

REGISTERED COMPANY NUMBER: 03464057 (England and Wales)
REGISTERED CHARITY NUMBER: 1066765

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
FOR
ASHFORD VOLUNTEER CENTRE

Calcutt Matthews WBZ Ltd
Chartered Accountants
19 North Street
Ashford
Kent
TN24 8LF

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

During this unusual year, the Trustees have also taken into account the Charities SORP Committee's guidance regarding "Implications of COVID-19 control measures and charity financial reporting".

OBJECTIVES AND ACTIVITIES

Objectives and aims

Ashford Volunteer Centre's Articles of Understanding state that the charity's objects are:

To promote and improve the efficiency and effectiveness of charities and organisations whose purposes are charitable in direct pursuit of their objectives including by:

- The provision of office accommodation and ancillary facilities
- Advising and guiding persons willing to undertake voluntary services
- Advising and guiding organisations using volunteers, particularly those being members of the centre
- Holding and conducting conferences, seminars and enquiries

To help raise awareness of its charity objectives the Volunteer Centre mission/purpose is kept simple: to connect, empower and enable residents to volunteer to enrich the lives of individuals and communities.

Values

Ashford Volunteer Centre holds 5 high-level values and these are woven through our way of working and our commitment to volunteering. Our values also ensure Ashford Volunteer Centre is a great place to work

Value 1 - Passionate

We are passionate and determined about our vision, our work and we have a spirit of continuous improvement. We bring courage to our work and are willing to pioneer new ways forward. We enjoy freedom to change and pursue new possibilities for our future and the future of volunteering.

Value 2 – Proud

We will only grow our business in a way that makes us proud. We are proud to measure and know the differences we make to our beneficiaries

Value 3 - Humble

We show consideration for and value one another. We welcome the opportunity to learn through and with beneficiaries, stakeholders and employers. We know we are a formidable team but it is impossible to know everything.

Value 4 - Honest

We insist on truthfulness with each other, our beneficiaries, our stakeholders and in our business records. We expect and value openness.

Value 5 - Integrity

We conduct ourselves to the highest professional standards. We act in accordance with our values, even when it is difficult.

Our 5 Strategic Aims: what we will achieve

- Advance volunteering
- Support the volunteering infrastructure
- Support volunteering and volunteers
- Celebrate volunteering
- Strengthen our competence and capacity

Public benefit

The Charity's Trustees have complied with their duties under the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission. Ashford Volunteer Centre's particular public benefit activities are included below, illustrating the commitment of the Charity to strengthening the community volunteering and organisations of Kent.

ACHIEVEMENT AND PERFORMANCE

ACTIVITIES UNDERTAKEN TO ACHIEVE OUR STRATEGIC AIMS

Overview

The Board of Trustees is very pleased to report on a productive, if unusual, year for Ashford Volunteer Centre. This year's Trustees Annual Report must inevitably be set in the context of the Covid-19 pandemic where volunteers, in local neighbourhoods, undertook an unprecedented, essential and vital role in keeping people alive during the pandemic.

Covid Response

With the arrival of the Covid-19 pandemic, Ashford Volunteer Centre, with its focus on supporting volunteers, local people and community groups was at the heart of the frontline, local community response to the Covid-19 pandemic in the Borough of Ashford.

The response of volunteers and staff in the Covid-19 pandemic was unprecedented and without their vital contribution communities in the Borough of Ashford would have suffered greater effects of the pandemic.

During the year, Ashford Volunteer Centre:

- Supported 796 local people to either have information about local volunteering opportunities or be connected with local assistance from community groups in the Borough of Ashford
- During the year Ashford Volunteer Centre supported 190 different community groups (including groups set up just to deal with the covid pandemic)
- Ashford Volunteer Centre made over 1000 phone calls to community groups in the Borough of Ashford
- Ran 8 Virtual cuppas (virtual networking sessions) for community groups in the Borough of Ashford - which included key speakers on funding, volunteer management and Radio Ashford
- Supported its staff and volunteer to be 'covid-secure' and to work remotely during lockdown. This required the introduction of new ways of working e.g. the introduction of Microsoft 365 so that all files could be accessed, when required, outside Berwick House.
- New systems were put in place to enable the Board of Trustees to be able to act in a timely manner and to be able to make quick, effective decisions during the pandemic so that Ashford Volunteer Centre were able to react effectively to local demand and the Trustees were able to be fully informed about operational activities.
- Frequently feedback into local statutory information on local need e.g. communicating with Ashford Borough Council on a daily (at the start of the pandemic) then weekly basis - enabling 'real time' local need to be fed into local service provision and support during the pandemic

Befriending Service

The Befriending Project advances the Ashford Volunteer Centre public benefit and charitable purposes of promoting for the benefit of the community in the local district of Ashford in Kent by working with a statutory body (Kent County Council) to provide a befriending service to socially isolated adults, aged 50 years and over, in order to promote the protection of health and relief of poverty, distress and sickness. The service also serves to promote the specific Ashford Volunteer Centre objective of 'advising and guiding persons willing to undertake voluntary service' as staff at the centre support volunteers to 'befriend' isolated individuals in the community.

Due to the pandemic the Ashford Volunteer Centre Befriending service was needed more than ever by local people. The negative effects of a pandemic and national lockdown resulted, due to government restrictions, in the usual home visits not taking place by befrienders but alternative methods e.g. doorstep visits, telephone calls, being sought to safely keep in touch with people who needed the befriending service.

The Ashford Befriending Network was established to highlight the plethora of befriending services that were being established locally as a result of the pandemic. This involved Ashford Volunteer Centre creating a website outlining befriending services across the Borough and regular virtual network meetings which bring together groups that provide befriending services across the Borough. Also, run in partnership with Relate, as part of the Ashford Befriending Network, was a free 4-week training course to support community groups with issues linked to befriending and emotional support of clients.

Where possible during the year we continued to operate our vital Men in Sheds service once a week at Berwick House but this was limited to 2 'shedders' in at a time at the shed. We are thankful to Uprising UK for their assistance with running the Men In Sheds coronavirus service during the pandemic.

During 2020-21 115 volunteer befrienders were engaged with the Befriending service who befriended 103 people.

Quotes from people who are part of the Befriending service:

"My befriender is my absolute rock, she has been there for me this year and I don't know how I would've managed without her." (Joan)

"This year has been really bad for everyone - with covid and having to be in doors all the time. Jim, my befriender, has been my lifeline during this time, he has really cared for me and made sure that I was ok. He has called me, helped me with shopping and been there for me. Thank you ever so much" (John)

"Men in Sheds has given me something to look forward to each week. I came here not knowing people and now I know people, I have things to do and the people here are good." (Phil)

"Being a volunteer and befriending I know I make a difference to someone, it helps them and also helps me to know I have made a difference to someone" (Chris)

"Just calling someone for a welfare call really does make a real difference to people. They can have a nice chat on the phone whilst we call them making sure that they are ok and seeing if they need extra help. We also talk about anything they would like to talk about on the welfare call - my last call had someone telling me about his experience in the war" (Sarah)

Response Courses - Skills for Volunteers One-day Courses

The Response courses advance the public benefit and charitable purposes of working with a statutory body (Kent County Council) for the benefit of the community in Ashford in Kent by advancing the education, the protection of health and relief of poverty, distress and sickness. The Response courses also serves to promote the specific Ashford Volunteer Centre charitable objectives of 'advising and guiding persons willing to undertake voluntary service' and 'holding and conducting conferences, seminars and enquiries.

Due to the pandemic face-to-face Response group courses at Berwick House were not permitted due to government restriction, therefore, 2 online Responses have been held via Zoom.

Feedback from participants of the Response course:

"Thank you for the course. I enjoyed it and it helped me think more about what I wanted to do to volunteer. After the course I applied to 3 different places to volunteer." (Sam)

"I enjoyed the course and it was nice to meet new people. It was a good day." (Lucy)

Hospital Care Navigator Service

The Hospital Care Navigator service advances the public benefit and charitable purposes of Ashford Volunteer Centre as it benefits the local district of Ashford in Kent by working with a statutory body (Canterbury and Coastal Clinical Commissioning Group) to advance the education, protection and relief of poverty, distress and sickness by providing a free information, advice and guidance to people who are over the age of 59 and who are residing at William Harvey Hospital.

The Hospital Care Navigator service, based within the Integrated Discharge Team at William Harvey Hospital in Ashford, enables patients to remain as 'independent as possible' by providing independent, impartial advice which allows patients to be discharged from hospital and into a community setting. Due to the Covid-19 pandemic this service has been more needed than ever and has been operating remotely from the hospital - with our 2 Care Navigators liaising with families, clients and key stakeholders using digital technology and providing timely updates to the daily case review regarding their caseload.

In 2020-21 this service supported 739 patients and made 1536 referrals to external supporting organisations enabling adults to be more independent in their homes.

Feedback about the Hospital Care Navigator service:

"Thank you so much for your help at the hospital." (Gary)

"This has been a very difficult time and I was pleased to go home from hospital. Thank you to the staff who made this possible." (Joyce)

Can Do Crew (Youth Volunteering) Project

The Can Do Crew (Youth Volunteering) Project advances the Ashford Volunteer Centre charitable purposes and public benefit by benefitting the local district of Ashford in Kent, as it advances the education, protection of health and relief of poverty to individuals aged 16-25 years, by supporting and enabling young people to access volunteering opportunities in the local district of Ashford in Kent. The project also serves to promote the specific Ashford Volunteer Centre charitable purpose of 'advising and guiding persons willing to undertake voluntary services' and 'advising and guiding organisations using volunteers, particularly those members of the centre'.

The Can Do Crew is funded by a statutory body (Ashford Borough Council) supported 48 individual young people. Out of these 48 young people there were 15 young people, not in education, employment or training, supported by the Can Do Crew project. Others in this age group may have been part of the Covid Response but chose not to give their age when volunteering.

Feedback from young people supported by the Can Do Crew Project:

"I would also like to take this opportunity to say a big thankyou to yourselves for all the positive support you have given me over these past few months, it is very much appreciated. Ps I left a flyer of the A.V.C in the college-one good turn deserves another!" (Gaz)

"We are now working on the heath at Hothfield as Laura's volunteering for Duke of Edinburgh. Kent Wildlife Trust was very helpful, and it made it the best and easiest choice under these circumstances. Very many thanks for all your kind help connecting us to Kent Wildlife Trust" (Jane)

"Thank you for your help. Everything is going really well at the moment; I was successful with my interview at KSS CRC so I should be starting my training soon. Very excited about that." (Paul)

"Thank you so much for your help with connecting us with young people. It was really good to have nine students from the National Citizen Service at St Francis at the end of October. They did a great job in clearing brambles and making a bonfire." (Lee)

Community Connector Project

The Community Connector Project advances the Ashford Volunteer Centre charitable purposes and public benefit by benefitting the local district of Ashford in Kent, as it advances the education, protection of health and relief of poverty for individuals by supporting and enabling local people to have access to volunteering opportunities in the local district of Ashford in Kent. In addition, the project also serves to promote the Ashford Volunteer Centre objectives of 'holding and conducting conferences, seminars and enquires' and 'advising and guiding persons willing to undertake voluntary services' and 'advising and guiding organisations using volunteers, particularly those members of the centre'.

This is a new project, funded by Ashford Borough Council, which aims to support VCSE (Voluntary social community enterprise) community groups in the Borough of Ashford with information and signposting on key issues for community groups (e.g., funding, volunteer management), provide networking opportunities (e.g via 'virtual cuppa online meetings and 1:1 support for the community group where required. Feedback of local demand/needs from the project was provided to key stakeholders e.g. Ashford Borough Council, Kent County Council to help inform local future planning and support for the voluntary sector in the Borough.

140 community groups were supported by this project (e.g. receiving fortnightly e-newsletters and regular 'check in' calls from Ashford Volunteer Centre to thank the group for their hard work and to provide support with any issues) and speakers at the monthly virtual cuppa included Kent Community Foundation, Ashford Borough Council, Census Engagement Officer.

In partnership with Ashford Borough Council this project established a central map on the Ashford Borough Council website showing the location and information of community groups in Borough of Ashford enabling residents to independently be able contact local support from community groups directly.

Feedback from Community Connector project

Ashford Volunteer Centre have been a real source of support and help for Uprising Youth and Community over the last 18 months. As a charity that works with young hard to engage young people, finding a venue to deliver our programmes and base ourselves from was proving difficult. AVC welcomed us in and have made us feel at home in Berwick House, and have been patient and accommodating when we have had young people in the building - this isn't always the quietest!! Outside of providing a base for us, the team have been very supportive of the work we do and are always happy to promote and offer assistance." (Andy, Uprising UK)

"Through the Community Connector project, Ashford Borough Council work closely with Ashford Volunteer Centre to provide numerous services to support the voluntary sector, especially local community groups, to develop and thrive. We very much value the relationship we have with AVC and appreciate how hard they work to encourage and champion voluntary organisations and volunteers in Ashford." Michelle Byrne, Ashford Borough Council

Volunteer Car Service

The Volunteer Car service advances the Ashford Volunteer Centre charitable purpose by benefitting the local district of Ashford in Kent, as it advances the education, protection of health and relief of poverty to individuals by enabling socially isolated residents, in the district of Ashford, who are unable to use public transport to book and make transport journeys, using the car scheme, enabling residents to connect with their local communities of interest and attend vital health appointments. The service also serves to promote the Ashford Volunteer Centre's objective of 'providing office accommodation and ancillary facilities (as the car scheme office is a room at the Volunteer Centre) and 'advising and guiding persons willing to undertake voluntary services.

During 2020-21 the transport scheme provided a vital service during the pandemic to enable residents to get to essential medical appointments. To support the service during this difficult time and to assist with ensuring the service was covid-secure additional funding was secured from Kent Community Foundation to provide additional support for the transport service to be Covid secure.

REPORT OF THE TRUSTEES
for the Year Ended 31 March 2021

During 2021-21 there were: 13396 trips using the volunteer car scheme and 417 welfare checks undertaken for clients that used this service. During this period this service was run by there were 38 volunteer drivers, with the support of 8 office volunteers.

Quotes from clients that have used the Volunteer Car Service:

'Thank you ever so much for my trips. My driver was wonderful.' (Sylvia)

'My driver was on time and I felt very safe in his car. I am so grateful for Ashford Volunteer Centre for this service. Thank you' (Fred)

'Thank you for looking after my Dad. Your car scheme gives me peace of mind about my Dad getting places safely. Thank you.' (John)

'I don't know what I would have done without the volunteer drivers and them helping to get to my hospital and doctors' appointments. Thank you' (Jean)

'Thank you for taking the time to check in on my Mum during lockdown. She misses getting out and about with her volunteer driver as everyone is on lockdown. Thank you for caring about my Mum and keeping in touch with me' (Pat)

Timebank

The Timebank Project advances the Ashford Volunteer Centre charitable purposes and public benefit by benefitting the local district of Ashford in Kent, as it advances the education, protection of health and relief of poverty for individuals by supporting and enabling local people to have access to volunteering opportunities, via the timebank, in the local district of Ashford in Kent.

Timebanking is a way for local people to exchange skills without any money changing hands. With timebanking, people offer their skills (volunteer) to help someone and for every hour they spend helping someone, they earn an hour back from their help from the time bank.

There are 106 members of the timebank and 1508 exchanges of time by the end of 2020-21. Due to the pandemic, there has been a focus on running virtual exchanges with Zumba and Yoga being provided on a weekly basis. Local stakeholder information sessions have been run, in partnership with Timebank UK, to local people and organisations.

To support local knowledge and understanding of best practice with regards to operating a timebank, Ashford Volunteer Centre regularly attended virtual get-togethers and virtual training sessions with other timebanks across the country. These virtual networking sessions were particularly helpful during the pandemic as it helped benchmark Ashford Volunteer Centre timebank activities and practices with other timebanks.

Feedback from Timebank members:

"I like being part of the timebank and watching the hours go up and seeing how much people are helping each other. It is nice as you don't just ask for help but you can, at the same time as asking for help, tell others how you can help them" (Shanti)

"Being part of the timebank makes me feel good" (Joe)

"I used some of the hours I had earned in the timebank to attend a quiz. It was very enjoyable and gave me an opportunity to meet new people and have some fun. This was particularly enjoyable as we were in lockdown at the time and I miss meeting new people" (Jamie)

Tenants and Room Hire at Berwick House

ASHFORD VOLUNTEER CENTRE

REPORT OF THE TRUSTEES

for the Year Ended 31 March 2021

During 2020-21 Ashford Volunteer Centre has provided facilities and rooms for local charities to rent, this has advanced the Ashford Volunteer Centre's charitable purposes as it advances the education, the protection of health and relief of poverty to individuals access Ashford by providing affordable rooms and facilities for local charities to rent. This service also specifically serves to promote the Ashford Volunteer Centre charitable object of the 'provision of office accommodation and ancillary facilities'. Local voluntary organisations that have hired Berwick include Relate, Shaw Trust, RBLI, Girl Guiding Ashford Knoll

In the Covid-19 pandemic Berwick House provided an invaluable local resource for the Volunteer Centre- particularly in the early months of the pandemic when there was little known about the Covid-19 virus transmission - as it provided essential space for staff and volunteers to work socially distanced around the building.

As the pandemic progressed the trustees took the opportunity to invest into extensive building work around Berwick House to improve its facilities. Building work included: refurbishment of all toilet facilities, updating the fire and security systems in place at Berwick House, upgrading the door intercom system to enable a video intercom facility and remote access and the introduction of an external CCTV system at Berwick House.

"The Volunteer Centre have really kept an eye on all our safety at Berwick House during Covid and helped us, as tenants adapt to the latest requirements. The refurbishments are lovely and we'll be hiring the conference room again soon!" (Tenant of Berwick House)

Stronger Kent Communities

The Stronger Kent Communities work has advanced the Ashford Volunteer Centre charitable purposes by benefitting the local communities in Kent, as it advances the education, protection of health and relief of poverty for individuals by running one-day courses for people (who are currently not in education, employment or training) to do with volunteering. The work specifically serves to promote the Ashford Volunteer Centre objectives of 'holding and conducting conferences, seminars and enquires.'

During 2020-21 Stronger Kent Communities helped Ashford Volunteer Centre to work in greater partnership with other local Volunteer Centres and provided support to advance the volunteering capacity of Ashford Volunteer Centre in the pandemic.

Other Notable Activities/Achievements

- Ashford Volunteer Centre has worked in partnership with the Lord Lieutenant's Office in Kent to produce a county-wide website for volunteering opportunities in Kent,
- Ashford Volunteer Centre has represented all Volunteer Centres across Kent on the Kent County Council Voluntary Sector Strategic Recovery Cell during the Covid-19 pandemic.
- Ashford Volunteer Centre continued to support Ashford Borough Council with the Project Marharben until the end of June 2020 - supporting the resettled Syrian families across the Borough at the height of the Covid-19 pandemic.

FINANCIAL REVIEW

Reserves policy

The results for the year and financial position of the Company are shown in the annexed Financial Statements. During the period, the Company continued to operate the property at 8 Elwick Road, Ashford. The Reserves Policy is that free reserves should cover 6 months of operating expenditure.

FUTURE PLANS

Trustees have acknowledged that one of the principal risks faced by the charity during 2021-22 is the expected reconfiguration of services provided by Kent County Council (statutory body) and Clinical Commissioning Groups (statutory bodies) and it is anticipated that this will affect the levels of grants that will be awarded to the charity in 2021-22. As a result of this potential risk to the charity in 2021-22 the following work will be undertaken:

- Scope new funding methods
- Explore new projects which deliver the charity's charitable objectives
- Develop Berwick House for room hire post Covid-19 pandemic

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Ashford Volunteer Centre's is formally governed by a Memorandum and Articles of Association (dated 5 June 2015) which details how the charity is run.

Ashford Volunteer Centre is both a charity and a Private Limited Company by guarantee without share capital use of 'Limited' exemption. The company is registered with Companies House - company number 03464057 and with the Charity Commission - company number 1066765. The charity itself is not part of a wider network of charities.

Recruitment and appointment of new trustees

Recruitment and appointing new trustees is undertaken at the charity's Annual General Meeting whereby trustees are recruited by an election of members. In accordance to the Memorandum and Articles of Association new trustees can be elected by a vote at the charity's Board of Director's meeting. No person or external body is entitled to appoint one or more of the Ashford Volunteer Centre charity trustees.

Organisational structure

Ashford Volunteer Centre's Memorandum and Articles of Association detail that the charity is governed by a Board of trustees who are all volunteers and as the charity is also a company, trustees are automatically Directors of the charity.

The Chair of the Board of Directors/Trustees at Ashford Volunteer Centre is responsible for line managing the 7 (7 full time and 1 part-time) members of staff employed by Ashford Volunteer Centre.

Induction and training of new trustees

Trustee induction includes an information pack concerning key documents/legislation, opportunity to attend external trustee training, meeting with existing trustees/staff and opportunities to 'buddy' with an existing trustee. An annual skills audit is undertaken by trustees to identify training opportunities and areas of development for board trustees.

In line with the Ashford Volunteer Centre expenses policy, as volunteers the Board of Directors are allowed to be claim travel expenses to and from the board meetings. The amount claimed for travel expenses is the same for volunteers and employees

Key management remuneration

To meet the charitable purposes of Ashford Volunteer Centre the trustees employ staff. All salaries are benchmarked against the salaries of similar organisations (e.g. other Volunteer Centres) and this is brought to the Board of Directors meeting for agreement before any jobs are advertised.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03464057 (England and Wales)

Registered Charity number

1066765

ASHFORD VOLUNTEER CENTRE

REPORT OF THE TRUSTEES
for the Year Ended 31 March 2021

Registered office

Berwick House
8 Elwick Road
Ashford
Kent
TN23 1PF


Trustees

P E Ananicz
Ms L Cockle
P Feacey
Ms C S Hannah
Mrs J A Webb
C F Morley
Ms A Scott

Independent Examiner

Calcutt Matthews WBZ Ltd
Chartered Accountants
19 North Street
Ashford
Kent
TN24 8LF

Approved by order of the board of trustees on 13/12/21 and signed on its behalf by:


.....

Trustee

Independent examiner's report to the trustees of Ashford Volunteer Centre ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Nicholas Hume FCA
Institute of Chartered Accountants in England and Wales
Calcutt Matthews WBZ Ltd
Chartered Accountants
19 North Street
Ashford
Kent
TN24 8LF

Date:22.12.2021.....

ASHFORD VOLUNTEER CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
for the Year Ended 31 March 2021

	Notes	Unrestricted fund £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		44,854	263,457	308,311	243,882
Other trading activities	2	18,713	1,656	20,369	50,369
Investment income	3	262	-	262	954
Other income	4	-	7,459	7,459	20,084
Total		63,829	272,572	336,401	315,289
EXPENDITURE ON					
Charitable activities					
Community Premises & Volunteering Service					
		111,544	223,264	334,808	253,670
NET INCOME/(EXPENDITURE)		(47,715)	49,308	1,593	61,619
RECONCILIATION OF FUNDS					
Total funds brought forward		169,890	348,335	518,225	456,606
TOTAL FUNDS CARRIED FORWARD		<u>122,175</u>	<u>397,643</u>	<u>519,818</u>	<u>518,225</u>

The notes form part of these financial statements

BALANCE SHEET
31 March 2021

	Notes	Unrestricted fund £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Tangible assets	8	2,190	285,652	287,842	280,671
CURRENT ASSETS					
Debtors	9	7,240	6,368	13,608	8,198
Cash at bank		<u>122,328</u>	<u>141,226</u>	<u>263,554</u>	<u>267,253</u>
		129,568	147,594	277,162	275,451
CREDITORS					
Amounts falling due within one year	10	(8,346)	(35,600)	(43,946)	(36,657)
NET CURRENT ASSETS		<u>121,222</u>	<u>111,994</u>	<u>233,216</u>	<u>238,794</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		123,412	397,646	521,058	519,465
PROVISIONS FOR LIABILITIES	11	(1,240)	-	(1,240)	(1,240)
NET ASSETS		<u>122,172</u>	<u>397,646</u>	<u>519,818</u>	<u>518,225</u>
FUNDS	12				
Unrestricted funds				122,172	169,890
Restricted funds				<u>397,646</u>	<u>348,335</u>
TOTAL FUNDS				<u>519,818</u>	<u>518,225</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

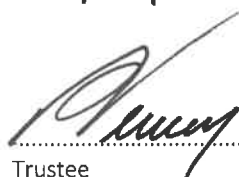
The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 13/12/21 and were signed on its behalf by:


.....
Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 20% on cost
Computer equipment	- 25% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 March 2021**2. OTHER TRADING ACTIVITIES**

	31.3.21	31.3.20
	£	£
Office Rental	18,713	48,388
Service Charge	<u>1,656</u>	<u>1,981</u>
	<u>20,369</u>	<u>50,369</u>

3. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Deposit account interest	<u>262</u>	<u>954</u>

4. OTHER INCOME

	31.3.21	31.3.20
	£	£
Miscellaneous income	-	60
Transport Income	<u>7,459</u>	<u>20,024</u>
	<u>7,459</u>	<u>20,084</u>

Transport Income consists of the total income received from clients using the volunteer car scheme. This is not a new income stream, but for the first time in 2017 it was decided to be shown separately so that any growth in the service in the future can be easily measured.

5. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.21	31.3.20
	£	£
Depreciation - owned assets	<u>2,576</u>	<u>1,156</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

7. STAFF COSTS

The average monthly number of employees during the year was as follows:

	31.3.21	31.3.20
Staff	<u>16</u>	<u>10</u>

No employees received emoluments in excess of £60,000.

8. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2020	276,229	19,758	6,618	302,605
Additions	<u>-</u>	<u>-</u>	<u>9,747</u>	<u>9,747</u>
At 31 March 2021	<u>276,229</u>	<u>19,758</u>	<u>16,365</u>	<u>312,352</u>
DEPRECIATION				
At 1 April 2020	-	19,590	2,344	21,934
Charge for year	<u>-</u>	<u>56</u>	<u>2,520</u>	<u>2,576</u>
At 31 March 2021	<u>-</u>	<u>19,646</u>	<u>4,864</u>	<u>24,510</u>
NET BOOK VALUE				
At 31 March 2021	<u>276,229</u>	<u>112</u>	<u>11,501</u>	<u>287,842</u>
At 31 March 2020	<u>276,229</u>	<u>168</u>	<u>4,274</u>	<u>280,671</u>

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade debtors	10,011	5,092
Other debtors	751	-
Prepayments	<u>2,846</u>	<u>3,106</u>
	<u>13,608</u>	<u>8,198</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 March 2021**10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	31.3.21	31.3.20
	£	£
Trade creditors	5,926	302
Other creditors	122	289
Accruals and deferred income	34,634	32,802
Rent Deposits	<u>3,264</u>	<u>3,264</u>
	<u>43,946</u>	<u>36,657</u>

11. PROVISIONS FOR LIABILITIES

	31.3.21	31.3.20
	£	£
Contingency Fund	<u>1,240</u>	<u>1,240</u>

12. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	At 31.3.21
	£	£	£
Unrestricted funds			
General fund	169,890	(47,718)	122,172
Restricted funds			
Designated	276,168	-	276,168
Community Transport	27,793	7,747	35,540
Volunteer Brokerage	2,441	(2,441)	-
Can Do Crew			
	38	(38)	-
NHS - Hospital Care	682	(175)	507
Befriending	26,813	18,876	45,689
Ashford Borough Council	2,314	-	2,314
Men in Sheds	3,988	5,845	9,833
Timebanking	7,367	1,766	9,133
Marharben	731	900	1,631
Community Connector	-	9,101	9,101
DBS	-	500	500
Website - Kent Volunteers	-	3,230	3,230
Edward Gosling	-	4,000	4,000
	<u>348,335</u>	<u>49,311</u>	<u>397,646</u>
TOTAL FUNDS	<u>518,225</u>	<u>1,593</u>	<u>519,818</u>

12. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	63,829	(111,547)	(47,718)
Restricted funds			
Community Transport	18,126	(10,379)	7,747
Volunteer Brokerage	6,300	(8,741)	(2,441)
Can Do Crew			
	14,999	(15,037)	(38)
NHS - Hospital Care	56,759	(56,934)	(175)
Befriending	83,351	(64,475)	18,876
Response Adult Education	1,599	(1,599)	-
Men in Sheds	6,340	(495)	5,845
Timebanking	29,302	(27,536)	1,766
Marharben	15,999	(15,099)	900
Community Connector	29,071	(19,970)	9,101
DBS	1,726	(1,226)	500
Website - Kent Volunteers	5,000	(1,770)	3,230
Edward Gosling	4,000	-	4,000
	<u>272,572</u>	<u>(223,261)</u>	<u>49,311</u>
TOTAL FUNDS	<u>336,401</u>	<u>(334,808)</u>	<u>1,593</u>

12. MOVEMENT IN FUNDS - continued**Comparatives for movement in funds**

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	131,262	38,849	(221)	169,890
Restricted funds				
Designated	276,168	-	-	276,168
Community Transport	22,794	4,999	-	27,793
Volunteer Brokerage	-	2,441	-	2,441
Can Do Crew	-	(183)	221	38
NHS - Hospital Care	910	(228)	-	682
Befriending	20,422	6,391	-	26,813
Ashford Borough Council	2,522	(208)	-	2,314
Men in Sheds	2,528	1,460	-	3,988
Timebanking	-	7,367	-	7,367
Marharben	-	731	-	731
	<u>325,344</u>	<u>22,770</u>	<u>221</u>	<u>348,335</u>
TOTAL FUNDS	<u>456,606</u>	<u>61,619</u>	<u>-</u>	<u>518,225</u>

12. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	80,930	(42,081)	38,849
Restricted funds			
Community Transport	29,392	(24,393)	4,999
Volunteer Brokerage	6,355	(3,914)	2,441
Can Do Crew			
	15,400	(15,583)	(183)
NHS - Hospital Care	56,475	(56,703)	(228)
Befriending	45,511	(39,120)	6,391
Response Adult Education	4,379	(4,379)	-
Ashford Borough Council	-	(208)	(208)
Men in Sheds	8,208	(6,748)	1,460
Timebanking	45,822	(38,455)	7,367
Marharben	<u>22,817</u>	<u>(22,086)</u>	<u>731</u>
	<u>234,359</u>	<u>(211,589)</u>	<u>22,770</u>
TOTAL FUNDS	<u><u>315,289</u></u>	<u><u>(253,670)</u></u>	<u><u>61,619</u></u>

12. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	131,262	(8,869)	(221)	122,172
Restricted funds				
Designated	276,168	-	-	276,168
Community Transport	22,794	12,746	-	35,540
Can Do Crew	-	(221)	221	-
NHS - Hospital Care	910	(403)	-	507
Befriending	20,422	25,267	-	45,689
Ashford Borough Council	2,522	(208)	-	2,314
Men in Sheds	2,528	7,305	-	9,833
Timebanking	-	9,133	-	9,133
Marharben	-	1,631	-	1,631
Community Connector	-	9,101	-	9,101
DBS	-	500	-	500
Website - Kent Volunteers	-	3,230	-	3,230
Edward Gosling	-	4,000	-	4,000
	<u>325,344</u>	<u>72,081</u>	<u>221</u>	<u>397,646</u>
TOTAL FUNDS	<u>456,606</u>	<u>63,212</u>	<u>-</u>	<u>519,818</u>

12. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	144,759	(153,628)	(8,869)
Restricted funds			
Community Transport	47,518	(34,772)	12,746
Volunteer Brokerage	12,655	(12,655)	-
Can Do Crew			
	30,399	(30,620)	(221)
NHS - Hospital Care	113,234	(113,637)	(403)
Befriending	128,862	(103,595)	25,267
Response Adult Education	5,978	(5,978)	-
Ashford Borough Council	-	(208)	(208)
Men in Sheds	14,548	(7,243)	7,305
Timebanking	75,124	(65,991)	9,133
Marharben	38,816	(37,185)	1,631
Community Connector	29,071	(19,970)	9,101
DBS	1,726	(1,226)	500
Website - Kent Volunteers	5,000	(1,770)	3,230
Edward Gosling	4,000	-	4,000
	<u>506,931</u>	<u>(434,850)</u>	<u>72,081</u>
TOTAL FUNDS	<u>651,690</u>	<u>(588,478)</u>	<u>63,212</u>

Restricted funds are as below:

Designated fund - Fixed assets purchased (including the freehold property at Berwick House) using funds set aside for this purpose.

'Can Do Crew' - The 'Can Do Crew' project at Ashford Volunteer Centre which provides volunteering brokerage and opportunities to young people (below the age of 25 years) across the borough of Ashford.

NHS Hospital Care - Canterbury and Coastal Clinical Commissioning Group (CCG) funding two Information, Advice and Guidance navigators that work at the William Harvey Hospital, as part of the Hospital Discharge Team, to enable people to return safely to their homes from hospital.

Befriending - The Befriending project is funded by Kent County Council and run by Ashford Volunteer Centre provides volunteer befrienders for people over the age of 50 years who are vulnerable and isolated in Ashford.

Response Adult Education - Adult Education, within Kent County Council, fund Ashford Volunteer Centre to run one-day 'Introduction to Volunteering' courses aimed at adults in Ashford who are not in education, employment and training.

12. MOVEMENT IN FUNDS - continued

Care Navigator - Kent County Council fund Ashford Volunteer Centre to provide a Care Navigator which empowers people over 50 years to remain as independently as possible in their home.

Community Transport - this is a volunteer car service for people who are vulnerable or find accessing public transport difficult. The service is partly funded by a grant from Ashford CCG and from people who use the volunteer car service.

KCF Reliance Society - a project enables Ashford Volunteer Centre to run, on a fortnightly basis, a volunteer-led games/activity club.

Men In Sheds - a project, based at Ashford Volunteer Centre, that enables isolated males and veterans to be more socially included.

Mind My Art - a project providing free weekly arts classes/workshops for volunteers to promote wellbeing.

Marharben - An integration project to support members of the resettled Syrian community in the borough to integrate more in the community and to engage with volunteering.

13. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	9,435	591
Grants	<u>298,876</u>	<u>243,291</u>
	308,311	243,882
Other trading activities		
Office Rental	18,713	48,388
Service Charge	<u>1,656</u>	<u>1,981</u>
	20,369	50,369
Investment income		
Deposit account interest	262	954
Other income		
Miscellaneous income	-	60
Transport Income	<u>7,459</u>	<u>20,024</u>
	<u>7,459</u>	<u>20,084</u>
Total incoming resources	336,401	315,289
EXPENDITURE		
Charitable activities		
Community Transport	4,949	5,811
Grants to institutions	<u>18,600</u>	<u>17,050</u>
	23,549	22,861
Support costs		
Management		
Wages	171,375	148,671
Rates and water	801	730
Insurance	6,161	5,140
Light and heat	3,514	3,869
Postage and stationery	7,505	12,789
Advertising	1,154	2,211
Sundries	3,438	3,818
Cleaning	3,316	2,295
HR Expenditure	3,992	120
Carried forward	201,256	179,643

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
Management		
Brought forward	201,256	179,643
IT Expenses	6,908	4,385
Room Hire	2,636	26,445
Travel	488	3,409
Volunteer Expenses	86	995
Other Professional Fees	6,681	1,386
External tutor hire	3,635	6,675
Depreciation of tangible and heritage assets	<u>2,576</u>	<u>1,156</u>
	224,266	224,094
Finance		
Bank charges	95	90
Information technology		
Repairs and renewals	83,962	4,509
Governance costs		
Accountancy and legal fees	<u>2,936</u>	<u>2,116</u>
Total resources expended	<u>334,808</u>	<u>253,670</u>
Net income	<u><u>1,593</u></u>	<u><u>61,619</u></u>