

**COMPANY REGISTRATION NUMBER: 03449624**

**CHARITY REGISTRATION NUMBER: 1066911**

**Involve Kent Limited**  
**Company Limited by Guarantee**  
**Financial Statements**  
**31 March 2024**

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**Company Limited by Guarantee**  
**Financial Statements**

**Year ended 31 March 2024**

	<b>Page</b>	
Trustees' annual report (incorporating the director's report)	<b>1</b>	
Independent auditor's report to the members	<b>21</b>	
Statement of financial activities (including income and expenditure account)		<b>25</b>
Statement of financial position	<b>26</b>	
Statement of cash flows	<b>27</b>	
Notes to the financial statements	<b>28</b>	

**Involve Kent Limited**  
**Company Limited by Guarantee**

**Trustees' Annual Report (Incorporating the Director's Report)**

**Year ended 31 March 2024**

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024 .

**Chair's report**

I would like to start by acknowledging the amazing achievements of Involve this year, during increasingly uncertain times for the voluntary sector Involve's innovative, evidence based, community partnership and values led approach has shone through and the organisation has continued to support even more people.

On behalf of the entire Board of Trustees I would like to thank the dedicated staff and volunteers who have worked tirelessly and in partnership with both communities, the health and social care sectors and other funders to expand, develop and sustain the organisation's impactful work. Over the last year we have seen Involve continue to reach more people in new and creative ways which are centered on the needs of those we support. The mobilisation of the Dynamic Support Advocate service and the Kent wide Short Breaks project has extended our offer to young people providing high quality intensive support, co-produced groups, activities and peer support across Kent.

Our work with carers has also grown and developed this year. The co-production of the 'Caring and Me' courses is a testament to the community partnership approach that Involve has developed. This year over 1100 previously unknown carers were identified through the work of the team, enabling them to access statutory assessment and support for the first time. The Board are acutely aware of the amazing contribution unpaid carers make to both the people they care for and our wider society and supporting those who dedicate their lives to caring for others is of critical importance to the work Involve does.

This year we have also seen primary care further recognise the importance of using social prescribing to address the holistic needs of their patients. A total of 92% of Primary Care Networks have re-contracted Involve to provide navigators and link workers and we are committed to working with these partners to further support addressing health inequalities and system pressures. We also now have social prescribing services in hospitals supporting discharge as well as in community settings directly addressing the root causes of inequalities. We are proud to be one of the largest providers of Social Prescribing Link Workers in the country and as leaders in this sector we are committed to contributing to helping to shape local and national policy in this area. This year the Board took the decision to change the Articles of Association of Involve Kent in order that we can expand our support to communities outside of Kent and Medway.

I would also like to mention in my report just a few other highlights from the year. Firstly, our award-winning engagement work to explore maternity based health inequalities is an area of work that the Board are particularly proud of. We hope to develop our engagement work and amplify the voices

of our communities to policy makers more and more in the coming years. I would also like to acknowledge our Community Navigation and Actively Involved services which make a real difference to the lives of the over 55s (plus under 55s with long-term health conditions). These services address the epidemic of loneliness in our communities and support people to live independently for longer. Despite uncertainty of the continuation of funding for a number of services, staff have continued to demonstrate the highest levels of professionalism and unwavering dedication for which the Board are hugely grateful.

This year Involve also developed its partnership work and, as well as subcontracting over 48 VCSE organisations, we now also lead the West Kent Health and Care Voluntary Sector Alliance, working with other organisations who deliver vital services to support the important role the sector plays in the health and social care market.

As we move into the new financial year we are delighted to appoint Gary Wells as our new Chief Executive Officer. Gary will over the coming year work with the Board to further shape Involve's strategy to continue to evolve and reach even more people.

Thank you for taking the time to read this year's annual report. I hope you will see the true impact Involve continues to have across Kent and I look forward to seeing this extend over the coming year.

Richard Leicester

#### **Reference and administrative details**

<b>Registered charity name</b>	Involve Kent Limited	
<b>Charity registration number</b>		1066911
<b>Company registration number</b>		03449624
<b>Principal office and registered office</b>	30 Turkey Court Turkey Mill Ashford Road Maidstone Kent ME14 5PP	

**The trustees**

J F P Bennett  
A D Fairhurst  
D R Simmons  
R Hewett  
C R F Hickson  
R Holweger  
R Leicester, Chair  
D M O'Donoghue

J M Benson (Appointed 18 January 2024)

S Hathaway-Batt (Appointed 18 January 2024)

J M Fenn (Appointed 18 January 2024)

**Auditor**

Burgess Hodgson LLP  
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## **Structure, governance and management**

### **CEO**

Throughout this year, Involve has continued to innovate, expand and develop its work in partnership with communities throughout Kent and Medway, reaching more individuals with personalised support than at any time before.

In the last year loneliness remained high in our communities with 50% of the people Involve supported initially reporting that they always or often feel lonely, in comparison to 7% as a national average . In addition, 19% reported that they feel lonely some of the time, meaning a staggering 69% of Involve's community experienced loneliness and/or isolation, which we know has a significant impact on mental and physical health, cognitive health, vulnerability and life expectancy.

Involve tackles loneliness by working with all clients in a person-centered way, exploring their interests, hobbies and passions and then helping them to connect to their communities. This enabled people to build long-term connections and lasting peer support networks. This year, I had the privilege of experiencing people of all age groups coming together to form new communities, whether through shared experiences, conditions, passions or interests, and I have been struck by the immense power and impact of something as simple as connecting people.

In this year communities across Kent continued to face the challenge of high inflation, with prices of essential goods and services continuing to increase. In this period, Involve supported 49% of our clients with managing their household finances. In a stark increase from the previous year, 10% of the people we supported reported that they had gone without food or heating due to a lack of money. Our staff worked hard across all services to address the impact of relative poverty on communities' health, wellbeing, education, mental health and access to services. To support our communities, we worked closer than ever with food banks, schools, individual grant giving trusts, energy providers, councils, and specialist voluntary sector partners to ensure adults and children have access to secure housing, food and energy.

At Involve we are acutely aware of growing social and health inequalities which are exacerbated by access to services, opportunities and support. We worked closely with NHS Kent and Medway to explore both the barriers to service access and opportunity and champion community involvement as an approach to narrowing health inequalities. Our award-winning innovative work with communities to explore the complex reasons why women from black ethnic backgrounds are four times more likely to die during pregnancy or up to six weeks after childbirth compared to white women is a stark reminder of the inequalities that remain in our systems. Involve believes that the voluntary sector has an important role to play in both challenging and addressing health inequalities, including through better community engagement, gaining insight and understanding into the barriers facing communities and then influencing change, including through collaborative work with system leaders.

This year, I am especially proud of the way in which Involve and its communities have collaborated and innovated. Our Hospital Technology project explored using new technology to support people being discharged from hospital, with great success. Our Personal Health Budgets pilot led the way in demonstrating the impact of giving families choice and resource to support improvements in young people's health and wellbeing. Our residential trips with young people helped build new communities and our development of green social prescribing helped build connections around nature and community spaces which saw residents take ownership of their local shared space. In addition, our Community Navigation programme provided intensive support to some of the most vulnerable members of our community, ensuring they can live independently for longer.

This year, we developed and diversified our offer for children, carers and older people, putting on co-produced activities and groups through both our Links! and Connect! programmes for young

people, and our Actively Involved project for older people. At the end of this year, we extended our Connect! offer by winning a Kent wide Short Breaks contract. We are also now able to support neurodiverse young people more intensively through winning the Dynamic Support Advocates contract across Kent.

Our work supporting 5,934 unpaid carers helped us to identify over 1,100 previously unknown carers. Through Carers' Forums we provided information and support to carers whilst intensively listening to them, allowing us to adapt services to better meet need, including developing and running a co-produced training programme 'Caring and Me'.

Our social prescribing work in primary care was renewed with 92% of Primary Care Networks offering repeat contracts to Involve to provide Social Prescribing Link Workers and Children's Health and Wellbeing Navigators, a testament to the amazing work of our staff in GP surgeries. We now have social prescribing in secondary care through our hospital social prescribing programme as well as having link workers in the community directly addressing health inequalities. Our role as the biggest provider of social prescribing in the country continues and we continue to influence both local and national policy in this area.

In this year the staff team at Involve supported 26,655 people through over 35,000 face-to-face contacts and over 133,000 telephone calls. I would like to recognise the hard work and dedication of the entire team of staff and volunteers, who with support from the Board make our work possible. In addition, I would like to pay tribute to our 48 delivery partners on the Actively Involved programme who ensure specialist and diverse support and activities are available to our communities.

As we head into more uncertain times for both Involve and its communities, with further public and voluntary sector funding challenges looming on the horizon, we do so with immense optimism. Involve has a strong community partnership approach, we work with people as individuals, we use and develop evidence-based approaches, we are adaptable and innovative and we are a system leader in measuring real impact and system usage saving. We remain resolute in this approach and I am determined that together we will ensure that people in the community receive the support they need, in the way they need it and at the time they need it. I am privileged to lead the organisation forward as its new permanent CEO.

Gary Wells

## **Objectives and activities**

### **Our Vision**

Healthy, connected people and communities.

### **Our Mission**

Promoting Choice

Connecting People

Challenging Inequality

### **Our Services**

Supporting Unpaid Carers

Social Prescribing (all age groups)

Supporting Older People

Supporting Children and Families

Supporting Young People

Facilitating Groups and Activities

Community Engagement

Supporting other VCSE Organisations

Transport

### **Data and 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 to ensure that we are inclusive, accessible and that our work is effective with all social groups.

Between April 2023 and March 2024, Involve supported 26,655 people. 68.2% of clients reported having a disability or long-term health condition, 60.2% identified as female, 23.5% were carers. The age range varied with 51.9% being over 60 years old, 25.1% between 25-60 years old and 19.8% under 25 years old. In addition, 7.7% of the people we supported were from non-white British backgrounds.

Our primary aim is to support people as individuals in the most person-centric way possible. We use a 'what matters to me' approach, meaning that improvement can be varied, individual and hard to tangibly measure and compare. 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 people we can measure and impartially demonstrate the impact of our work.

To measure wellbeing, we use the Office of National Statistics (ONS) wellbeing tool. This is an objective measure that allows us to baseline our datasets against national ONS population data. On average our clients scored 5.46 out of 10 on happiness, life satisfaction and worthwhileness; the national average for these is 7.7. The national average for anxiety is 2.93 and our clients average 4.95. This demonstrates that we are reaching the right people in our communities - people feeling low, dissatisfied with life and anxious.

Our data shows significant improvements in wellbeing, health and problem solving, with average



scores increasing by 23.2%, 13% and 18.68%, respectively. Clients saw an average decrease in anxiety of 23.3%. For those who increased their physical activity, there was an increase of 74 minutes per week per person. These increases in scores show Involve services have a positive impact on the people we work with.

Designing our own impact tools gives us the flexibility to respond to current events, challenges, or topical issues. The cost-of-living crisis continued to be a concern for many of our clients and those in our communities. In 2022 we introduced new questions into our monitoring and continued to use these through 23/24. In this reporting year we found that 48.5% needed financial inclusion support, and 10.1% had to go without food or heating due to a lack of money, 18.8% said they were often worried about money. Only 23.3% said they never worry about money.

At Involve we strive to collect meaningful data that truly reflects the value of our services. Adapting our tools to include topical themes is just one of the ways we can innovate. As we move forward, we will be seeking new ways to collect, analyse and explore our data, making us a leader in creating an evidence base for the sector.

### **Strategic report**

The following sections for achievements and performance and financial review form the strategic report of the charity.

## **Achievements and performance**

### **Our Work and Delivery - Jane Thomas Director of Services**

I am incredibly proud that our dedicated staff teams supported 23,318 adults (5,934 of whom were caring unpaid for a family member or friend) and 3,517 children during April 2023 to March 2024. Our outreach approach into communities and areas of deprivation and our ever-growing integration in health and social care settings has enabled us to support more people than ever before.

This of course has also come with some challenges for us. More safeguarding issues being identified varying from self-neglect to identifying adults at risk from abuse from others. We work closely with Social Services and Kent Police to report those issues where appropriate and continue to work alongside people and their families to try and build trusting relationships, to offer support as needed and reduce the risks they may be facing.

We identify and support more adults and children living in poverty, including food, energy poverty and unsuitable housing. We witness the impact that this has on their health and wellbeing, and this drives our commitment further to reduce inequalities. We work closely with foodbanks, energy providers, councils, and voluntary sector partners to ensure adults and children have access to food, can heat their homes and have access to housing. Some of our staff recently completed Money Guidance training and are now putting that knowledge into practice in the communities of Kent.

Our collaborative approach to personalised care with people, our professional curiosity, our engagement approach of ensuring we engage in the way people want us to, and a strong focus on "what matters to me" has enabled us to build relationships with people who may distrust statutory services or have not engaged with other services previously.

Our staff take time to listen, and work with and alongside people. Focusing initially on what is already strong in their lives and how this can be built on, their interests, abilities, networks if any, rather than making any deficit the initial focus. Supported to have choice and control over their lives and what they may need to live a good life. Helping them to set their own goals and support needed.

We continue to advocate for and support Carers (those caring unpaid for a family member or friend) ensuring their voices are heard at our forums or supporting them to engage at NHS and KCC consultations ensuring their views around future services are heard. We also held an event at our Head Office which was broadcast to KCC staff assisting the practice development team at KCC, involving Social Services and carers who had accessed our services who gave their views on their experiences to upskill KCC practitioners.

We are delighted that our work with children and young people has been able to be expanded further throughout Kent during 2024 and we are excited to see the results of more innovative, coproduced activities for children and young people who are neuro-divergent enabling them to have fun, improve their wellbeing and find their tribe, while their parents or carers have a break.

We continue to build excellent relationships with Commissioners, funders and those who use our services and work with them collaboratively and innovatively to ensure we continue to excel at providing high quality services with positive outcomes for people, their families, carers, and children who access them at the best financial value for our funders.

## **Our Services**

### **Community Navigation**

Funded by KCC, this service enables people 55 and over or with complex health to connect to services and have support to improve their health and wellbeing, including their home environment. This manages demand on NHS and social care.

Our Navigators support people with:

Assessment and identification of community equipment and assistive technology needs.

Help and advice including entitlements, making referrals and form filling.

Enabling people to identify services within their local community and where appropriate, facilitate purchasing of services, such as care at home to meet goals and short- and long-term needs.

Access to health and social care systems (statutory and non-statutory) where needed and no community alternative. Working closely with teams and organisations to make referrals.

### **Actively Involved**

Funded by KCC, this service supports people aged 55 and over (or under with complex health) living in West and North Kent to access peer groups, activities, exercise, and information. To reduce loneliness, increase independence, reduce risk of deterioration, frailty, and the need for reliance on formal services. It is strongly focused on maintaining social and physical independence and supporting people to access their community. The service is not time limited; it is designed to support their fluctuating needs to prevent crisis and reduce demand on social care and NHS.

There are currently two strands to the service; people with a level of care and/or support needs are supported by our Involve staff; they have a personalised support/ action plan which assesses their mobility, anxiety, care and support needs and their interests, and activities and support is tailored around these.

Our Activity Coordinators support people by creating with them local coffee mornings, lunch clubs and other peer groups where people may have common interests.

People with lower levels of need are supported by a network of our 46 voluntary sector partners who are contracted to provide a diverse menu of local activities, such as social groups, art, nature, leisure, and exercise.

These regular social events encourage social connection and a sense of community. Where it is possible people are encouraged to be physically active, access their communities and build relationships, all of which contribute to healthy living.

8,446 people supported during April 2023 to March 2024

92% with a long-term health condition or disability.

### **Social Prescribing**

Many things affect our health and wellbeing and cannot be treated by doctors or medicine alone. 80%

of our health is attributed to social factors, for example our housing, income, education, and our behaviours including our diet, how much we exercise, drink alcohol or if we smoke.

Social prescribing provides non-medical support by connecting people to services and activities to address these challenges, and other unmet needs. The aim is to support people to address their needs holistically, using a person-centered approach that focuses on "what matters to me". Giving individuals a greater sense of control over their health and wellbeing.

Involve continues to lead across Kent with social prescribing development. Working closely with Primary Care Networks, the NHS and now acute care enabling GPs, nurses, and other medical staff to refer people to a Link Worker to help them access non-medical support to improve their health and wellbeing.

### **Social Prescribing from GP Surgeries**

Our Link Workers are based in over 60 GP surgeries across Kent. The service has diversified to include Health Coaches and Link Workers with specialisms, such as mental health, cancer, and palliative care.

GP Link Workers typically support patients for up to 3 months. This may include home visits and accompanying people to introduce them to services and activities. We work with many other community groups, partners and charities promoting their services directly and helping them to accept referrals for people with health issues to take part.

We are also embedded within the new Integrated Neighbourhood teams in Kent and have been an essential member testing new multi-disciplinary team approaches to care and support for patients.

5,131 people supported

Life satisfaction increased by 31%

### **Social Prescribing in the Community**

Funded by NHS Kent and Medway, we have worked innovatively and collaboratively with Commissioners to ensure this work is focused on those most at risk of health inequalities in West Kent. Taking social prescribing directly into communities experiencing housing insecurity, poverty, mental health illness, disability, language, or cultural barriers.

Our 5 Link Workers take an outreach approach visiting food banks, advice centres, working with councils, secondary care, and global majority groups and religious venues. We have been able to support people experiencing the most adversity and inequalities. The support is given over a 3-to-6-month period.

Practical support is offered by applying for grants for people to purchase food, bedding, cooking equipment or pay energy bills. Support to register with a GP and/or dentist and access housing and benefits.

### **Helping You Home**

Helping you Home is funded by Maidstone Borough Council and delivered in partnership with Maidstone Hospital. Coming home after a stay in hospital can be a challenging time for people and their families. Their circumstances may have changed, and they may now need adaptations or changes made to their home swiftly to aid a safe discharge home. It could also be that their home was a factor in their admission.

The service is practical and works with people in Maidstone to ensure their homes are made safer and more accessible for them. This can also help to prevent future hospital admissions.

We carry out a Home Safety Check prior to hospital discharge, help with moving furniture such as moving a bed into the living room, where a person needs downstairs living space or fit a key safe to ensure care workers can access the property to provide the support a person needs if they cannot answer their door safely.

The service provided supports the person's quality of life and reassures family members or carers of their safety on discharge.

### **Postural Stability**

Our Postural Stability programme can help those who have had a fall, or those who are limiting what they do because they are worried about falling, to feel steadier on their feet and more confident to get around on their own. Specialist exercise classes are offered in community venues across North and West Kent by our qualified instructors who guide the class through gentle and progressive exercises each week to build strength and improve balance. Everyone is encouraged to progress at a pace that is comfortable for them and, when they feel confident, they learn techniques to get up from the floor safely should they have a fall. After the exercises there is always time to chat over a cup of tea or coffee, and there is an opportunity for speakers to come along and talk with the group about staying fit and well and keeping safe at home.

This year, referral numbers and demand for postural stability has again grown. To meet the rising demand, we recruited and trained an additional Level 4 Postural Stability Instructor and increased our team of volunteers who generously give their time every week to support the PSIs. We ran six 36-week programmes and piloted two further 52-week 'rolling' programmes. 146 people joined a programme this year, with 261 clients supported in total, including those who continued classes that began in 2022/2023.

76% of those who started the programme completed the full 36-week programme.

82% of those who completed the programme reported that they maintained or improved their confidence levels around mobility from their first assessment.

89% of those who completed the programme maintained or improved their functional fitness test scores from their first assessment.

### **Transport**

Our Community Transport Service provides accessible, affordable, and reliable transport for people living in Maidstone and Malling who cannot manage on public transport because of their age, frailty, disability, or injury. Journeys can be to anywhere in the UK and are not restricted to medical appointments. Our service enables people to go shopping, attend social groups and activities, or simply visit friends and family independently.

Our Transport Coordinator, Tracey, is supported by a team of incredible volunteers which has increased this year to 40 regular drivers and 4 office support volunteers. The drivers use their own cars or, if they have the appropriate licence, can drive either of our minibuses to take larger groups to organised activities, such as group coffee mornings, exercise classes or our Actively Involved outings.

Demand for community transport remains high, 20 enquiries each day on average, with new clients registering for our service every week. This year our volunteer drivers supported 850 clients and made 7882 journeys. These journeys include the minibus trips with up to 10 passengers and, whenever possible, passengers will share journeys in the driver's own vehicle too, which enables us to help more people and keeps costs as low as possible for each passenger, whilst supporting our commitment to working in an environmentally friendly way.

We would not be able to provide this service without our wonderful team of volunteers and we continuously receive letters and emails from clients and their relatives to express their thanks and tell us what great ambassadors our volunteers are for Involve.

In December, we were pleased that so many of our volunteers were able to join at the Bowlplex and for lunch afterwards at the Thai Orchid to celebrate their contribution to Involve and the difference they make to so many people.

### **Green Spaces**

In April 2023, we launched our Green Spaces, green social prescribing project in partnership with Maidstone Borough Council. With a strong focus on wellbeing, the project supports Maidstone residents to get involved in gardening activities in the town centre green spaces to help keep them feel connected to their community. All volunteering sessions are led by our qualified and experienced gardener who is always on hand to share helpful advice and tips.

28 volunteers joined us to take part in regular volunteering events during the year.

100% of volunteers said they enjoyed taking part and that it increased their sense of wellbeing and feeling connected in the community.

A total of 87 supported volunteering sessions took place at regular sessions at Maidstone Community Support Centre Community Garden, Brenchley Gardens, Trinity House, The Millenium Amphitheatre and Rose Garden, and Maidstone Museum. The town centre planters at Week Street were refreshed with new plants twice by our wellbeing group at MCSC.

### **Carers (those caring unpaid for a family member or friend)**

In the 2021 census 158,512 unpaid carers were identified across Kent and Medway. At Involve we are funded by Kent County Council in the areas of Maidstone, Tonbridge and Malling, Tunbridge Wells and Sevenoaks (excluding Swanley) to provide assessment and support to any carers 16 and over who are providing unpaid care to an adult family member or friend who due to physical or mental illness, age related difficulties, or an addiction cannot manage without their support.

This involves completing carer's needs assessments on behalf of KCC social care and developing support plans with carers to meet their eligible needs, assisting with hospital discharges, ensuring access to correct information and entitlements, access to training, breaks from caring, emotional support and much more.

We also provided Carers with short breaks from their caring role where their health was being impacted using health funding in innovative and personalised ways to improve a Carer's health and avoid Carer breakdown:

306 Carers received a short break from Involve's brokered network of 34 providers.

469 Carers also received brokered services to support them when they or the person they care for were discharged from hospital.

5934 carers supported

78% reported a long-term health condition or disability of their own

### **Community Support for Carers**

#### **Training**

We were excited to start our new Caring and Me courses, developed with feedback from carers about what they needed. The courses take place either face to face or online with an evening option for working carers or those who find daytime difficult. They are facilitated by our Engagement and Training Coordinator Nic.

The 6 weeks of sessions cover:

- Sharing ideas (getting to know each other and practical steps)
- Navigating wellness (ways to look after yourself)
- Navigating finances (looking at benefits, grants, and budgets)
- Navigating support (emergency planning and support services)
- Navigating difficult days (coping with stress and having tender conversations)- Round up (social opportunity and time to reflect on the course)

At the end of the courses the carers have also built connections and peer support, and many have continued to meet up and stay in touch.

We have also been pleased to offer anticipatory grief workshops and are looking forward to our partnership with NRS Healthcare to offer manual handling training to carers.

### **Forums**

Our quarterly Carer Forums have proved increasingly popular. Ensuring carers have their voices heard with an array of interesting speakers and working alongside KCC and the NHS to ensure carers can feed into future strategy and planning of services. They are also a great social event, and many people make new connections with the other carers there too.

### **Hospital Discharge**

We work in partnership with Maidstone and Tunbridge Wells Hospital Trust to identify and support carers. During April 2023 to March 2024, we identified and supported 1065 carers with information, advice, emotional support and of their right to a carer's needs assessment via Involve. Of those 469 received practical brokered support from our hospital discharge funding, this included a variety of night sits to enable them to sleep, sit calls to enable them to rest or go out, help with shopping, domestic and or laundry.

### **Young Adult Carers**

We were pleased to welcome a new team member Chelsea who has focused on working with Young Adult Carers aged between 16 to 25. A proactive approach of outreach work with colleges, youth services and young carer organisations has resulted in more young people being identified and supported through transition in their caring role.

They meet at our face-to-face groups, and we have been able to provide some activities and events throughout the year for them to have a break, meet others in a caring role and have fun. 121 support is available and access to a carer's needs assessment from age 18.

### **Hospital Social Prescribing**

Our latest social prescribing service is in partnership with Maidstone and Tunbridge Wells Hospital Trust working onsite with hospital staff to support patients being discharged from hospital with any non-medical social needs and to reduce unnecessary attendance at A&E or unplanned hospital admittance in the future.

Support is provided for up to 6 weeks from discharge by a Link Worker and includes practical support and a focus on "what matters to me".

Patients referred have often been very vulnerable and, although medically optimized, not able to deal with tasks themselves. A signposting and referral approach alone does not work when people are

isolated and newly discharged. Staff have home visited and worked alongside discharged patients 121 intensively to support them with:

Accessing food including picking up from food banks, medication, charging or helping them switch electricity and gas.

Digital inclusion - helping access laptops and internet, supporting them to purchase items needed online and setting up home shopping for them or direct debits to access better rates for utilities.

Purchasing beds, clothing, and other household items.

Setting up care and support at home where identified a self-funder for care or needing support with cleaning or laundry.

Completing benefit, housing, and any forms that they struggle with.

Supporting them with telephone calls and emails to access appropriate support.

Referring them to services and activities and supporting them to access them as needed.

520 patients supported during April 2023 to March 2024

Anxiety decreased by 40% and life satisfaction increased by 25% after practical support from a Link Worker

### **Hospital Technology**

We were also excited to be a part of a pilot project funded by Kent County Council up until April 2024 and in partnership with Maidstone and Tunbridge Wells Hospital Trust testing the use of technology for people on discharge from hospital.

The aim of the project was to:

- Enable more timely discharge from hospital and prevent readmission into hospital- Enable people to live as independently as possible and reduce social isolation- Promote the use of assistive technology a person may already have in their home and prescribe technology that may assist them to be more independent and socially connected - Encourage people to feel confident with the use of technology and reduce digital exclusion

We were also able to purchase a stock of equipment that could be quickly given to the person after meeting with them to identify their needs. This varied from LED strip lighting for stairs to hydration cups to avoid dehydration and Echo Shows.

### **Connect!**

Innovate - Develop - Grow

In 2021-2022 Connect! developed an innovative service for neurodivergent children and young people which led to 2 further years delivering the Connect! service to autistic 11-18-year-olds as a Kent County Council Short Breaks offer in Maidstone and Tonbridge & Malling districts.

Demand grew through 23-24 and Connect! continued to be a highly popular service reaching full capacity with 254 children and young people joining the programme. Our new Youth Programme Coordinator Penny provides a creative and dynamic programme of activities. Penny's engagement enabled Amelia Kury to step into the role of Children's Project Manager where she further developed our plans for innovation and growth in our Children's Services.



We provided a wide variety of fun activities that focus on:

- Having fun
- Creating connections
- Building confidence, resilience and well-being
- Giving parents/carers a break
- Meeting others to share experiences

Total hours delivered 302

Number of activities 116

Evaluation showed that young people's wellbeing increased by an average of 23% and sense of being connected to their peers by 24%

### **Free 2 Be Me**

Funding from Shaw Trust enabled us to create Free 2 Be Me, addressing a need within the neurodivergent community to have a non-judgmental, safe space explore LGBTQ+.

We held 8 'Free 2 Be Me' sessions at the Involve Hub in The Mall, Maidstone. 6 young people attended regularly. Young people were aged 17-18 and 5 identify as trans/non-binary.

Thanks to funding from Wards Barnados fund and a free of charge residential stay gifted by Lower Grange Farm, we offered 2 residential trips in October 2023 & March 2024. 29 young people enjoyed a wide range of fun challenges and activities over 3 nights. This was a first for Involve and a first for the young people, most of whom had never stayed away from home before.

- They overcame many anxieties
- Developed their independence
- Made friends and memories
- Discovered a sense of belonging
- Gave their parents a break!

### **Dynamic Support Advocates**

In July 2023 Involve were awarded the contract for the Dynamic Support Advocates service by Kent County Council. An acknowledgement of Involve's experience and expertise working with and advocating for neurodiverse children, young people and their families. Also, our knowledge and insight around providing personalised support in complex cases requiring a flexible, holistic approach. We are delighted to have 5 experienced Advocates and a lead Advocate who also all have lived experience, working to support the children, young people and their families.

The Dynamic Support Service supports 10-25-year-olds who:

- Have a confirmed diagnosis of learning disability and/or autism, or are on the pathway for an autism assessment -
- Have experienced that the local offer of services and support cannot currently meet their needs -
- Are open to social care as well as children and young people's mental health service.

And are:

- At risk of admission into a specialist mental health facility
- At risk of 52-week placement breakdown, or
- At risk of detention in the criminal justice system with forensic involvement

The Dynamic Support Advocates range of support includes:

- Building trusting relationships especially where children, young people and their families feel let down by services
- Flexible home and/or community-based visits with children, young people and their families -
- Co-producing personalised action plans to support goals, aspirations and wishes to be

achieved - Advocating for children, young people and families to ensure their voices are heard across the system - Accessing funding, training and strategies to support the child or young person's action plan - A trusted, key worker role that ensures the child or young person remains at the centre of their care

In 2023-2024 Dynamic Support Advocates worked with 56 children, young people and their families to provide advocacy and emotional support and guidance.

### **Children's Health and Wellbeing**

This is Involve's fourth year providing social prescribing, care navigation and coordination to families via our Children's Health and Wellbeing Navigation service. The service offers long-term support, helping families to coordinate referrals and care, giving information and advice, and acting as a key point of contact for the family and their support network.

Navigators are based in GP practices and work with children from 0-18 (up to 25 with SEND (Special Educational Needs and Disability)) and their families and carers where the child has a long-term health condition. Neurodivergence (such as autism/ADHD) and mental health issues are the primary reason for referral, reflecting the significant challenges currently faced by the support services for these conditions across Kent and Medway.

Navigators develop a personalised support plan with wide ranging actions. We take the time to listen and support families with what matters most to them. From navigating the statutory services and diagnostic pathways to recognising the needs of the child to be a child first, we support them to achieve their goals, wishes and desires.

This insight enables the service to add value across the system. Navigators advocate as the voice of children and their families, feeding back the challenges and gaps in support. The service is represented at the Kent and Medway's Children and Young People social prescribing workforce Community of Practice, neurodiversity transformation programme and tests innovations such as Personal Health Budgets and Primary Care Children's and Young People Multi-Disciplinary Teams.

64% report an increase in ability to deal with problems

3,464 families supported

### **NHS Personal Health Budgets**

During Year 2 of the Kent and Medway NHS Personal Health Budget pilot we concluded our project to test and evaluate whether a personalised budget improved the wellbeing of children and young people whilst navigating neurodiversity support and diagnosis pathways. 236 children were supported to receive a Personal Health Budget based on what matters most to them.

Involve's team of Children's Health and Wellbeing Navigators based in GP practices referred families into the pilot reporting that cost/funding was often a barrier to accessing equipment, items, and services for children in the early stages of the support pathway. It was recognised that particularly in the case of neurodiversity, a personalised approach was key to successfully meeting the specific needs of individuals.

Working alongside Kent County Council's Dynamic Support Service the crisis prevention funding was aimed at supporting young people at risk of requiring (Specialist Mental Health Provision) intervention or being discharged and supporting their smooth transition back into a community setting.

We designed and executed a programme that was accessible and swift to respond with informed, creative, and innovative solutions. Delivery was based around two funding streams and referral pathways, coordinated, managed, and evaluated by Involve's Children's Project Manager.

### Early Intervention Funding

Sensory items were the most requested items. Funding for hobbies, therapies and sports were also popular. -

Emotional wellbeing increased by 53%

- Social wellbeing increased by 42%

### Crisis Intervention Funding

- Emotional wellbeing increased by 39%

- Social wellbeing increased by 33%

### Moving Forwards

Involve's third year supporting Care Leavers funded by Kent and Medway NHS has seen the project go from strength to strength. 110 care experienced young people benefited from our personalised approach and specialist understanding of the barriers and challenges care leavers face.

Learning to budget and keep on top of bills, managing the challenges of engaging in work, education and independent living while keeping healthy and building friendships and social networks is a challenging experience for any young person. Moving Forwards recognises the particular difficulties care leavers may face and works to overcome them while building resilience to move forward confidently into their future.

The ways we support:

- One-to-one approach, taking time to listen to what matters to them most- Creating a personalised, goals based Action Plan

- Co-producing a Crisis Plan

- Practical support with budgeting, accommodation, attending appointments, form filling.- Ensuring GP registration

- Providing personal budgets to help develop hobbies and interests and achieve aspirations- Creating social opportunities for care leavers to meet their peers and develop friendships

51% increase in happiness

81% of care leavers reported being able to deal with problems better

### Activities and Personal Budgets

Care leavers attended 12 activities including: Theme parks, zoos, watersports, and a pantomime. Funding for a variety of interests and hobbies was provided to 14 care leavers for gym membership, sports training, event tickets etc.

### Supporting the Voluntary Sector

Our partnership programme with over 50 charities and voluntary organisations has strengthened and continued to grow. We proudly work together to provide an extensive choice of accessible and culturally diverse activities and specialist support services for older people across North and West Kent. Our partnership portfolio of social, exercise, arts, and nature-based opportunities ensure that a wide variety of interesting group activities to suit all interests are locally available, and include arts classes, fishing, specialist exercise classes, craft groups, gardening and horticultural activities, nature walks, singing, theatre activities as well as many drop-in social groups.

A total of £452,753 was secured for our VCS partners, strengthening the sector and providing resources to support communities. Our Social Prescribing Community Fund awarded an additional £25,000 to voluntary groups and organisations in West Kent to develop activities and provide volunteer placements.

In Spring 2023 we launched the West Kent Health and Care Voluntary Sector Alliance, a forum that brings together the VCSE in West Kent to work more closely with health systems. Throughout the year we delivered several online meetings to discuss topical issues, plus additional workshops that focussed on how we can address the barriers to wider system working. Findings from the workshop were developed into a paper which was shared with the West Kent Health and Care Partnership, who supported our recommendations for actions to address these barriers and work closer with the VCSE.

### **NHS Core20PLUS5 Community Connectors**

The NHS England Core20PLUS5 programme aims to reduce inequalities in underserved and vulnerable communities. Focussing on those in areas of highest deprivation, and in health groups including ethnic minorities, those experiencing homelessness and traveller communities, the programme seeks to reduce inequalities in five clinical areas: serious mental illness (SMI), hypertension, respiratory diseases, maternity and early cancer screening.

There are stark inequalities in maternity care in England, with women from black ethnic backgrounds four times more likely to die during pregnancy or up to six weeks after childbirth, and women from Asian ethnic backgrounds are twice as likely to die, compared to white women. Women living in the most deprived areas continue to have the highest maternal mortality rate compared to those living in the least deprived areas and 12% of women who died during or up to a year after pregnancy in the UK in 2019-21 had multiple severe disadvantages (MBRRACE-UK: Saving Lives, Improving Mothers' Care report 2023).

In Spring 2023, Involve partnered with Kent and Medway ICB to deliver engagement work in North Kent (Dartford, Gravesham and Swanley) that offered Community Connectors - active members of the community that could collect feedback about maternity care and act as a point of information for pregnant women and new mothers in the area. The service was led by our Engagement Officer who developed meaningful relationships with people in the community, including at children's centres, in community venues, at foodbanks, at mother and baby groups and other key services that might be used.

Along with volunteers, our Engagement Officer spoke to over 320 women in North Kent about their experiences with maternity services. Volunteers were given information produced by the NHS to share with pregnant women in their communities to ensure that women were accessing services available to them. This information was also left in places such as foodbanks, where it could be accessed discreetly by those that needed it.

The feedback collected was analysed and included in our report that has been shared with the Kent and Medway Local Maternity and Neonatal System (LMNS) to support changes and improvements in the system. Volunteers have been invited to join the Maternity and Neonatal Voices Partnership, a forum that brings together service users to ensure that their voices are heard in service provision.

This one-year project was an excellent example of partnership working across systems. We worked closely with the LMNS in addition to the Kent and Medway Engagement Team, ensuring that findings were shared with relevant stakeholders and that the women we spoke to would have their voices heard. The work was awarded with a Healthwatch Recognition Award for Excellence in Consultation and Engagement.

## **Financial review**

### **Treasurer**

The financial year to 31st March 2024 saw continued prudent management of Involve's financial position.

The uncertainties around potential funding cuts to some of our core services are an ongoing challenge as we must prepare for the impact to our financial strategy and staff. Until we have more clarity (not now expected until early 2025), we continue to support our service users and explore every opportunity to secure future funding where possible.

Renewal of most of our PCN contracts this year has been a welcome sign and reinforces the great work that Involve carry out in delivering social prescribing across Kent.

The finance team continue to evolve process and financial reporting to allow Trustees clear oversight. This allows for collaborative and supportive discussion at our regular Finance sub-group and Board meetings.

Many thanks to Gary, Jane & Jo for their thorough and dynamic approach during the last year.

Duncan Simmons

### **Head of Finance**

The financial year was one of continued growth, achieving £6.4m income, an increase of 23% on the previous year of £5.2m. With continued careful monitoring of budgets and expenditure, a healthy surplus of £1.17m was generated in the financial year, a 145% increase on the previous year of £477,000.

A significant contribution to the increase is due to the recognition of grants awarded by KCC, of £480,000 for the Short Breaks work to be delivered over the coming two financial years. A further grant of £250,000 was awarded in March 2024 to continue the Personal Health Budget work around Crisis prevention.

Jo Misiak

### **Trustees' responsibilities statement**

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the 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 in the applicable Charities SORP; - make judgments and accounting estimates that are reasonable and prudent; - 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.

**Auditor**

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and - they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The trustees' annual report and the strategic report were approved on 23 September 2024 and signed on behalf of the board of trustees by:

R Leicester, Chair

Trustee

# **Involve Kent Limited**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of Involve Kent Limited**

**Year ended 31 March 2024**

#### **Opinion**

We have audited the financial statements of Involve Kent Limited (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, 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 FRS 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 charity's affairs as at 31 March 2024 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; - have been prepared in accordance with the requirements of the Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

#### **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 charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity'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.

## **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. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## **Opinions on other matters prescribed by the Companies Act 2006**

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- 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 the knowledge and understanding of the charity 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 the Companies Act 2006, the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Charities Act 2011 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.

## **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity'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 charity 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: We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion. In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we have considered; the nature of the industry, control environment and business performance with particular reference to the Company's remuneration policies, key drivers for directors' remuneration, bonus levels and performance targets. Throughout the audit testing we are considering the incentives that may exist within the organisation for fraud. Key areas include timing of recognising income around the year end, posting of unusual journals and manipulating the Company's performance measures to meet targets. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. We ensure we have an understanding of the relevant laws and regulations and remain alert to possible non-compliance throughout the audit. Despite proper planning and audit work in accordance with auditing standards there are inherent limitations and unavoidable risk that we may not detect some irregularities and material misstatements in the financial statements. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations. As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation. We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit. Use of our report

This report is made solely to the charity's members, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act, and Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charity's members 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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Robert Field FCA CTA

(Senior Statutory Auditor)

For and on behalf of

Burgess Hodgson LLP

Chartered accountants & statutory auditor

Camburgh House

27 New Dover Road

Canterbury

Kent

CT1 3DN

23 September 2024

**Involve Kent Limited**  
**Company Limited by Guarantee**  
**Statement of Financial Activities**  
**(including income and expenditure account)**

**Year ended 31 March 2024**

		<b>2024</b>		<b>2023</b>	
		Unrestricted funds	Restricted funds	<b>Total funds</b>	Total funds
	<b>Note</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income</b>					
Donations and legacies	<b>5</b>	14,195	—	<b>14,195</b>	35,630
Charitable activities - Grants and service delivery contracts	<b>6</b>	5,274,375	1,103,513	<b>6,377,888</b>	5,193,833
Investment income	<b>7</b>	26,458	—	<b>26,458</b>	3,832
<b>Total income</b>		5,315,028	1,103,513	<b>6,418,541</b>	5,233,295
<b>Expenditure</b>					
Expenditure on charitable activities	<b>8,9</b>	4,602,546	644,210	<b>5,246,756</b>	4,750,704
Other expenditure	<b>11</b>	—	—	—	5,208
<b>Total expenditure</b>		4,602,546	644,210	<b>5,246,756</b>	4,755,912
<b>Net income and net movement in funds</b>		712,482	459,303	<b>1,171,785</b>	477,383
<b>Reconciliation of funds</b>					
Total funds brought forward		1,463,612	582,080	<b>2,045,692</b>	1,568,309
<b>Total funds carried forward</b>		2,176,094	1,041,383	<b>3,217,477</b>	2,045,692

The statement of financial activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

**Involve Kent Limited**  
**Company Limited by Guarantee**  
**Statement of Financial Position**

**31 March 2024**

	Note	2024 £	2023 £
<b>Fixed assets</b>			
Tangible fixed assets	15	11,653	15,538
<b>Current assets</b>			
Debtors	16	1,135,519	412,095
Cash at bank and in hand		2,537,286	2,184,051
		-----	-----
		3,672,805	2,596,146
<b>Creditors: amounts falling due within one year</b>			
Trade creditors		58,666	79,736
Other creditors including taxation and social security	18	342,781	355,676
Accruals and deferred income		65,534	130,580
		-----	-----
		466,981	565,992
<b>Net current assets</b>		3,205,824	2,030,154
<b>Total assets less current liabilities</b>		3,217,477	2,045,692
<b>Net assets</b>		3,217,477	2,045,692
<b>Funds of the charity</b>			
Restricted funds		835,194	582,080
Unrestricted funds		2,382,283	1,463,612
		-----	-----
<b>Total charity funds</b>	21	3,217,477	2,045,692
		-----	-----

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

These financial statements were approved by the board of trustees and authorised for issue on 23 September 2024, and are signed on behalf of the board by:

R Leicester, Chair

Trustee

**Involve Kent Limited**  
**Company Limited by Guarantee**  
**Statement of Cash Flows**

**Year ended 31 March 2024**

	<b>2024</b>	2023
	<b>£</b>	£
<b>Cash flows from operating activities</b>		
Net income	1,171,785	477,383
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	3,885	5,179
Dividends, interest and rents from investments	(26,458)	(3,832)
Interest payable and similar charges	2,554	1,913
Loss on disposal of tangible fixed assets	—	5,208
Accrued (income)/expenses	( 47,867)	77,626
<i>Changes in:</i>		
Trade and other debtors	( 748,928)	( 37,002)
Trade and other creditors	( 25,640)	140,590
Cash generated from operations	329,331	667,065
Interest paid	( 2,554)	( 1,913)
Net cash from operating activities	326,777	665,152
<b>Cash flows from investing activities</b>		
Dividends, interest and rents from investments	26,458	3,832
Proceeds from sale of tangible assets	—	5,211
Net cash from investing activities	26,458	9,043
<b>Net increase in cash and cash equivalents</b>	353,235	674,195
<b>Cash and cash equivalents at beginning of year</b>	2,184,051	1,509,856
<b>Cash and cash equivalents at end of year</b>	2,537,286	2,184,051

**Involve Kent Limited**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements**

**Year ended 31 March 2024**

**1. General information**

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England, Wales and Scotland. The address of the registered office is 30 Turkey Court, Turkey Mill, Ashford Road, Maidstone, Kent, ME14 5PP.

**2. Statement of compliance**

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

**3. Accounting policies**

**Basis of preparation**

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

**Going concern**

There are no material uncertainties about the charity's ability to continue.

**Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

**Incoming resources**

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income: - income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably. - legacy income is recognised when receipt is probable and entitlement is established. - income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers. - income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

**Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates: - expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods. - expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities. - other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

**Tangible assets**

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses. An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

## **Depreciation**

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

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

## **Impairment of fixed assets**

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date. For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets. For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

## **Financial instruments**

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the profit and loss account in other administrative expenses. Loans and borrowings are initially recognised at the transaction price including transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method, less impairment. If an arrangement constitutes a finance transaction it is measured at present value.

## **Defined contribution plans**

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund. When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

## **4. Limited by guarantee**

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.



## 5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
<b>Donations</b>			
Donations	14,195	—	<b>14,195</b>
<b>Legacies</b>			
Legacies	—	—	—
	14,195	—	<b>14,195</b>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
<b>Donations</b>			
Donations	20,275	529	20,804
<b>Legacies</b>			
Legacies	14,826	—	14,826
	35,101	529	35,630

## 6. Charitable activities - grants and service delivery contracts

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Income from grants and service delivery contracts	5,274,375	1,103,513	<b>6,377,888</b>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Income from grants and service delivery contracts	4,469,178	724,655	5,193,833

## 7. Investment income

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Interest - deposits	26,458	<b>26,458</b>	3,832	3,832

## 8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Innovations & Pilots	–	20,324	<b>20,324</b>
Community Projects	–	–	–
Care Leavers Service	–	79,964	<b>79,964</b>
Social Prescribing	–	287,657	<b>287,657</b>
Children's Innovation & Pilots	–	256,265	<b>256,265</b>
Unrestricted activities	4,077,282	–	<b>4,077,282</b>
Support costs	525,264	–	<b>525,264</b>
	<b>4,602,546</b>	<b>644,210</b>	<b>5,246,756</b>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Innovations & Pilots	–	–	–
Community Projects	–	42,117	42,117
Care Leavers Service	–	78,811	78,811
Social Prescribing	–	259,261	259,261
Children's Innovation & Pilots	–	77,389	77,389
Unrestricted activities	3,770,721	–	3,770,721
Support costs	522,405	–	522,405
	<b>4,293,126</b>	<b>457,578</b>	<b>4,750,704</b>

## 9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2024 £	Total fund 2023 £
Innovations & Pilots	20,324	–	<b>20,324</b>	–
Community Projects	–	–	–	42,117
Care Leavers Service	79,964	–	<b>79,964</b>	78,811
Social Prescribing	287,657	–	<b>287,657</b>	259,261
Children's Innovation & Pilots	256,265	–	<b>256,265</b>	77,389
Unrestricted activities	4,077,282	503,086	<b>4,580,368</b>	4,271,044
Governance costs	–	22,178	<b>22,178</b>	22,082
	<b>4,721,492</b>	<b>525,264</b>	<b>5,246,756</b>	<b>4,750,704</b>

## 10. Analysis of support costs

	Support costs £	Total 2024 £	Total 2023 £
Staff costs	349,735	<b>349,735</b>	338,203
Premises	35,636	<b>35,636</b>	43,264
Communications and IT	17,830	<b>17,830</b>	13,709
General office	19,124	<b>19,124</b>	5,862
Human resources	6,762	<b>6,762</b>	11,008
Governance costs	22,178	<b>22,178</b>	22,082

Other support costs	73,999	<b>73,999</b>	88,277
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	525,264	<b>525,264</b>	522,405
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## 11. Other expenditure

	Unrestricted Funds	Total Funds 2024	Unrestricted Funds	Total Funds 2023
	£	£	£	£
Loss on disposal of tangible fixed assets held for charity's own use	—	—	5,208	5,208

## 12. Auditors remuneration

	2024	2023
	£	£
Fees payable for the audit of the financial statements	13,364	15,985
Fees payable to the charity's auditor and its associates for other services:		
Other non-audit services	8,814	6,097

## 13. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024	2023
	£	£
Wages and salaries	3,581,056	3,126,847
Social security costs	320,853	292,016
Employer contributions to pension plans	78,008	64,427
	3,979,917	3,483,290

The average head count of employees during the year was 142 (2023: 129 ). The average number of full-time equivalent employees during the year is analysed as follows:

	2024	2023
	No.	No.
Charitable activities	133	117
Governance	8	12
	141	129

The number of employees whose remuneration for the year fell within the following bands, were:

	2024	2023
	No.	No.
£60,000 to £69,999	1	—
£80,000 to £89,999	1	1
	2	1

## 14. Trustee remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023: £Nil).

During the year, no Trustee expenses have been incurred (2023: £Nil).

**15. Tangible fixed assets**

	Motor vehicles £	Equipment £	Total £
<b>Cost</b>			
<b>At 1 April 2023 and 31 March 2024</b>	71,106	27,996	<b>99,102</b>
<b>Depreciation</b>			
At 1 April 2023	55,568	27,996	<b>83,564</b>
Charge for the year	3,885	—	<b>3,885</b>
<b>At 31 March 2024</b>	59,453	27,996	<b>87,449</b>
<b>Carrying amount</b>			
<b>At 31 March 2024</b>	11,653	—	<b>11,653</b>
At 31 March 2023	15,538	—	15,538

**16. Debtors**

	2024 £	2023 £
Trade debtors	<b>617,306</b>	347,619
Prepayments and accrued income	<b>34,342</b>	63,426
Other debtors	<b>483,871</b>	1,050
	<b>1,135,519</b>	412,095

For further detail regarding other debtors, see 21.f.

**17. Creditors: amounts falling due within one year**

Other creditors comprising of £107,986 (2023: £135,537) are amounts which are being held on behalf of third parties.

**18. Other creditors including taxation and social security falling due within one year**

	2024 £	2023 £
Social security and other taxes	<b>220,322</b>	205,434
Other creditors	<b>122,459</b>	150,242
	<b>342,781</b>	355,676

**19. Deferred income**

	2024 £	2023 £
At 1 April 2023	<b>8,325</b>	—

**20. Pensions and other post retirement benefits**

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £78,008 (2023: £64,428).

The defined contribution liability as the the year end is £14,473 (2023: £14,703) and is allocated to the unrestricted fund.

## 21. Analysis of charitable funds

### Unrestricted funds

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
General funds	1,463,612	5,315,028	(4,602,546)	(12,574)	2,163,520
Emergency Fund	—	—	—	218,763	218,763
	1,463,612	5,315,028	(4,602,546)	206,189	2,382,283

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
General funds	1,253,835	4,508,111	(4,298,334)	—	1,463,612
Emergency Fund	—	—	—	—	—
	1,253,835	4,508,111	(4,298,334)	—	1,463,612

### Restricted funds

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
Community Projects	177,685	—	—	(177,685)	—
Care Leavers Service	82,344	—	(79,964)	(16,260)	(13,880)
Social Prescribing	145,498	307,777	(287,657)	(68,141)	97,477
Children's Innovation & Pilots	176,553	290,886	(256,265)	55,897	267,071
Innovations & Pilots	—	24,850	(20,324)	—	4,526
Short Breaks - Connect	—	480,000	—	—	480,000
	582,080	1,103,513	(644,210)	(206,189)	835,194

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
Community Projects	179,395	40,408	(42,117)	—	177,686
Care Leavers Service	69,486	91,670	(78,811)	—	82,345
Social Prescribing	65,593	339,166	(259,261)	—	145,498
Children's Innovation & Pilots	—	253,940	(77,389)	—	176,551
Innovations & Pilots	—	—	—	—	—
Short Breaks - Connect	—	—	—	—	—
	314,474	725,184	(457,578)	—	582,080

## Fund descriptions

### (a) Community Projects

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

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

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.

### (d) Childrens Innovation and Pilots Fund

A restricted range of funds from both grant funding and local authority funding to enhance the direct work available in the local children's services offer. These projects support both children and their families.

### (e) Innovations & Pilots

A restricted range of funds from both local grant funding and local authority funding to deliver pilot and/or innovations projects either in new areas of work or to enhance existing areas of work. These projects are to support Adults over 16 years old.

### (f) Short Breaks - Connect

A restricted grant fund from Kent County Council to provide short breaks to autistic children and young people aged 9 -18 and their parents or carers across Kent's 12 districts. The short breaks provided are fun activities, trips and groups, and provide parents/carers with a necessary and valuable break from their caring responsibilities.

The total grant amount is £480,000. This grant will be delivered over 24 months to March 2026.

## 22. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	11,653	–	11,653
Current assets	2,837,611	835,194	3,672,805
Creditors less than 1 year	(466,981)	–	(466,981)
<b>Net assets</b>	<b>2,382,283</b>	<b>835,194</b>	<b>3,217,477</b>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	15,538	–	15,538
Current assets	2,014,066	582,080	2,596,146
Creditors less than 1 year	(565,992)	–	(565,992)
<b>Net assets</b>	<b>1,463,612</b>	<b>582,080</b>	<b>2,045,692</b>

### 23. Analysis of changes in net debt

	At 1 Apr 2023	Cash flows	At 31 Mar 2024
	£	£	£
Cash at bank and in hand	2,184,051	353,235	<b>2,537,286</b>

### 24. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2024	2023
	£	£
Not later than 1 year	<b>49,221</b>	30,000
Later than 1 year and not later than 5 years	<b>101,777</b>	7,810
	<b>150,998</b>	37,810

### 25. Related parties

During the year, no amounts (2023: £4,035) were 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 in respect of these transactions (2023: nil).

D Simmons, a trustee, is employed at MetroBank, supplier of banking services to the Charity.

R Hewett , a trustee, is a Director at NHS Kent and Medway, who provide funding to the Charity.



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