activity groups – social groups with gentle exercise – in 2020. These have grown across Wales and West Yorkshire.

Lockdowns meant that a lot of people experienced profound loneliness for the first time. Meanwhile, already lonely people have got even lonelier over that last two years. Many vulnerable people are still afraid to go out so getting our tea party numbers back to where they were remains challenging for our volunteers.

Helping isolated older people find friendships in their community has a powerful impact: 88% of older people rate our services as good or excellent. But the older people themselves are having a huge impact on other people: other older people value the friendships they find through our groups with volunteers and with other older people. And our volunteers are letting us know that their roles with us are helping them to understand ageing better.

The Trustees have appointed Jonathan Upton as chair of the board replacing Christian Grobel. As chair, Christian oversaw a significant transition of the charity including three successful mergers, a rebrand and name change, the diversification of our activities, and a move towards a digital first approach.

Our ambition to scale has centred around the development of a new relationship management system which we have called OPUS (Older People and Us). We launched the system at the start of the year and it has been instrumental in improving efficiency and communications and reducing costs. With the closure of our London office, our team is even more regionally diverse. This is also reflected at trustee level with board members based in Edinburgh, Sheffield, Manchester, Birmingham, and London.

It is a pleasure for us both to be leading a committed board and a strong team. This report captures just some of the inspirational work that has taken place this year and tells the story of Re-engage through the voices of the people who matter most: the older people and volunteers.



Jonathan Upton Chair, Board of Trustees



Meryl Davies CEO



I love it. Best thing I have ever done. We are spoilt rotten, treated with the utmost respect. So many thanks to you.

Strategic review

A year at Re-engage

When we launched our three-year REACH strategy in 2020, the world was an uncertain place and none of us knew quite what lay ahead. As we emerged from the pandemic, the goals we had set ourselves continued to provide us with a framework within which to flex, thrive, and reach more older people in need.

In 2021-22, and with COVID-19 still a destabilising factor in people's lives, we have continued to support the re-emergence of hundreds of social groups across the UK that, for many years, have provided isolated older people with a vital connection to their community. Not only did our groups lose both older people and volunteers during the pandemic, many older people were left afraid to leave their homes after months of isolation and little contact with the outside world.

I loved the tea parties from the start. I was filled with amazement that anyone would do that; open their home to a group of strangers and be so inviting.

Tea party guest

Taking a comprehensive approach to rebuilding our tea party groups, we knew that both referrers and volunteers needed to be able to quickly find information about their local tea party group. Our new online map shows where we have vacancies for new guests, as well as where we have volunteer roles available.

Our digital first approach gives us a better understanding of our volunteers and their needs. We have directly consulted with volunteers about how we can better involve, empower, and support them in their roles. Following the consultation, we are focussing on improving communications and creating more volunteer training resources. We now include a spotlight on training and volunteer resources in our monthly volunteer newsletter, Re-engage Matters.

One of the ways we can reach more older people is to work in partnership with other charities. We were delighted when on 1 January 2022, Age Concern Crosby became part of Re-engage. We have continued their valuable work with the provision of weekly lunch clubs and monthly film showings as part of flicks and friends. These new services will grow alongside established Re-engage social groups and call companions in the Merseyside area.

Throughout the second year of our REACH strategy, we have sustained and grown our call companions service, which provides older people with an opportunity to be heard and build strong relationships with their volunteer callers during an unprecedented time of loneliness. We know the calls make a real and lasting difference and are often told about the difference that these regular calls continue to make.

It's hard to get about where I live; I can't walk to the estuary on my own and I miss the sea terribly. I am left now with only one dear lady to keep me here, my next-door neighbour. Other than that, there's nobody who bothers about me. I'm alone very suddenly and viciously, so gold star to whoever came up with call companions.

Amplifying the voices of older people

Receiving feedback from people who use our services allows us to put their views at the heart of how and why we develop new services.

In 2021 we introduced the Re-engage Advisory Group, made up of older people who either attend our social groups or receive a regular phone call from a call companion volunteer. This ensures we continue to provide services that meet the many and varied needs of older people.

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

Their feedback and ideas about our work and services have a significant influence on our planning and development. For example, the group's experiences of joining call companions helped us to speed up how we match older people with volunteers, reducing waiting times for telephone befriending.

The group has also helped us to review our communications, providing us with feedback on Time Together, our magazine for those who use our services. Time Together continues to be an important vehicle to gather the views of even more of the older people we support. A short questionnaire, Meryl's Memo, is included in every edition of Time Together and last year we received 692 thought-provoking and helpful responses.

Through the advisory group, we've also gained insight into the impact of our tea parties and the benefits of the intergenerational relationships that are formed through these monthly social gatherings.

How very nice it's been to go to tea parties. You feel a real sense of excitement to see everyone again, it's a lovely atmosphere. We so enjoy the youngsters, the babies of the volunteers. They say they like hearing about our lives, but we like hearing about theirs too.

In July 2021 we launched a research project to hear about the types of social activity groups and services that older lesbian, gay, bi-sexual, and transgender, or minority sexual orientation or gender identity (LGBT+) people would like to take part in. Our research told us that there was a real desire and need for groups and services that build social connections and help to alleviate feelings of loneliness and social isolation for older people who identify as LGBT+. Eight months later, we launched rainbow call companions; a free telephone befriending service specifically for LGBT+ people aged over 75 who would like to speak to someone who's also LGBT+.

Those of my generation are standing on the shoulders of the LGBT+ community who went before. In many cases they will have endured difficult lives so any opportunity we have now to help them has to be grabbed.

Rainbow call companion volunteer

Measuring our impact

Timely and accurate monitoring and evaluation of our services helps us understand and accurately demonstrate the impact of our work.

It tells us how far we are achieving our goals and what we need to do to improve. Importantly, it also generates the evidence we need to gain funding to develop new and existing services.

In 2021-22, we reviewed our existing monitoring and evaluation activities and developed a new framework, enabling us to build a robust evidence base and deliver comprehensive, proportionate, good quality monitoring and evaluation that is used consistently across Re-engage.

Our objective was to better understand the needs of older people experiencing loneliness and social isolation. First and foremost, this meant listening to what they had to say. It also meant creating tools and methods to improve the way in which we gather and analyse data to measure our impact. Finally, we had to improve our communication with both internal and external stakeholders and develop a learning culture that empowers volunteers and staff to place impact and evaluation at the heart of all our services.

Amongst our achievements this year, we:

- Introduced the collection of baseline data for all services so that we can measure changes in loneliness and wellbeing over time.
- Communicated the impact of our services to stakeholders and involved them in the development of new tools and methods.
- Introduced new metrics to measure satisfaction, quality of service and why people leave our services.
- Introduced impact volunteers who are specially trained to gather evaluation data from older people. We are looking to grow and develop this role further over the course of 2022-23.
- Created the new role of impact and evaluation officer to support with the development and implementation of the new monitoring and evaluation framework.

Expanding our activity groups

In April 2021, as Covid restrictions began to ease, we introduced our first in-person activity groups in Wales, launching nine new groups over the course of the year.

These included ethnic minority and Welsh language groups, helping us to reach a diverse community of lonely and isolated older people.

As our groups have grown, we have employed a new engagement officer in South Wales. At the same time, through our partnership with Dragons Rugby in South Wales, and our informal partnerships with Age Alive, Home Instead Cardiff and Menter Caerdydd we have been able to introduce our activity groups to growing numbers of older people.

It's so nice to be meeting in-person again. Although I love attending groups on Zoom, you can't beat meeting people face to face.

Jessie aged 85, attended our chair yoga sessions having enjoyed our online groups.

Just to say a big 'thank you' for this week. It improved my 'world' so much. I derived great benefit, both physically and socially, from both sessions.



By calling me today, you've brightened up my day. The thought of being able to go to something has lifted my spirits. Not even this bad weather can get me down now. I look forward to attending your groups and I'm so happy something like this exists.

Joyce aged 91, attends an activity group in South Wales

With an ever-increasing demand for online classes, we took the decision to introduce new online groups to support those living in rural areas, as well as those who are unable to attend face to face classes.

Our activity classes are successful thanks to the dedication of our activity group volunteers and this year we have introduced new online volunteer training modules to support them in their roles.

Thanks to our ability to measure the impact of these groups, we were confident about introducing online groups in West Yorkshire. We started by introducing tai chi and chair yoga classes and have introduced face to face groups over the summer of 2022.

Going forward, we will continue to raise funds so that we can introduce groups in other areas.

Theory of change

In April last year we began developing our new theory of change. This important piece of work helps us communicate to all stakeholders our purpose and how we work towards it.

It explains how our activities and services will lead to short, medium, and long-term outcomes and achieve the impact we intend. It uses a robust monitoring and evaluation framework to guide our decision-making and future planning.

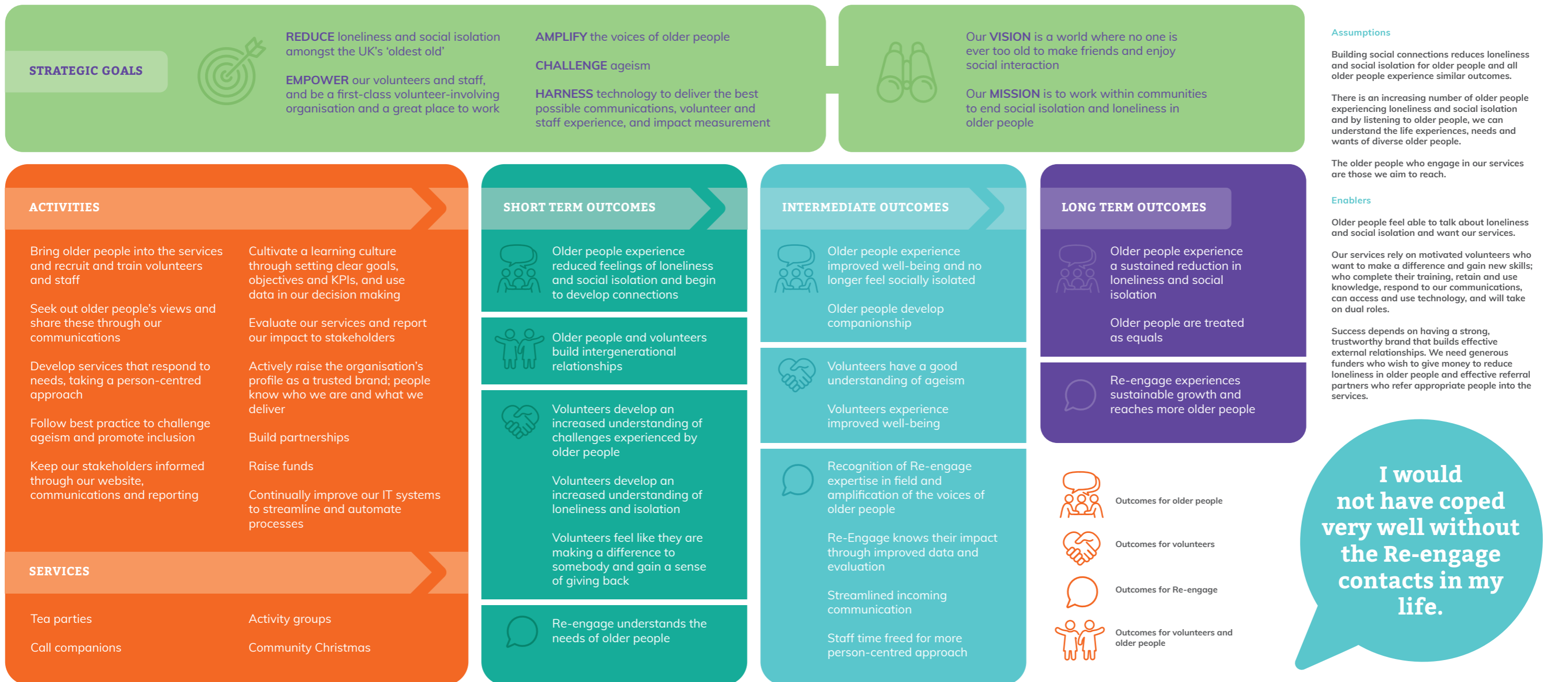
We spent two months reviewing best practice, consulting broadly to articulate our purpose, and understanding how and by whom the theory would be used. Amongst other things, our situational analysis told us that there are increasing levels of loneliness and social isolation amongst the 'oldest old', those aged 75+, in the UK. This has been exacerbated by the COVID-19 pandemic and other contributory factors. Chronic loneliness has been linked to poor physical health, mental health, and poor personal well-being. Importantly, there is

evidence to suggest that people who experience regular, meaningful social contact are less likely to become lonely.

With the building blocks in place, we gathered evidence of the needs of older people using our services and an analysis of our impact. We consulted with key stakeholders, focusing on the all-important question, 'what is the impact of Re-engage services?'. We conducted in-depth telephone interviews with members of the Re-engage advisory group and volunteers, as well as a staff questionnaire.

Working with an external consultant, we delivered a series of workshops involving staff from across the organisation to develop our first version of the theory. We developed our core outcomes and pathways for change and agreed the activities that support change.

External stakeholders and a key funder reviewed and commented on our theory, taking us to a point where we were ready to create our final diagram outlining the core outcomes of our activities for older people, volunteers and Re-engage.



Re-engage in numbers

Impact on loneliness

Despite lockdowns and Covid-19 restrictions, between April 2021 and March 2022 we have seen a significant reduction in feelings of loneliness amongst older people accessing our services.

Since joining Re-engage the number of our older people who feel lonely 'often/always' fell by 65% and the number who 'often' feel they lack companionship fell by 73%.*



81%

of tea party guests have made friends with others their age

over 8,300

older people took part in our services over the year

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



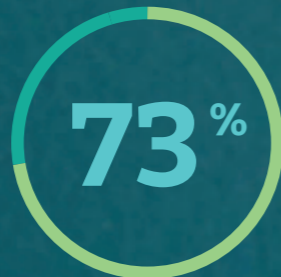
87%

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



85%

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



73%

say as a result of Re-engage they feel happier



70%

say they feel less lonely as a result of Re-engage



88%

of our guests rate Re-engage services as good or excellent



67%

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



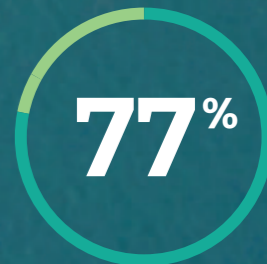
90%

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



76%

have increased awareness of loneliness and social isolation and become more aware of the issues facing older people



77%

report making friends with older people

Volunteers

number of volunteer lives touched, almost

11,000



94%

feel like they are making a difference to somebody as a result of volunteering with Re-engage



Case studies

Maureen and Sheila

100 years of volunteering

Before finally retiring last year, together Maureen and Sheila volunteered for Re-engage for a total of 100 years.

They coordinated a tea party group in Oxford and have many happy memories of tea parties dating back to the early eighties. Here they tell us about their experiences of volunteering.

What first drew you to volunteering for Re-engage?

Maureen: "The tea parties are such a simple idea and there's so much kindness involved. I started out as a driver, and it felt such an easy way to help others. It had the added benefit of getting me out of the house occasionally."

Sheila: "I was first introduced to Re-engage when I became a tea party host in London. I've always been interested in older people and hearing their life stories."

Why were the tea parties important to you?

Maureen: "Tea parties were always special occasions. Our guests would get dressed up and have their hair done – someone was coming to take them out to tea, and they felt valued and cared for."

Sheila: "The hosts would pull out all the stops. They would bring out the best china and put on a real spread. The tea parties were such fun and I know our volunteers enjoyed them as much as the guests."

We were all part of the group because we wanted to be – there was never any sense of duty.



Did you learn anything from volunteering for Re-engage?

Maureen: "My husband died in 2020 and I quickly realised what living alone is like. I am lucky and can still go out independently and ride my bike. Many of our guests could not go out alone, which is why the monthly teas were so important and a real treat."

Sheila: "Our guests had all lived through two world wars and we had so much to learn from them. I remember a guest telling me all about the ration book that she took to the Co-op during the war. It's a job to imagine life as it was. I also had my eyes opened to what loneliness was."

What sort of support would you like to see for older people who are alone in the future?

Maureen: "I'd like to see even more opportunities for social connection. And I'd like to see more men involved in the tea parties. Sometimes it was difficult to get men to join our tea party group, but they got so much out of it when they did."

Sheila: "Most of the volunteers in our group were women, but I think men would enjoy volunteering too."

Jane Bull

Online activity sessions in West Yorkshire

82-year-old Jane from Castleford in West Yorkshire is a remarkable woman.

She had a long career in nursing and occupational therapy, despite all the odds, eventually retiring at the age of 78 as a Passenger Transport Assistant for children with special needs. At the age of 60 she did an abseil from one of the tallest buildings in Leeds and at 80 she did a tandem parachute jump to raise money for Alzheimer's UK. Her great grandson is determined that, when he turns 18, they'll do a wing walk together.

She joined a Re-engage online activity group in West Yorkshire this year and is very grateful for the opportunity to take part in the weekly sessions.

They're very gentle and they get me loosened up. I live on my own and so it can be hard to motivate myself. But the classes give me a reason to be active. I did T'ai chi many years ago and my father practiced yoga until the day he died. I'm always there, at the start of every class, logged on and ready to go.

"But having been a nurse for many years, I don't take my body too seriously. None of us get out of here alive so everything else is smoke and mirrors. We don't own anything on this planet – we're just passing through and I'm just thankful for every day that I have on this earth."



Gordon

Making time to make a difference

Gordon, 77, was a professional photographer for many years and has led a rich and varied life.

He has lived alone since his wife died. During the pandemic he was matched with call companion Gareth, who retired last September, and they found that they have more than a shared love of photography in common.

Gordon: I don't think that Re-engage could have found a more perfect match for me.

"Gareth and I are both keen photographers. Many years ago, I was a graphic arts camera operator, as well as a professional photographer, and I've been able to offer Gareth advice as we've come to know each other.

He's a very caring person and rings me every Tuesday.

Gareth and I get on really well together and we've discovered that we have more than our shared interests in common. He used to work nearby where I once lived.

Although I'm happy and I'm lucky enough to have a nice home, I do get lonely sometimes and my disability can make it difficult to get out and about. Gareth has become a true friend and I don't think that Re-engage could have found a more perfect match for me".

Gareth: Loneliness is so prevalent today that Re-engage felt like an obvious fit for me.

"My mantra is 'Must do More' and I have always felt it is important to give something back to others. Gordon and I never run out of things to talk about. I give him a word, or a concept, and off he goes! We always have a laugh too.

Unlike Gordon, I've never been a professional photographer, but photography is one of my hobbies and I specialise in photographs of butterflies and Commonwealth War Graves. We also share a love of cooking, steam railways and wine. Our conversations are so lively and there's never a pause or an awkward moment."

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

The Trustees of Re-engage are committed to strong governance and regularly review their responsibilities using the framework of the Charity Governance Code. The Trustees work closely with the executive to ensure that our organisational purpose is clear, and they 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. A Trustees' skills matrix is updated at the start of each financial year and used as the basis from which to advertise for 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 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

The Trustees meet quarterly and are responsible for setting the strategic direction and policies of the charity. The CEO manages the day-to-day running of the charity and implements its strategy and policies. The CEO reports to the Trustees through the Chair. Staff, who report to the CEO, 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 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 is updated by the Senior Leadership Team and reviewed quarterly by the Finance, Audit and Risk Committee. A summary risk register is reviewed by the Board of Trustees at each meeting.

Mitigating actions are taken for any risks perceived to be increasing, be this for reasons of changes in the funding environment or regulatory / legal changes, or government policy.

The charity's key risks relate to:

- 1. IT and data security:**
We take action to protect our systems, train our teams, and constantly improve our data management and data transfer systems.
- 2. Changes in funding climate:**
Our team continues to form relationships with loyal funders and donors. However, economic downturn means that we will need to continuously seek to diversify our income streams and adapt our delivery. We remain alert to new risks in funding such as vigilance. We remain alert to new risks in funding and regularly review our donations acceptance policy.
- 3. Working remotely:**
We continue to improve our provision for our staff all of whom are now home-based. We are alert to the need for management oversight both in terms of workload and well-being and have adapted our working patterns and systems to reflect this.

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 and to encourage younger people to volunteer to be part of these connections. We regularly review the purpose of the charity and have done so with particular diligence while developing our new strategy which will be launched in 2023.

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 £337,225 (2021: surplus £830,337).

Income decreased to £2,236,373 (2021: £2,658,905), reflecting an expected slowdown of emergency funding during the pandemic. However, ongoing strong support from both our existing and new funders, and assets received from welcoming Age Concern Crosby into Re-engage saw income exceed budget for the second year running.

Our expenditure in the year increased slightly to £1,899,148 (2020: £1,828,569). This reflects the spending of designated funds relating to the prior year restructure of the charity's service delivery team to both mitigate the initial impact of Covid-19 and to future proof the remit. Additional designated resources were spent on improving the IT infrastructure and environment to facilitate an efficient and effective dispersed workforce, and to ultimately result in the ability to automate, scale and reach more beneficiaries. In December 2021, the lease on our London office came to an end and 2022 welcomed in a fully remote workforce.

Our restricted funds increased to £580,697 (2021: £494,318) with more funders choosing to support both our regional work and specific services such as activity groups.

The expenditure on activities within our local groups decreased again to £20,830 reflecting a slower return to 'business as usual' post pandemic.

Our unrestricted free reserves increased by £9,906 to £565,517 and we spent £231,329 of designated funds, which had been designated to spend on growing our flagship tea parties, diversifying our activities with older people and strengthening our service delivery team.

Supporters

We are enormously grateful to our many funders for their flexible support as we emerged from 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. With the support of our largest funder, the People's Postcode Lottery, we pursued our ambition to put older voices at the heart of our work, establishing the groundwork for our comprehensive monitoring, evaluation and learning framework to better understand the needs of older people experiencing loneliness and social isolation. Their support also helped us scale up our volunteer management model and further embed digital solutions to enhance our impact.

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.

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 several interest-bearing accounts.

We do not currently invest in the stock market however we are actively reviewing this and considering this in terms of a long term investment of reserves.

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, to absorb any fluctuations in income and expenditure.

We designate funds where appropriate and have done so this year to further develop our diversification, to invest in our people, and to invest in our systems to allow the charity to scale. Reserves (general unrestricted funds net of fixed assets) at 31 March 2022 were £565,519 (2021: £565,216) and represent 3 months of total budgeted expenditure (net of designated spend) for 2022-2023.

Approved by the Trustees on 10 November 2022 and signed on their behalf by



Jonathan Upton
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 2022 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 2022 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, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the Trustees' report. 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, incorporating the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' 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. 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 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.

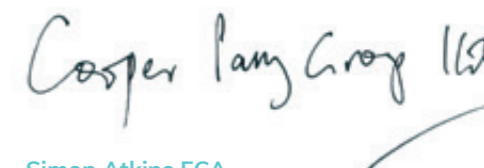
Whilst considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

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

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

Date: 10 November 2022

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 2022

	Notes	Unrestricted Funds			Total Funds 2022	Total Funds 2021
		General Funds 2022	Designated Funds 2022	Restricted Funds 2022		
		£	£	£	£	£
Incoming Resources						
Donations and Legacies	2	1,260,990	-	839,023	2,100,013	1,853,047
Grant income	3	-	-	135,839	135,839	805,088
Investments						
Bank and Investment income	4	521	-	-	521	770
Total incoming resources		1,261,511	-	974,862	2,236,373	2,658,905
Resources expended						
Raising funds						
Fundraising costs		238,178	-	-	238,178	211,283
Charitable activities						
Services		541,158	231,329	888,483	1,660,970	1,617,286
Total resources expended	5	779,336	231,329	888,483	1,899,148	1,828,569
Net income / (expenditure)	6	482,175	(231,329)	86,379	337,225	830,337
Transfers between funds	12	(426,527)	426,527	-	-	-
Net movement of funds in the year		55,648	195,198	86,379	337,225	830,337
Funds balances brought forward at 1 April 2021		565,216	672,000	494,318	1,731,534	901,198
Funds balances carried forward at 31 March 2022		620,864	867,198	580,697	2,068,759	1,731,534

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

Balance Sheet as at 31 March 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Fixed Assets					
Tangible assets	8	-	55,248	-	9,606
Current Assets					
Debtors	9	204,896	-	209,208	-
Investments		98	-	-	-
Cash at bank and in hand		2,148,771	-	1,710,647	-
		2,353,765	-	1,919,855	-
Current Liabilities					
Creditors - amount falling due within one year	10	(340,254)	-	(197,927)	-
Net current assets		-	2,013,511	-	1,721,928
Net Assets		-	2,068,759	-	1,731,534
Represented by					
General Funds	12	-	620,864	-	565,216
Designated Funds	12	-	867,198	-	672,000
Restricted Funds	12	-	580,697	-	494,318
Total Funds		-	2,068,759	-	1,731,534

These accounts were approved by the Trustees and authorised for issue on 10 November 2022 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 2022

	2022 £	2022 £	2021 £	2021 £
Cash flows from operating activities				
Net cash provided by operating activities	-	488,724	-	853,963
Cash flows from investing activities:				
Dividends, interest and investments	521	-	770	-
Purchase of PPE	(51,121)	-	(10,417)	-
Net cash provided by investing activities	-	(50,600)	-	(9,647)
Change in cash/cash equivalents in the year	-	438,124	-	844,316
Cash/cash equivalents at the beginning of the year	-	1,710,647	-	866,331
Cash/cash equivalents at the end of the year	-	2,148,771	-	1,710,647
Reconciliation of net income/(expenditure) to net cash flow from operating activities				
Net income / (expenditure) for the reporting period (as per the Statement of Financial Activities)	-	337,225	-	830,336
Adjustments for				
Depreciation charges	11,083	-	811	-
Dividends, interests and investments	(521)	-	(770)	-
Donated assets in kind	(5,702)	-	-	-
Decrease in Debtors	4,312	-	(73,065)	-
Increase in Creditors	142,327	151,499	96,651	23,627
Net cash used in operating activities	-	488,724	-	853,963
Analysis of cash and cash equivalents				
Cash in hand	-	1,837,771	-	1,700,647
Notice deposits (less than 3 months)	-	311,000	-	10,000
Total cash and cash equivalents	-	2,148,771	-	1,700,647
Analysis of changes in net cash				
	At start of year	Cashflows	At end of year	
	£	£	£	
Cash	1,710,647	438,124	2,148,771	

I think this type of thing is much needed, as it is quite hard to make new friends as you get older.

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 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 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 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.

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. It is Re-engage's policy not to hold gifted shares. Any shares received are sold immediately.

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.

2. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Trusts	609,211	302,865	912,076	579,264
Corporate	164,879	378,569	543,448	651,910
Major donor	98,001	25,000	123,001	40,000
Legacies	324,109	1,000	325,109	356,342
Individual	50,454	363	50,817	78,427
Community and Event	6,351	6,276	12,627	24,903
Grants - Other Government Support	-	-	-	81,785
Donations	-	103,991	103,991	-
Charitable Activities	-	4,522	4,522	-
Gift Aid	5,587	-	5,587	18,428
Local Group Administration Income	2,398	-	2,398	333
Local Group Income	-	16,437	16,437	19,412
Total Income	1,260,990	839,023	2,100,013	1,850,803

Donations comprise the transfer of cash and assets from Age Concern Crosby on 31.12.21

2A. DONATED GOODS AND SERVICES

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

3. GRANT FUNDED INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Players of the People's Postcode Lottery	-	-	-	500,000
The National Lottery Community Fund	-	-	-	99,492
The National Lottery Emergency Fund	-	-	-	66,621
Scottish Government	-	18,606	18,606	57,216
Welsh Government	-	117,233	117,233	81,759
Total Grant Income	-	135,839	135,839	805,088

4. BANK AND INVESTMENT INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Investment income	346	-	346	-
Bank Interest	175	-	175	770
Total	521	-	521	770
Total incoming resources	1,261,511	974,862	2,236,373	2,658,905

5. TOTAL EXPENDITURE

	Direct Costs £	Support Costs £	Total 2022 £	Total 2021 £
Services				
Local groups	20,830	-	20,830	29,616
Regions	1,402,093	476,225	1,878,318	1,798,953
	1,422,923	476,225	1,899,148	1,828,569
Fundraising costs	238,178	(238,178)	-	-
Head Office overheads	212,217	(212,217)	-	-
Governance	25,830	(25,830)	-	-
	476,225	(476,225)	-	-
Total	1,899,148	-	1,899,148	1,828,569

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

	2022 £	2021 £
Fundraising costs		
Salary costs	211,350	165,816
Office running costs	19,158	4,260
Professional (consultancy) and event costs	7,670	32,830
National marketing costs	-	8,378
Head office overheads		
Salary cost	193,855	256,369
Office premises costs	4,914	9,584
Office running costs	9,917	21,905
National marketing costs (incl. website)	-	35,530
Legal and professional charges	3,531	94,220
Governance		
Salary cost	10,203	10,687
Accounts preparation, audit and filing fees	15,627	12,782
Total	476,225	652,360

6. NET INCOME

	2022 £	2021 £
Net income is stated after charging:		
Auditor's remuneration - audit services	11,760	11,370
Operating lease payments	-	37,861
Depreciation	11,083	811

7. STAFF

	2022	2021
	£	£
Salaries and Wages	1,213,162	1,150,932
National Insurance	114,474	105,038
Pension costs	37,665	36,271
Total	1,365,301	1,292,242

The average number of employees during the year was 43.5 (2021:40) the full time equivalent being 41.1 (2021: 37.6)

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

	2022	2021
In the band £80,001 - £90,000	1	-
In the band £70,001 - £80,000	-	1
In the band £60,001 - £70,000	1	-

The total employee benefits including pension of the key management personnel of the charity were £241,446 (2021:£231,095)

Restructuring costs in the period amounted to £1,800 (2021: £73,337)

8. TANGIBLE FIXED ASSETS

	£
Office equipment	
Cost	
At 1 April 2021	10,417
Additions at 31 March 2022	51,121
Transfer of Mercedes Benz Minibus from Age Concern Crosby	5,604
	67,142
Accumulated depreciation	
At 1 April 2021	(811)
At 31 March 2022	(11,083)
	(11,894)
Net book value	
At 31 March 2022	55,248
At 31 March 2021	9,606

9. DEBTORS: AMOUNTS RECEIVABLE WITHIN ONE YEAR

	2022	2021
	£	£
Gift Aid	889	2,013
Other debtors	175,662	176,744
Prepayments	28,345	30,451
Total	204,896	209,208

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade Creditors	56,850	89,972
PAYE/NI	34,426	21,929
Pension	6,187	4,917
Accruals & Deferred Income	242,791	81,109
Total	340,254	197,927

10a. DEFERRED INCOME

	2022
	£
Deferred income brought forward:	11,425
Amounts released in the period	(11,425)
Amount deferred in the period	190,000
Total	190,000

Income deferred in the period relates to advanced funding received in respect of FY22/23

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted General Funds	Unrestricted Designated Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
	£	£	£	£	£
Fixed assets and investments	55,346	-	-	55,346	9,606
Debtors	160,316	-	44,580	204,896	209,208
Cash at bank and in hand	555,456	867,198	726,117	2,148,771	1,710,647
Creditors falling due within one year	(150,254)	-	(190,000)	(340,254)	(197,927)
Net Assets at the end of year	620,864	867,198	580,697	2,068,759	1,731,534

12. FUNDS

	1 April 2021 £	Income £	Expenditure £	Transfers between funds £	31 March 2022 £
Unrestricted Funds					
General	565,216	1,261,511	(779,336)	(426,527)	620,864
Designated					
Diversification	267,000	-	(16,738)	(115,262)	135,000
Tea Party Relaunch	81,000	-	(104,908)	23,908	-
Staff structure changes	304,000	-	(58,562)	20,374	265,812
Capital Expenditure - IT hardware	20,000	-	(51,121)	31,121	-
Targeted staff retention	-	-	-	90,000	90,000
Communications officer recruitment	-	-	-	61,386	61,386
CRM Development	-	-	-	210,000	210,000
Annual data audit / Data quality officer	-	-	-	105,000	105,000
	1,237,216	1,261,511	(1,010,665)	-	1,488,062
Restricted Funds					
Local Groups	299,854	16,437	(20,830)	-	295,461
Regions					
East Anglia	-	22,320	(22,320)	-	-
South East	13,000	85,884	(82,984)	-	15,900
NW & W. Midlands & Special Projects	15,736	139,297	(52,588)	-	102,445
NE/Yorkshire/East Midlands	11,250	60,299	(67,360)	-	4,189
London	50,000	73,200	(123,200)	-	-
Scotland	33,339	42,847	(62,232)	-	13,954
Wales & SW	18,681	130,146	(148,827)	-	-
National					
National Support	52,458	394,866	(298,576)	-	148,748
Projects					
Community Christmas	-	6,165	(6,165)	-	-
Call Companions	-	3,401	(3,401)	-	-
	494,318	974,862	(888,483)	-	580,697
Total funds	1,731,534	2,236,373	(1,899,148)	-	2,068,759
Unrestricted funds - General	555,610	1,261,511	(779,336)	(472,268)	565,517
Unrestricted funds - Fixed & intangible assets	9,606	-	-	45,741	55,347
Unrestricted funds - Designated	672,000	-	(231,329)	426,527	867,198
Restricted funds - Scotland	33,339	42,847	(62,232)	-	13,954
Restricted funds - Other	460,979	932,015	(826,251)	-	566,743
	1,731,534	2,236,373	(1,899,148)	-	2,068,759

Purpose of Restricted and Designated Funds

Name of fund	Description, nature and purposes of the fund
Designated	
Diversification	For the development of new and expansion of existing services for three years
Staff structure changes	Specific funding to allow for the adequate resourcing of services for two years
Targeted staff retention	Specific funding for the recruitment and retention of key management personnel for three years
Communications officer recruitment	Specific funding to resource volunteer and older people recruitment for two years
CRM Development	Specific funding for the integration of existing IT systems (finance, fundraising) into OPUS, the charity's CRM for three years
Annual data audit / Data quality officer	Specific funding to ensure the integrity of our data for three years
Restricted	
Local Groups	Re-engage groups raise funds for their own use. Funds are added to and spent on a variable basis.
Regions	
South East	Specific funding to cover staff in this area.
NW & W. Midlands	Specific funding to cover staff in this area.
NE/Yorkshire/East Mids	Specific funding to cover staff in this area.
London	Specific funding to cover staff in this area.
Scotland	Specific funding to cover staff in this area.
Wales & SW	Specific funding to cover staff in this area.
National	
National Support	Specific funding to support learning and development and the development of new projects.
Projects	
Community Christmas	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 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.

13. RELATED PARTY TRANSACTIONS

There were no related party transactions in the year (2021:£nil).

14. TRUSTEES

The Trustees received no remuneration or benefits-in-kind (2021: £nil). The trustees received no reimbursement of travel expenses (2021: £nil). The Trustees made aggregate donations of £755 (2021: £620)

15. FINANCIAL COMMITMENTS

	Land and Buildings 2022 £	Other 2022 £	Land and Buildings 2021 £	Other 2021 £
Amount due within 1 year	-	-	37,861	-
Total	-	-	37,861	-

16. PENSION COST

The Charity operates a defined contribution pension scheme and also pays into a private pension fund for one member of staff. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity and amounted to £37,665 (2021: £36,271). Contributions totalling £6,187 (2021: £4,917) were payable at the balance sheet date.

17. PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

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

I have a lovely call companion. I really enjoy receiving her calls. She works and has a husband with three children to care for, but she has always found time to call me and has never forgotten to phone.



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