



A charitable trust
Serving the community

**Trustees' annual report
and Financial Statements
for the year ended
30th September 2020**

Charity number: 1175277

Chairman's statement

Welcome to our third annual report. The following pages will give you a very detailed overview of what the Kendall & Wall Charitable Trust has achieved under what must be the most trying times any of us have lived through.

Covid has had an impact on us all and perhaps brought the best out of our volunteers, they have kept in touch with our regular clients by drawing up a telephone rota, helping clients with hospital and vaccination appointments and even producing In Touch our own newsletter that is distributed to our clients, friends and supporters and our volunteers. Some of our volunteers stepped in to helping the wider community by driving delivery vans for the district council.

We are very grateful for the acknowledgement our team received from the Lord Lieutenant of Staffordshire for all the help they willingly gave to support the community.

The National Lottery has provided the funding for two new minibuses. These are made to meet the access needs of our clients, one has been delivered and is already in service and the other is on order. The National Lottery Community Fund is helping Kendall & Wall to continue meeting our commitment to preventing loneliness amongst a too often neglected part of our society.

None of what Kendall & Wall has achieved would be possible without the generous and unstinting help of our volunteers. As the chairman of the Trust I must thank all our volunteers.

A handwritten signature in black ink that reads "Stephen Sanders". The script is cursive and fluid, with the first letters of each word being capitalized and prominent.

Stephen Sanders

Who we are and what we do

Background

Kendall & Wall Charitable Trust is a registered charity (registered number 1175277).

The organisation was first set up in 2012 as a not-for-profit limited company by Mike Wall and Paul Kendall. They knew how difficult it was for elderly or disabled people to get out and socialise. They organised outings initially through a local coach company. The following year they purchased a small (7-seater) minibus with wheelchair access. In 2015 they purchased a second (17-seater) minibus and the company was formally registered as a Community Interest Company. We became a charity in October 2017 but did not 'go live' until January 2018 when our new bank account was established. A third minibus (17 seater) was purchased in October 2019.

What we aim to do

Our charity's sole purpose is to organise and provide wheelchair-accessible outings to help prevent people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society. We provide this service to elderly and/or disabled people living within a 20 mile radius of Lichfield.

Because of the covid outbreak we had to suspend outings between February and July 2020. We then managed to put on 9 outings between July and early September before suspending again. This had a major impact on the number of outings that we were able to put on during the year.

Between October 1st 2019 and September 30th 2020 we organised 101 outings, involving 346 volunteer journeys and 663 client journeys.

We have 31 fantastic volunteers who look after our clients, push wheelchairs and generally help out. Eight of the volunteers drive the minibuses. Some do office work such as data entry, telephoning clients or organising fundraising. The volunteers are not paid for their work but can receive travel expenses for their travel from home to our registered office. If the outing involves eating out the volunteers are entitled to a free lunch up to the value of £6.50

Volunteers

- | | | |
|-------------------|---------------------|-------------------|
| • Michael Wall | • Elizabeth Kendall | • Neil Briand |
| • Kikuko Wall | • Paul Kendall | • Elaine Moore |
| • Stephen Sanders | • Martin Jay | • Rehana Firth |
| • Libby Lewis | • Carol Sanders | • Jonathan Firth |
| • Richard Henshaw | • Julie Paylor | • Henrietta Evans |

- Pauline Hindley
- Lynnette Crisp
- Jane Hartley
- Wendy Evans
- Carol Wedge
- John McCullagh
- Sarah Bennett
- Michael Dunkley
- Henrietta Evans
- Andrew Stiles
- Rhiannon Godley
- Karen Arthur
- Annette Palmer
- Tony O'Leary
- Lucy Clevely
- Jane Hartley

How we are organised

Our registered office is at 121 Walsall Road, Lichfield WS13 8AD

The charity is governed by a team of 10 Trustees, including one client Trustee. They are responsible for setting the direction of the organisation and agreeing policy. Day-to-day management is carried out by the Chief Operating Officer, assisted by a volunteer, Libby Lewis, who is responsible for liaising with clients to arrange pick-up times etc.

Trustees

Stephen Sanders	Chairman
Michael Wall	Chief Operating Officer
Kikuko Wall	
Paul Kendall	Vice Chairman
Elizabeth Kendall	
Lynn Crisp	Minutes secretary
Tessa Dudley	Client Trustee
Richard Henshaw	
Julie Paylor	Fundraising Coordinator
Jonathan Firth	

Governance

The Trustees meet every 3 months to monitor and give direction to the organisation. They ensure that the charity has a clear strategy, and that its work and goals are in line with its vision. They make sure that all decisions put the needs of our clients first. They safeguard the charity's assets – both physical assets and intangible ones, such as its reputation. They make sure these are used well and that the charity is run sustainably.

Central to this work is a series of key indicators which are considered by the Trustees at every meeting. They include:

- Details of each outing
- Number of clients on each outing
- Satisfaction scores for outings
- No. of complaints received

- Details of any accidents or incidents
- Feedback from volunteers for each outing
- No. of new clients registered
- Income
- Expenditure
- Performance against budget

An important part of the Trustee's work is to agree clear written policies and procedures to guide our volunteers. We have the following policies in place:

- Accident/incident policy and procedure
- Complaints procedure
- Confidentiality policy
- Data protection policy
- Financial management & controls policy
- Health & Safety policy
- Impaired mobility policy
- Non-discriminatory practice policy
- Service user abuse policy & procedure
- Untoward incident policy
- Wheelchair policy
- Whistleblowing policy & procedure
- Environmental & sustainability

We also have regular training sessions for our Trustees and volunteers. In the last year we have organised training on:

- First aid
- Moving & handling
- Wheelchair training
- Coronavirus training

Organisational assessment

In February 2020 a number of Trustees took part in a review session where we used an 'organisational dial' covering 8 aspects of the organisation to give a picture of the strengths and weaknesses of the charity. The session was chaired and mediated by Claire Ferris from Support Staffordshire.

The main findings of the review were:

Creating impact	Mostly good practice. Organisation is achieving its purpose. Need to involve clients more meaningfully. Good progress with going paperless
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Income	Approximately one third of income comes from grants but we are reliant on same funders. Biggest expenditure is on maintenance of vehicles.
Strategy	Good progress with 5 year plan. Still need an experienced Treasurer. Need more action on succession planning. Need to make contact and work with social prescribing link workers
Learning	Good training programme in place but could use Support Staffordshire more.
Leadership & governance	Good communication between Trustees. System of Key Performance Indicators is helpful. Need to use website and Facebook more
People	Trustees and volunteers happy and motivated. Plan to consider a Volunteer recognition scheme
Managing resources	Good financial management in place but urgently need a Treasurer. Use of social media needs further development
Communication	Most new clients come through word of mouth recommendation. Need to make better use of Social Media streams and website

We plan to repeat the exercise in the future. Many thanks to Claire Ferris for her help and support.

Risk management

There are many risks associated with running the charity. Some of these are related to the outings we organize and focus mainly on risks to clients and/or volunteers. We deal with these risks by carrying out risk assessments and providing details of risks and mitigating actions for every outing.

Other risks may be classified as 'business risks'. They include:

- Financial risks
- Reputational risks
- Risks from competitors

We plan to set up a risk register to help Trustees manage these risks

What we have achieved

Despite coronavirus we managed to organise 101 outings, involving 346 volunteer journeys and 663 client journeys between October 1st 2019 and September 30th 2020.

We continued to expand our client base with 47 new clients joining us during the year. Sadly, we lost several of our old clients to covid or other diseases. They include:

Margaret Trickett, Ann Cosford, Shirley Burton, Beverly Hardy, Audrey Weston, Wenda Borley, Pat Burbridge, Charles Goodwin, Barbara Hackett, Hedley Trivett. We miss them all.

We also extended the number of corporate clients (Care Homes, Housing Associations and clubs or charities) that we provide services for. In 2019-20 we provided 15 outings for 174 people from 7 corporate clients.

During the year we recruited 6 new volunteers but we also provided short-term work experience for a number of younger people including teenagers. We continue to welcome young people as volunteers.

While our programme of outings was suspended because of covid we felt it important to keep in touch with our clients so we organised a rota of volunteers to telephone clients once or twice a week and to offer help, if required. We also set up a monthly magazine, ***In Touch***, to entertain and inform clients, volunteers and other interested parties about what we were doing. Stephen Sanders is the editor and typesetter-in-chief. Several clients have contributed articles to the newsletter.

During lockdown several of our volunteers kept themselves busy by helping Lichfield District Council deliver food parcels to isolated, at risk people. We also helped out a number of clients by taking them to hospital appointments.

The database that we use to record details of our clients, to book outings and to keep track of our finances was developed originally by Mike Wall but it was only accessible from the office computer. We realised that we needed to be able to access the database from several computers and Jonathan Firth very kindly agreed to redesign it. He has done a fantastic job and the database can now be accessed by volunteers wherever they are.

We try to be environmentally conscious and have introduced a new 'Environmental and sustainability policy' which will help us to reduce the amount of paper that we are using. Although we are not yet completely 'paper free' we have made a start.

In 2018 we produced a 5 year business plan which set out our short- and long-term goals. One of the issues that we identified was that our organisation was heavily dependent on its Chief Officer, Mike Wall, to run day-to-day operations. In order to make us more resilient we asked some of our volunteers to take on extra responsibilities. Lynn Crisp, our minutes secretary, has taken on the responsibility for much of the office work and is now in effect the Office Manager. Several volunteers have also joined our Fundraising Committee which is headed by Julie Paylor.

The Fundraising Committee has been extremely successful and has raised more than £12,000 in donations, grants and other fundraising events such as craft work sales.

In July 2020 a father and daughter team, Stephan & Chloe Couture from Warwickshire, took part in a gruelling triathlon to raise money for Kendall & Wall. The doughty duo raised £637. We are very grateful to them both for their effort and support.

Our monthly lottery scheme, 50:50, was launched in July 2020. Membership of the scheme is limited to 100 people who each pay £4 per month. Every month we hold the draw and award cash prizes - £100 for first prize, £50 for second prize, £30 for third prize and £20 for the fourth prize.

In January 2020 we approached the National Lottery to bid for money to buy two new minibuses and to set up a new branch of Kendall & Wall to cover the Burton on Trent and South Derbyshire area. The project, codenamed 'Operation Extend our Reach' was received sympathetically by the National Lottery and by March 2020 we had received an offer letter awarding us £106,000 over 2 years. We are most grateful to Jane Green, the National Lottery's Funding Officer for the Midlands. Jane has been incredibly supportive and has guided us through the bidding process.

How our activities deliver public benefit

Our Trustees have referred to the Charity Commission's guidance on public benefit and they regularly review our activity to ensure that our service continues to deliver on our stated objectives of reducing loneliness and preventing social isolation. Early in 2018 we introduced a questionnaire which we issued to all clients who had been on outings in the previous 3 months. The questionnaire asked about the level of satisfaction with our service and whether our clients were lonely. It was gratifying to find that the overwhelming majority of our clients not only rated the outings as 'good' or 'very good' but just as importantly they also said that they felt less lonely since they started coming out with Kendall & Wall.

Financial review

The accounts in this report cover the period October 1st 2019 to September 30th 2020

It has been a very difficult year – mainly because we had to suspend our service for several months because of covid. Our turnover for the year was just shy of £17,000 (in a ‘normal’ year we would have expected double this figure). Although the minibuses were not operating for half the year they still needed to be serviced and insured. Our spend on fuel and garage bills was just over £12,000. We did manage to cut down on our administration costs (telephone, stationery, computers etc.) which were under £5,000.

We finished the year with a net increase in funds of £924. This was mainly due to our success in obtaining grants and donations.

Principal funding sources

Our main income source is from the sale of outings to our clients. However, when we take into account the overheads associated with maintaining and running the two buses, our office costs, and the cost of depreciation we made a loss of £12,156. In order to keep the prices of our outings down we have to seek other sources of funding. In 2019/20 we raised more than £12,900 from grants, donations and fundraising activities such as our monthly lottery (the **50:50** scheme), raffles and craftwork sales.

We are grateful to the following organisations who have generously given grants in 2020:

- | | |
|---|------------------------------------|
| • Baron Davenport’s Charity | • Waitrose |
| • We Love Lichfield | • Lichfield City Council |
| • The Methodist Church,
Falcon Lodge | • National Lottery |
| • Queen’s Head Pub,
Lichfield | • The Community
Foundation |
| • Tamworth Lions | • Lichfield Conduit Lands
Trust |

Various individuals, too numerous to mention, have also donated. Our thanks to them all.

A full set of accounts are detailed in Appendix A.

We are grateful to Roy Catmur FCIS who has independently scrutinised the accounts

Plans for the future

Our 5 year business plan set out a number of long term goals which we will continue to pursue. They include

- Recruit more young volunteers- perhaps by linking in to schemes such as the Duke of Edinburgh's Award or Queen's Scout Badge
- Establish another branch (possibly in Cannock, Wolverhampton or Burton)
- Move our headquarters from Mike's house to a more permanent base, preferably with garaging facilities for the minibuses.
- Continue year on year 10% increase in income from outings
- More outings for Housing Associations and Care Homes

Finally, we also plan to increase our presence on social media.

Contact details:

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121 Walsall Road
Lichfield
Staffordshire WS13 8AD
Tel: 01543 897131
Email: enquiries@kendallandwall.org

Appendix A

Kendall & Wall Charitable Trust

Registered Charity Number
1175277

Unaudited Financial Statements
for the year ended 30th September 2020

**Kendall & Wall
Charitable Trust**

**Trustees Financial Report for the Year Ended 30th
September 2020**

The Trustees present their report and the unaudited financial statements for the year ended 30th September 2020.

Approved by the Trustees on 26th July 2020 and signed on its behalf by:

Stephen Sanders

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Stephen Sanders,
Chairman

Kendall & Wall Charitable Trust

Profit and Loss Account¹ for the Year Ended 30th September 2020

	Not e	£
Turnover	2	16,974. 62
Cost of sales	3	- 8,159.4 6
Gross Profit		8,815.1 6
Admin costs motoring	4	- 12,403. 13
Admin costs other	5	- 4,896.6 2
Admin costs Depreciation	6	- 3,672.2 1
Profit/Loss before grants/donations & fundraising		- 12,156. 80
Grants		4,000
Donations		4,419.9 9
Fundraising events		4,484.2 1
Cash overflow	7	175.72

Interest	8	0.9
Profit/Loss after grants/donations & fundraising and overflow		924.02
Asset sales	9	0.00
Asset purchases	10	10,000

Kendall & Wall
Charitable Trust

Balance Sheet as at 30th September 2020

		£
Assets		
Inventory(fixed assets)		13,035.34
Regular bank account balance		4,599.22
Reserve bank account balance		106.33
Cash in hand		25.96
Debtors	11	76.98
Total current assets		17,843.83
Liabilities		
Creditors	12	-589.27
Total liabilities		-589.27
Total net assets/liabilities		17,254.56
Capital and Reserves		
Capital & reserves at 30 th September 2019		16,330.54
Profit/loss for the year		924.02
Total Equity		17,254.56

Financial Statements for the Year Ended 30th September 2020

1	Basis of preparation The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued on 16 July 2014 and with the Charities Act 2011
2	Turnover Turnover represents amounts chargeable in respect of the sale of goods and services to customers. This includes unpaid invoices and payments that have yet to clear (these are included on the balance sheet as debtors)
3	Cost of sales This represents the cost of outings (admission to venues, hire of canal boat, cost of food) paid during this period for trips in any period. Includes payments made that have not cleared yet or been paid yet (included on the balance sheet as creditors)
4	Admin costs motoring This represents the costs associated with insuring, servicing and running the minibuses. (Purchasing and sales of vehicles are dealt with in the assets section)
5	Admin costs other This represents all other expenditure i.e Total expenditure – grants/donation/fundraising – cost of motoring –cost of sales.
6	Depreciation Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows: Asset class Depreciation method and rate <ul style="list-style-type: none"> • Plant and machinery 20% reducing balance basis • Fixtures and fittings 20% reducing balance basis • Motor vehicles 20% reducing balance basis • Office equipment 20% reducing balance basis
7	Cash overflow Unlogged cash income. The difference between final cash in hand total and calculated cash in hand total based on logged cash transactions. Most likely unreported donations
8	Interest Bank interest received from savings account
9	Asset sales Income from sale of assets
10	Asset purchases Expenditure used to buy assets (minibuses, office equipment etc.)
11	Debtors Includes cheques in hand, unpaid and uncleared items (invoices, donations, expenditure refunds)
12	Creditors Includes unpaid and uncleared items



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name

KENJAU & WAN CHARITABLE TRUST

On accounts for the year
ended

30th SEPTEMBER 2020

Charity no
(if any)

1175277

Set out on pages

Remember to include the page numbers of additional sheets.

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

Responsibilities and basis
of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's
statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

* Please delete the words in the brackets if they do not apply.

Signed:

Roy Catmur

Date:

20/07/21

Name:

ROY CATMUR

Relevant professional
qualification(s) or body (if
any):

FELLOW OF CHARTERED INSTITUTE OF SECRETARIES

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LICHFIELD
WS13 6DD