

INVOLVE KENT LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

INVOLVE KENT LIMITED
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2021**

Trustees	Stephen O'Connell, Chair Rosaline Sarah Dean Richard Leicester John Luckhurst (resigned 16 November 2020) John Russell John Bennett Andrew Fairhurst Viviane Williams Ben Hudson Duncan Simmons Rachel Hewett (appointed 16 November 2020)
Company registered number	03449624
Charity registered number	1066911
Registered office	30 Turkey Court Turkey Mill Ashford Road Maidstone Kent ME14 5PP
Chief Executive Officer	Charlotte Osborn-Forde
Deputy Chief Executive Officer	Gary Wells
Independent auditor	MHA MacIntyre Hudson Statutory Auditor Maidstone United Kingdom
Bankers	CCLA Investment Management Limited 80 Cheapside London EC2V 6DZ Charities Aid Foundation Kings Hill West Malling Kent ME19 4TA

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**CHAIRMAN'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021**

The chairman presents his statement for the year.

There is no doubt that the 2020/21 year has been the most extraordinary period for the entire world as all of us adapted our lives to respond to the Covid 19 pandemic. I said in my Chair's introduction last year the challenges of the Covid19 pandemic and how everyone at Involve responded so magnificently will feature much more in this year's annual report and as you will see from our I update that is indeed the case.

Again, I could not start this year's report without acknowledging the deeply personal impact Covid19 will have had on many of our staff, volunteers, commissioners, partners and beneficiaries, and thank all our front line workers and volunteers who have continued to provide vital services to those in need in these unprecedented times. In saying this the Trustee Board and I recognise the significant strain Covid will have placed on the wellbeing of our staff delivering services and the personal sacrifice they will each have made to support others. I am proud of all that they have achieved outlined within this report; high quality services which clearly deliver real improvements in people's lives.


I want to acknowledge the powerful role of volunteers who maintained services to the most vulnerable, often with their own health worries, especially collections of prescriptions, shopping and driving. The quotes and case studies within this report tell the stories of a small number of our many thousands of beneficiaries, but illustrate well the terrible strain of the last year, and the power and benefit of listening, giving time, guidance and reconnecting people, to their communities and each other.

I also wanted to reflect on Involve Kent as a leader in our field and our ability to be agile, responsive and adaptable. Our shared core values really came to the fore in the last year with services maintained despite the restrictions and their impact on the most vulnerable. Our prior investment in digital improvements and flexible working enabled us to remain effective and resilient, and the expertise of our Trustee board, volunteers themselves of course, was invaluable in guiding the organisation through the innumerable challenges.

The Trustee Board and I remain positive moving forward that we can continue to grow and innovate whilst learning to live with Covid. Involve has the potential to do more to tackle the challenges that lie ahead, we know our services are effective and we have confidence in our outstanding CEO, her senior team, staff and volunteers to support our growing number of beneficiaries moving forward.

Finally, I would like to thank everyone who has contributed to the success of Involve in the last year and I look forward to working with you all again in the coming year.

Chairman
Date:


29/11/21

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their annual report together with the audited financial statements of the Charity for the year ended 31 March 2021. The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

The principal activity of the Charity is to promote volunteers and volunteering and to develop services in response to local needs.

The company's objects as stated in its Articles of Association are as follows:-

- 1) To promote any charitable puposes for the benefit of the community in the Borough of Maidstone and the wider area of the county of Kent and in particular the advancement of education, the relief of poverty, sickness and distress and the promotion of health; and
- 2) To promote and organise co-operation in achievement of the above purposes and to that end to bring together in Council representatives of the statutory bodies and voluntary organisations engaged in the furtherance of the above purposes within the Borough of Maidstone and the wider area of the county of Kent.

Objectives and activities

a. Policies and objectives

The Trustees confirm that they have complied with the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit. The charitable purpose of Involve Kent Limited is stated in its 'Objectives and Activities' and the Trustees ensure that this purpose is carried out for the public benefit by working to the Mission Statement.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

b. Achievements and performance of the Charity

Involve's mission is to improve health, empowering people and communities to live well and tackling the root causes of ill health including isolation, loneliness, inequality, trauma and frailty. We deliver a wide range of services, groups and activities to help us deliver this, to people experiencing a diversity of issues, challenges and problems, but all our services share one thing in common; their purpose is to improve health and wellbeing.

This year, we supported nearly 10,000 people in Kent, through services as varied as fall prevention exercise classes, art groups, transport, advice, meditation, emotional support, signposting and referral, brokering care, moving furniture, lawn mowing, growing vegetables, grants to buy a mattress, or a winter coat, telecare and mobility equipment, bereavement groups, training, benefit applications and moving house. Working holistically, our trained staff thoroughly assess each person's needs, strengths, assets and goals to help them find a way forward, with support from us or over 500 of our local partners, from Citizen's Advice to Communigrow, and of course our partners in the NHS and local councils. All of our services recognise the benefits of belonging; of feeling connected to others, either those with similar issues, (such as caring for someone with mental illness or living with chronic pain) or their local neighbourhood, or shared passions such as fishing.

c. An overview of our impact in 2020/21

Improving health and wellbeing

Everyone who accesses our services is invited to complete a questionnaire, when they first join us, and then roughly 3 months later. This process has two purposes, firstly to help the person reflect and articulate their current situation and feelings, through numerically scoring how they feel about life. Secondly, to provide a baseline, to see the distance travelled once support is in place and the person has made changes in their life. We then anonymise and analyse these scores, to build a picture of the average changes our services make for people. This year, despite the pandemic, we reduced loneliness by 11%, and anxiety by 18%, significant achievements when circumstances were so challenging and none of us knew for certain when things would improve.

Involve increased happiness by 26.7% on average

This data, shown in the infographic, proves that our approach and the services we provide have a profound and meaningful impact on people; they are effective and we are achieving our vision; healthy connected people and communities.

Average changes in health and wellbeing scores after 3 months:

-	Problem solving	11.8%
-	Life satisfaction	27.7%
-	Life worthwhileness	18.8%
-	Happiness	26.7%
-	Anxiety	18.9%
-	Loneliness	11.9%
-	Physical activity	13.5%
-	Health overall	16.0%

**All improvements*

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

Social Prescribing

Social prescribing means health and care professionals recognising the social and emotional needs of their patients, and referring them to a Link Worker to address their non-medical concerns and improve their wellbeing, making the most of services and community groups. Our social prescribing work developed significantly during this period, and adapted to support people during the pandemic. We now offer social prescribing in 87 GP practices in Kent, working collaboratively with the NHS, plus our team of 5 West Kent Link Workers supporting specialist health services, such as chronic pain and respiratory services, and focusing on health inequalities such as engagement with food banks and homeless services to reach the most socially excluded. We diversified our offer to include specialist roles such as Learning Disability Care Coordinators and Health Coaches, supporting people facing the most inequality. Social prescribing adapted in two ways in response to the pandemic; firstly to provide telephone support to people who were isolated, shielding or vulnerable, with weekly calls offering emotional support, practical advice and encouragement. Secondly, to support our NHS colleagues with roll out of the vaccination programme, especially supporting isolated people to access their vaccine.

"It's incredible that in this time of social distancing and isolation I feel so connected and supported by my local community – thank you"

Social Prescribing patient from the Weald

Our staff supported over 30,000 people to access their Covid vaccination

"I would just like to mention whilst emailing, that the support we received from two of the Involve staff in particular, whilst helping to book our Covid Vaccination clinics was absolutely fantastic and very much appreciated."

NHS Operations Manager

Our support to the wider voluntary and community sector focused on resilience and response to the pandemic. We held regular meetings, and forums with guest speakers to encourage information sharing; 217 people attended our various groups and session, which included 'improving digital access for vulnerable people', 'Faith Awareness' and 'Volunteer recruitment.'

We distributed £25,000 of NHS funding to local charitable groups, which provided 1292 placements for people struggling with bereavement, loneliness, visual impairment and domestic abuse, amongst other issues and created 244 volunteer roles. We mapped over 300 local groups and initiatives to support people at the height of the pandemic, with shopping, prescription collection, hot meal delivery and urgent support, and supported Maidstone Borough Council with distributing £10,000 funding to 80 families in need over winter, with supermarket vouchers for food and winter clothing.

"Our grant from Involve has helped us to start replicating our support services for vulnerable mums and their families in Tonbridge and Malling. We have started a brand new weekly Mums' Hub at the River Centre in Tonbridge, so that mums in that area have access to Totcycle, our baby and toddler bank, as well as support from the Princess Project team. We are so grateful for the funding that has made this expansion possible!"

Emma Tanner, Princess Project, Social Prescribing Grant Recipient

"Thank you so much for your calls, I really do appreciate what you have done, ringing up to help me sort out my medication deliveries. If it was up to me, I would have let myself run out."

Social Prescribing patient from Tunbridge Wells

"I feel more than lucky to have you Ruth and now Lindsay as well. I knew you were ringing today and it's like my safety net, giving me time to express myself. Although it's just a phone call, to me it's a lifeline".

Social Prescribing patient from Malling

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

2193 People benefitted from Social Prescribing

"I found it useful talking to a professional who is neutral and that revived my confidence somewhat and helped me feel I was a successful human being after all."

Social Prescribing Patient from the Weald

"I would like to pass on my thanks to Sonia as she has been ringing me during this pandemic. I had my lovely Husband's funeral in February this year and then Coronavirus stepped in. Had a lot more on my plate in the last 10 weeks or so but Sonia has been there for me and leaves me in a better place. So thanks you all and keep safe"

Social Prescribing patient from Tonbridge

Children's Health and Wellbeing Navigation

This year saw the development of Involve's first service focused on children, young people and families. Co-designed with GPs, the service is based within GP practices, to provide support to children and young people with neurodevelopmental disorders (such as autism and ADHD) and mental health issues. We now have 12 Navigators integrated with the NHS, education and social care to provide holistic support through diagnosis, treatment and access to community services and peer support, building skills, confidence and resilience so that families can thrive.

Parents / Carers supported by a Navigator were 23% less anxious

"I just wanted to thank you for the help you have given Honor. I spoke to her last week and when I asked about school she said it was 'all brilliant'. I was amazed as she has struggled with anxiety at school for several years but she finally feels that the teachers are taking time to work out how to support her. It clearly has made a huge difference to her general outlook so a big thank you indeed!"

From a GP

"I needed someone who could help with spearheading a multiagency approach regarding the total well-being of my son who has got a disability. The support I received was excellent and really impacted positively on my health and wellbeing. The service has promoted my trust in the healthcare system. I now have someone who I can liaise with."

From a Parent

472 families supported

"I just wanted to say thank you for all the support you are giving to April and her family. Your non judgemental approach alone, makes April feel comfortable and able to speak openly to you. You have been proactive in getting her and Ryan the support they need from various services, including chasing appointments up. I just wanted to let you know that we really appreciate your on going support."

From a Grandparent

Emma's Story...

"I had been experiencing continual anxiety and difficulty in gaining access to information and support from services for my youngest child.

Chloe is a friendly, supportive and non- judgemental support that has been incredibly helpful at supporting me to gain information and referrals for services. NHS services for children with mental and behavioural challenges have a disproportionately negatively loaded referral stream, that blocks, declines and bounces back the majority of support requests that I have made. Chloe helped me separate my worry and acted as a family focussed mediator.

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TRUSTEES' REPORT (CONTINUED)
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Objectives and activities (continued)

She has supported me with education, a listening ear; helping me move forward with a child who was referred to specialist services aged 2, yet at age 7 is still undiagnosed. Chloe understands this struggle and helps appropriately.

I feel a lot more relaxed, knowing that Chloe understands local service provision and helps us navigate through. She seeks feedback from declined referrals and provides a professional framework that teams respect.

I am now aware that it is not required to use the GP, all concerns and requests go through Chloe. This frees up my GP for urgent healthcare.

I feel that Chloe may have helped us streamline Dylan's initial assessments and access to specialist services. We have had more info about how to help him and could have reduced the distress we have faced as a family with a young child who has extreme difficulties in managing day to day life.

Chloe signposted me to charities, online family support network and the local disability club. When lockdown is over, I hope to access these.

The ongoing, regular appointment based care has been so helpful. If I had had this when Dylan was 2, I might be out of services by now. I think we have been in the system for 5 years with no answers."

Community Navigation and Carers

Community Navigation is a Kent County Council commissioned service to support over 55s and those with complex health problems, and Carers (people looking after a family member or friend, unpaid). The service brings together care navigation and social prescribing; providing information, advice, guidance, and brokered support, it also includes the provision of Statutory Carers Assessments, assistive technology, and community equipment on behalf of KCC.

"It has been lovely working with you – in fact I feel it's been a good example of joint working in partnership."
From Social Worker on KCC Sensory team

The service quickly adapted due to lockdown with all staff based at home. Home visits were still enabled with staff wearing appropriate PPE. for the most vulnerable either discharged from hospital or at risk of being admitted due to equipment and assistive technology needs. Our Navigators also worked with KCC to assess for and issue KARA technology phones to those most isolated and without technology for virtual welfare checks and contact with family. Navigators did urgent food shopping and prescription collection for the most vulnerable and assisted people ongoing with food deliveries and online delivery.

"My Mum being referred for a KARA care phone; it has been amazing because I can see and speak to her. She has really Benefitted from being able to see me when she phones".
From Daughter of Client

2040 people Benefitted from Community Navigation

Our hospital navigators remained onsite at Maidstone and Tunbridge Wells hospitals and worked tirelessly with the integrated discharge team to ensure safe discharges, being the contact between family members who were not allowed onsite and patients. Carers Assessments were delivered by telephone during lockdown and those carers most isolated or at risk of carer breakdown continued to receive Keeping in Touch calls. Our Carer groups moved to zoom and support provided to digitally include Carers.

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TRUSTEES' REPORT (CONTINUED)
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Objectives and activities (continued)

"How wonderful the much-needed support offered by Involve is, I am particularly impressed by your Carer's hospital discharge service, support for family members caring for someone and for those living alone. I am a mental health OT and feel the telecare assistance offered at Involve is invaluable to my clients too."
Community Mental Health Team, Occupational Therapist

Feedback from clients

"You are incredibly easy to talk to, non-judgemental, not wasting time. The way you ask questions and has helped me to articulate my answers."

"Having an assessment has enabled me to step outside my situation and think creatively about what I need to address, to help maintain my wellbeing so I can continue caring for my parents."

"All these months I have been struggling and you have now given me hope"

"As I am my father's only child and shielded during this time, I really don't know how I would have managed to support my father's discharge from hospital without Involve's fantastic input."

"She is like an angel at the end of the phone. She has listened and tried to help me resolve problems as they have arisen. If I phone her, I know that she will know who or what can help resolve the things I can't resolve by myself. A good description is that she is a bit like the trunk of a tree and that she can connect me to the branches of support that are available in the community. Knowing I can access this support when needed takes some of the weight off my shoulders. I always feel better after speaking to my Community Navigator."

"Thank you for taking the time to listen to me. Most people can't wait to get you off the phone."

Community Navigation and Carers

Susanne's Story...

"I was living in my Mum's home with my twins (age 5) after separating from an abusive partner. Mum has dementia and dual sensory loss. I was doing a lot to help Mum and had very little time to spend with the twins or time to myself. I had a part-time cleaning job as well as managing some rental properties.

I found myself becoming very angry on a regular basis because I was struggling to cope and wondered if I might be depressed. I was taking anti-depressants but they did not seem to be having any impact. I did not want to increase them because I was worried I might become addicted to them. My brother was popping round for a couple of hours a week to do some practical tasks in the house, but he could not understand that I needed a break because I felt overwhelmed by trying to juggle looking after my children with caring for Mum.

I was offered a Statutory Carer's Assessment to assess my needs. Feeling overwhelmed by junk and chaos (mental and physical) I didn't know where to start to sort things out. I had very little time to spend with the twins or time to myself and I had lost touch with others. During lockdown I was home-schooling the children, caring for Mum and managing rental properties, as well as providing support to an elderly ex-neighbour. I did not have any coping strategies and my mood was very low even though I was taking anti-depressants.

My Community Navigator emailed me my Carer's Assessment and Support Plan with an extensive list of resources which I could make use of. Information listed included resources to address my personal needs to help improve my mental and physical wellbeing, my mother's needs, and details of family and single-parent support. My Community Navigator kept in touch with me about the research she was doing on my behalf and encouraged me to prioritise making a GP appointment to discuss my low mood.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

She made several referrals on my behalf:

Crossroads have been fantastic and are providing a weekly sitting service which gives me an opportunity to focus on other tasks I need to do whilst Mum is in safe hands.

My GP was very understanding and prescribed a different anti-depressant which is working very well. This has led to a significant increase in my mental wellbeing, confidence levels and ability to focus on what needs doing. DAVSS provided information about a new course they are running and about a Facebook group for people with similar experiences to mine; I am finding this group extremely helpful.

Advice given by the Home Straight service was reassuring and helped me to realise that I was in fact doing the best I could in the circumstances. This helped to lift my mood which in turn has led to me becoming more motivated.

I have stepped back from caring for an elderly ex-neighbour. I checked with her GP and another neighbour; they have reassured me that she has adequate support. That is one less thing for me to worry about.

My mental health has improved significantly, so I have started to be able to engage better with others and listen to their suggestions. That in turn has motivated me to make changes. I feel empowered and so much happier. I am accessing support from other organisations following the referrals made for me, and am making use of these resources to further improve my mental and physical wellbeing. I feel like I have got my life back.

I have found a property to rent and will be moving with my children in early April. This will give me an opportunity to have my own life with my twins, outside of caring for Mum. This feels a very positive move. When I drop the twins at school, I will spend some time with Mum in the daytime, then my brother has agreed to provide her with support in the evenings and to stay with Mum overnight.

I didn't have the confidence or courage to reach out before I had my Carer's Assessment but my Community Navigator encouraged me to take the first step. She didn't pass judgement and we worked together to help me identify what I needed. One step at a time, I moved forwards, with regular checks to see how things were going. I am so grateful for the support I received. I'd still be stuck in the rut I was in, unable to see a way out or having a break from providing my Mum's care. I would still feel depressed. Everything feels like a fresh start and I feel so much more positive. She was a lifesaver! It's truly saved me. I have my life back to a big degree – I can see the light again! The difference she made is immeasurable".

1834 carers benefitted from Navigation

Community Projects

Get Involved – Volunteer Gardening Service

This year more than ever, our get Involved Project has provided vital support to both our vulnerable clients in the community and our supported volunteers. The project engages people who may feel socially excluded due to long term unemployment, convictions or poor mental health, supporting them to volunteer. We provide training and support to enable volunteers to help vulnerable members of the community live as independently as possible through garden work or home DIY projects.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

This year, our 'Get Involved' Gardening Service has been able to support 75 vulnerable clients to clear their garden. Through the challenges of COVID-19, our supported volunteers have been able to continue working outside, facilitated by our experienced Handyman. This has in turn, enabled those who have been too unwell to get out of their homes to find enjoyment in their garden again. 83.3% of clients reported feeling less isolated after receiving Get Involved Garden work and 60.7% of clients felt more able to manage living at home.

Due to the pandemic and subsequent safety measures, the Get Involved Team were not able to complete any DIY jobs this year as this involved going into people homes.

"Involve did great job of garden. Cheered me up. Less chance of slipping and tripping because leaves and debris and weeds removed from patio where I sit and put out my washing and also weeded my front pathway where I walk from front door to get to mobility car etc. My anxiety is less, I can relax more, helps with pain of osteoarthritis, seating in garden sunshine helps also helps with my depression and mental health"
Client Community Transport

Community Transport offers a solution to the unmet transport needs of people living in the Maidstone & Malling areas. The Community Transport Team supports clients who may be unable to use public transport due to age, frailty, disability, illness, or injury to access provisions in their community and stay independent. We have over 45 volunteer drivers, of which 8 continued to volunteer throughout the pandemic. Some drivers even made adjustments to their vehicles, such as Perspex dividers, to further ensure client safety.

Over the last year, Community Transport has demonstrated its adaptability by providing several transport support options for clients throughout the COVID 19- pandemic, providing 4500 trips in total.

A growing number of our clients who were shielding did not have family or friends close by who could assist with shopping and other essential tasks – we therefore were able to provide a 'shop & drop' service, making 227 shopping trips for those who were unable to do an online shop. We also made 258 prescription collections and a non-contact drop off trips as well as taking 118 clients to and from their COVID-19 vaccinations, enabling them to accept the vaccine that they would otherwise not be able to receive.

"The drivers are so friendly and put the young carers at ease, Tracey is always willing to help by securing drivers for us, even at the last minute when needed, to ensure a young person gets to where they need to be."
Crossroads

"Thank you so much for helping, I live in the middle of nowhere – there are no buses – I don't know what I do would without you. I am so thankful, the appointments are really important, and I could not get to them without you, as I have no family and am almost blind. You have taken the worry away from me, thank you again, I really appreciate it"
Client

"It has been really rewarding to be able to continue running the transport service throughout the pandemic, though lonely & overwhelming at times, the support from my volunteers has been immeasurable".
Transport Coordinator

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

Community Projects

Cancer Support Service

Our Cancer Support Service provides emotional and practical support as well as non-statutory advocacy for those, living in Maidstone and Malling, aged over 55 and affected by cancer.

We aim to provide a service that responds directly to individual needs and wishes, giving clients the resilience to cope. We strive to empower clients to make their own decisions and be in control. These can include practical or emotional issues that may not be met by statutory services.

- 1-to-1 Support from Cancer Support Coordinator and trained volunteers
- Access to information and guidance
- Group peer support
- I CAN (Involve Cancer) Exercise class
- Attending NHS consultations to provide moral support and confidence, help with clarifications
- Someone to act as a sounding board for decision making and future planning.
- Someone to listen to help reduce feelings of fear, anxiety, loneliness and isolation

Our cancer support coordinator and specialist volunteers supported 65 clients this year, reducing their anxiety and concerns by an average of 62%.

This year, the Cancer Support Service was successful in securing funding to run a pilot Bereavement Group for the people of Maidstone and Malling. There are currently 8 clients enrolled onto this group with the aim of facilitating meaningful conversations around bereavement, incorporating shared experiences. Following the successful completion of this pilot group, we fully intend to incorporate a Bereavement Service into Community Projects' offer.

"I have found the support invaluable. A real lifeline in a turbulent sea. It has been wonderful to be supported by people who are totally there for me and my partner and who understand what we are going through. It has been invaluable to speak to calm, knowledgeable people who are independent of family and friends."

Wellbeing and Volunteering

The wellbeing project supports people with mental health issues or criminal convictions who are socially excluded. Much like all the community Projects this year, our Wellbeing Project took a flexible approach in order to continue offering support and activities throughout the pandemic.

During the first lockdown all creative members and supported volunteers received weekly or bi-monthly telephone support from the Wellbeing and Inclusion Lead. Craft groups within the hub and shed and gardening groups in the allotment were not able to run in the usual way. Therefore, activities were offered online such as a weekly quiz and a craft group. Participants were able to engage in vital social interaction whilst taking part in an activity.

When COVID-19 government restrictions started to relax, some activities were able to take place indoors such as peer support mental health group, social groups for supported volunteers, creative sessions, and indoor allotment sessions during the autumn.

The wellbeing project supported 87 wellbeing members this year with over 175 sessions offered.

In total, 20 wellbeing members were supported with the weekly online quiz and craft sessions.

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TRUSTEES' REPORT (CONTINUED)
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Objectives and activities (continued)

"Being in contact with people has really helped me. It has given me a social confidence. Its also important to stay in touch with people. I'm looking forward to having my second vaccine as I feel I will be able to do more after this."

Mental Health User Voice

The Wellbeing and Inclusion lead continues to work in partnership with EK360 to deliver the Mental Health User Voice service for Maidstone. This involves listening to service users experiences of mental health services in Maidstone to make positive change within these services. It was expected that there would be a reduction in the amount of feedback received during lock down, due to social distancing restrictions, but in fact feedback almost doubled throughout the last year. Local mental health network and engagement providers meetings went online successfully, and feedback was successfully gathered by phone and when social distancing restrictions allowed, face to face.

Hospital Discharge Service – Helping You Home

The Hospital Discharge Service works in partnership with Maidstone Borough Council to provide home maintenance support to patients, allowing them to be discharged from hospital efficiently and prevent hospital admissions.

345 unique hospital discharge jobs were undertaken this year. The hospital discharge team installed 133 key safes and 34 lifelines in this time period to safely and efficiently ensure a quicker discharge from hospital.

We work with Maidstone Borough Council's Temporary Accommodation properties helping with general maintenance and the Sanctuary Project which supports clients that have been subject to domestic abuse, helping them feel safe in their own homes by installing new locks, CCTV, fireproof letterboxes and window locks, and again many other tasks.

This year, we completed 264 jobs for the Temporary Accommodation Service and 11 jobs for the Sanctuary project.

"The speed in which from referral to completion of the work was amazing and helped me to feel safe again. I cannot thank the team enough for all of their hard work and help".
Client

d. Grant-making policies

Involve Kent Limited does not have a grant making policy in place.

Achievements and performance

a. Key performance indicators

Key performance indicators for Involve primarily focus on our ability to reach out and improve the wellbeing of more people and to assess the percentage changes in health and wellbeing over a 3 month assessment period. Key performance indicators also include staff and volunteer retention.

We are an 'outcomes focused' organisation and our only corporate KPIs are measurable improvements in people's health and quality of life.

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TRUSTEES' REPORT (CONTINUED)
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Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

In respect of Covid-19, Involve responded to the initial restrictions with great agility, flexibility and resourcefulness and made use of technology to continue our services throughout the pandemic in a virtual capacity where we were able.

b. Reserves policy

The financial policy is decided by the Trustees and Members in regular meetings so that funds can be distributed in accordance with the Articles of Association, and reserves maintained at a reasonable level, so that the Charity remains able to provide for future needs.

The Trustees review the reserves policy annually. The Trustees wish to maintain unrestricted reserves of at least 3 months' expenditure. This is to ensure appropriate funds for delivery of existing services and commitments in the short term, if funding is cut or reduced by funders, or for emergencies, such as providing stability during the Coronavirus pandemic. Further, it is considered strategically important for the management of cash flow, as increasingly the NHS contracts secured pay in arrears, often 3-6 months, with significant upfront costs, such as salaries, needing to be met by the charity in advance. Cash reserves therefore enable ongoing growth of services and ensure a diversity of income streams. The trustees consider three months running costs to be the ideal minimum level of reserves, which equates to £700,000 (2020: £700,000).

At the year end unrestricted reserves stood at £508,476 (2020: £389,397) and restricted reserves at £442,899 (2020: £268,088). Total funds at 31 March 2021 were £951,375 (2020: £657,485).

c. Material investments policy

Involve Kent Limited does not have an investment policy as all reserves are held as cash.

INVOLVE KENT LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

d. Principal risks and uncertainties

The charity has a risk register, which is updated, reviewed and discussed at every board meeting (6 times per year). Each risk is graded according to seriousness, likelihood and impact, with mitigations implemented. The principle risks:

- Safeguarding; harm to clients, beneficiaries or staff.
- Capability and Capacity; ensuring we have the volunteers, staff and trustees with the right skills and approach to achieve our charitable objectives
- Culture and values / leadership; maintaining our ethical and excellent approach
- Physical estates / assets / infrastructure, such as prevention of fire/ flood, adequate insurance
- PR/ Reputation/ brand; managing risks which could negatively impact reputation, which is essential for ongoing engaging beneficiaries and funders
- Commissioner and partner; protecting and enhancing relationships to sustain and secure funding
- Operational performance / contract management; delivering the commitments made, regardless of external and internal challenges
- Compliance and regulation; including GDPR, health and safety and governance
- Financial; ensuring sufficient and diversified income to deliver the charitable objectives, prevention of mis-management or fraud
- Wider political environment; coronavirus impacts, Brexit, changes to health policy.

e. Risk management objectives and policies

The Trustees have in place a risk register which is reviewed and updated at every board meeting. These risks cover all aspects of the operations and strategy of the organisation, including, but not limited to: Financial controls and compliance, Insurance, Compliance with: Data protection, Company law, Charities Commission, and Health and Safety legislation, Uncertainty of local authority grants, Non delivery/completion of projects, Safeguarding, Reputation, Disaster management, Quality systems and Governance. All risks are graded for likelihood and impact using a red, amber and green system, and this is discussed at every Board meeting. The Company's risk register is available for inspection.

At the end of the financial year, there were two amber rated risks:

- 1) Capability and Capacity: Loss of key people and the ability to recruit top people. Action agreed: "Training and development for management and leadership a priority due to increased growth. Develop strategic training needs assessment. Increase office space to enable shadowing and team building."
- 2) Compliance and Regulation: Data, employment law, safeguarding, health and safety - fines, reputational risk, harm to clients. Action agreed: "Recruit head of Internal Operations to lead on policy, process, HR, IG and other internal systems and provide expertise and capacity to the management team."

During the financial year there was a red rated risk identified by the management and raised to the board ('Serious significant risk requiring input and discussion from the Board') which was 'Cyber-crime/fraud' - . Action agreed: 'The Trustees commissioned an external review of the charity's internal controls systems and processes to identify possible cyber-crime and fraudulent risks faced by organisations of today. Recommendations were reviewed and implemented by the Trustees and the Management team and we are confident that our processes will reduce the likelihood of cyber-crime and fraudulent risks. We will continue to monitor and adapt our policies and risk approach.'

INVOLVE KENT LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management

a. Constitution

Involve Kent Limited is registered as a charitable company limited by guarantee and was set up by a Trust deed.

b. Methods of appointment or election of Trustees

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

The Board of trustees has an established governance handbook, which includes Board 'Terms of Reference', Trustee role description, person specification and an outline of trustee recruitment, induction and training. Skills audits are undertaken regularly, to determine skill requirements, gaps and succession planning. The key skills required include:

- Senior leadership in public/ private/ voluntary organisation
- HR
- Marketing and communication
- Safeguarding
- NHS policy/ commissioning/ leadership
- Financial
- Charity management and governance

A recruitment campaign is designed, to advertise widely including digital sites, local contacts and networks, and national trustee recruitment programmes. Targeted recruitment is undertaken for specific skills. Application is by CV and assessed against the person specification. The shortlisting process:

- Initial desk-based shortlisting against specification
- Informal discussion with CEO by telephone
- Digital interview with Chair, Vice Chair, CEO
- Face to face interview with at least 2 of the above
- Observation of at least 1 board meeting and then follow up discussion
- Agreement to stand for election at the AGM to be voted by Members.

Following election, new Trustees complete paperwork with Companies House and the Charity Commission, and a 'Declaration of interest' form, confirmation they are not disqualified and other checks. Their details are published on our website.

c. Organisational structure and decision-making policies

The Charity is governed by its Articles of Association, available from the Charity on request.

The Charity is administered by the Trustees, who are directors of the Charity for the purposes of the Companies Act, for all areas of decision making.

The list of trustees is available on the administrative and reference details page.

INVOLVE KENT LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)

d. Policies adopted for the induction and training of Trustees

Following recruitment, there is an onboarding process for Trustees which covers:

- Governance documents
- Strategy and business plans
- Accounts
- Policies
- Staffing structure

There is a Trustee digital 'Sharepoint' with all documents available. Trustees are set up with an Involve Kent 'Office 365' account and Involve email address.

Training includes:

- GDPR
- Safeguarding
- Roles and responsibilities of Trustees

Additional and specific training is offered throughout the year. The Board recognises that good governance is essential for the success of the charity and has made good progress in developing its governance policies and practices in line with the principles set out in the Charity Governance Code for larger charities. This includes commitments to enhance diversity and inclusion.

e. Pay policy for key management personnel

The Trustees consider staff listed on page 1 of the accounts as comprising the key management personnel of the Charity in charge of directing and controlling the Charity and running and operating the Charity on a day to day basis.

The pay of the Charity's senior leadership team is reviewed annually and normally increased in accordance with market rates.

f. Related party relationships

There are no related parties or any other organisations that we cooperate with in pursuit of our objectives.

g. Trustees' indemnities

Trustees benefit from indemnity to cover the liability of the Trustees which by virtue of any rule of law would otherwise attach to them in respect of any negligence, default or breach of trust or breach of duty of which they may be guilty in relation to the Charitable Trust.

INVOLVE KENT LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Plans for future periods

The charity is confident of ongoing stability and growth, due to the long term nature of statutory contracts held, and the national policy of greater involvement of charities in NHS and social care services to enhance personalised care and support for people. Several large contracts have been applied for this year which build on and further extend existing services (such as social prescribing for young people, and navigation for people with dementia and their families), which if successful will further increase the scale of the organisation. The board and senior management team are working on growth strategies including a review and plans for development of internal infrastructure.

Members' liability

The Members of the Charity guarantee to contribute an amount not exceeding £10 to the assets of the Charity in the event of winding up.

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . 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 Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditor is unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

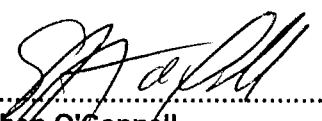
INVOLVE KENT LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Auditor

The auditor, MHA MacIntyre Hudson, has indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditor at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:


.....
Stephen O'Connell
(Trustee)

Date: 29/11/21

INVOLVE KENT LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INVOLVE KENT LIMITED

Opinion

We have audited the financial statements of Involve Kent Limited (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of financial activities, the balance sheet, the statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 twelve 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.

INVOLVE KENT LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INVOLVE KENT LIMITED (CONTINUED)

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

INVOLVE KENT LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INVOLVE KENT LIMITED (CONTINUED)

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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


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

- Reviewing minutes of meetings of those charged with governance;
- Enquiry of entity staff in tax and compliance functions to identify any instances of non-compliance with laws and regulations;
- Performing audit work over the risk of management override of controls, including testing of 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; and
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



MHA MacIntyre Hudson
Statutory Auditor
Maidstone
United Kingdom

Date: 30 November 2021

MHA MacIntyre Hudson are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

INVOLVE KENT LIMITED
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and legacies	4	49,941	15,888	65,829	8,742
Charitable activities - Grants and service delivery contracts	5	53,436	2,802,254	2,855,690	2,285,074
Investments	6	571	-	571	1,337
Total income		103,948	2,818,142	2,922,090	2,295,153
Expenditure on:					
Charitable activities	7	(21,031)	2,649,231	2,628,200	2,030,706
Total expenditure		(21,031)	2,649,231	2,628,200	2,030,706
Net income		124,979	168,911	293,890	264,447
Transfers between funds	16	(5,900)	5,900	-	-
Net movement in funds		119,079	174,811	293,890	264,447
Reconciliation of funds:					
Total funds brought forward		389,397	268,088	657,485	393,038
Net movement in funds		119,079	174,811	293,890	264,447
Total funds carried forward		508,476	442,899	951,375	657,485

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 26 to 44 form part of these financial statements.

INVOLVE KENT LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 03449624

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	13	29,385	41,412
		<u>29,385</u>	<u>41,412</u>
Current assets			
Debtors	14	290,658	168,822
Cash at bank and in hand		770,536	562,401
		<u>1,061,194</u>	<u>731,223</u>
Creditors: amounts falling due within one year	15	(139,204)	(115,150)
Net current assets		<u>921,990</u>	<u>616,073</u>
Total assets less current liabilities		<u>951,375</u>	<u>657,485</u>
Total net assets		<u><u>951,375</u></u>	<u><u>657,485</u></u>
Charity funds			
Restricted funds	16	442,899	268,088
Unrestricted funds	16	508,476	389,397
Total funds		<u><u>951,375</u></u>	<u><u>657,485</u></u>

INVOLVE KENT LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 03449624

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2021

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

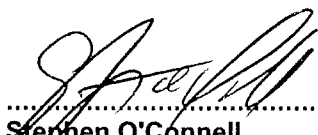
The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:


.....
Stephen O'Connell
(Trustee)

Date: 29/11/21

The notes on pages 26 to 44 form part of these financial statements.

INVOLVE KENT LIMITED
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	2020 £
Cash flows from operating activities		
Net cash used in operating activities	205,463	198,374
Cash flows from investing activities		
Dividends, interests and rents from investments	571	1,337
Proceeds from the sale of tangible fixed assets	2,101	-
Purchase of tangible fixed assets	-	(2,778)
Net cash provided by/(used in) investing activities	2,672	(1,441)
Change in cash and cash equivalents in the year	208,135	196,933
Cash and cash equivalents at the beginning of the year	562,401	365,468
Cash and cash equivalents at the end of the year	770,536	562,401

The notes on pages 26 to 44 form part of these financial statements

INVOLVE KENT LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. General information

Involve Kent Limited is a charity registered with the Charity Commission in the United Kingdom. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the Charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are detailed in page 2 of these financial statements.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Involve Kent Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

2.2 Going concern

These financial statements are prepared on a going concern basis. The Trustees have a reasonable expectation that the Charity will continue in operational existence for the foreseeable future. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the Charity to be able to continue as a going concern. The Trustees have considered the effects of Covid-19 in its going concern assessment.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

2. Accounting policies (continued)

2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income from services consists of an administration charge added to the drivers' mileage reimbursement for transport services. The Charity is reimbursed for the expenses of the drivers which it pays. The net cost of the service is included in direct charitable expenditure. Costs for which the Charity will be reimbursed are included as deductions from direct charitable expenditure and as debtors when the Charity incurs the cost.

Voluntary income received by way of donations and gifts is included in the Statement of Financial Activities when received. The value of services provided by volunteers has not been included.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

2. Accounting policies (continued)

2.5 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the statement of financial activities as the related expenditure is incurred.

2.6 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.7 Taxation

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.8 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Motor vehicles	- 25% reducing balance basis
Office equipment	- 15-25% reducing balance basis and 33.33% straight line basis

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, or if there is an indication of a significant change since the last reporting date.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the statement of financial activities.

2.9 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.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

2. Accounting policies (continued)

2.10 Cash at bank and in hand

Cash at bank and in hand 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.

2.11 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity 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. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.12 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.13 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

2.14 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

3. Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are reassessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 13 for the carrying amount of the property, plant and equipment and note 2.8 for the useful economic lives for each class of asset.

Bad debts

Debtors are regularly reviewed for recoverability and any debts which in the opinion of management are not recoverable are provided for as a specific bad debt.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

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4. Income from donations and legacies

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Donations	619	5,531	6,150	8,742
Legacies	49,322	-	49,322	-
Government grants	-	10,357	10,357	-
Total 2021	49,941	15,888	65,829	8,742
<i>Total 2020</i>	<i>136</i>	<i>8,606</i>	<i>8,742</i>	

During the year, the charity received £10,357 in the form of a government grant in relation to the coronavirus job retention scheme.

5. Income from grants and service delivery contracts

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Older People Services	-	303,058	303,058	274,776
Wellbeing	-	-	-	72,868
Social Prescribing	-	299,996	299,996	297,189
Falls Prevention Services	-	74,678	74,678	98,625
Involve Carers	-	995,561	995,561	996,345
Home Help (Cleaning)	-	-	-	29,193
Hospital Discharge (HYH)	-	59,952	59,952	47,512
Community Navigation	-	232,731	232,731	222,306
PCN Social Prescribing	-	581,475	581,475	172,715
Children's Health & Wellbeing	-	254,803	254,803	-
Other unrestricted income	53,436	-	53,436	73,545
Total 2021	53,436	2,802,254	2,855,690	2,285,074
<i>Total 2020</i>	<i>73,545</i>	<i>2,211,529</i>	<i>2,285,074</i>	

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Analysis of other unrestricted income

	2021 £	2020 £
Housing and Community Projects	33,200	24,700
STP Integrated Volunteering Project	-	40,500
Grants under £5,000	18,750	8,345
Activities income	1,486	-
	<u>53,436</u>	<u>73,545</u>

6. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Interest - deposits	<u>571</u>	<u>571</u>	<u>1,337</u>
<i>Total 2020</i>	<u><u>1,337</u></u>	<u><u>1,337</u></u>	

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NOTES TO THE FINANCIAL STATEMENTS
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7. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
Older People Services	-	277,044	277,044	247,273
Wellbeing	-	-	-	68,530
Social Prescribing	-	299,671	299,671	291,222
Falls Prevention Services	-	55,444	55,444	82,184
Involve Carers	-	963,477	963,477	898,143
Home Help (Cleaning)	-	-	-	37,316
Hospital Discharge (HYH)	-	59,719	59,719	47,000
Community Navigation	-	223,849	223,849	210,464
PCN Social Prescribing	-	517,331	517,331	157,494
KCC Universal Community	-	6,258	6,258	-
Children's Health & Wellbeing	-	246,438	246,438	-
Other unrestricted activities	(21,031)	-	(21,031)	(8,920)
Total 2021	(21,031)	2,649,231	2,628,200	2,030,706
<i>Total 2020</i>	<i>(8,920)</i>	<i>2,039,626</i>	<i>2,030,706</i>	

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8. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
Older People Services	225,004	52,040	277,044	247,273
Wellbeing	-	-	-	68,530
Social Prescribing	266,856	32,815	299,671	291,222
Falls Prevention Services	43,240	12,204	55,444	82,184
Involve Carers	872,477	91,000	963,477	898,143
Home Help (Cleaning)	-	-	-	37,316
Hospital Discharge (HYH)	50,647	9,072	59,719	47,000
Community Navigation	201,619	22,230	223,849	210,464
PCN Social Prescribing	450,220	67,111	517,331	157,494
KCC Universal Community	6,258	-	6,258	-
Children's Health & Wellbeing	229,909	16,529	246,438	-
Other unrestricted activities	(20,456)	(575)	(21,031)	(8,920)
Total 2021	<u>2,325,774</u>	<u>302,426</u>	<u>2,628,200</u>	<u>2,030,706</u>
<i>Total 2020</i>	<u>1,785,311</u>	<u>245,395</u>	<u>2,030,706</u>	

All costs are allocated between the expenditure categories noted above on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, for example, time spent, percentage of income by department.

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8. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2021 £	<i>Total funds 2020 £</i>
Staff costs	1,867,403	1,244,226
Profit on sale of fixed assets	(1,677)	-
Management charges	(21,031)	(8,920)
Rent	43,110	46,008
Insurance	-	80
Room hire	1,338	23,676
Repairs and maintenance	3,145	9,622
Activities	288,765	318,472
Recruitment and training	33,401	25,221
Telephone	28,425	18,113
Printing, postage and stationery	5,683	16,043
Bank charges	82	545
Information technology	42,937	30,827
Travel and vehicle expenses	20,827	30,881
Professional and consultancy fees	4,135	9,857
Depreciation	6,709	14,313
Sundry	873	5,043
Bad debts	1,649	1,304
Total 2021	2,325,774	1,785,311

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8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2021 £	Total funds 2020 £
Staff costs	194,351	175,499
Management expenses	21,031	8,920
Rent	8,222	8,515
Insurance	9,941	9,980
Room hire	-	386
Repairs and maintenance	-	2,877
Activities	34,700	52
Recruitment and training	2,729	445
Subscriptions	107	107
Telephone	2,297	1,339
Printing, postage and stationery	1,530	2,780
Bank charges	90	110
Information technology	2,162	3,468
Travel and vehicle expenses	87	676
Professional and consultancy fees	10,535	6,843
Depreciation	4,894	15,488
Sundry	798	2,950
Governance costs	8,952	4,960
Total 2021	302,426	245,395

9. Governance costs

	2021 £	2020 £
Auditor's remuneration	8,952	4,760
Meeting and other expenses	-	200
	8,952	4,960

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10. Auditor's remuneration

	2021 £	2020 £
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	7,352	4,760
Fees payable to the Charity's auditor in respect of: All non-audit services not included above	1,600	-

11. Staff costs

	2021 £	2020 £
Wages and salaries	1,863,986	1,283,880
Social security costs	157,159	106,574
Contribution to defined contribution pension schemes	40,609	29,271
	<u>2,061,754</u>	<u>1,419,725</u>

The average number of persons employed by the Charity during the year was as follows:

	2021 No.	2020 No.
Charitable activities	79	58
Governance	2	2
	<u>81</u>	<u>60</u>

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

	2021 No.	2020 No.
In the band £60,001 - £70,000	1	1

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 March 2021, no Trustee expenses have been incurred (2020 - £NIL).

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**NOTES TO THE FINANCIAL STATEMENTS
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13. Tangible fixed assets

	Motor vehicles £	Office equipment £	Total £
Cost or valuation			
At 1 April 2020	81,456	28,000	109,456
Disposals	(17,850)	-	(17,850)
At 31 March 2021	<u>63,606</u>	<u>28,000</u>	<u>91,606</u>
Depreciation			
At 1 April 2020	54,200	13,844	68,044
Charge for the year	6,709	4,894	11,603
On disposals	(17,426)	-	(17,426)
At 31 March 2021	<u>43,483</u>	<u>18,738</u>	<u>62,221</u>
Net book value			
At 31 March 2021	<u>20,123</u>	<u>9,262</u>	<u>29,385</u>
At 31 March 2020	<u>27,256</u>	<u>14,156</u>	<u>41,412</u>

14. Debtors

	2021 £	2020 £
Due within one year		
Trade debtors	252,031	153,522
Prepayments and accrued income	38,627	15,300
	<u>290,658</u>	<u>168,822</u>

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15. Creditors: Amounts falling due within one year

	2021 £	2020 £
Trade creditors	20,556	17,086
Other taxation and social security	90,610	79,495
Pension payable	9,405	6,336
Other creditors	10,233	7,673
Accruals and deferred income	8,400	4,560
	<u>139,204</u>	<u>115,150</u>

Other creditors comprising of £10,233 (2020: £7,673) are amounts which are being held of behalf of third parties.

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
General Funds	<u>389,397</u>	<u>103,948</u>	<u>21,031</u>	<u>(5,900)</u>	<u>508,476</u>
Restricted funds					
Older People Services	92,875	314,257	(277,043)	-	130,089
Involve Carers	150,058	996,254	(963,477)	-	182,835
Social Prescribing	5,846	299,996	(299,671)	-	6,171
Fall Prevention Service	(675)	74,678	(55,444)	-	18,559
Community Navigation	3,060	232,801	(223,849)	5,900	17,912
Hospital Discharge HYH	1,703	63,878	(59,720)	-	5,861
PCN Social Prescribing	15,221	581,475	(517,331)	-	79,365
KCC Universal Community	-	-	(6,258)	-	(6,258)
Children's Health & Wellbeing	-	254,803	(246,438)	-	8,365
	<u>268,088</u>	<u>2,818,142</u>	<u>(2,649,231)</u>	<u>5,900</u>	<u>442,899</u>
Total of funds	<u>657,485</u>	<u>2,922,090</u>	<u>(2,628,200)</u>	<u>-</u>	<u>951,375</u>

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16. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2020 £</i>
Unrestricted funds					
General Funds	305,911	75,018	8,920	(452)	389,397
Restricted funds					
Older People Services	32,620	280,153	(247,273)	27,375	92,875
Wellbeing	21,189	74,716	(68,530)	(27,375)	-
Involve Carers	50,475	997,726	(898,143)	-	150,058
Social Prescribing	(121)	297,189	(291,222)	-	5,846
Fall Prevention Service	(17,116)	98,625	(82,184)	-	(675)
Community Navigation	(2,882)	222,306	(210,464)	(5,900)	3,060
Hospital Discharge HYH	1,191	47,512	(47,000)	-	1,703
Home Help (Cleaning)	1,771	29,193	(37,316)	6,352	-
PCN Social Prescribing	-	172,715	(157,494)	-	15,221
	87,127	2,220,135	(2,039,626)	452	268,088
Total of funds	393,038	2,295,153	(2,030,706)	-	657,485

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**NOTES TO THE FINANCIAL STATEMENTS
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16. Statement of funds (continued)

Fund descriptions

(a) Older People's Service

Funded by the Lottery 'Reaching Communities' grant, the Henry Smith Foundation and others, this service reaches out to isolated older people to reduce loneliness and improve wellbeing. This includes community transport, Old Person's Forum, befriending, trips and activities and specialist support for older people with cancer.

(b) Social Prescribing

Funded by the Department and Health (Health and Wellbeing Fund) to develop social prescribing in West Kent, working with GP practices to address the wellbeing needs of patients and support them to access local community groups.

(c) Fall Prevention Service

Providing specialist exercise classes to older people to keep them well and active and prevent falls, including a programme of 'Postural Stability' classes funded by a contract with Kent County Council.

(d) Community Navigation

Kent County Council contract to support older people to access appropriate services and community activities to prevent isolation and increase independence.

During the 2019/20 year, an amount of £5,900 was transferred to unrestricted funds as a contingency for the contract. The amount was transferred back to the fund from unrestricted funds in the 2020/21 year.

(e) Handyperson Hospital Discharge Service

Funded by Maidstone Borough Council to support people leaving hospital with minor property tasks such as fitting a key safe.

(f) PCN Social Prescribing

The provision of social prescribing Link Worker staff to Primary Care Networks of GP practices; staff provide support, advice and guidance to patients with health concerns to improve wellbeing and resolve social problems, connecting them to their communities.

(g) KCC Universal Community

Is a Kent County Council contract to provide activities, advice and support for the over 55's and under 55's with a long term health condition. The aim of the contract is to improve wellbeing and increase independence and choice.

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16. Statement of funds (continued)

(h) Children's Health & Wellbeing

Is commissioned by Primary Care Networks under the additional role reimbursement scheme (AARs) – it provides, support for children and their families who are awaiting a neurodevelopment diagnosis or who have anxiety and/or depression or are at risk of health inequalities. The aim of the project is to ensure cross organisation joined up support, community support and smooth journeys through diagnosis pathways.

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	29,385	-	29,385
Current assets	603,208	457,986	1,061,194
Creditors due within one year	(124,117)	(15,087)	(139,204)
Total	508,476	442,899	951,375

Analysis of net assets between funds - prior year

	<i>Unrestricted funds 2020 £</i>	<i>Restricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Tangible fixed assets	41,412	-	41,412
Current assets	347,985	383,238	731,223
Creditors due within one year	-	(115,150)	(115,150)
Total	389,397	268,088	657,485

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18. Reconciliation of net movement in funds to net cash flow from operating activities

	2021 £	2020 £
Net income for the year (as per Statement of Financial Activities)	293,890	264,447
Adjustments for:		
Depreciation charges	11,603	29,801
Dividends, interests and rents from investments	(571)	(1,337)
Loss/(profit) on the sale of fixed assets	(1,677)	-
Increase in debtors	(121,835)	(82,201)
Increase/(decrease) in creditors	24,053	(12,336)
Net cash provided by operating activities	205,463	198,374

19. Analysis of cash and cash equivalents

	2021 £	2020 £
Cash at bank and in hand	770,536	562,401
Total cash and cash equivalents	770,536	562,401

20. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	562,401	208,135	770,536
Debt due within 1 year	(6,336)	(3,069)	(9,405)
	556,065	205,066	761,131

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21. Pension commitments

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £40,609 (2020: £29,271).

The defined contribution liability as at the year end is £9,406 (2020: £6,336) and is allocated to unrestricted fund.

22. Operating lease commitments

At 31 March 2021 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	2020 £
Not later than 1 year	29,425	32,200
Later than 1 year and not later than 5 years	67,500	96,925
	<u>96,925</u>	<u>129,125</u>

23. Related party transactions

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2021.