

INVOLVE KENT LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

INVOLVE KENT LIMITED
(A company limited by guarantee)

CONTENTS

	Page
Reference and administrative details of the Charity, its Trustees and advisers	1
Chairman's statement	2
Trustees' report	3 - 16
Independent auditor's report on the financial statements	17 - 20
Statement of financial activities	21
Balance sheet	22 - 23
Statement of cash flows	24
Notes to the financial statements	25 - 43

INVOLVE KENT LIMITED
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2022**

Trustees

Stephen O'Connell CBE, Chair
Rosaline Sarah Dean (resigned 8 December 2021)
Richard Leicester
John Russell (resigned 8 December 2021)
John Bennett
Andrew Fairhurst
Viviane Williams (resigned 8 December 2021)
Ben Hudson (resigned 8 December 2021)
Duncan Simmons
Rachel Hewett
Christina Hickson (appointed 8 December 2021)
Rachel Holweger (appointed 8 December 2021)
Deirdre O'Donoghue (appointed 8 December 2021)

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
Victoria Court
17-21 Ashford Road
Maidstone
Kent
ME14 5DA

Bankers

Charities Aid Foundation
Kings Hill
West Malling
Kent
ME19 4TA

Metro Bank PLC
One Southampton Road
London
WC1B 5HA

CHAIRMAN'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

The chairman presents his statement for the year.

This is the third annual report of the Covid Pandemic period and again everyone at Involve has responded magnificently in the face of the threat from the virus, continued community restrictions and as the year progressed the emerging cost of living crisis which will impact even further this year.

As with my previous two report introductions I want to start by again acknowledging the deeply personal impact Covid 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.

Our CEO's report sets out a range of tremendous delivery achievements by our staff and volunteers, often whilst managing their own fears and anxieties about the challenges we all face. I am once again struck by some of the very personal testimonies from our beneficiaries throughout the year and the life changing difference our staff and volunteers have made to the quality of their lives. As Chair I not only feel deeply humbled when I read these stories but also immensely proud of all our staff and volunteers at Involve and the very real difference they make to the lives of those in our community when most in need.

This year has also been another of impressive growth and success in terms of expanding our existing and new services to more beneficiaries. I particularly want to acknowledge the work of our outstanding CEO and her senior team in leading and building on our existing services whilst bidding, co-designing and mobilising new services.

This will be my last report as Chair and Trustee of Involve as I retire and with my wife start the next chapter of our lives away from Kent. I have learned so much over the last ten years from the outstanding team and board of trustees at Involve and I have been especially privileged to serve as Chair over the last four years.

Finally, I would like to thank everyone who has contributed to the success of Involve in the last year and wish you every success in the future.

Stephen O'Connell CBE, Chairman
Date: 28 November 2022

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

Treasurer's Report

In our last financial year, income was £4.40m, up over 50% on the previous year - the biggest increase for some time. Growth was driven by our continued success in tendering for contracts to support those most in need in our communities. Involve's experience in servicing a diverse range of needs gives us a unique ability to see the big picture and help innovate new solutions.

Whilst growth in turnover is perhaps exciting, it brings new risks to the organisation which require careful financial management. Recruiting new staff has proved challenging and costly in the post-Covid jobs market. Whilst contract income is secure, payment timings are sometimes difficult to control and require close management of cashflow. Our improved financial processes introduced in the last financial year have enabled us to budget carefully ensuring reserves remain adequate to fund ongoing activities.

Finance sub-group meets each month to allow trustees a review of management accounts and discussion financial performance. We are supported by external professionals - our auditors and new bankers – who work to ensure our ongoing growth and financial needs can be met. I am indebted to the trustees who attend for their supportive challenge and debate. The Involve team always demonstrate a sound understanding of the position meaning that we can re-forecast efficiently and keep finances on track. Our new finance manager, Jo, has transformed the in-house financial reporting process to enable easy scrutiny and understanding.

Finally, a huge thank you to the senior leadership team – Charlotte, Gary and Jane - who continue to manage the finances with an inclusive and supportive culture where the end user is always the key consideration even where difficult financial choices have to be made.

CEO's report

This year started as last year's began, with coronavirus restrictions and 'lockdown', only lifting slowly as we moved into July, and with many staff, volunteers and beneficiaries feeling deeply weary, isolated and anxious.

But we moved forward with hope and developed a strategy focused on revitalising communities, reconnecting people and reaching out to the most disconnected and isolated; summed up by one phrase 'we go to them'. Carefully managing risk, and with training, guidance and equipment, we did just that; meeting people in parks, community centres, cafes, other charities and often in their own homes, to hear their experiences, share information, opportunities and connect to services and support.

Through the year, our staff completed 8929 face to face meetings with people who preferred this to digital or telephone contact, ensuring no one was left behind. Alongside this, we developed a 'proactive outreach' approach, visiting foodbanks and other services to reach people, and delivered 'West Kent Listens' to feed this insight back to policy makers and senior leaders.

This year we supported 30,918 people across Kent and Medway, delivering 229,558 individual contacts, around half as telephone conversations. A significant proportion of these conversations (13427) were to provide information and advice about the Covid vaccine, via our telephone helpline service delivered on behalf of the NHS. We were asked to mobilise this new service in just three weeks, developing systems, guidance, recruiting and training staff, to take calls from people feeling hesitant about the vaccine or not sure how to access, especially from ethnic minority communities or people experiencing disadvantage. Working closely with NHS partners, this was achieved with close integration and data sharing with GPs and vaccine services, demonstrating the significant benefit of partnership. 63% of people who used the service were from an ethnic minority and 98% had their query resolved.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Our other new NHS partnership is also focused on addressing inequality; 'Moving Forwards' a service co-designed with NHS Mental Health commissioners to support young people leaving care. Moving Forwards offers a personalised 'social prescribing' approach to people aged 16-24 to help them identify goals, make friends, access services and build confidence. Care Leavers face some of the most complex challenges of any young people, indeed the 'Independent Review on Children's Social Care' recently stated 'The disadvantage faced by the care experienced community should be the civil rights issue of our time'. This new service is already making great strides in integrating services and support around young people and inspiring them with a positive future.

As restrictions eased, our largest service came to life, 'Actively Involved' a flagship new approach to community health and wellbeing. Funded by Kent County Council social care to support people over 55 or under with complex health, the service launched in West Kent in April 21. Our innovative model for the service builds on the expertise, resources and community capacity of local charities and groups; the majority of the delivery funds are shared with 29 other local partners to offer a diverse range of activities and groups, from inclusive bee-keeping to fall-prevention dance classes. Working with the private care sector, we broker specialist support for individuals with complex needs, and provide transport, to make mainstream community activities accessible again. 3138 people, 90% of whom were disabled or with complex health, reported reduced loneliness and improved access to activities in the first year of the service. In February 2022 it was extended to North Kent, with an additional 23 new partners engaged, launching 1st April. Undoubtedly as the year ends we are facing significant structural challenges; widening inequalities, increased poverty, greater disconnection, loneliness and ill health, and traditional services are struggling to cope.

Our work demonstrates these issues are not intractable, there are solutions, with different thinking and comparatively little resource. Lying dormant in our communities, in people denied opportunity, or limited by their anxiety, ill health, or strained by the stresses of adversity; people with insight, experience, potential, time and capability, to help themselves, their families and their community. This untapped potential is the 'renewable energy' of involvement, activation, participation and volunteering which it is our mission to mobilise, and it is needed now more than ever.

How our activities deliver public benefit:

Our main activities and who we try to help are described throughout this report. All our charitable activities focus on community support and are undertaken to further our charitable purpose for the public benefit.

The trustees have had due regard to the Charity Commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

Vision and Objectives:

Our vision is healthy, connected people and communities.

We offer diverse services, but they all aim to achieve the same thing for people; to improve quality of life, health and happiness. We do this through providing support around each person's unique needs and interests and making the most of local services, groups, agencies and communities.

Our objective is to reach out to and support people feeling lonely, isolated, struggling with ill health, frailty, mental health problems and facing issues such as disability, demanding family or caring responsibilities, poverty or other life challenges or adversity.

Through the support of our skilled staff team of 120 people, plus our dedicated volunteers, to work in partnership with other services such as the NHS, social care, GPs and charities, to help people find hope, confidence, connection to live the life they choose.

We believe everyone should be able to access services and activities in their community, which is why we have over 60 partnerships with charities & other local organisations - to promote choice, connection & independence.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Our Impact

At Involve we are committed to measuring the impact of the work we do with individuals and communities in the most academically robust way possible. We do this by both collecting and analysing the stories of the people we support and by asking people a series of questions before we start working with them and then again 12 weeks later. This mix of qualitative and quantitative data enables us to link our support to improved outcomes for the people we work with. In addition, we collect data on demographics in order to ensure that we are inclusive, accessible and that our work is effective with all social groups.

Our primary aim to support people as individuals using a 'what matters to me' approach in the most person centred way possible, this means that improvement can be varied, individual and hard to tangibly measure and compare. In order to provide robust impact evaluation, we measure wider impact indicators including; health, wellbeing, loneliness, physical activity levels and resilience to problems. By measuring these indicators with large numbers of clients we can robustly measure the impact of our work.

Between April 2021 and April 2022, Involve supported 30,918 people, the most we have ever engaged as an organisation. Of these 63.47% reported having a disability or long-term health condition, 63% identified as female, 31% were carers. The age range varied from 54% being over 60 years old, 33% between 25 – 60 years old and 13% being under 25 years old. In addition 7% of the people we supported were from ethnic minority backgrounds.

To measure wellbeing we use the Office of National Statistics (ONS) wellbeing tool, this is a robust measure as ONS collect population data which helps us baseline our datasets. On average our clients scored 4.4 out of 10 on happiness, life satisfaction and worthwhileness, the national average for these is 7.7. Again with anxiety the national average is 2.93 and our clients averaged 4.96. This demonstrates that we are reaching the right people in our communities; people feeling low, dissatisfied with life and anxious.

Of the 30,918 people supported 89% reported improvements in wellbeing. 46% reported being less lonely and 32% reported an increase in physical activity. In addition 52% reported being more equipped to manage problems after working with us. All of the people we worked with reported an improvement in at least one area. Finally, if we look at the levels of improvements the data demonstrates large amounts of impact, wellbeing for example improved on average by 23.5% (the equivalent of moving from 5 – 7.4 on the scale), health improved by 14.5% and problem solving by 12.6%. For those people who increased their physical activity, we saw significant improvements; a massive 83 minutes a week per person. Involve recognise that the impact that achieved is due to the hard work of both our staff and the people they support.

Our approach

Throughout a year with unprecedented referrals to some of our services, our committed staff teams worked tirelessly, despite the effects of Covid, onsite with clients at the hospitals, in the community, home visiting and supporting by telephone. Covid also affected our staff themselves and their families. Despite all of this we were committed to continuously improve our services for the people who access them. To work smarter, encourage client feedback and act on it.

We decided to further implement a personalised care approach in an everchanging environment across Involve. We fully implemented the 'Esther' model and strength-based practice.

Four staff were trained to 'Esther Coach' level by the Kent Design and Learning Centre and the rest of our client-facing staff to the 'Esther Ambassador' level- this also included some Trustees. We encourage our staff to work collaboratively alongside clients, taking time to listen to "what matters to me" from people in a focused conversation and doing with rather than doing for. Then, to reflect on their work, the feedback from the person, and exploring what could be improved.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Key to the 'Esther' approach is encouraging a 'no blame' culture; at Involve we enable staff to reflect on and improve their practice in a supportive one-to-one or group environment, to learn and share with their colleagues and managers. Managers are trained in clinical supervision to encourage safe reflection and emotional support to our staff who at times work in challenging situations.

Working with clients, we endeavour to provide a collaborative approach to personalised support. A focus on what is strong in someone's life and how this can be built upon, their interests, abilities, networks of people and community rather than making the deficits the entire focus. This means encouraging and supporting people to have choice and control in what they need to access to live well in the way they wish to, helping them to set goals and then supporting them to achieve those goals collaboratively.

This approach allows us to show a person's progress and build case studies, helping people to reflect back on their individual journey but also enabling us to demonstrate the outcomes for clients and impact of our work and to commissioners and partners. It gives confidence we are always seeking to improve our support to people in Kent. We realise the challenges ahead but are confident that our approach to training our staff and focusing on the experience our clients receive, will ensure safe and meaningful support for those who access us.

"Thank you,, you really helped to keep me stable, you saved my life in a way, you listened so well and you were right there with me, I have never had support like that in my life"

Moving Forwards: New service for Care Leavers

Learning to budget to keep on top of the bills, working out how to get organised in daily life to fulfil work and home commitments, and learning how to keep yourself healthy is a huge learning curve for any young person, especially for those that do not have families or Carers to rely on for support or to live with.

That's where we come in.

Moving Forwards is a brand new service that supports young people aged 16-24 that have either left care or are preparing to leave. The service was co-designed with NHS Kent and Medway, to understand if a 'social prescribing' approach could be an effective way to improve the mental health and life chances of care leavers. It launched in January 2022.

Our specialist Care Leavers Navigators understand barriers that these young people may face and our one-to-one approach ensures that the support we give is guided by what matters most to them. The support we offer is varied and spans from practical support such as providing links to other useful organisations, helping with budgeting, sourcing accommodation to social and emotional support such as regular, weekly meetings and linking people to provide friendship and consistency.

Already we are achieving positive outcomes for people; improvements in anxiety, health and reductions in loneliness.

New Service - North Kent Actively Involved

North Kent Actively Involved is a new service developed during 21/22 to enable people over 55 or with complex health to stay active, well and connected to their community, making the most of local groups and services. It is funded by Kent County Council and was launched in Dartford, Gravesend and Swanley in April 2022, following the successful launch in West Kent the previous year.

Our service encourages social connection, independence and gentle physical activity. Support is provided for people who may be very isolated, anxious or frail, such as door to door transport or the help of a support worker. By working in conjunction with and maintaining strong relationships with partner organisations, we are able to provide clients with a menu of local activities to suit a wide range of interests; art, culture, sport, nature, local trips, as well as bridge gaps by organising peer-led groups that have been suggested by clients. This ensures that people have the opportunity to take part in activities and groups that interest them.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Through attending weekly groups, our clients are able to build friendships, revive old passions and try out a new hobbies. They can access information and advice to stay well and independent, and know where to turn for problems and worries.

During 2021/22, 26 other charity and community groups joined us as partners to deliver this new service. We are working with the Kent Equality Cohesion Council to open opportunities to diverse communities.

Community Navigation for Over 55s and complex health

We provide the 'Community Navigation' service, funded by Kent County Council in West Kent. This is a service for people over 55 or with complex health which aims to guide and connect people to access services and support. Our team of Navigators;

- Explore and build social networks and enable access to a range of activities, which may include Carer support, peer support, befriending, exercise, arts & heritage, creative activities, physical activities, cognitive stimulation opportunities
- Support to access the health and social care system (statutory and non-statutory) and working with teams and organisation to make referrals
- Enable people to identify services within the local community. Where appropriate, facilitate purchasing of services, such as care at home, to meet goals and short and long term needs
- Assessment and identification of adaptation, equipment and assistive technology needs and arrange for supply as appropriate
- Provide assistance and advice including entitlements, accessing services and community activities, making referrals, building confidence through activities such as accompanied visits, initial outings and form filling
- Make referrals/provide information around local services and opportunities. Liaise with other specialised community services to ensure appropriate links are made.

3307 people over 55 or with complex health were supported, 91% of people reported a serious health condition or disability.

On average, people's happiness increased by 26%

Community Navigation for Carers

According to research 1 in 9 adults in Kent are unpaid Carers and look after either a family member, partner, friend or neighbour who due to complex health needs are unable to cope without support. Unpaid carers come from all walks of life and backgrounds, and although caring for someone can be a positive experience, it can also be challenging.

Involve are the main point of contact for unpaid carers in West Kent and our role is to empower carers in their caring roles. We are contracted by Kent County Council and provide on-going practical support such as; conducting Statutory Carers Assessments, distributing Emergency Carers Cards, assisting with hospital discharges, sharing advice and guidance on Carers rights as well as providing emotional and social support to help the carer look after their own health and social needs.

5471 Carers were supported, 70% of carers had a disability or health problem themselves

30% of Carers were more physically active, on average by 83 minutes a week

35% of Carers felt less lonely

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Social Prescribing – GP practices

3723 people accessed social prescribing in GP practices

'Social Prescribing' means looking at the social and lifestyle factors impacting on a person's health, and working with community groups and local services to address them. Involve has led the development of social prescribing across Kent and Medway, working closely with medical services and the NHS to enable GPs, nurses and others to refer people to a 'Link Worker' to help them access non-medical support.

We now have Link Workers in more than 100 GP practices across Kent, able to access the patient's medical records through our unique digital innovation 'Cloud Gateway VPN' and work closely with medical and administrative staff. We have seen the service diversify to include Health and Wellbeing Coaches and Link Workers with specialism, such as mental health or cancer.

Link Workers typically support people for 3-6 months, including visiting at home and accompanying people to activities or meetings, with a focus on building connections to local groups to provide ongoing support. As part of this, we work closely with many other community groups and charities, promoting their services on our directory and helping them accept referrals for people with health issues to take part.

People accessing social prescribing reported average improvements in quality of life of 36%.

On average people felt their health improved by 28%

61% felt more able to deal with problems in future

"I am a 42-year-old woman who was diagnosed with MS and Functional Neurological Disorder. I live alone and struggle with my mobility and to go outside on my own, so I am therefore socially isolated at home. In the past I have had suicidal thoughts and I am under the care of the Mental Health Team. I have very little emotional support from friends and family.....Since I've been getting befriending calls from the Chatty Café, I've felt my health and well-being improved a lot and I've not felt as lonely and isolated as I did before. The befriender gives a window into the outside world and makes me feel connected to others and everything that is going on in the world. I really look forward to our weekly chats and it's given me a sense of routine and an opportunity to laugh and smile again. I always felt it was just easier to withdraw from the world before, but since doing the befriending service, I've felt a desire to connect with others. I cannot thank the Link Worker and befriender enough. They really have been my lifeline and I can't believe something that seems so simple (relatively) can have such an impact. A million thanks!!!"

Social Prescribing in the community

724 people accessed social prescribing in the community

Not everyone accesses their GP or the medical care they need, eg due to homelessness, anxiety, poverty, disability, language or cultural barriers. These and other issues can impact on people's health, and increase the risk of illness, this is known as 'health inequalities'. Funded by Kent and Medway NHS, our innovative approach to addressing health inequalities in West Kent re-positions social prescribing, working with community groups such as food banks, advice centres, homelessness services and councils to engage people, rather than relying on GP referrals. Through this outreach approach, we have been able to support people experiencing the most adversity and inequality. This may be people experiencing homelessness, debt, mental illness alongside complex health problems and disabilities, and difficulties accessing services. Utilising grant schemes, practical support is offered, eg purchasing microwave, food or bedding, alongside ensuring access to essential services such as GPs, benefits and housing.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Support and peer groups are initiated and facilitated to enable people with similar conditions or interests to build relationships and share advice on managing life, eg chronic pain and long covid.

72 people in crisis were issued with a supermarket voucher or fuel payment. 38% of people supported lived in the most deprived areas of west Kent. On average, people reported an increase in happiness of 38%.

"I have three children under 5, I'm on my own and have hernia and bowel problems. I met the Link Worker at the food bank. She then visited me at home to complete a disability benefit appeal and managed to provide a lot of additional information this time round. The SPLW wrote this up with me and then sent me a copy so that I could get it printed locally. She even came to the food bank and carried my food parcels when I wasn't able to carry the heavy bag back home because of my stomach pain. She liaised with the Council and managed to get my Council Tax arrears cleared and payments cancelled until the new financial year. She also put me forward successfully for a £200 grant, so I was able to replace my bedding that I had soiled when unwell. I was also able to buy a microwave which has been really helpful with young children."

Children's Health and Wellbeing Service

1552 people supported

This is an innovative service providing 'social prescribing' to children, young people and their families working closely with GP practices, schools and health services, funded through contracts with Primary Care Networks.

This service offers long-term support to children & their families by helping to coordinate care and support, access information and guidance and ensure they are aware of and engaged with relevant services and organisations.

Our Navigators are based in the GP practices and work with children from 0 - 18 (or up to 24 with SEND) and their families/carers where the child has a long term health condition, particularly Neurodevelopmental issue (such as autism) or Mental Health concerns both pre and post diagnosis.

Complementing the GP based service, additional programmes are developed including 'Connect!' to provide fun and engaging social and leisure groups for young people which are inclusive of their needs.

62% of families felt more able to deal with problems once supported by a Navigator.

On average, anxiety reduced by 14%.

Community Transport

1074 people support.

Right: Involve's Community Transport service is a community based driving scheme for people living in the Maidstone and Malling area that helps people who cannot manage on public transport because of age, frailty, illness, disability or injury and do not drive.

Involve can provide trips to places like hospitals, foot clinics, day centres, shops, visits to friends or anywhere else people would like to go. The service plays a critical role in helping people keep connected to friends, family and local services, as well as ensuring people can access their GP and other health care.

This service is facilitated entirely by volunteers who either use their own vehicles or an Involve minibus.

Around 4500 trips were made in 2021/22.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Wellbeing and Inclusion

Our 'Wellbeing and Inclusion' programme is designed to offer people facing significant life challenges and / or mental illness opportunities to take part in community activities, meet people in similar circumstances and build routine, friendships and new skills. It is especially aimed at people aged 25-55. A range of fully supported opportunities are offered in Maidstone and Malling, all designed to develop skills and enhance wellbeing, such as community allotments and art and craft groups. The programme is funded by a wide range of charities and grants, all focused on ensuring no one is left behind. Alongside the activities, we gather people's feedback on their experiences and views of local mental health services, and feed these back to Health Watch; this is called 'Mental Health User Voice' and it helps improve services for the future.

137 people accessed the programme, and 60% were more physically active as a result, with an average reduction in anxiety of 18%.

Helping you Home Hospital Discharge

388 people supported

Occasionally after a long or short stay in hospital, a person's circumstances will change. This may mean that they now require additions or changes to be made to their home to not only make their transition back home easier, but to also prevent future hospital admissions. It may be that their home was a factor in their ill health or admission to hospital.

'Helping You Home' is a practical service that works with people in Maidstone to make homes safer and more accessible. We are able to conduct Home Safety Checks prior to a hospital discharge, help with moving furniture such as moving a bed into the living room, and installing lifelines. We ensure access to other services such as adaptations. Quite often the service we provide supports the person's quality of life and reassures their family members or carers of their safety. This service is delivered in partnership with Maidstone Borough Council and Maidstone Hospital.

20% of people felt less anxious after receiving the service. 100% reported satisfaction with the service.

Bereavement Support

Our bereavement groups offer an opportunity to meet and talk with others who are going through similar experiences over tea and coffee in a friendly and supportive environment. Talking about their experiences, sharing tips and ideas to maintain health and wellbeing, and feeling connection to people in similar circumstances helps people to feel less isolated and offers hope. Evaluation of this service shows that people who take part strongly benefit from the groups, feeling happier and less lonely.

Our complementary 'Life Changing Conditions' service provides emotional, practical and non-statutory advocacy support to people over 55 living in Maidstone and Malling affected by a health condition, predominantly through the support of volunteers.

Wellbeing scores improved by 56% on average for people who took part.

Fall Prevention Service

This service offers 'Postural Stability' group exercise classes funded by Kent County Council across north and west Kent. The programme includes advice, home exercises and information sessions alongside specially designed therapeutic exercise classes to help people over 65 who are at risk of falls to improve their strength, fitness and gain confidence in balance.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Our classes are run by specialist instructors who understand the age related concerns that people may face. The classes are clinically proven to improve balance and bone density over a 36 week period and prevent falls, or mitigate harm if people do fall. Critically, the classes help people to feel confident going out and about, preventing isolation and further frailty, and prove that older age does not inevitably mean physical decline. The average age of participants is 82. During this period of Covid restrictions, the programme adapted to offer classes digitally, through provision of internet enabled tablets if needed, to help people maintain their mobility and keep moving.

164 people were supported.

85% of people improved their confidence levels around mobility from their first assessment.

Actively Involved

This service provides a lifeline for those over the age of 55 (or under with complex health) and living in west and north Kent to connect to their local community by attending groups, activities and day trips, and access support and information to stay well. Funded by Kent County Council, the service aims to reduce loneliness and increase independence, reducing people's reliance on formal services. In the wake of Covid-19 it has been found that 1 in 3 people over the age of 55 are feeling more lonely and isolated than ever before; the service started in April 2021 in West Kent and in just one year engaged 3138 people. North Kent launched in April 2022.

Working closely with a wide range of charitable partner organisations, we provide people with a diverse menu of local activities, groups and day trips. The service is fully inclusive, with support offered for people with mobility issues, anxiety and frailty, such as door-to-door transport or the help of a support worker to take part. We create and establish local coffee mornings, lunch clubs and other groups too, connecting people with similar interests. These regular social events encourage social connection and sense of community. Where possible, people are encouraged to be physically active, access their community and build relationships, all of which contributes to healthy ageing.

3138 people were supported

90% of clients have a disability or health issue

62% of people felt less lonely

On average people felt 30% less anxious

Covid Vaccination Helpline

Involve works closely with the NHS to help connect with communities and reach people facing disadvantage or inequality. In June 2021, we were approached by NHS Kent and Medway to co-design and deliver a new service to help people find out more about the Covid vaccine, especially people from ethnic minorities, people without internet access or other literacy or access issues. Within just three weeks we had mobilised a brand new service, with a trained team of staff ready to take calls from the public, and to help GP practices call patients who had not come forward for the vaccine. Always careful not to offer medical advice, the Helpline Advisors utilised information from the NHS, charities and other reliable, verified sources to answer questions, never pressuring people and only ever offering information to help people make informed choices.

There was strong demand for the helpline, and it was effective in providing unbiased information to help people make an informed choice regarding the COVID vaccination. Many people of different ethnicities have been contacted and engaged, including those who required further support such as translation services, home visits for housebound patients, or transport to appointments. For many people telephoned, it gave them the opportunity to have their concerns addressed and consequently provided the impetus to book or find out more about walk-in clinics.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

The helpline ended in March 2022. Going forward, for those who call the helpline, they will receive a message advising them to contact 119 for general advice or visit the Grab a Jab website for information on local services.

42,775 patients were telephoned and offered information on behalf of GP practices

3,832 people telephoned the helpline for information and advice

98% said they would book the vaccine as a result

68% were from a minority ethnicity

Supporting the voluntary and community sector

Collaboration is at the heart of everything we do at Involve, and our work with the voluntary and community sector is critical. Our aim is to help connect community organisations of all sizes, with each other, with people who could benefit from their services, and with the wider health and care systems, especially the NHS. To help organisations grow and develop, so that they can continue to support and strengthen communities and provide essential services, and to give them a voice.

We are proud to work in partnership with and provide funding to 46 charities and voluntary organisations this year, to co-deliver services such as 'Actively Involved' and support sustainability and growth of local groups and activities. We have secured funds from the NHS and Kent County Council to distribute small grants to community activities including foodbanks, social groups, singing classes, nature conservation and advice services.

Our Information Officer connects people and organisations working in the community to share information, good practice and to collaborate, running various networks, forums and a weekly e-news bulletin. This has included mapping community support at a local level for help people during Covid lockdowns, and now to address poverty.

521 Organisations have been engaged and supported.

Total amount of funding securing by Involve for our VCS partners; £463,486

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.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

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 £956,822 (2021: £700,000).

At the year end unrestricted reserves stood at £1,253,835 (2021: £815,115) and restricted reserves at £314,474 (2021: £136,260). Total funds at 31 March 2022 were £1,568,309 (2021: £951,375).

c. Material investments policy

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

d. 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) Wider Political Environment: impacts of Brexit, government policy, coronavirus, inflation, changes to health and social care, increased poverty. Action agreed: Strategic review and new strategy for Involve from April 23. Trustee skills audit and recruitment campaign to secure wide expertise and perspective on the board to enable ongoing external intelligence and agile decision making.

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.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

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.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

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 2022

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 year. 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.

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 CBE
(Trustee)

Date: 28 November 2022

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

Opinion

We have audited the financial statements of Involve Kent Limited (the 'charity') for the year ended 31 March 2022 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 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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.

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

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

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

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.

Auditor's responsibilities for the audit of the financial statements

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:

- Enquiry of management, those charged with governance around actual and potential litigation and claims;
- 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;
- Reviewing minutes of meetings of those charged with governance;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations; and
- Maintaining professional scepticism throughout the course of our audit work.

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

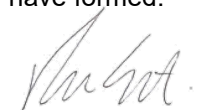
A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

INVOLVE KENT LIMITED
(A company limited by guarantee)

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. 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.



Duncan Cochrane-Dyet BSc BFP FCA (Senior Statutory Auditor)

for and on behalf of

MHA MacIntyre Hudson

Statutory Auditor

Maidstone

United Kingdom

Date: 07 December 2022

INVOLVE KENT LIMITED
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022**

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	4	3,609	5,604	9,213	65,829
Charitable activities - Grants and service delivery contracts	5	3,715,218	679,621	4,394,839	2,855,690
Investments	6	170	-	170	571
Total income		3,718,997	685,225	4,404,222	2,922,090
Expenditure on:					
Charitable activities	7	3,280,277	507,011	3,787,288	2,628,200
Total expenditure		3,280,277	507,011	3,787,288	2,628,200
Net movement in funds		438,720	178,214	616,934	293,890
Reconciliation of funds:					
Total funds brought forward		815,115	136,260	951,375	657,485
Net movement in funds		438,720	178,214	616,934	293,890
Total funds carried forward		1,253,835	314,474	1,568,309	951,375

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

The notes on pages 25 to 43 form part of these financial statements.

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

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	<i>As restated 2021 £</i>
Fixed assets			
Tangible assets	13	25,928	29,385
		25,928	29,385
Current assets			
Debtors	14	349,589	290,658
Cash at bank and in hand		1,509,856	770,536
		1,859,445	1,061,194
Creditors: amounts falling due within one year	15	(317,064)	(139,204)
Net current assets		1,542,381	921,990
Total assets less current liabilities		1,568,309	951,375
Total net assets		1,568,309	951,375
Charity funds			
Restricted funds	17	314,474	136,260
Unrestricted funds	17	1,253,835	815,115
Total funds		1,568,309	951,375

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

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2022

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 CBE
(Trustee)

Date: 28 November 2022

The notes on pages 25 to 43 form part of these financial statements.

INVOLVE KENT LIMITED
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
Cash flows from operating activities		
Net cash used in operating activities	747,704	205,463
Cash flows from investing activities		
Dividends, interests and rents from investments	170	571
Proceeds from the sale of tangible fixed assets	-	2,101
Purchase of tangible fixed assets	(8,554)	-
Net cash (used in)/provided by investing activities	(8,384)	2,672
Change in cash and cash equivalents in the year	739,320	208,135
Cash and cash equivalents at the beginning of the year	770,536	562,401
Cash and cash equivalents at the end of the year	1,509,856	770,536

The notes on pages 25 to 43 form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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 2022**

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 2022**

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 2022**

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.

INVOLVE KENT LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

4. Income from donations and legacies

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Donations	3,579	5,604	9,183	6,150
Legacies	30	-	30	49,322
Government grants	-	-	-	10,357
Total 2022	3,609	5,604	9,213	65,829
<i>Total 2021</i>	<i>54,629</i>	<i>11,200</i>	<i>65,829</i>	

During the year, the charity received £Nil (2021: £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 2022 £	Restricted funds 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Community Wellbeing	-	278,583	278,583	303,058
Care Leavers Service	-	91,100	91,100	-
Social Prescribing	-	309,938	309,938	299,996
Falls Prevention Services	93,455	-	93,455	74,678
Involve Carers	709,534	-	709,534	995,561
Hospital Discharge (HYH)	65,089	-	65,089	59,952
Community Navigation	302,939	-	302,939	232,731
PCN Social Prescribing	798,404	-	798,404	581,475
KCC Universal Community	1,061,854	-	1,061,854	-
Children's Health & Wellbeing	497,518	-	497,518	254,803
Other unrestricted income	51,425	-	51,425	53,436
Covid Vaccination Helpline	135,000	-	135,000	-
Total 2022	3,715,218	679,621	4,394,839	2,855,690
<i>Total 2021</i>	<i>2,252,637</i>	<i>603,053</i>	<i>2,855,690</i>	

INVOLVE KENT LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

Analysis of other unrestricted income

	2022 £	<i>2021</i> £
Housing and Community Projects	-	33,200
Ukrainian Refugee Helpline	10,000	-
Maidstone Borough Council	21,700	-
Grants under £5,000	4,050	18,750
Activities income	15,675	1,486
	<u>51,425</u>	<u>53,436</u>

6. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Interest - deposits	170	170	571
	<u>170</u>	<u>170</u>	<u>571</u>
<i>Total 2021</i>	<u>571</u>	<u>571</u>	

INVOLVE KENT LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

7. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Community Wellbeing	-	234,880	234,880	277,044
Care Leavers Service	-	21,616	21,616	-
Social Prescribing	-	250,515	250,515	299,671
Postural Stability	33,515	-	33,515	55,444
Involve Carers	544,410	-	544,410	963,477
Covid Vaccination Helpline	106,336	-	106,336	-
Hospital Discharge (HYH)	45,306	-	45,306	59,719
Community Navigation	230,515	-	230,515	223,849
PCN Social Prescribing	730,533	-	730,533	517,331
KCC Universal Community	783,374	-	783,374	6,258
Children's Health & Wellbeing	413,262	-	413,262	246,438
Other unrestricted activities	393,026	-	393,026	(21,031)
Total 2022	3,280,277	507,011	3,787,288	2,628,200
<i>Total 2021</i>	<i>2,051,486</i>	<i>576,714</i>	<i>2,628,200</i>	

INVOLVE KENT LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

8. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Community Wellbeing	234,880	-	234,880	277,044
Care Leavers Service	21,616	-	21,616	-
Social Prescribing	250,515	-	250,515	299,671
Postural Stability	33,515	-	33,515	55,444
Involve Carers	544,410	-	544,410	963,477
Covid Vaccination Helpline	106,336	-	106,336	-
Hospital Discharge (HYH)	45,306	-	45,306	59,719
Community Navigation	230,515	-	230,515	223,849
PCN Social Prescribing	730,533	-	730,533	517,331
KCC Universal Community	783,374	-	783,374	6,258
Children's Health & Wellbeing	413,262	-	413,262	246,438
Other unrestricted activities	13,275	379,751	393,026	(21,031)
Total 2022	3,407,537	379,751	3,787,288	2,628,200
<i>Total 2021</i>	<i>2,325,774</i>	<i>302,426</i>	<i>2,628,200</i>	

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.

INVOLVE KENT LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

8. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2022 £	<i>Total funds 2021 £</i>
Staff costs	2,605,436	1,867,403
Temporary staff	21,125	-
Profit on sale of fixed assets	-	(1,677)
Management charges	-	(21,031)
Rent	58,725	43,110
Room hire	9,216	1,338
Repairs and maintenance	6,141	3,145
Activities	478,931	288,765
Recruitment and training	55,624	33,401
Subscriptions	83	-
Telephone	32,079	28,425
Printing, postage and stationery	5,676	5,683
Bank charges	312	82
Information technology	38,692	42,937
Travel and vehicle expenses	64,623	20,827
Professional and consultancy fees	17,012	4,135
Depreciation	6,906	6,709
Sundry	6,956	873
Bad debts	-	1,649
Total 2022	<u>3,407,537</u>	<u>2,325,774</u>

INVOLVE KENT LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2022 £	Total funds 2021 £
Staff costs	263,615	194,351
Management expenses	-	21,031
Rent	24,796	8,222
Insurance	11,620	9,941
Room hire	1,268	-
Repairs and maintenance	701	-
Activities	1,316	34,700
Recruitment and training	3,155	2,729
Subscriptions	196	107
Telephone	2,884	2,297
Printing, postage and stationery	5,803	1,530
Bank charges	179	90
Information technology	5,420	2,162
Travel and vehicle expenses	260	87
Professional and consultancy fees	7,084	10,535
Depreciation	5,105	4,894
Sundry	32,540	798
Governance costs	13,809	8,952
Total 2022	379,751	302,426

9. Governance costs

	2022 £	2021 £
Auditor's remuneration	13,338	8,952
Meeting and other expenses	471	-
	13,809	8,952

INVOLVE KENT LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

10. Auditor's remuneration

	2022 £	2021 £
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	9,820	7,352
Fees payable to the Charity's auditor in respect of: All non-audit services not included above	3,518	1,600

11. Staff costs

	2022 £	2021 £
Wages and salaries	2,595,939	1,863,986
Social security costs	219,274	157,159
Contribution to defined contribution pension schemes	53,838	40,609
	2,869,051	2,061,754

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

	2022 No.	2021 No.
Charitable activities	103	79
Governance	11	2
	114	81

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

	2022 No.	2021 No.
In the band £60,001 - £70,000	-	1
In the band £70,001 - £80,000	1	-

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £NIL).

INVOLVE KENT LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

13. Tangible fixed assets

	Motor vehicles £	Office equipment £	Total £
Cost or valuation			
At 1 April 2021	63,606	28,000	91,606
Additions	7,500	1,054	8,554
At 31 March 2022	71,106	29,054	100,160
Depreciation			
At 1 April 2021	43,483	18,738	62,221
Charge for the year	6,906	5,105	12,011
At 31 March 2022	50,389	23,843	74,232
Net book value			
At 31 March 2022	20,717	5,211	25,928
At 31 March 2021	20,123	9,262	29,385

14. Debtors

	2022 £	2021 £
Due within one year		
Trade debtors	311,285	252,031
Prepayments and accrued income	38,304	38,627
	349,589	290,658

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

15. Creditors: Amounts falling due within one year

	2022	2021
	£	£
Trade creditors	56,144	20,556
Other taxation and social security	163,680	90,610
Other creditors	74,998	19,638
Accruals and deferred income	22,242	8,400
	317,064	139,204

Other creditors comprising of £62,688 (2021: £10,233) are amounts which are being held of behalf of third parties.

16. Prior year adjustments

A prior year adjustment has been made in the year in respect to the 2021 accounts.

The prior year funds have now been correctly reclassified to show the funds as restricted and unrestricted.

As a result the unrestricted funds carried forward from 2021 have increased by £306,639 to £815,115, and restricted funds have decreased by £306,639 to £136,260. The overall charity funds have remained the same after the adjustments.

INVOLVE KENT LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

17. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Balance at 31 March 2022 £
Unrestricted funds				
General Funds	815,115	3,718,997	(3,280,277)	1,253,835
Restricted funds				
Community Wellbeing	130,089	284,187	(234,881)	179,395
Care Leavers Service	-	91,100	(21,614)	69,486
Social Prescribing	6,171	309,938	(250,516)	65,593
	136,260	685,225	(507,011)	314,474
Total of funds	951,375	4,404,222	(3,787,288)	1,568,309

INVOLVE KENT LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

17. Statement of funds (continued)

Statement of funds - prior year

	<i>As restated Balance at 1 April 2020 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>As restated Balance at 31 March 2021 £</i>
Unrestricted funds				
General Funds	558,764	2,307,837	(2,051,486)	815,115
Restricted funds				
Community Wellbeing	92,875	314,257	(277,043)	130,089
Social Prescribing	5,846	299,996	(299,671)	6,171
	98,721	614,253	(576,714)	136,260
Total of funds	657,485	2,922,090	(2,628,200)	951,375

Fund descriptions

(a) Community Wellbeing

Funded by a range of restricted grants from local authorities and charities, this programme reaches out to people facing significant social exclusion and inequality and supports them to be an active members of their community, through groups, activities and volunteering. It also includes work to gather feedback and insight on people's experience of mental health services to improve future service provision.

(b) Social Prescribing

This is a restricted grant from NHS Kent and Medway to develop social prescribing in West Kent, including provision of a community Link Worker service and support to other voluntary organisations to build community capacity and resilience.

(c) Care Leavers Service

This is a restricted grant from NHS Kent and Medway to pilot a navigation / social prescribing service for people aged 16-24 who have been in care, to improve their mental health and life opportunities.

INVOLVE KENT LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	25,928	-	25,928
Current assets	1,544,971	314,474	1,859,445
Creditors due within one year	(317,064)	-	(317,064)
Total	1,253,835	314,474	1,568,309

Analysis of net assets between funds - prior year

	<i>As restated Unrestricted funds 2021 £</i>	<i>As restated Restricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Tangible fixed assets	29,385	-	29,385
Current assets	924,934	136,260	1,061,194
Creditors due within one year	(139,204)	-	(139,204)
Total	815,115	136,260	951,375

INVOLVE KENT LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

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

	2022 £	2021 £
Net income for the year (as per Statement of Financial Activities)	616,934	293,890
Adjustments for:		
Depreciation charges	12,011	11,603
Dividends, interests and rents from investments	(170)	(571)
Profit on the sale of fixed assets	-	(1,677)
Increase in debtors	(58,931)	(121,835)
Increase in creditors	177,860	24,053
Net cash provided by operating activities	747,704	205,463

20. Analysis of cash and cash equivalents

	2022 £	2021 £
Cash in hand	1,509,856	770,536
Total cash and cash equivalents	1,509,856	770,536

21. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	770,536	739,320	1,509,856
	770,536	739,320	1,509,856

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

22. Pension commitments

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £53,838 (2021: £40,609).

The defined contribution liability as at the year end is £12,310 (2021: £9,406) and is allocated to unrestricted fund.

23. Operating lease commitments

At 31 March 2022 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022 £	2021 £
Not later than 1 year	30,000	29,425
Later than 1 year and not later than 5 years	37,810	67,500
	<u>67,810</u>	<u>96,925</u>

24. Related party transactions

During the year, an amount of £592.50 (2021: £Nil) was invoiced by Claire Wells who is the wife of G Wells, Deputy CEO of Involve Kent Limited for freelance HR administration support services. As at the year end, no amounts were outstanding (2021: £Nil).

D Simmons, a Trustee of Involve Kent Limited, is employed as Due Diligence Lead, Financial Crime Risk & Controls at MetroBank, supplier of banking services to the Charity.