CARING ALTOGETHER ON ROMNEY MARSH (CARM)

England & Wales · Charity number 1184552

Details

Other names	CARING ALL TOGETHER ON ROMNEY MARSH, CARM
Status	Registered
Legal form	CIO
Registered	2019-07-23
Register	View on the Charity Commission register

Contact

Address	Sunflower House Rolfe Lane New Romney Kent TN28 8JR
Phone	01233758122
Email	office@carmromneymarsh.org.uk
Website	www.carmromneymarsh.org.uk

Activities

Objects: TO RELIEVE PERSONS ON ROMNEY MARSH AND THE SURROUNDING AREAS WHO ARE IN NEED BY REASON OF THEIR AGE OR DISABILITY, IN PARTICULAR BY PROVIDING A RANGE OF SERVICES AND ACTIVITIES WHICH PROMOTES THEIR SOCIAL INCLUSION AND GOOD HEALTH AND WELLBEING.

Activities: CARM operates across Romney Marsh and parts of rural Ashford in Kent. Our services aim to reduce social isolation and improve access to services for older and vulnerable people. We offer 10 social drop-ins (Meeting Points), befriending services and reminiscence services: Our Memories Matter, Musical Memories Matter and Caring to Remember.

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Classification

- **How:** Provides Services
- **What:** General Charitable Purposes
- **Who:** Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£233,941	£177,884	-	-
2024-03-31	£100,775	£173,357	-	-
2023-03-31	£198,576	£221,536	-	-
2022-03-31	£232,503	£189,235	-	-
2021-03-31	£232,195	£184,139	-	-

Trustees

Name	Role	Appointed
Gillian Singfield		2025-04-10
Peter Allen		2025-07-23
Rev SHUNA BODY MBE		2019-07-23
Steve Croke		2019-07-23
Susan Graydon		2020-09-30
Wendy Body		2020-09-30

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CARING ALTOGETHER ON ROMNEY MARSH (CARM)

England & Wales - Charity number 1184552

Accounts

2024-2025

ANNUAL REPORT AND ACCOUNTS

carm

supporting older people in rural areas

Caring Altogether on Romney Marsh (CARM)
Sunflower House
Rolfe Lane
New Romney
Kent
TN28 8JR

Telephone: 01233 758122

Charity Registered in England & Wales
Charity number 1184552

FOREWORD BY THE CHAIR

I'm delighted to present the Annual Report for 2024-2025 on behalf of the Board of Trustees of Caring Altogether on Romney Marsh (CARM). As Trustees, we're responsible for setting the strategic direction, ensuring robust management, and upholding all legal and regulatory obligations of the charity.

And of course, we also ensure that we continue to provide a high level of service, which means ensuring the charity remains well-funded and that we spend those funds effectively. Our finances are diligently managed and overseen, as confirmed by the Independent Examiner's unqualified report for the year ended 31st March 2025, which found no material issues with our accounting records or practices. I'm happy to report that we've continued our important mission to reduce social isolation and loneliness among older people across Romney Marsh, Tenterden, and the surrounding areas. I summarise some of the highlights below, but I'd like to start by recognising how we've been able to do that and give some thanks. Firstly, I'd like to recognise a real friend of CARM that we sadly lost this year. Dr Ruth Smith will be known to many of you, having been associated with CARM for many years, as a volunteer, a Trustee, the Treasurer and most recently the Vice-Chair. Her commitment to CARM was incredible. She left a huge impression and will be missed. Thank you, Ruth.

I'd like to thank our former Manager, Helen Mattock, who retired in May having led the team for several years and through a period of significant change. And our current Manager, Liz Thorne. Liz joined in April and has already made a real difference. I'd like to thank her for her energy and professionalism, and on a more personal note for being a pleasure to work with.

Next, I'd like to thank the team. You'll see within the report the breadth of services that we provide. Achieving this with such a small staff is amazing and only possible through their dedication and commitment. And lastly, but certainly not least, our network of committed volunteers, who contributed over 7,300 volunteering hours in 2024-25. You make the delivery of our services possible, so thank you!

Our key services have demonstrated remarkable impact:

· We held 264 Meeting Points this year, welcoming an average of 17 people per session. A survey earlier in the year highlighted the immense value of these gatherings, with 98% of respondents making friends, and 93% noting an increased sense of well-being. To quote one of the attendees: "It's nice to come out and have a chat with people".

· The Befriending service has supported an average of 65 people through the year, providing a much needed connection.

· Our talking reminiscence service worked with six care settings delivering 133 sessions to 191 attendees, and our musical reminiscence service worked with 11 care settings providing 27 musical sessions to 201 people.

· We also continued our impactful Working in Schools program, where 22 school pupils from The Marsh Academy and Homewood School completed reminiscence projects with older friends or family members, gaining new skills and insights, and earning CARM certificates.

· This year, we were excited to launch six new services: our first hand massage service, three Communi-Teas parties, six Board Games for Gents sessions and nine people benefitting from access to community transport schemes. In addition, we began the distribution of puzzle worksheets and chair-based exercise sheets - further expanding our reach and offerings.

CARM operates without any form of statutory funding, relying entirely on the generosity of donations and grants to sustain our work. I'd like to extend a huge thank you to everyone who has supported us this year.

The achievements of this past year reflect the collective effort of our community – our clients, volunteers, staff, and supporters. Together, we are making a tangible difference in combating social isolation and enhancing lives across our rural communities.

Steve Croke

Chair

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OBJECTS AND AIMS

CARM is a local charity aiming to reduce social isolation across Romney Marsh, Tenterden and rural Ashford.

We provide a range of services which enable older people the opportunity to meet and engage with others, either in their own homes or in community settings.

The charity's mission:
To support people living on Romney Marsh and its surrounding rural areas who are socially isolated.

Through this support we aim to improve people's well-being, to help people remain independent for longer and to enhance the quality of life of the rural communities where we operate.
In pursuing this mission, we will treat people with dignity and respect.

- We treat everyone with compassion
- We recognise the importance of respect and treat people with dignity
- We are accessible and inclusive
- We deliver high quality services cost effectively

The charity's objects:
To relieve persons on Romney Marsh and the surrounding areas who are in need by reason of their age or disability, in particular, by providing a range of services and activities which promotes their social inclusion, good health, and wellbeing..

Public benefit statement
The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and planning future activities.

Our services are designed to relieve social isolation and promote wellbeing among older people and disabled adults in Romney Marsh and surrounding rural areas.

How the Charity is Constituted
Caring Altogether on Romney Marsh (CARM) is a Charitable Incorporated Organisation (CIO), registered with the Charity Commission in 2019 under charity number 1184552. Prior to this, CARM operated as an unincorporated charity (charity number 1067189) established in 1997.

Governance and Management
The charity is governed by the board of trustees, which is responsible for setting the strategic direction of the organisation and ensuring that it is well-managed and complies with its legal and regulatory obligations.

Trustees are recruited through local networks and community engagement, and are appointed by resolution of the board.

The trustees meet regularly throughout the year to review performance, monitor finances, and oversee risk. Sub-committees may be formed for specific areas of work, such as finance, fundraising or safeguarding.

Day-to-day management is delegated to the Manager, who is supported by a small staff team and a large network of committed volunteers. Operational and service decisions are overseen by the Manager and brought to the trustees where appropriate.

REFERENCE & ADMINISTRATIVE DETAILS

Manager:
Helen Mattock *(Until 20 May 2025)*
Liz Thorne *(Appointed 15 April 2025)*

Trustees:
Peter Allen *(Treasurer - appointed 23 July 2025)*
Shuna Body MBE
Wendy Body
Steve Croke *(Chair)*
Susan Graydon
Jean Jones
Gill Singfield *(Appointed 3 April 2025)*
Ruth Smith *(Deceased 22 May 2025)*
Liam Walsh *(Resigned 15 February 2025)*
Clare Young *(Appointed 29 April 2025)*

The charity is incorporated in England & Wales:
Charity Registration Number 1184582

Principal Office:
Sunflower House
Rolfe Lane
New Romney
Kent
TN28 8JR

Bankers:
Lloyds bank PLC
PO Box 1000
Chelmsford
BX1 1LT

Independent Examiner:
Sandra Wood-Brignall

Staff Team:
Caroline - *Development Officer & Lasting Friendships Coordinator*

Fiona - *Reminiscence Coordinator*

Katie - *Meeting Points Coordinator*

Kerry - Befriending Coordinator

Sarah - *Admin and Finance Officer*

Victoria - *Development, Funding & Marketing Officer*

Zena - *Befriending Coordinator*

MANAGER'S REPORT

I can't take credit for any of the fantastic work that was done by the Charity during 2024-25 as I have only been in post since April 2025.

That accolade goes to the Team and outgoing Manager Helen Mattock, who managed the Charity for a second time during the period 2020-2025. I would like to say a personal thank you to Helen for the great work that she did for CARM in both her tenures.

I am very glad to be working as a member of the CARM team - I have known the charity and its excellent reputation for a number of years during my work in the voluntary sector in Kent.

The generous funding that we received during the year from The National Lottery Community Fund and others has enabled us to continue to provide our vital services for the people of Romney Marsh, Tenterden and rural Ashford. We no longer receive any form of statutory funding, and so the generosity of these grant makers and the individuals and companies that support us is our lifeline.

Thanks to this funding we were able to maintain a business-as-usual approach to our core services - befriending, meeting points and reminiscence - but also to begin the commencement of some new services which were identified as being needed during our 2023 Wellbeing Research survey. Some of these are still very fledgling in nature, but will embed and build as time goes on and I hope to be able to report significant development in them in the next Annual Report.

We have a very small team delivering significant impact and I thank them for their commitment and effort. Of course, we wouldn't be able to do any of this without our volunteers. They are responsible for delivering the services to clients, and do so with generous hearts. When talking about volunteers, we should not forget our Board of Trustees, who all give their time and skills for free, whilst carrying the legal responsibility for the Charity.

Liz Thorne

2024-25 IN NUMBERS

177
VOLUNTEERS

264
Meeting Points held across 10 locations

17
Care settings collaborated with

740
CLIENTS

OVER 7,300 VOLUNTEERING HOURS

90
Bunches of flowers from our allotment delivered to local people

201
Attendees at 27 musical reminiscence sessions

800
Telephone befriending sessions

191
Attendees at 133 talking reminiscence sessions

3380
Face-to face befriending sessions

22
School pupils taught reminiscence skills

2024-25 IN NUMBERS

6

Board games for gents sessions as new service launched

9

People assisted to access community transport

First hand massage completed in March to launch new service

6 new services launched

thanks to

COMMUNITY FUND

3

Communi-Teas parties with 12 guests as new service launched

Puzzle and quiz worksheets

Chair-based exercise sheets

SERVICE REPORTS

MEETING POINTS

> We enjoy the company of one another, and the company of the ladies who look after us.
> They come and have a chat. It gives me something to do rather than just sit about at home.
> It's nice to come out and have a chat with people.
>
> **(Celia, Meeting Point attendee)**

Meeting Points are where CARM began, and are as popular today as they have always been.

Older people like Celia (above) who live in isolated villages and hamlets all across Romney Marsh, rural Ashford and Tenterden come together at our 10 locations on a regular basis for friendship and activities. During the year the average number of people attending a Meeting Point was 17, and our clients across the area were welcomed by 46 volunteers. Many of our Meeting Point clients went on organised trips during the year to places including Sissinghurst Castle and river boat trips.

Our regular annual survey took place in early 2025, and showed that:

98% of respondents have made friends through Meeting Points

93% noted an increased sense of wellbeing from attending MPs

100% were happy with their Meeting Point experience

100% would recommend Meeting Points to others in their community

BEFRIENDING

The befriending service provides much-needed home visits or telephone calls to people who have become socially isolated due to old age, ill health, disability or bereavement. We prioritise visiting those who live alone.

> **"She is my ray of sunshine; indispensable"**
> Befriending client

There are two type of befriending - face-to-face where a volunteer visits the client each week, and telephone where a weekly phone call is made instead.

> **"It makes me feel good that I am brightening someone's day"**
> Befriending volunteer

The main face-to-face service receives on average five new referrals a month and there is usually a waiting list of potential clients. The most difficult aspect of the service is matching clients and volunteers so that both find the experience rewarding, and often means that there are always volunteers and clients awaiting a match.

> **"She keeps me in contact with the world outside the room that I otherwise see only when taken by ambulance for a hospital visit."**
> Befriending client

All new volunteers are fully trained and DBS checked before being matched with a client.

> **"For that time I feel cared for and important to someone"**
> Befriending client

Face to Face Befriending

65

Average number of people being visited

16

Average number of people on waiting list

5

Average number of monthly referrals from all sources

60%

Match rate across all befriending services

4

Average number of years for a befriending match to continue

REMINISCENCE

Our Reminiscence service has been in existence since 2006, when Our Memories Matter was introduced. The original service was added to in 2015 with Caring to Remember, which aims to support settings to deliver their own sessions.

Both services are delivered in three blocks of 8-10 weeks across the year, and each session has a separate theme for discussion and reflection, often comprising a musical element.

In 2014 a further reminiscence service, Musical Memories Matter, was added to on the musical element, and is delivered by four volunteers with karaoke equipment or their own musical instruments..

All reminiscence sessions are delivered in care settings by trained CARM volunteers, working with both residents, and the staff that care for them. During the year we added a new care setting to the service, bringing the total back up to six.

> We have found the sessions to be very important and valuable for our residents.
>
> They really enjoy getting together with their groups and reminiscing. Our residents interact with the volunteers and it is enjoyable for all staff, helpers and residents involved...
>
> Thank you to all of the team that make this happen.

WORKING IN SCHOOLS

We worked with A Level students in both the Marsh Academy and Homewood School, who completed a 4-6 week reminiscence project with an older friend or family member.

Students recorded their experience and learning from the project, detailing what they had learned from their reminiscence partner, what they had learned about themselves during the process, and any news skills employed.

Each student who completed the programme was awarded with a CARM certificate.

ALLOTMENT AND KNIT WITS

CARM COMMUNITY ALLOTMENT

The aim of CARM's community allotment is twofold; bringing people together and distributing flowers and produce to older and isolated local residents.

Between May and November (thanks to the continuing fine weather) 90 bunches of flowers, together with a letter, were gifted to care homes, our befriending clients and meeting points, and a large number of random gifts to older people in the Sainsbury's car park!

In November the pitch was officially marked with a new sign made by volunteer Harry Brown

THE CARM KNIT WITS

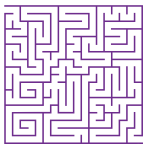
The Knit Wits continued to meet fortnightly during the year, moving location to Springwood Court in New Romney.

An average of ten avid knitters attended each meeting to work on various projects whist having a good old natter and a cuppa.

Their highlight of the year was taking part in the annual Tenterden Christmas Tree Festival, where they decorated a tree and produced a nativity scene to sit underneath it.

NEW SERVICES

As part of our National Lottery Community Fund award, we were funded to introduce a range of new services which were identified from our 2023 research.

Most Requested	Service Design
 Puzzles, brainteasers and mindfulness	**Creative and mindfulness worksheets** **Puzzle and quiz worksheets**
Chair based exercises	**Exercise sessions at Meeting Points** **Chair-based exercise sheets**
Hand massage/ manicures	**Hand massage service in people's homes and Meeting Points**
Help with getting about	**Supported access to community transport schemes**
Localised social activities	**Communi-Teas tea parties** **Pub/café games clubs**
Pet therapy	**Pets visiting Meeting Points and people's homes**
Head massage	**Head massage service in homes, care settings and Meeting Points**

INTRODUCED/IN PROGRESS

FUTURE PLANS

SOME NEW SERVICES EXPLAINED

COMMUNI-TEAS
Our Communi-Teas service is designed to bring older people closer together with those that live around them.

Volunteer hosts provide an afternoon tea to which local residents are invited, with the aim that people will form friendships with people that they may have lived near for some time, but have not had the chance to get to know.

ACCESS TO CAR JOURNEYS
Many older people struggle to access transport.; both for the routine things like appointments, but also for the nicer things like a trip out somewhere.

Working with the transport schemes provided by Romney Marsh Community Hub and Ashford Volunteer Services we are enabling people to access these services by covering their initial membership fees and working with them to ensure that they are confident to access and use the service.

PUB/CAFE BASED GAMES CLUBS
Initially meeting once per month, these groups have been established at the Ship Hotel in New Romney and at EC30 in Tenterden.

In these early stages, a member of staff has been on hand to support new volunteers to establish the clubs, but once established the volunteers themselves will run the groups and we hope that they will decide to meet more frequently.

HAND MASSAGE
Six new volunteers were trained in hand massage by a qualified massage therapist, and the service was launched in March.

Hand massage is offered at our Meeting Points (as part of individual meeting point schedules), in other community locations and as a home visit by prior arrangement..

The benefits of a gentle hand massage are many and include;

Health benefits, such as improved circulation and the reduction in pain and inflammation;
Emotional and social benefits such as stress and anxiety reduction;
Cognitive benefits - especially for those living with dementia.

OUR VOLUNTEERS

Volunteers are the backbone of CARM, and the charity could not function without them. Last year our volunteers contributed around **7,300 hours** of their time, which calculated at the National Living Wage rate for the year amounts to a contribution **worth at least £83,512**

Unlike many other organisations, we do not have a volunteer coordinator and this falls instead to our individual service coordinators, who maintain close links with their volunteers.

Every year we give all of our volunteers the opportunity to come together for their own 'Thank You' event, for us to let them know who much we appreciate them and their commitment to CARM. This year's event was held in March at the London Beach Hotel in Tenterden and was attended by 71 people

TEAM HIGHLIGHTS

We asked the CARM Team what were their personal highlights from the year...

Kerry - Befriending Coordinator

Francis was referred to CARM by The Stroke Association after two strokes left her with expressive aphasia, making communication and social contact very difficult, which in turn made her feel very lonely. With support from her neighbour, Francis shared her determination to try befriending.

She was matched with volunteer Vicki, who embraced the challenge. Francis and Vicki get on amazingly well and on Vicki's visits they sometimes go on short walks together, often birdwatching - Francis's favourite hobby. Despite communication barriers, their patience and perseverance have created a genuine and lasting friendship.

Caroline - Lasting Friendships Coordinator

A personal highlight for me was the training session for volunteers for hand massage in February, and getting the allotment planted with flowers so we have been able to deliver bouquets.

Fiona - Reminiscence Coordinator

After 14 years I still love what I do working with attendees and a wonderful team of reminiscence volunteers. Each session both musical and talking is special and unique and affords the opportunity for individuals to share and shine.

Supporting 'A Level' Health and Social Care students' to complete reminiscence projects, illustrating how therapeutic reminiscence can be to both old and young alike.

Raising £1800 on a CARM sponsored walk in my Mums' memory following recovery from a serious leg injury. Mum was a reminiscence volunteer and some of the monies raised were donated to the CARM allotment and a rose bush planted in her memory with a plaque which reads "sometimes miracles are just good people with kind hearts" and this applies to all CARM's volunteers!

Victoria - Development, Funding and Marketing Officer

My work in schools. Both Homewood and the Marsh Academy students have organised fundraising events for CARM after a visit to talk about what we do and why we do it.

The students were inspired and really cared about what CARM does, and wanted to support us.

Katie - Meeting Points Coordinator

When I visit the Meeting Points I am reminded just how much they mean to the people who attend. There are some attendees who have not got out or seen anyone during the week, and it means the world to them to have those couple of hours being in friendly company. I sat with over 100 people this year doing the annual surveys, and they told me this is what their Meeting Point gives them:

> It's an opportunity to get out and meet people. Without it I'd be at home all the time. I'd be lost without the time at Meeting Point.

> I set the alarm when it's Meeting Point day. It's a reason to get up and out of bed and somewhere to see people.

> Being with people, having somebody to talk to. Someone to look after you a bit.

The commitment of the Meeting Point volunteers never fails to impress me, and it is perhaps the most enjoyable part of my work to talk with them, support them where I can and watch them doing what they do so well: welcoming people in, greeting them by name, making hot drinks, providing biscuits and cakes, sitting and listening, caring, entertaining, helpful... in a nutshell, bringing a little more kindness and comfort into the lives of those they meet. It never gets old!

Sarah - Finance & Admin Officer

Sarah doesn't work in a client-facing role, but is the glue that holds it all together and the person who often answers the phone! She loved receiving calls from clients and volunteers last year who told her all about their wonderful experiences with our services.

Zena - Befriending Coordinator

I love my job and feel incredibly lucky to meet so many people with rich life stories. Helping to improve their wellbeing daily is a true privilege.

One highlight of the year was meeting a lovely lady named Pam, aged 91. She was a trained dressmaker and seamstress, and her college tutor was none other than the mother of designer Zandra Rhodes. When I met Pam, she had recently lost her husband of 66 years and her beloved dog, Revel. Understandably, she was feeling lonely, and having a visitor would bring her much cheer. Pam also had a dementia diagnosis in late 2024. Despite everything, Pam still knitted most days and regularly used her sewing machine.

I felt that a new CARM volunteer, Julia, would get along well with Pam, so I introduced them. What I didn't know at the time was that Julia had also worked as a machinist earlier in her career. The two ladies instantly connected, and the visits have made a real difference to both of them. Julia, who is also bereaved and new to the area, has found companionship and purpose. It was heart warming to hear that Pam is now teaching Julia how to crochet. Pam feels valued and loves to see her new friend.

WITH THANKS TO OUR FUNDERS AND SUPPORTERS

We would like to say a big THANK YOU to everyone who has supported CARM this year. Whether you've popped some coppers into a collection box, made a donation, sponsored us or awarded a grant - every penny helps as CARM does not receive any form of statutory funding and relies on donations and grants to be able to carry on our work.

Rotary Club of Romney Marsh

PCPhillips Foundation

co op Local Community Fund

COMMUNITY FUND

Little Cheyne Court Wind Farm COMMUNITY FUND

THE ROGER DE HAAN CHARITABLE TRUST

KENT COMMUNITY FOUNDATION

SAVANNAH CHARITABLE TRUST
UK Registered Charity – 1107483

Tenterden Lions Club

Finance Review
and
Accounts

TREASURER'S REPORT

This year we are reporting a net surplus of £56,057, against a deficit of £72,582 in the previous year. The main component of this reversal was due to the award of a five-year grant from The National Lottery Community Fund, which began in May 2024, and for which we received £109,500 this year. In addition to this, we were awarded £54,700 from other grant providers - for which we are extremely grateful. These awards helped to increase our total income for the year to £233,941.

Our strategy to diversify our funding streams and raise at least 20% of income from non-grant sources was upheld, with 29.8% of income from other sources against 22% last year.

Expenditure for the year showed a modest 2.6% increase at £177,884, lower than the 3.4% rate of inflation; demonstrating that our cost-controls remain solid.

The largest portion of our expenditure continues to be staff costs, but we maintain a very small team (equivalent to 3.5 FTE). We maintain robust financial controls, with regular reviews of our financials by trustees at each bi-monthly Board meeting.

The increase in income means that our total reserves have increased from £134,410 to £190,467, with our unrestricted reserves rising by £14,810 to a total of £46,423. In addition, there was an underspend of £15,000 on the National Lottery Community Fund grant due to recruitment delays for our new Lasting Friendships Coordinator, which we hope to be able to use next year towards staffing costs. We continue to maintain a designated reserve as per the charity's Reserves Policy.

There is still work to be done as the National Lottery Community Fund grant is of a reducing nature, and from year 3 will begin running down. As an organisation which does not receive any form of statutory funding, we must use the next few years to further diversify our income to create a sustainable organisation going forwards.

Peter Allen FCA - Treasurer

TRUSTEES' REPORT

Report of the Trustees for the year ended 31 March 2025
The Trustees present their Annual Report and Financial Accounts for the financial year 2024-25.

Results
The incoming resources for the year amounted to £233,941, and expenditure was £177,884; resulting in a net surplus of £56,057. Reserves at year-end stood at £190,467.

Reserves Policy
The Trustees consider it prudent that general reserves should be sufficient:

[a] to cover six months' administration and support costs;
[b] to provide a pool equal to 10% of the average charitable expenditure over the preceding two years, from which funds can be designated to specific projects.

Administration and support costs include the salary costs of CARM's day to day administration, the rent for CARM's office base, and the costs of meeting the legal obligations relating to staff redundancy and termination of contracts should sufficient funds be unavailable or unlikely to become available to continue specific projects or pieces of work or the charity be dissolved.

Specific projects include services deemed by the trustees to be necessary in order to continue to support the beneficiaries of the charity so that the objects of the charity are met.

Currently reserves stand at £190,467 of which £89,745 is a designated reserve to cover the above items [a] and [b], £54,299 are restricted funds with the remaining £46,423 being unrestricted reserves.

Independent Examination
This report has been prepared in accordance with the Charities Act 2011 and the examination was carried out under section 145 of the Act.

Approved by the Board of Trustees and signed on its behalf by:

Steven Croke - Chair

Date: 24th September 2025

Peter Allen - Treasurer

Date: 24th September 2025

STATEMENT OF FINANCIAL ACTIVITIES

Caring Altogether on Romney Marsh
Receipts and Payments Accounts

For the period from	1 April 2024 to 31 March 2025 Total funds £	1 April 2023 to 31 March 2024 Total funds £
RECEIPTS		
Grant from The National Lottery Community Fund - Reching Communities / Partnerships	£ 109,500	£ 57,627
Other grants	£ 54,700	
Gift Aid	£ 693	£ 409
In memoriam donations	£ 721	£ 305
Corporate donations	£ 26,237	£ 6,900
Individual donations	£ 7,122	£ 4,073
Meeting Points	£ 20,667	£ 22,010
Sponsors - including sponsor a Meeting Point	£ 3,704	£ 140
Donations for Reminiscence	£ 2,500	
Knitting donations income	£ 263	£ 147
Lottery / shopping income	£ 482	£ 1,064
Fundraised Income / donations	£ 2,941	£ 4,042
Interest earned	£ 4,411	£ 4,057
SUB TOTAL	**£ 233,941**	**£ 100,775**
PAYMENTS		
Salaries	£ 118,277	£ 114,092
Staff pension scheme	£ 5,362	£ 5,620
Recruitment costs	£ 154	
Props and client activities	£ 801	£ 331
Premises overheads - including rent	£ 9,147	£ 8,297
Staff and volunteers expenses	£ 4,445	£ 5,375
Training: staff and volunteers	£ 682	£ 449
Volunteer Thank you event / expenses	£ 1,833	£ 2,283
Telephones	£ 1,622	£ 1,251
Printing, publicity and stationery	£ 1,196	£ 646
Postage	£ 1,049	£ 765
AGM	£ 585	£ 793
Subscriptions	£ 380	£ 1,135
Newsletter production	£ 485	£ 415
Computer and general maintenance	£ 2,530	£ 1,086
Insurances	£ 1,047	£ 980
Sundry costs		
Meeting Points - individual spending	£ 21,041	£ 21,617
Donation - Meeting Points	£ 6,601	£ 7,992
Partnership Payments - joint projects - tranpsort	£ 40	£ -
Correction of reserves classification of 2 Meeting Point balances in 2021/22		-£ 1,549
External Consultancy fees	£ -	£ 984
Accounts and payroll costs	£ 474	£ 657
Bank charges / interest paid	£ 133	£ 137
SUB TOTAL	**£ 177,884**	**£ 173,357**
Net of receipts/(payments)	£ 56,057	-£ 72,582
Transfers between funds		
Balance from 2022/23	£ 134,410	£ 206,992
Cash funds this year end	£ 190,467	£ 134,410
Total funds - cash and bank	£ 190,467	£ 134,410
TOTAL CASH FUNDS	**£ 190,467**	**£ 134,410**

Breakdown of Reserves as at 31 March 2025				
Restricted: Meeting Point individual balances	£	15,799	£	16,173
Grants received in advance	£	23,500	£	270
The National Lottery Community Fund underspend	£	15,000		
Designated:	£	89,745	£	86,354
Unrestricted:	£	46,423	£	31,613
TOTAL RESERVES	**£**	**190,467**	**£**	**134,410**

Caring Altogether on Romney Marsh
Receipts and Payments Accounts

For the period from	1 April 2024 to 31 March 2025 Total funds £	1 April 2023 to 31 March 2024 Total funds £
RECEIPTS		
Grant from The National Lottery Community Fund - Reaching Communities /Partnerships	£ 109,500	£ 57,627
Other grants	£ 54,700	
Gift Aid	£ 693	£ 409
In memoriam donations	£ 721	£ 305
Corporate donations	£ 26,237	£ 6,900
Individual donations	£ 7,122	£ 4,073
Meeting Points	£ 20,667	£ 22,010
Sponsors - including sponsor a Meeting Point	£ 3,704	£ 140
Donations for Reminiscence	£ 2,500	
Knitting donations income	£ 263	£ 147
Lottery / shopping income	£ 482	£ 1,064
Fundraised Income / donations	£ 2,941	£ 4,042
Interest earned	£ 4,411	£ 4,057
SUB TOTAL	**£ 233,941**	**£ 100,775**
PAYMENTS		
Salaries	£ 118,277	£ 114,092
Staff pension scheme	£ 5,362	£ 5,620
Recruitment costs	£ 154	
Props and client activities	£ 801	£ 331
Premises overheads - including rent	£ 9,147	£ 8,297
Staff and volunteers expenses	£ 4,445	£ 5,375
Training: staff and volunteers	£ 682	£ 449
Volunteer Thank you event / expenses	£ 1,833	£ 2,283
Telephones	£ 1,622	£ 1,251
Printing, publicity and stationery	£ 1,196	£ 646
Postage	£ 1,049	£ 765
AGM	£ 585	£ 793
Subscriptions	£ 380	£ 1,135
Newsletter production	£ 485	£ 415
Computer and general maintenance	£ 2,530	£ 1,086
Insurances	£ 1,047	£ 980
Sundry costs		
Meeting Points - individual spending	£ 21,041	£ 21,617
Donation - Meeting Points	£ 6,601	£ 7,992
Partnership Payments - joint projects - tranpsort	£ 40	£ -
Correction of reserves classification of 2 Meeting Point balances in 2021/22		-£ 1,549
External Consultancy fees	£ -	£ 984
Accounts and payroll costs	£ 474	£ 657
Bank charges / interest paid	£ 133	£ 137
SUB TOTAL	**£ 177,884**	**£ 173,357**
Net of receipts/(payments)	£ 56,057	-£ 72,582
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Examiner's unqualified report (for a non-company charity preparing receipts and payments accounts) with a gross income of £250,000 or less in the relevant financial year

Independent examiner's report to the trustees of CARM Trust:

I report to the trustees on my examination of the accounts of the CARM Trust (the Trust) for the year ended 31st March 2025.

Responsibilities and basis of report.

As the charity trustees of the Trust 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 giving me cause to believe that in any material respect:

1. Accounting records were not kept in respect of the Trust as required by section 130 of the Act; or

2. The accounts do not accord with those records. 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.

Signed: Sandra Wood-Brignall Relevant (Retired CIMA member)

Address:47 Poplar Lane, Lydd, Romney Marsh, Kent. TN29 9LA

Date: 19th August 2025

CARING ALTOGETHER ON ROMNEY MARSH (CARM)

England & Wales - Charity number 1184552

Accounts

Caring Altogether on Romney Marsh

supporting older people in rural areas

Annual Report 2023/24

Our Mission:

"…to support people living on Romney Marsh and its surrounding rural areas who are socially isolated. Through this support we aim to improve people's well-being, to help people remain independent for longer and to enhance the quality of life of the rural communities where we operate. In pursuing this mission, we will treat people with dignity and respect."

Caring Altogether on Romney Marsh
Sunflower House, Rolfe Lane, New Romney KENT TN28 8JR Tel: 01233 758122
office@carmromneymarsh.org.uk www.carmromneymarsh.org.uk
Registered charity number 1184552

Management Committee 2023/24

Shuna Body MBE – Chair	Ruth Smith – Vice Chair
Steve Croke – Treasurer	Jean Jones
Susan Graydon	Wendy Body
Liam Walsh	

CARM Staff

Helen Mattock	Manager
Sarah Williamson	Administration and Finance Officer
Fiona Godfrey	Reminiscence Co-ordinator
Katie Sokolowska	Meeting Points Co-ordinator
Kerry Fuller	Befriending Co-ordinator
Zena	Befriending Co-ordinator
Victoria Carmichael	Development, Funding and Marketing Officer

Chair's Report

Dear Friends,

At this time of year I always look back with great pride as we all recall the activities and support CARM supporters and staff have achieved over the year. And what's more I am acutely aware that there is so much more not documented in terms of friendship, kindness and care that is always so freely given. It's so often the little things that make such a big difference in any organisation.

The other aspect that is very apparent in CARM is the sheer resilience and determination. Funding has been particularly difficult this year, as an ever growing number of charities are chasing the same money pots. So it was reassuring to see the Trustees rolling up their sleeves and helping with funding applications. And my heartfelt thanks must go to Helen who worked many a long day and night, fine tuning a very complex bid to the lottery, where thankfully her hard work was rewarded.

It's also great to have welcomed a good number of volunteers to CARM who seemed to have hit the ground running. So many people are living such busy lives, that it is wonderful to see both existing and new volunteers giving so much of their time.

We have a new member of staff too, and today seems a good place to welcome Jill who is our new "Development and Lasting Friendships Co Ordinator". I am sure you will be a great asset to our amazing staff team.

Many of you will know that I am stepping down as Chair after many years which included 2 office moves, lockdown, 2 managers and endless hours fretting over funding. But it has been such a privilege and sheer joy to have been Chair. A role if I am honest I never planned to do. David stood down as Vice Chair and whilst I took his place, I was very relaxed as Karen was so awesome as Chair. But I had no sooner taken over as Vice when Karen was taken ill, and then moved away from the area. Really didn't see that one coming!

The new Chair will be elected at our next management meeting and I am pleased to say that we have a contender.

So a huge thanks to all of you who have made my journey with CARM an enjoyable one, and I very much look forward to seeing CARM continue to flourish in the years ahead.

Reverend Shuna Body - MBE

Treasurer's Report

This year we are reporting a net deficit, and in increase in the deficit over the previous year. This was because of a reduction in our funding income, which in turn required us to draw further from reserves. Despite these challenges, we successfully diversified our income streams and maintained strict control over expenses.

Our income for this reporting year was £100,775 against an expenditure for the year of £173,357 resulting in a net deficit of £72,582.

While this is not a sustainable long-term position, we are fortunate to have reserves to fall back on. Our current reserves stand at £134,410. We consider it prudent to ensure that these reserves are sufficient to cover six months of operational costs and committed projects. After accounting for these commitments, and some restricted reserves our unrestricted reserves are £31,613.

We have diversified our income streams as historically we were heavily reliant on two main funding sources, namely Kent County Council (KCC) and The National Lottery.

This year, we successfully secured 12 individual grants, for which we are very grateful, and for the first time achieved our goal of securing 20% of our funding from non-grant sources, such as individual and corporate donations and other income (we managed 22%).

Despite inflation, we've been able to keep our expenses essentially flat (an increase of just 1%). Our total expenses for the year amounted to £173,357. The largest portion of our expenditure continues to be staff costs, but we maintain a very small team (equivalent to 3.5 FTE). The fact that we are able deliver the services we do is thanks to their hard work and commitment, and the support of our dedicated volunteer network.

We maintain robust financial controls, with regular reviews of our financials at each Management Committee meeting by our Trustees.

As mentioned, it's not sustainable for us to operate with a deficit year after year. But the outlook for next year is much more positive given our award of National Lottery funding. Alongside this we'll continue to diversify our funding, and look forward to continuing the valuable work that CARM does. We sincerely appreciate your continued support.

Steve Croke
Treasurer

Manager's Report

As mentioned by Shuna and Steve, the year we are reporting on was quite testing in terms of finances, our grant from The National Lottery Community Fund had ended and we lost out on many grant applications due to the sheer volume of applications that were receive by the grant givers. However, we survived thanks to our healthy reserves, a large chunk of which was from the National Lottery Community Fund restricted reserves.

I spent a great deal of my time completing a grant application for submission to the National Lottery Community Fund, the basis of which was our existing services and a tranche of new services that were highlighted in a Well-being Research Survey that we carried out last Summer. Pleasingly the application was successful, with a new five year grant awarded to us in May 2024, watch this space for some new services in the near future.

The Generations Connect partnership project came to an end in September 2023, having been a three-and-a-half-year project with Lighthouse on the Marsh (formerly Romney Resource Centre). The project was a great success with lots of intergenerational activities happening during the project lifetime. We will be continuing to work with two local secondary schools to continue our reminiscence work with them.

A lovely project completed by Katie and Kerry during the year was the I Was Young Once book, featuring many of our Meeting Point attendees and volunteers, with photos of themselves when they were young and photos of themselves now and a short article about their older photo. A lovely project and is a great lasting legacy.

I'm sure that you will enjoy reading all of the service reports below, I think they make for an interesting and heartwarming read.

As ever I would also like to thank the many individuals, groups and organisations who have financially supported CARM during the year – we are very grateful for all donations and grants, whatever size, as they help us to continue our invaluable work for our communities.

Finally, I would like to thank Team CARM (our amazing staff team), our lovely Trustees and our wonderful volunteers: you are all dedicated and kind people who help to make CARM such a highly valued local charity all pulling together to support our local communities. **Thank you - you are all much appreciated**.

Helen Mattock

Manager

Reminiscence

Talking Reminiscence

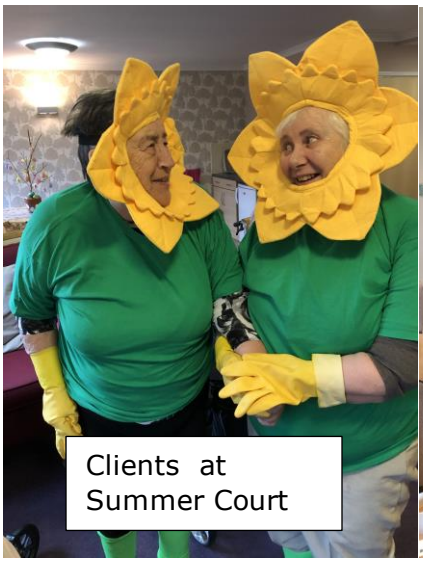
CARM's talking Reminiscence service was established in 2006 with the introduction of Our Memories Matter (OMM) groups. In 2015 Caring To Remember (CTR) was introduced, delivered with the help of a single volunteer the service aims to support care settings to deliver their own sessions. Both OMM and CTR are mainly talking groups with an element of music included. These sessions normally operate in care homes, assisted living and day care facilities in 3 blocks of 8-10 weeks annually.

Each session is themed and materials are provided to encourage and support the sharing of memories. Themes during the year have included The Seaside, Important People in our lives, Shopping then and now and Love and Marriage

Volunteer John pancake tossing at the Broadmeadow

Musical Reminiscence

Musical Memories Matter (MMM) our musical reminiscence service was set up in 2014 and celebrates its tenth birthday this year! MMM is aligned to the talking service and is a mobile service delivered by pairs of volunteers in wide variety of settings using karaoke type equipment to encourage community singing and the sharing of musical memories.



Clients at Summer Court

Jo and Debbie at Age UK Ashford

Volunteer Meetings

These are held regularly and give volunteers time to come together for updates and to learn from one another and our speakers.

Working With Schools

During the year I have had the great pleasure of sharing reminiscence techniques with the Health and Social Care Students at both Homewood School and Sixth Form Centre and The Marsh Academy. Leading on from this the students completed a reminiscence project which was aligned to the National Curriculum. The project involved them undertaking weekly one to one themed reminiscence sessions with a family member and then recording their learning. Above are photos of me and teacher Charlotte at the Marsh Academy and teacher Charlie at Homewood School and Sixth Form Centre!

Thank You

Each week volunteers arrive at their respective musical and talking sessions ready to listen with genuine interest, warmth and humour encouraging stories and singing. At the end of the sessions those that attend are left feeling both valued and in touch with parts of their lives that they may not have recalled for many years. Heartfelt thanks to everyone involved with the services for all that you do it is more appreciated than you'll ever know!

Fiona

Befriending

Our Year (April 2023 – March 2024) in figures:

New referrals to the service	65
New volunteers	21
New befriending matches	37

To put the above figures into words….

On average about 6 people per month are referred to the befriending service from local social prescribers, dementia & me coordinators, family members, the hubs,

social services, care navigators or they may self-refer. Of those referrals, figures show that just over 50% progress to clients receiving the service (Being matched with a befriender). That might seem low, this is due to a number of reasons; including at the assessment visit people may decide that the service isn't for them, likewise CARM may decide that they are not appropriate for the service (needs, mental health issues, history of violence) or in some cases people remain so long on the waiting list that their circumstances change so they no longer need the service and that last reason is very sad. So, you can see why we are always on the lookout for new volunteers and much of our befriending social media coverage is asking 'if anyone has a spare hour or two?'

Our face to face waiting list averaged at 24 over the year, resulting in us implementing a priority system for the service. Those clients given highest priority lived alone and could not leave their home unaided. CARM does recognise that people who can leave their home or even live with someone can express loneliness, so, unlike other charities accept them to the waiting list but as a lower priority. On a positive 37 new clients received a service last year 😊 and in the 2023 survey one extremely satisfied client said, *'It's something to look forward to every week. Very enjoyable'*

Over the reporting year 21 new volunteers began befriending which is fantastic. We held 6 group inductions (3+ attendees) over that time and several 1 to 1 sessions. The 2-hour compulsory induction session is a great opportunity to get to know new volunteers to help us coordinators match them with the right person. Volunteers give positive feedback on the session and many comment that it gives them an understanding of safeguarding, issues that could arise at the visit and what actions to take. They also realise the importance of befriending boundaries, helping them to manage expectations for all.

Befriending Induction

Volunteer Recruitment and Service Promotion

The Strategic plan 2023 -2025 objective 2 states *To grow the volunteer base by 20% (15 new volunteers) for the befriending service in order to reduce the waiting list and waiting time for people on the waiting list* in order to achieve this we developed a befriending volunteer recruitment plan for 2023. Over the year we implemented the actions.

On a cold April day Kerry and Zena donned the new CARM T-shirts and spent a couple of hours at Waitrose, Tenterden promoting the service and trying to recruit new volunteers. It was a bit of a challenge as we were unable to approach shoppers - we just had to smile 😊 and hope they came to us! We did, however, recruit 1 potential volunteer at this event.

Later in April 23 Zena held a 'Cuppa & Cake' promotion afternoon at Brew 32 in Lydd. From this we recruited 3 volunteers; only 1 of whom is still volunteering.

We produced new leaflets and over the course of the year we distributed them over the befriending areas. Thank you to the befriender who delivered them around Lydd.

By the end of 2023 we had completed all the tasks on the plan, Coastal area had seen good growth, but the Tenterden area's growth was very low and thus reflected in number of new matches.

In February 24 Kerry held a 'Cuppa & Cake' event in EC30 in Tenterden she recruited 4 volunteers here. On a positive in early 2024 we processed 7 new volunteers 😊which will impact our waiting list (hopefully)

Face to Face befriending

Over the period we saw the usual ups and downs – as new matches are made others close for various reasons (over 25 matches closed in the year) this was mainly due to clients passing or moving into residential homes. With 46% of our clients over 85 years many can no longer leave their homes independently and our service can be real lifeline to them in their final years. The befriending volunteers build a friendship when people feel so alone - often partners of many years have died and family live some distance away.

We also support carers by visiting their loved ones who can no longer socialise due to their health conditions; one beautiful match closed this year between an amazing volunteer and a lady whose dementia advanced until she was no longer verbal or able to move. The volunteer continued to visit her client until the end, she held her hand, spoke gently to her, brushed her hair (as a hairdresser she had curled it for fun over the time) and just sat with her. She also provided a listening ear to the carer husband – it was so hard and heart breaking in the final months – the kindness and commitment our volunteer gave will always be remembered by

the family and CARM. Our befriender now visits the husband who has struggled with his own health and well-being since losing his beloved wife.

As mentioned, over the year the service's waiting list averaged at 24. The Tenterden area struggled with new matches due to the lack of volunteers. For a short time in March 24 the Coastal area had 50 matches (highest recorded) – most new volunteers have been in this area.

In April 23 we sent out the volunteer survey – the responses we got were very positive with:

100% of volunteers saying that they would encourage others to volunteer for CARM

100% of volunteers felt valued

Volunteers rated their volunteering experience as 4.86 out of 5 (5 being excellent) – that's something to celebrate – it's good to hear our befrienders enjoy their volunteering.

Comments included *'Thank you for giving me the chance to help'*

'I enjoy the company as much as the client and we have long talks and a few laughs, and he is so appreciative of my visit'

'I feel that I have brightened the day of the person I visit. I'm enchanted by the wisdom and history that they portray'

With the summer newsletter we sent the befriending client survey, of those returned we received very positive feedback:

100% of clients saying they felt more cheerful following their visit.

100% would recommend the service to others.

100% were satisfied with the service.

We had some lovely comments including:

My newly found friend is my ray of sunshine, and I so look forward to her visits for long chats, tea and cake. She listens without getting bored and we laugh together, she's, my angel.

It helps with my mental health; I feel I can talk to her about anything. We teach other and I feel like I have known her all my life.

We held befriending volunteer meetings in May and November both had a high turnout of volunteers with around 50% attendance. At the May meeting Jon Lambert from Hi-Kent (the local hearing charity) gave a very engaging presentation and helped us understand hearing loss which many clients live with. In November Liz Taylor (CEO of Romney Marsh Community Hub) attended and ran a Dementia Friends training session. The responses from the volunteer survey asked for more training on dementia and this session really gives a better understanding of what someone living with dementia is experiencing and how best to support them.

Telephone Befriending

In this period, we saw the 3rd anniversary of the beginning of the COVID-19 pandemic when the telephone befriending service was a lifeline for many; since those days many matches have closed, and we find people prefer to opt for a face-to-face match.

Over the year we managed around 17 active matches. Telephone befriending is a great service for lonely people who do not feel comfortable opening their home to a 'new' person. We do see that in time clients like to put a face to the voice and we support this meeting, in a few cases the telephone relationship becomes a face to face one.

For their own health reasons some telephone befrienders cannot easily leave their homes and in volunteering for this service they are doing their bit and helping others – it improves their own well-being as well as their clients.

With the summer newsletter the telephone befriending clients received the annual survey – the feedback was very positive:

100% of the clients felt happy with the service, 100% said they enjoyed the calls, felt less lonely, more cheerful and had an improved sense of well-being – fabulous!

One heartwarming comment was:

As I live alone, I don't see many people and I get lonely for a human voice, my caller fills that necessary void.

Our partnership with Givaudan continues and we had a 'get together' lunch at the site in May. In November two of the original volunteers stepped down (they had volunteered since the launch of the service in 2015). With the support of the lead volunteer the service was promoted on the internal intranet but sadly at this time there was no response.

Finally,

Thank you to our amazing befriending volunteers without whom we could not support those lonely, isolated people in our local community.

You make the difference 😊

Zena & Kerry

Meeting Points

One of the highlights of my working year has been visiting the Meeting Points at the beginning of 2024 with the annual attendee surveys. My intention was to alleviate some of the workload of the volunteers in taking on this yearly task – they are already busy, so to sit with every person and ask questions that can at times elicit long responses can be difficult to manage alongside the regular tasks of making teas and coffees and organising activities (my thanks to those MPs who took on this task themselves). I had the luxury of just focusing on spending time listening to the attendees' views about their Meeting Points and their volunteers. We know from the fact that over 200 attendees now regularly go to MPs that they are very popular, and the survey confirmed why this is so. Of the 124 attendees who gave their feedback, 98% look forward to going to their MP; 94% feel more upbeat; 91% feel they have made friends; and 99% would recommend it to others. These statistics show very clearly the positive impact and value of MPs, and when I asked the attendees to put into their own words what MPs meant to them, their responses were truly heartwarming. Here are just a few:

- It's nice to have somewhere to come out to.
- Gives you a sense of well-being, and a feeling that you really matter.
- Chatting to people I wouldn't normally see, eating lovely cakes and coffee.
- It's just that I can be with people. It's a very nice group.
- It makes such a difference - I get to meet people! I am mostly on my own.
- It means a lot. I know that once a fortnight I have something to look forward to.
- It gets me out, rather than being stuck indoors staring at four walls. I never used to speak to anyone before - now, I speak to everyone! It's really given me a new life. I walk for an hour to get here.

- It gives me something to look forward to. After Covid, I went through two years of depression. I was very low. CARM turned my life around and I'm very grateful.
- It means instead of being alone in one's apartment, you can get out and meet people. I have expanded my friendship group through MP.
- It's somewhere to go that's nearby and friendly. I have to force myself to get out - that's why I said I didn't look forward to going - but I know it's good for me to come here.
- It gives me friendship. A reason to get out the house and have some human company. I feel very lonely on my own.
- It's a reason to get up.
- Friendship, and escape from loneliness and home. I would be lost without it.
- I look forward to having a chat with people. We compare our news and things like our knitting. I see people from here and about, and say hello, so it has increased my connections.
- I come here and everyone is friendly. We chat and we laugh. On a Friday I lock my door at home and don't see anyone until I open it again on Monday. It's a lonely life. These Meeting Points are my lifesaver.

I realise in this edit that their appreciation of cakes and scones hasn't come across! But I think seeing these responses does bring home to us the loneliness and isolation felt by so many older people in our rural towns and villages, and how a small team of wonderful volunteers hosting a meeting once a week, or once or twice a month, can make such a difference to these individuals' lives. I usually leave the thank yous to the end of my annual report, but this seems a good moment to say again to our volunteers a wholehearted thank you from me, CARM, and your MP attendees.

It seems a long time ago now, but at the start of the year it was the Coronation, and all of our MPs marked the occasion with Royal face masks, Union Jack flags and bunting, themed quizzes and, of course, very British cakes and scones. The Mayor and Mayoress of New Romney, Paul Thomas and his wife Janet, came to visit The Bridge MP. Paul was travelling up to London the following day to attend the Coronation only a few seats away from the Royal family, so we felt very close to this special event. Donna with her tiara, and Helen in her union jack sequinned dress, nearly outshone the Mayor in all his regalia! Lydd MP also enjoyed a coronation lunch at The Pilot in Dungeness, courtesy of Lydd Town Council – one attendee said she felt quite spoilt!

Six volunteers retired in this period. Three were young helpers who moved on into education and work, one person retired due to health reasons, and two others needed to prioritise family commitments. Five new volunteers joined us, including Pat Hood in the newly created role of MP Activities Volunteer for the Romney Marsh area. Pat has proved very popular, delivering Kurling, Quoits, Cornhole Tossing and Musical Memories and is a wonderful addition to the team. At the end of the period, we had 40 volunteers delivering 10 MPs to the milestone figure of 200 attendees.

Wittersham have really grown in popularity. We reminded ourselves how, after the COVID lockdowns, we only had one married couple attend for the first three meetings. They were thinking of stopping coming, given they could 'talk to one another over their own kitchen table' and we were worried Wittersham wouldn't get established. The couple agreed to come along for one more meeting, and thankfully, the following week, a few more turned up. Wittersham now have 30 regular attendees squeezed into the back room at their village hall enjoying the truly excellent array of baked goods provided by Jill and the team.

We had our annual MP volunteer meeting at Brookland Village Hall in August which was enjoyed by all. I demonstrated a chair-based exercise class, and then Liz Taylor from RMCH delivered an excellent First Aid training session. Half of the MP volunteers attended.

Christmas can be a difficult time of year for some people who live alone and don't have family or friends they can be with, and it is so clear to see the value of Meeting Points and CARM at this time. Every Meeting Point had a Christmas meal; each attendee received their CARM package with a handmade card from a schoolchild; most of the Meeting Points organised cards, or gifts, or a Christmas raffle, so everyone received something. I spoke to one attendee who was going to be alone on Christmas Day and had been invited by another attendee to their house and saw others asking when their next MP would be and writing the date in their diaries so they knew when they would see their friends again. I went to two MP Christmas dinners this year – The Ship with Dymchurch, and The George Hotel with Lydd. Lydd had about 30 people there; Dymchurch, about 22. Tenterden, Wittersham

and Rolvenden had over 20 people each at their dinner. I'd like to say a big well done to our volunteers, who put a lot of effort into organising these outings.

We rolled out our new grants system this year. Historically, CARM gave each MP a grant of £400 per annum but rising rent costs meant this grant wasn't stretching far and needed review. We set up a steering group and decided to separate the grant into a venue grant, covering the rent and heating costs; and an activity grant of £10pp payable twice a year for trips and outings. To help cover this considerable rise in financial support for our MPs, so we decided to seek sponsorship for individual MPs from local businesses and organisations for the next financial year.

Most of the MPs raise additional funds via raffles and games, or donations. Two of our Wittersham MP volunteers, Jill and Jules, raised £156 at a local fundraising event, where they hosted an extremely popular game of 'beer pong' and sold some wood and leather items made by one of their attendees. Donna and Sabrina at The Bridge MP team raised £460 through a tombola and raffle at a local community event, which funded an extra outing for their attendees. A huge well done to these volunteers.

As well as the regular HiKent clinics, Community Warden, and Community Navigator visits, The Bridge MP enjoyed a cupcake decorating masterclass from their cake volunteer, Annabel. Such was its popularity that word spread, and other MPs asked if Annabel could visit them. She very generously agreed to do so and is now a regular fixture at several of our MPs. SEK delivered a bowel cancer screening awareness talk to Tenterden, Brookland and Greatstone. SEK also visited Lydd and Greatstone in partnership with MacMillan to ask for feedback on NHS cancer pathways to treatment.

There have been many trips and outings – Tenterden went to Teapot Island and had afternoon tea at London Beach Hotel. Dymchurch also organised a trip to Teapot Island and Nottcutts Garden Centre, and Wittersham visited Tenterden Garden Centre. Rolvenden went on a boat trip on the Medway, and Brookland went for fish and chips in Dungeness with a ride on the miniature railway. Appledore and Lydd have been on the larger steam train to Bodiam. Lydd had spaces on their coach and kindly offered these to The Bridge. Lydd also squeezed in a visit to Penshurst Place. Woodchurch had a lovely outing to their local café to celebrate three birthdays in their group. The Bridge very much enjoyed The Great Escaper at the cinema, based on the true story about a 90-year-old WWII veteran who 'broke out' of his care home to attend the D-Day commemorations in France! The survey showed that these trips are a real highlight in the lives of many of our attendees, and I'd like to thank the volunteers once again for their time and effort in making these happen. None of this would be possible without you.

Katie

Development, Funding and Marketing Officer

Networking

We were chosen, once again, as one of the charities that The Marsh Network supported. They held a Halloween quiz in November to raise money for their 2 chosen charities. The CARM Knit Wits created some fantastic table decorations that were also sold to raise money for CARM.

The Wealden Business Network Group in Tenterden also selected CARM as their charity of the year raising £2000 over the course of the year including a race night that they held to raise money for CARM. I visited their meetings on a number of occasions updating them on CARM. Zena and I visited the last meeting of the financial year and we were awarded with a cheque.

Social Media

Alongside in-person networking, social media has been used to build a network of followers online. Followers have increased, in particular on Facebook where our reach has increased over 50% compared to the previous year. Social media helps to connect us to the community allowing us to share news, ask for support and show our community links to schools, and other local groups. Our followers love seeing what we and our volunteers have been up to.

Newsletters

Regular newsletters have been sent out to CARM clients, volunteers and supporters. They have included, some tasty recipes, funny jokes as well as articles on volunteering, our services and events.

Funding

We are part of the Ashford Community Lottery and with only a few supporters we have raised over £700 as 60% of every £1 ticket goes to CARM as their chosen charity.

The staff team and one of our trustees did a sponsored walk, raising well over £1500 between them.

One of our volunteers Becky did a 10km run and raised almost £400 for CARM.

We have been using Easy Fundraising as a format to allow our supporters to raise money as they shop. If you shop online just sign up to Easy Fundraising and CARM will receive a small donation each time you shop at an eligible store (most online shops). It is an easy way to raise money for us, and it doesn't cost you a penny.

Littlestone Warren Golf club Ladies Captain also chose to support CARM as their chosen charity. They raised money throughout the year including a captains charity day when a lady had her head shaved to help raise funds.

Various other pubs and organisations raised funds for CARM via quiz nights, race nights, other events and general donations.

Volunteer Thank You

We held a volunteer thank you event in March 2024 at London Beach Hotel. It was fantastic to have most of our volunteers all in one place. We enjoyed a quiz and afternoon tea and the room was filled with smiles and laughter. It was a real celebration of our wonderful volunteers. To top it off London Beach Hotel presented Helen with a cheque for £1739.50, so the event didn't cost us a penny.

Victoria

Nifty Crafters

In May 2023 the knitted wall hanging of the Dungeness old lighthouse was sited at The End of the Line Café at Dungeness, a lovely event supported by the Romney Hythe and Dymchurch Railway who were delighted to be able to keep this legacy item for all to see.

The group moved to The Ship Hotel in New Romney in September 2023 and continue to meet there every other week. They also took the opportunity to rename themselves **The CARM Knit Wits**.

They did an amazing job of decorating a Christmas tree for the Tenterden Christmas Tree Festival.

They also knitted and crocheted lots of lovely Halloween items, wrist warmers, snoods, fancy wreaths and flowers. Many items have been sold to raise funds for CARM and some wreaths were prizes at the Volunteer Thank You event.

Helen

CARM Community Allotment

Since April 2023 during the Spring and Summer, we had weekly allotment sessions and with 3 regular volunteers attending every week. During that time the daffodils bulbs that were planted have flourished and Helen and I gave out bunches to Befriending Clients, Meeting Point attendees and the Romney March Community Hub as well as a few random people we passed on our travels!

During the sessions we dug over the allotment, planted a mixture of vegetables and flowers, some from seeds and some having been planted and potted by Romney Resource Centre as well as some of our volunteers and when ready they were planted at the allotment.

The NFU staff team volunteered in May and were a huge help in the large task of digging over the allotment ready for the seed planting to take place. The areas that were dug over by the NFU were rotavated and seeds both flowers and vegetables planted.

Weekly sessions continued and thanks to our 3 wonderful volunteers who kept the allotment ticking over and looking its best, we grew some beautiful flowers and produce. Many bunches of flowers were given out to our Meeting Point and Befriending Clients as well as to local Care Homes too. We also provided flowers from the allotment for the tables at the AGM last year! The produce was given to the Romney Marsh Community Hub. I gave a bouquet to one of my befriending clients in Tenterden that I was visiting and she was so pleased with them that she donated around 10 packet of seeds for us to plant for next year! Another highlight

of the flower distribution was when I visited Lydd Meeting Point to distribute flowers, it was Margaret's 93rd birthday so she obviously had to have the flower bouquet!

Due to the success of the flowers, it was decided that we would only plant flowers at the allotment going forward with a view to distributing them again to our clients, attendees and local community.

In September Helen, myself, and the volunteers had a meeting to discuss and decide what flowers will be planted ready for next year, this will be a mixture of donated seeds and cuttings from volunteers and staff gardens.

At the end of September, the GENCON grant funding and my hours ceased. The allotment continued with the 3 volunteers, one who agreed to take over as the lead and they happily kept it maintained and running, with me occasionally volunteering too. Pleasingly, due to the new lottery grant I have some work hours to support the allotment again.

Kerry

Caring Altogether on Romney Marsh (CARM)

Annual Accounts

For the year 1 April 2023 to 31st March 2024

Registered Charity Number: 1184552

Charity name: Caring Altogether on Romney Marsh (CARM)
Registered Charity Number: 1184552
Charity's principal address:
Sunflower House
Rolfe Lane
New Romney
Kent TN28 JR

Current trustees:

Shuna Body	Chairperson
Ruth Smith	Vice Chairperson
Steven Croke	Treasurer
Wendy Body	
Sue Graydon	
Jean Jones	
Liam Walsh	

Manager: Helen Mattock

Structure, governance and management

CARM is a Charitable Incorporated Organisation (CIO) and registered charity with a maximum of ten trustees who have overall responsibility for the charity's business.
CARM became a registered charity in 1997 (charity number 1067189) and changed to a CIO in 2019. CARM is governed by a constitution dated 23 July 2019, amended 30 September 2020.

Charity objectives and activities

To relieve persons on Romney Marsh and the surrounding areas who are in need by reason of their age or disability, in particular by providing a range of services and activities which promotes their social inclusion and good health and wellbeing.

CARM's Mission and Services

CARM's mission is to support older people living across Romney Marsh, Tenterden and its surrounding rural areas who are socially isolated. Through this support, we aim to improve

people's wellbeing, to help people remain independent for longer and to enhance the quality of life of the rural communities where we operate. In pursuing this mission, we will treat people with dignity and respect.

Please see our separate Annual Report for 2023/24 for full details of services and activities that were carried out during the period.

Report of the Management Committee for the year ended 31st March 2024

The Management Committee presents its report in a separate document entitled Annual Report 2023/24 and the independently examined financial statements for the year-end 31st March 2024 are within this document.

Results:

The incoming resources for the year amounted to £100,775 expenditure was £173,357 resulting in a net deficit of £72,582. Reserves stand at £134,410.

Reserves Policy

The trustees consider it prudent that general reserves should be sufficient:

[a] to cover six month's administration and support costs;

[b] to provide a pool equal to 10% of the average charitable expenditure over the preceding two years, from which funds can be designated to specific projects.

Administration and support costs include the salary costs of CARM's day to day administration, the rent for CARM's office base, and the costs of meeting the legal obligations relating to staff redundancy and termination of contracts should sufficient funds be unavailable or unlikely to become available to continue specific projects or pieces of work or the charity be dissolved.

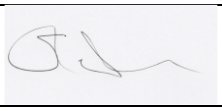
Specific projects include services deemed by the trustees to be necessary in order to continue to support the beneficiaries of the charity so that the objects of the charity are met.

Currently reserves stand at £134,410 of which £86,354 is a designated reserve to cover the above items [a] and [b], £16,443 are restricted funds with the remaining £31,613 being unrestricted reserves.

Independent Examiner

This report has been prepared in accordance with the Charities Act 2011 and the examination was carried out under section 145 of the Act.

Approved by the Management Committee and signed on its behalf by:

Reverend Shuna Body MBE (Chair) **Date: 17/8/2024**	
Steven Croke (Treasurer) **Date: 17/8/2024**	

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	Caring Altogether on Romney Marsh		
On accounts for the year ended	31/03/2024	**Charity no (if any)**	1184552
Set out on pages	4 and 5		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024.

Responsibilities and basis of report

As the charity trustees of the Trust, 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 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 (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn 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:	S.G. Wood-Brignall	**Date:**	13/8/24
Name:	Sandra Wood-Brignall		
Relevant professional qualification(s) or body (if any):	Chartered Management Accountant – qualified		
Address:	47 Poplar Lane, Lydd, KENT TN29 9LA		

Caring Altogether on Romney Marsh

Receipts and Payments Accounts

For the period from	1 April 2023 to 31 March 2024	1 April 2022 to 31 March 2023
	Total funds	**Total funds**
	£	**£**
Receipts		
Grants	57,627	160,481
Gift Aid	409	414
In memoriam donations	305	-
Corporate donations	6,900	19,403
Individual donations	4,073	2,568
Meeting Points	22,010	12,704
MP Income transfer		100
Sponsors	140	40
Knitting donations income	147	-
Lottery / shopping income	1,064	697
Fundraised Income / donations	4,042	90
Interest earned	4,057	2,079
Sub total	**100,775**	**198,576**
Payments		
Partnership Payments - joint projects	-	50,790
Salaries	114,092	111,975
Staff pension scheme	5,620	5,339
Props and client activities	331	4,326
Premises overheads	8,297	5,965
Staff and volunteers' expenses	5,375	6,567
Training: staff and volunteers	449	673
Volunteer Thank you event / expenses	2,283	2,045
Telephones	1,251	1,709
Printing, publicity and stationery	646	1,724
Postage	765	877
AGM	793	552
Subscriptions	1,135	1,189
Newsletter production	415	400
Computer and general maintenance	1,086	987

Insurances	980	954
Sundry costs		1,193
Office moving costs	-	767
Meeting Points - individual spending	21,617	13,315
Donation - Meeting Points	7,992	4,047
Alliance IT project	-	663
Correction of reserves classification of 2 MP balances in 2021/22 (the Bridge + Greatstone) / 2023 24 - monies paid out to the 2 MPs.	(1,549)	1,549
External Consultancy fees	984	3,150
Accounts and payroll costs	657	616
Bank charges / interest paid	137	164
Sub total	**173,357**	**221,536**
Net of receipts/(payments)	**-72,582**	**-22,960**
Transfers between funds		
Balance from 2022/23	**206,992**	**229,952**
Cash funds this year end	**134,410**	**206,992**
Total funds - cash and bank	**134,410**	**206,992**
Total cash funds	**134,410**	**206,992**
Breakdown of Reserves as at 31 March 2024		
Restricted: Meeting Point individual balances	16,173	15,782
Sponsor a MP & Reminiscence income	270	49,254
Designated:	86,354	80,850
Unrestricted:	31,613	61,105
Total reserves	**134,410**	**206,992**

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	Caring Altogether on Romney Marsh		
On accounts for the year ended	31/03/2024	**Charity no (if any)**	1184552
Set out on pages	4 and 5		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024.

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

Signed:	S.G. Wood-Brignall	**Date:**	13/8/24
Name:	Sandra Wood-Brignall		
Relevant professional qualification(s) or body (if any):	Chartered Management Accountant – qualified		
Address:	47 Poplar Lane, Lydd, KENT TN29 9LA		

CARING ALTOGETHER ON ROMNEY MARSH (CARM)

England & Wales - Charity number 1184552

Accounts

Caring Altogether on Romney Marsh

supporting older people in rural areas

Annual Report 2022/23

Our Mission:

"…to support people living on Romney Marsh and its surrounding rural areas who are socially isolated. Through this support we aim to improve people's well-being, to help people remain independent for longer and to enhance the quality of life of the rural communities where we operate. In pursuing this Mission we will treat people with dignity and respect."

Sir George Earl Benevolent Fund

Caring Altogether on Romney Marsh
Sunflower House, Rolfe Lane
New Romney KENT TN28 8JR
Tel: 01233 758122
office@carmromneymarsh.org.uk www.carmromneymarsh.org.uk
Registered charity number 1184552

Management Committee 2022/23

Shuna Body MBE – Chair	Ruth Smith – Vice Chair
Steve Croke – Treasurer	Jean Jones
Susan Graydon	Wendy Body
Liam Walsh	

CARM Staff

Helen Mattock	Manager
Sarah Williamson	Administration and Finance Officer
Fiona Godfrey	Reminiscence Co-ordinator
Katie Sokolowska	Meeting Points Co-ordinator
Kerry Fuller	Befriending Co-ordinator
Zena	Befriending Co-ordinator
Victoria Carmichael	Development, Funding and Marketing Officer

Chair's Report

Dear friends

Each year I am truly humbled at both the level and quality of volunteers that we have in CARM. I am also acutely aware of those who have been with us for many years. The people who willingly dedicate their time, energy and passion in order that we can offer such an array of services and support to our local communities. Local people supporting local people, really is a perfect recipe.

But of course, it is not just the hours put in, or indeed the end result – but how that volunteering is carried out. The one quality which unites all of us, is that passion to help others, and the smiles that say it all. Through both my work and church life I am always being told about the CARM volunteer that makes such a

difference to their lives. One lady I spoke to could almost tell me how many hours and minutes it was until the next visit.

The versatility of our volunteers means that we can offer support wherever you are; at home, residential home or living locally and having somewhere to pop for coffee or try your hand at crafts! I am constantly amazed at the creativity that seems to pour out of CARM.

You will see from the accompanying reports just how busy a year it has been. It has and will continue to be a challenge in attracting funding as many of the core grants have been cut or reduced drastically. But the work that our volunteers and staff undertake is a true incentive to keep searching for new opportunities. So please if you do have any ideas or want to run a fundraising event or attend an event where you'd like to get involved in promoting our work – please let us know!

An example of a lovely fundraiser for CARM during the year was the Rotary Club of Romney Marsh who ran a Burns Night to raise funds for us, they raised an amazing £850.

So a big thank you to you all. Your dedication sets an inspiring example of compassion in every corner of the Marsh, Tenterden areas – and beyond ! Here's looking forward to another exciting year ahead.

Reverend Shuna Body - MBE

Treasurer's Report

This year, we are reporting a net deficit. Our income for this reporting year was £198,576, against an expenditure for the year of £221,536, resulting in a net deficit of £22,960. (Note: These figures include partnership funding of £50,440 for the Romney Resource Centre, which we disburse to them).

While this is not a sustainable long-term position, we are fortunate to have reserves to fall back on. Our current reserves stand at £206,992. We consider it prudent to ensure that these reserves are sufficient to cover six months of operational costs and committed projects. After accounting for these commitments, and some restricted reserves our unrestricted reserves are £61,106.

Two years ago, we made significant changes to our funding strategy to bolster our financial resilience. Historically, we were heavily reliant on two main funding sources, namely Kent County Council (KCC) and The National Lottery. However, as funding from KCC reduced, diversifying our grant funding became essential.

We're pleased to report that our revised strategy is starting to bear fruit: This year, our grant income composition improved significantly. We successfully secured 13 individual grants, for which we are very grateful, excluding the National Lottery Reaching Communities grant they account for 44% of our grant funding. We also set an ambitious target to secure 20% of our funding from non-grant sources, such as individual and corporate donations and other income. While we fell slightly short of this target, we almost made the target.

Our total expenses for the year amounted to £221,536, marking a 17% increase from the previous year The largest portion of our expenditure continues to be staff costs, representing 66% of our total spending. Our ability to operate efficiently with a small staff is largely thanks to our dedicated volunteer network, which greatly supports our charity.

Several factors contributed to the increase in our costs this year. Firstly, like many businesses and organisations, we experienced growth in several direct expenses, there was increased activity on our Generations Connect project, we secured funding for a specific piece of work about future marketing and sustainability as well as a specific funded IT project in Tenterden.

We maintain robust financial controls, with regular reviews of our financials at each Management Committee meeting by our Trustees. Additionally, we have a dedicated financial resilience sub-committee.

Despite the challenges we faced this year, we responded by increasing our efforts in fund generation. We believe our strategic approach positions us well to continue the valuable work that CARM contributes to the community in the long term.

We sincerely appreciate your continued support.

Steve Croke
Treasurer

Manager's Report

It is lovely to be able to report on a near normal year since my return to CARM in April 2020. When I say normal, I mean without so many pandemic related issues and measures; there were still some measures in place at the care settings where we deliver our reminiscence services, but generally we were able to deliver our services as usual. This was such a relief to everyone involved with CARM, not least to the people who benefit from our services.

You'll read later in the report many interesting facts, but I feel compelled to mention some of them here too:

- we have reached an all-time high on the number of people who benefit from receiving a **befriending service** from a CARM volunteer.
- we have reached an all-time high on people attending our **Meeting Points**.
- we are delivering **reminiscence services** in new care settings thus increasing the accessibility of the service.
- our **allotment** is up and running.
- our **knitting group** have produced an abundance of items.

As Steve mentioned above in his report above, we are grateful for all of the grants that we have received and I too would like to express my thanks to all individuals and organisations who have donated and funded us during the financial year that we are reporting on. Being nominated as a Charity of the Year is an honour and testament to the work that we carry out within our communities.

The National Lottery Reaching Communities grant and Generations Connect project was due to end on 31 March 2023, but has been extended to 30 September 2023 due to an underspend in the first year due to the pandemic. The project moved full speed ahead during the year, you can read about all of the activities that took place later in the report.

Finally, I want to thank all of our staff, Trustees and volunteers you are all amazing and make CARM what it is - a well-respected and highly valued local charity all pulling together to support our local communities. **You are all much appreciated**.

Helen Mattock

Manager

Reminiscence

Talking Reminiscence

CARM's group Reminiscence journey began in 2006 with the introduction of the Our Memories Matter (OMM) service which is delivered by a team of volunteers. In 2015 Caring To Remember (CTR) was introduced, delivered with the help of a single volunteer the service aims to support care settings to deliver their own sessions. Both OMM and CTR are focused on talking reminiscence with an element of music included. These sessions normally operate in care homes, assisted living and day care facilities in 3 blocks of 8-10 weeks annually.

Each week we have a different theme and materials are provided to support the theme and assist in triggering and encouraging memories. Themes for this year have included Family Life then and now, Gadgets and Inventions, Colour and Community Spirit.

Pleasingly in May 2022 face to face sessions resumed in each of our settings and West View reopened to face to face sessions post pandemic for the first time in two years! At the same time, I introduced two additional groups one at Age UK Ashford and the other at Romney Marsh Community Hub. COVID precautions continued to be rigorous for the period May to November with volunteers being required to take two lateral flow tests each week including one on the day before the session, wear masks and in some settings aprons and gloves. During the period, as to be expected, several of the settings were required to close temporarily due to COVID outbreaks and sessions under these circumstances were adjusted accordingly. On 22nd December 2022 government guidance requiring the mandatory wearing of face masks was lifted. At a local level some homes risk assessed and made the decision to continue to wear masks as these have gradually been withdrawn the reminiscence experience in terms of communication and connection has been transformative!

January 2023 saw the introduction of two additional groups one at Balgowan House in Hythe and the other at Halden Heights in High Halden and have been well received.

Musical Reminiscence

Our musical reminiscence service Musical Memories Matter (MMM) established in 2014 is run with the support of volunteers working in pairs. After an absence of 26 months the service was welcomed back into care settings with great appreciation! Music really does have the potential to bring us together and reach individuals on a very deep level!

Volunteer Meetings

These are held three times a year and offer an opportunity to share good practice, hear from relevant speakers and problem solve as we go along.

Working With Schools

In association with our Generations Connect project I have been working with Homewood School Health and Social Care students and have introduced a reminiscence project aligned to the National Curriculum. The students will be undertaking weekly one to one themed reminiscence sessions with a family member and record their learning.

12 Years With The Service

The 28th February 2023 saw me celebrate my 12th year in post and I can honestly say that I enjoy my job as much today as I did when I started. It is so humbling and inspirational to work with our attendees and volunteers and to be a part of all things CARM.

Thank You

It has certainly continued to be a period of adaptation and change. **Thank you** from the bottom of my heart to all our reminiscence volunteers for your selfless devotion to our attendees and for making the sessions fun and meeting the additional challenges during the pandemic with a can-do attitude!

Fiona

Befriending

Our Year (April 2022 – March 2023) in figures

New referrals to the service	82
New volunteers	20
New befriending matches	32

To put the above figures into context people are referred to CARM's befriending service from several avenues including social prescribers, social services, care navigators, friends & family, Dementia & Me coordinators and of course themselves! When we receive a referral we make contact to book an assessment visit: a chance for us to meet the client and for them to find out more about us and what the service entails – at this stage people might decide they don't want a visitor likewise the coordinator may decide that they are not appropriate for the service so not all referrals result in an active match.

The figure of 20 new volunteers is for volunteers who proceed to active visiting. We did have around another 15 people who expressed an interest in volunteering for CARM who did not complete the application process, often due to a change in personal circumstances or they never realised the commitment of what befriending entails.

You may wonder why we had 32 new matches but as mentioned only 20 new volunteers. Over any year a match can break down and the extra 12 matches were made by existing befriending volunteers taking on another client.

Volunteers

As shown in the above figures we welcomed 20 new volunteers over the 2022/23 period. Every new volunteer must attend a short induction session where we discuss relevant CARM policies and challenges/issues that might arise while befriending. During the year we held six group induction sessions which work very

well as it's a chance to meet other potential volunteers and learn from their life experiences. We also held a couple of 1-to-1 sessions. We have received very positive feedback on the induction sessions with volunteers saying they found them informative.

Over the course of the year, we held three volunteer meetings – a chance to get together with other volunteers to share experiences and maybe learn something new. Our April '22 meeting included a cream tea and a fun reminiscing session with childhood photos and the memories they evoked. It was also the first chance many volunteers had to meet Kerry (Befriending co-ordinator for the Tenterden area) as she was new in her role back then.

Our July '22 volunteer meeting was held in Appledore with lunch and a speaker from the Cinnamon Trust (The National Charity for older people and their pets) – we had our highest attendance to date with 32 volunteers present. Our November '22 meeting was back in New Romney with a speaker from Kent Fire and Rescue advising us on home fire safety – which is really useful for our volunteers going into people's homes.

As we can all remember, the COVID-19 pandemic and the public health guidelines that led to over 2 years of many changes to befriending visits and in May '22 the last restriction was lifted – our volunteers were no longer required/expected to carry out lateral flow tests before each visit. We continue to ask volunteers not to visit clients if they have cold/cold symptoms or any illness, a common sense approach.

In early July a small group of befrienders attended a wheelchair handling course at Cinque Ports Mobility in Folkestone. With this training and a client specific risk assessment, a befriender can take their client out for a wheelchair excursion which is great. Cinque Ports Mobility felt that CARM's work is so relevant and worthwhile they kindly ran the course at no cost to us.

Service Promotion

The befriending service always has a waiting list, during the reporting period it averaged at 19 people so the need for more volunteers is an ongoing issue.

In April '22 as *Kerry* got re-familiarised with the role she distributed the 'we need volunteers' leaflets to her whole service area, sadly there was no response from this.

In August with the support of Victoria we drove a social media campaign using 'pen pictures' of some of our complex, harder to match clients. We saw an increase in our social media presence, but again this did not result in any new volunteers.

The new Strategic plan 2023 -2025 objective 2 states *To grow the volunteer base by 20% (15 new volunteers) for the befriending service in order to reduce the waiting list and waiting time for people on the waiting list* in order to achieve this we developed a befriending volunteer recruitment plan for 2023. This includes producing new literature, distribution of new literature to all towns and villages over the area, holding recruitment events and recruitment stands in supermarkets. The Coastal area saw a flurry of new volunteers at the beginning of the year, but the Tenterden area has had little growth as yet.

Telephone Befriending

Over the year a few more 'pandemic' matches closed usually due to volunteer issues, but there are still matches made in the first weeks of the pandemic going strong over three and a half years later.

In April '22 we held a volunteer meeting specifically for telephone befrienders. A relatively low attendance of 7 is to be expected as many telephone befrienders squeeze their volunteering in around work. Zena presented a short slide show

including the history of CARM's telephone befriending service and how it changed over the pandemic – the attendees participated and shared experiences. For such a small group there was a great buzz and all those who attended enjoyed the session and valued the chance to meet other telephone befrienders.

In July Zena attended the company picnic at Givaudan and recruited one new volunteer who is now enjoying her volunteering. In October Zena visited Givaudan for the first face to face meeting with volunteers since pre-pandemic times. One of our Givaudan volunteers has been telephone befriending for 6 years although sadly recently she has seen a decline in her befriendee's health.

Overview

Here are some quotes from our clients:

The befriending services gives me something to look forward to each week.

Thank you so much CARM and the wonderful volunteers who give their time to help people, it is so very much appreciated.

My CARM befriender is fantastic and gives lots of support.

Overall, this year we've seen the usual ups and downs of befriending with matches closing due to changes in both clients and volunteers circumstances, even so the number of matches has peaked at record high of 90 active matches and this would not be possible without the support of our fantastic, committed volunteers – **we thank you.**

Zena & Kerry

Meeting Points

Nine new volunteers have been recruited during the reporting period, and three have retired. At the end of March 2023, we had 40 active volunteers looking after 172 attendees at 10 Meeting Points. This is an increase in the volunteer team size as historically, we generally only had 3 volunteers at each Meeting Point. This is in part because there has been an increase in attendee numbers, as well as an increase in workload for the volunteers.

Sixty Meeting Point attendees responded to our Autumn 2022 questionnaire. The largest age group and average age of respondents was 81-85 years old, of whom 42 live alone. 46 people said they felt less lonely as a result of attending their Meeting Point, and 49 said they felt less socially isolated. 59 people said they look forward to Meeting Points, and all 60 said they were happy to recommend their MP to other people, reflecting the fact that 49 were extremely or very satisfied with their MP, and the rest were satisfied. This is really heartening to hear, and reflective of the appreciation attendees express when I visit their Meeting Points – for the company, friendships, and volunteers who so often go that extra mile to make sure they are welcomed and included.

COVID 19 thankfully did not feature so much during the reporting year. There were a few cases, including my own on the day of our annual Meeting Point volunteer meeting in June. My thanks to Helen, Fiona, and Sarah for stepping in at the last minute and facilitating the event. Twenty-four people attended on the day at Brookland Village Hall and the feedback was overwhelmingly positive. In particular, the volunteers enjoyed the opportunity to chat with volunteers from other Meeting Points and found Liz Taylor's discussion about dementia very informative with two Meeting Points subsequently booking Liz to come and speak to their attendees.

Meeting Point Volunteer Annual Meeting June 2022

There were several requests for First Aid training from volunteers, and CARM issued all Meeting Points with First Aid kits, which are especially useful for outings.

There have been a number of changes in this period. The demand for Burmarsh Meeting Point didn't outlive the pandemic and after much discussion, and feedback from locals via a visit to a local group and a survey, CARM made the decision to close this Meeting Point. There have been other changes - three Meeting Points changed venues: Appledore moved from the Methodist Church when it was sold, to Appledore Village Hall and now meets twice a month rather than weekly;

Dymchurch moved from their local Methodist Church to the larger Dymchurch Village Hall to accommodate their rapidly expanding group; and Rolvenden, for cost reasons, moved from their village hall to Monypenny, a retirement housing complex. All three have transitioned well to their new homes.

A large piece of work this year has been to revise the grant system for Meeting Points to be rolled out at the start of the 2023/24 financial year. The costs of hiring venues, heating, and refreshments, as well as coach hire have all risen and the £400 yearly grant that was given to all Meeting Points, irrespective of the frequency of their meetings, size of group, or rent, needed to be updated. We set up a steering group to discuss a fairer system for grant allocation and after surveying the volunteers, devised a new grant system based on the above factors so that all of the venue costs are covered by CARM via a venues grant, as well as an activities grant toward trips and events.

For the Jubilee in June, each Meeting Point was given a string of knitted bunting and pompoms in red, white and blue, produced by the Generations Connect Nifty Crafters. These were much appreciated by all. There were tea parties at most of the Meeting Points, some simple, some more lavish. Woodchurch enjoyed strawberries and cream, along with their cucumber sandwiches, and there was enough cake for the entire retinue!

Jubilee tea party at Woodchurch MP

Many trips took place this year – Dymchurch went to Westwood Cross and Minnis Bay, The Range & Ripleys Garden Centre; The Bridge went to Bybrook Barn Garden Centre. Lydd went on the 'Fish and Chip Steam Special' from Tenterden to Bodiam, and Wittersham to Dungeness for fish and chips. Brookland had a lunch out, and trip to the cinema, and Rolvenden went to the Walpole Hotel in Margate. Beach48 remains popular, with both Dymchurch and Tenterden visiting. I can't mention every trip here, but I would like to say a big thank you to the volunteers for making these happen. They represent a lot of effort and mean so much to the attendees. We have revised our risk assessment and the volunteers now have a checklist to complete, to make the paperwork a little easier for them.

Rolvenden MP at Walpole Bay Hotel, Margate

Every Meeting Point enjoyed a Christmas lunch out in 2022 – a welcome return to normality. Appledore and Wittersham enjoyed their lunch together at The Black Lion. 'It was lovely to combine these Meeting Points and we felt very much part of the CARM family.'

The knitted hats, scarves, mittens, and balaclavas that had been pouring into CARM as part of the CARM and Romney Marsh Community Hub winter knitting project were very well received. Everyone enjoyed having a rummage and finding their perfect match, see pictures.

Winter Knitting Project results at Greatstone, Wittersham and Appledore Meeting Point Christmas lunches!

We can count among our regular visitors to Meeting Points Mark Blamey from Connect Well East Kent, Tony Hooper from Romney Marsh Community Hub, HiKent hearing aid clinics, and Community Wardens. I sent out an updated list of free and paid for speakers to each MP, and collectively we have booked speakers from Kent Fire & Rescue, St John's Ambulance, Guide Dogs, among others. The in-house Musical Memories Matter sessions remain as popular as ever, as does New Age Kurling – so popular that in March the new position of 'Meeting Point Games volunteer' was advertised. It is our hope that we can recruit a pair of volunteers for the Tenterden area, and a pair for the Romney Marsh area, who will deliver

New Age Kurling, Quoits and Cornhole Tossing to our groups on a regular basis for those who enjoy getting a little more active.

Once again, I would like to say a huge **thank you** to our wonderful volunteers, without whom none of this would be possible.

Katie

Development, Funding and Marketing Officer

Networking

We have been chosen, once again, as one of the charities that The Marsh Network is supporting this year. I have also attended the Wealden Business Network Group in Tenterden to talk about all things CARM. Everyone that attended was interested and impressed by everything that CARM does across the local community.

We also attended and had a stand at both the Spirit of Tenterden Festival in July and The Romney Marsh Ploughing Match in September. We spoke to many people on both days about our services and volunteering.

Social Media

Alongside in-person networking, social media has been used to build a network of followers online. Followers on all three sites (Facebook, Twitter, Instagram) have increased. Social media helps to connect us to the community allowing us to share news, ask for support and show our community links to schools, and other local groups. We have started to post more regularly this year, an example of this is our #MeetingPointMonday posts which have been popular. Posting more regularly has seen an increase in engagement from our followers, leading to more people engaging and seeing what we do.

Some of our Meeting Points took part in a TikTok dance project during Spring 2022. With the help of Charlotte from Betty Towsend Dance school Meeting Point clients and volunteers learnt some dance moves from the past as well as ones seen in modern TikTok videos. It was great fun and a wonderful video was created.

Newsletters

Regular newsletters have been sent out to CARM clients, volunteers and supporters. They have included, some tasty recipes, funny jokes as well as articles on funding, volunteering and a Meeting Point overview. In September 2022 CARM celebrated 25 years as a registered charity, to celebrate we made a fabulous photo book full of photos from the past 25 years.

Funding

We have been very lucky to receive some wonderful support from community fundraisers over the last year. In July 2022 The Marsh Network held a golf day to raise money for their chosen charities which included CARM.

Littlestone Golf Club also chose CARM as one of their charities of the year, their fantastic donation was over £4000.

The NFU Mutual Ashford, Tenterden & Whitfield branches selected CARM as one of their charities and made a very generous donation to us of over £6000.

In January The Rotary Club of Romney Marsh held a Burns Night fundraising event for CARM and raised £850.

We have been part of the Ashford Community Lottery for a year now. With only a few supporters we have raised over £300 as 60% of every £1 ticket goes to CARM as their chosen charity.

Unfortunately, Amazon have stopped their Amazon Smile fundraising system. Instead, we have started to use Easy Fundraising. If you shop online just go via easy fundraising and CARM will receive a small donation each time you shop at an eligible store (most online shops). It is an easy way to raise money and it doesn't cost you a penny.

Volunteer Thank You

We held a volunteer thank you event in March 2022 at London Beach Hotel. It was fantastic to have most of our volunteers all in one place. We enjoyed a quiz and afternoon tea and the room was filled with smiles and laughter. It was a real celebration of our wonderful volunteers. To top it off London Beach Hotel presented Helen with a cheque for £1886.50, so the event didn't cost us a penny.

Victoria

Partnerships

Alliance IT Project - Tenterden

CARM was part of a successful partnership bid, led by EK360, that secured some funding to run one to one IT sessions for older people in Tenterden. We recruited an exceptional IT trainer called Cath to train our interested clients. The first session took place on the 22 June 2022 with the final session taking place on 7 December 2022. Cath facilitated nine sessions with a total of ten people receiving one or more one to one sessions across the duration of the project. Clients mainly learned how to use features on their mobile phones and iPad / tablets. The project was a great success and it was a good opportunity to work in partnership with other organisations.

Generations Connect

Nifty Crafters

During the year the Nifty Crafters group, who meet every other week, knitted strings of Jubilee bunting and made strings of pompoms for Jubilee celebrations at CARM Meeting Points and various other locations across the area, including St Mary's in the Marsh Church, New Romney Sainsburys, Romney Resource Centre and the Romney Marsh Community Hub. Two of the Nifty Crafters taught students at the Marsh Academy to make pompoms. The group also knitted some figurines and historic landmarks to help celebrate the Jubilee, these were placed in New Romney Sainsburys and at the Romney Marsh Community Hub.

Over the winter they hastily knitted hats, scarves, mittens and wrist warmers – to help keep people warm either indoors or outdoors, as part of CARM and the Romney Marsh Community Hub's Winter Knitting Project to help people during the winter fuel crisis. Other willing members of the community helped with the Winter Knitting Project and in total 300 items were distributed to CARM Meeting Point attendees, Romney Marsh Community Hub, Tenterden Social Hub, local Dementia Cafes, Brookland church and a local Food Bank.

A bunch of twiddle muffs were also knitted for people living with dementia.

A flower cascade is the Nifty Crafters current project.

Community Allotment

In June we took over an allotment in New Romney. Due to the extremely hot weather in the summer, it was difficult to get the allotment fully operational, however there were some fantastic outcomes. Local branches of the National Farmers Union Mutual – who also made a generous cash donation to CARM – provided a working party for a day and we were able to mainly clear the allotment, erect a shed and build a composting area on that day. A group of men from a Masonic Lodge also spent an evening helping to clear the allotment.

Councillor Tony Hills made a donation to CARM from his County Council Members grant fund which paid for the storage box and several gardening tools.

Thanks to other donations, we had a small patio laid and a pallet seat made so that our volunteers and participants can take a rest during their gardening sessions.

Following that donated plants were planted up: tomatoes, cucumbers, courgettes and chilli peppers grew successfully which meant that we were able to provide elderly attendees at the Romney Marsh Community Hub with free produce to take home and use.

In the Autumn a local community spirited family came out in force, including adults and children, to plant 500 daffodil bulbs. We were than able to distribute bunches of daffodils at the end of March to CARM clients (befriending and Meeting Point), Romney Marsh Community Hub clients and random people on the street, without fail every person who received a bunch said that it had made their day!

Recycled Tyre Planters

Used, donated tyres from a local garage were donated to the Generations Connect project, participants repurposed the tyres into planters during July 2022. This project saw a total of 5 young people and 5 older people work together to paint the tyres in bright colours, patterns and designs. They were then sited at various locations across our operating area.

Jubilee Tea Party: 8 June 2022

Firmager Funeral Service kindly funded a Jubilee themed tea party at The Old School in New Romney. A scrumptious array of food awaited those who attended, and much fun was had by all completing a Jubilee wordsearch and a Royal Quiz. Attendees included the Generations Connect Nifty Crafters group who had made beautiful bunting and figurines for the Jubilee, students from the Marsh Academy who had made lots of pom poms for the Jubilee and attendees from CARM's Bridge Meeting Point.

Family Flower Craft Workshop: 31st May 2022

This intergenerational workshop was a great success, it was run with the help and expertise of the Romney Marsh Flower Arrangers who came up with the theme and arrangement that could be created by all participants. The theme was the Queens Platinum Jubilee, and the flower arrangement was a crown. We had 13 attendees, Kerry and Helen from CARM and 7 helpers from the Romney Marsh Flower Arrangers Group. Ann from the Romney Marsh Flower Arrangers gave half an hour tuition on making the arrangement and then with the assistance of the 7 helpers from the Romney Marsh Flower Arrangers the attendees had a lot of fun and got to work making their own arrangements.

Quiz – Cotton Hill House, Hamstreet – Friday 3rd March 2023

The Quiz was a great success! This was run by the Ruckinge Guides who read out all the questions and marked and scored all the answers. There were six rounds of fifteen questions. We had six teams, most of four people, a good laugh was had by all! When the Quiz finished Helen presented the prizes of wooden spoons to the losing team and a hamper to share between themselves for the winning team. Refreshments were then served to all with Helen and Kerry making the drinks and the Guides serving them. It was enjoyed by all so much we were asked when we would return to do another Quiz!

Other activities

Various other intergenerational activities took place under the banner of the Generations Connect project, organised by staff from the Romney Resource Centre, our partner for the project including: IT sessions; string pull painting, mosaic bowls workshop, Tenterden mosaic, abstract art at Springwood Court, a Spring tea party at Prescott House organised by students from the Marsh Academy, quilling plus a host of other art and craft activities. Much learning and fun was had by all participants.

Helen

Caring Altogether on Romney Marsh (CARM)

Annual Accounts

For the year 1 April 2022 to 31st March 2023

Registered Charity Number: 1184552

Charity name: Caring Altogether on Romney Marsh (CARM)
Registered Charity Number: 1184552
Charity's principal address:
Sunflower House
Rolfe Lane
New Romney
Kent TN28 JR

Current trustees:

Shuna Body	Chairperson
Ruth Smith	Vice Chairperson
Steven Croke	Treasurer
Wendy Body	
Sue Graydon	
Jean Jones	
Liam Walsh	with effect from 24 August 2022

Manager: Helen Mattock

Structure, governance and management

CARM is a Charitable Incorporated Organisation (CIO) and registered charity with a maximum of ten trustees who have overall responsibility for the charity's business.
CARM became a registered charity in 1997 (charity number 1067189) and changed to a CIO in 2019. CARM is governed by a constitution dated 23 July 2019, amended 30 September 2020.

Charity objectives and activities

To relieve persons on Romney Marsh and the surrounding areas who are in need by reason of their age or disability, in particular by providing a range of services and activities which promotes their social inclusion and good health and wellbeing.

CARM's Mission and Services

CARM's mission is to support older people living across Romney Marsh, Tenterden and its surrounding rural areas who are socially isolated. Through this support, we aim to improve

people's wellbeing, to help people remain independent for longer and to enhance the quality of life of the rural communities where we operate. In pursuing this mission, we will treat people with dignity and respect.

Please see our separate Annual Report for 2022/23 for full details of services and activities that were carried out during the period.

Report of the Management Committee for the year ended 31st March 2023

The Management Committee presents its report in a separate document entitled Annual Report 2022/23 and the independently examined financial statements for the year-end 31st March 2023.

Results:

The incoming resources for the year amounted to £198,576 expenditure was £221,536 resulting in a net deficit of £22,960. Reserves stand at £206,992.

Reserves Policy

The trustees consider it prudent that general reserves should be sufficient:

[a] to cover six month's administration and support costs;

[b] to provide a pool equal to 10% of the average charitable expenditure over the preceding two years, from which funds can be designated to specific projects.

Administration and support costs include the salary costs of CARM's day to day administration, the rent for CARM's office base, and the costs of meeting the legal obligations relating to staff redundancy and termination of contracts should sufficient funds be unavailable or unlikely to become available to continue specific projects or pieces of work or the charity be dissolved.

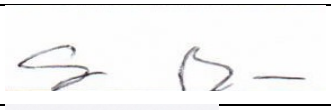
Specific projects include services deemed by the trustees to be necessary in order to continue to support the beneficiaries of the charity so that the objects of the charity are met.

Currently reserves stand at £206,992 of which £80,850 is a designated reserve to cover the above items [a] and [b], £65,036 are restricted funds with the remaining £61,106 being unrestricted reserves.

Independent Examiner

This report has been prepared in accordance with the Charities Act 2011 and the examination was carried out under section 145 of the Act.

Approved by the Management Committee and signed on its behalf by:

Reverend Shuna Body MBE (Chair) **Date: 22/09/2023**	
Steven Croke (Treasurer) **Date: 22/09/2023**	

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees	Caring Altogether on Romney Marsh (CARM)		
On accounts for the year ended	31 March 2023	**Charity no (if any)**	1184552
Set out on pages	4 and 5		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2023.

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 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.

Signed:	S.C. Wood-Brignall	**Date:**	17/8/23
Name:	Sandra Wood-Brignall	**Address**	47 Poplar Lane, Lydd, Kent TN29 9LA
Relevant professional qualification(s) or body (if any):	Chartered Management Accountant qualified.		

Caring Altogether on Romney Marsh

Receipts and Payments Accounts

For the period from	1 April 2022 to 31 March 2023	1 April 2021 to 31 March 2022
	Total funds	Total funds
	£	£
Receipts		
Grants	**160,481**	193,355
Gift Aid	**414**	-
In memoriam donations		1,144
Corporate donations	**19,403**	23,937
Individual donations	**2,568**	3,035
Meeting Points	**12,704**	9,115
MP Income transfer	**100**	1,411
Sponsors	**40**	50
Lottery / shopping income	**697**	
Fundraised Income / donations	**90**	356
Interest earned	**2,079**	100
Sub total	**198,576**	**232,503**
Payments		
Partnership Payments - joint projects	**50,790**	50440
Salaries	**111,975**	101362
Staff pension scheme	**5,339**	4745
Props and client activities	**4,326**	1119
Premises overheads	**5,965**	5463
Staff and volunteers expenses	**6,567**	4565
Training: staff and volunteers	**673**	377
Volunteer Thank you event / expenses	**2,045**	77
Telephones	**1,709**	488
Printing, publicity and stationery	**1,724**	1283
Postage	**877**	856
AGM	**552**	760
Subscriptions	**1,189**	831
Newsletter production	**400**	154
Computer and general maintenance	**987**	858

Insurances	**954**	901
Sundry costs	**1,193**	1645
Office moving costs	**767**	0
Meeting Points - individual spending	**13,315**	7645
Donation - Meeting Points	**4,047**	4277
Alliance IT project	**663**	
Correction of reserves classification of 2 MP balances in 2021/22 (Twaterhe Bridge + Greatstone)	**1,549**	
External Consultancy fees	**3,150**	
New computer equipment		573
Accounts and payroll costs	**616**	800
Bank charges / interest paid	**164**	16
Sub total	**221,536**	**189,235**
Net of receipts/(payments)	**-22,960**	**43,268**
Transfers between funds		**-**
Balance from 2020/21	**229,952**	**186,684**
Cash funds this year end	**206,992**	**229,952**
Total funds - cash and bank	**206,992**	**229,952**
Total cash funds	**206,992**	**229,952**

Breakdown of Reserves as at 31 March 2023

Restricted:	15,782	Meeting Points
	49,254	Generations Connect
Designated:	80,850	Closure planning
Unrestricted:	61,106	balance
Total reserves	**206,992**	

Included within 2022/23 grants income was a grant from **The National Lottery, Reaching Communities Fund** for £129 334, of which £50 440 was disbursed to the Romney Resource Centre.

Caring Altogether on Romney Marsh (CARM)

Annual Accounts

For the year 1 April 2022 to 31st March 2023

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Charity name: Caring Altogether on Romney Marsh (CARM)
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people's wellbeing, to help people remain independent for longer and to enhance the quality of life of the rural communities where we operate. In pursuing this mission, we will treat people with dignity and respect.

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Independent Examiner

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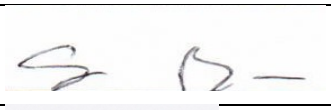
Approved by the Management Committee and signed on its behalf by:

Reverend Shuna Body MBE (Chair) **Date: 22/09/2023**	
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CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

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On accounts for the year ended	31 March 2023	**Charity no (if any)**	1184552
Set out on pages	4 and 5		

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CARING ALTOGETHER ON ROMNEY MARSH (CARM)

England & Wales - Charity number 1184552

Accounts

Caring Altogether on Romney Marsh

supporting older people in rural areas

Annual Report 2021/22

Our Mission:

"...to support people living on Romney Marsh and its surrounding rural areas who are socially isolated. Through this support we aim to improve people's well-being, to help people remain independent for longer and to enhance the quality of life of the rural communities where we operate. In pursuing this Mission we will treat people with dignity and respect."

Caring Altogether on Romney Marsh
Sunflower House
Romney Marsh Community Hub, Rolfe Lane
New Romney KENT TN28 8JR
Tel: 01233 758122
office@carmromneymarsh.org.uk
www.carmromneymarsh.org.uk
Registered charity number 1184552

Management Committee 2021/22

Shuna Body MBE – Chair	Ruth Smith – Vice Chair
Steve Croke – Treasurer	Jean Jones
Susan Graydon	Wendy Body

CARM Staff

Helen Mattock	Manager
Sarah Williamson	Administration and Finance Officer
Fiona Godfrey	Reminiscence Co-ordinator
Katie Sokolowska	Meeting Points Co-ordinator
Benedict Potts to 28 February 2022, Kerry Fuller from 1 March 2022	Befriending Co-ordinator
Zena	Befriending Co-ordinator
Victoria Carmichael	Development, Funding and Marketing Officer

Chair's Report

Dear friends

It is wonderful to be back in the full flow of things again and seeing our core services up and running, as well as some events. Long may it continue.

As I reflect on the last few years, there are indeed some significant positives that have occurred. We were forced to reinvent the wheel during COVID 19 in terms of our activities, many of which involved crafts of some kind. I still find myself chuckling at some of those limericks that arrived at CARM. The inspiration of our staff and creativity of our volunteers and clients seemed to be a perfect match. So it seemed natural to carry on some of those activities. The NHS cite learning a new skill as key to supporting mental health, and I certainly think that is the way forward. If you have any ideas, please feel free to speak to any of our staff.

Our partners have continued to be great support to us. Firstly, I must thank the Romney Marsh Community Hub for being so welcoming to us as we moved into their premises in June this year. The Hub provides a wide range of services which include many of our clients. It seemed a natural progression to complement what they are doing there by including us within the mix. We very much look forward to working with them.

There has been some good progress with our Generations Connect project, in conjunction with the Romney Resource Centre.

SEK (Social Enterprise Kent) have completed a significant amount of work for us, looking at how we can better market ourselves. Whilst all the staff and volunteers regularly use digital technology – we felt we needed some expert advice when it comes to marketing via social media etc. They provided some comprehensive research for us as we set about progressing this piece of work. This will be vital in terms of attracting new volunteers as well as much needed funding.

We have also made some good advances in this respect of Musical Memory Matters. The equipment that we had been using was very bulky in terms of storage and transport. We are now in the process of moving across to being able to provide the same quality of service using tablets and laptops. Magic!

A huge thanks to all our clients and volunteers for their amazing support throughout the year. It is so very much appreciated. Thanks too for our lovely Trustees, for their continued enthusiasm and commitment to get the best for CARM in every aspect.

Finally, I am sure you will want to join me in thanking our incredible staff, led by the ever-enthusiastic Helen. I am always in awe of their energy and passion in all that they do.

So, as we march on into the next year, let us do so with the same spirit and energy – and please do try and promote the idea of volunteering with CARM, as that is key to our success.

Many thanks

Reverend Shuna Body MBE
Chair

Treasurer's Report

Our income for this reporting year was £232,503. Note that our accounts include our partnership funding with the Romney Resource Centre (we receive funds from the National Lottery and disburse RRC's share to them).

This headline figure is in line with the previous year. But I'd like to highlight the focus we've applied in changing how that figure is made up. In January 2021 we established a funding strategy. There were two aims behind this – firstly to supplement our grant income with other sources, and secondly to diversify the sources of our grant funding. The aim was to give us greater financial resilience by reducing our dependence on too few funding sources.

Our target for this year was to reduce our grant funding to 80% of our overall funding. Or put another way, to increase the funds we receive from other sources to 20% of our target. We have made excellent progress with this. Net of our RRC partnership, we have achieved our target – our reliance on grant funding is now down to 79%. This has been achieved through increased focus by the team on corporate donations and other funding streams.

The make-up of our grant income has also improved this year. As funding from our major supporters has reduced, we have been successful in achieving smaller grants from more sources. We have been able to secure grants from: the Masonic Charitable Trust, Dulverton Trust, Kent Community Foundation, Social Enterprise Kent and Little Cheyne Court Wind Farm as well as another small partnership grant from the National Lottery for a specific project, which amount to 28% of the overall grant funding.

Our expenses for the year totalled £189,235. Our expenses are well controlled, up only 2.7% from the year before. Net of our payment to RRC, our expenditure is below plan at 85% of our expected spend for the year. Throughout this reporting period COVID continued to influence the services that we provided, and the impact is seen in this underspend. Our largest expenditure remains staff costs, but these still only represent 56% of our total expenditure (or 76% net of RRC) and have also come in under plan this year as the team has restructured.

The net result is that we complete the year adding to our already healthy reserves. These comprise of a designated reserve should we need to wind down. We have some restricted reserves for specific allocations (such as Generations Connect), with the balance (39%) unrestricted.

Our financial controls are robust. Our financials are reviewed at each Management Committee meeting by the Trustees, and we run a dedicated financial resilience sub-committee. We celebrate our 25th year as a charity in good financial shape, well positioned to continue the great work that CARM does!

Steve Croke
Treasurer

Manager's Report

This was another challenging year as the team worked really hard to get our much-loved and needed services up and running again so that people could feel some sense of normality and have the chance to see people rather than just talk on the phone. Of course, it wasn't as easy as we would have liked with the restrictions and precautions changing on a regular basis. The team however, coped admirably and supported their volunteers and clients as ever, in a caring and understanding way.

Special mention must be made of the art exhibition that we hosted in November 2021, more of which you can read about in the following reports, suffice to say the exhibition was an outstanding success with some amazing submissions on display.

I would like to thank all individuals and organisations who have donated and funded us during the financial year that we are reporting on. The National Lottery has again been a key funder of CARM, Kent County Council gave us a reduced grant during the year and it was the final grant that we will receive from Social Services as they have now awarded large contracts for community well-being services. We received numerous other grants and donations for which we are grateful.

It has been good to see progress on our Generations Connect project with many activities and much learning having taken place during the year. See the Generations Connect report for more detail.

As Steve mentioned in his report, in 2022 we are celebrating 25 years of being a registered charity, this is a great achievement for a small, local charity that is not affiliated to a national charity and to survive so long is testament to the trustees, managers and staff throughout the last twenty five years. Here's to the next 25 years !

Finally, I always finish on the same note, but it is always so valid: **thank you** to our amazing volunteers, including our Trustees, for all that you do to help make someone's day – **you are all much appreciated**. The same applies to the staff team who give their all to support our clients, volunteers and CARM as a whole - ***thank you !***

Helen Mattock
Manager

Reminiscence

Talking Reminiscence

CARM's talking Reminiscence journey began in 2006 with the introduction of the Our Memories Matter (OMM) service which is delivered by a team of volunteers. In 2015 Caring To Remember (CTR) was introduced, delivered with the help of a single volunteer the service aims to support care settings to deliver their own sessions. Both OMM and CTR are focused on talking reminiscence with an element of music included. These sessions normally operate in care homes, assisted living and day care facilities in 3 blocks of 8-10 weeks annually.

Each week volunteers arrive at their respective sessions ready to listen with genuine interest, warmth and humour encouraging stories and singing. At the end of the sessions those that attend are left feeling both valued and in touch with parts of their lives that they may not have recalled for many years.

Due to the Pandemic face to face sessions were suspended for a period of 77 weeks and a weekly news sheet "CARM Catch Up" was introduced. Each edition was themed and intended to draw upon memories previously shared. This was then emailed each week to all the talking groups and copied to their respective volunteer(s) aiming to keep everyone in touch.

Adhering to our regular programme (a three-year rotation of themes), reminiscence sessions were delivered by both ZOOM and telephone to groups. Both innovations had their moments of technological issues but the desire to keep us together and reminiscing overcame these challenges!

September was a joyful month for our talking service seeing a return of face-to-face sessions for the first time in 18 months in several settings. Due to the vulnerability of our clients, volunteers have been required to be adaptable, flexible and responsive to this ever-changing backdrop. For the team this has meant regular lateral flow tests, wearing PPE ranging from the obligatory masks and for some settings also plastic, aprons, gloves sometimes in extreme temperatures. Volunteers have met with these requests with good humour and a renewed sense of determination patently aware of the time that has been missed due to restrictions. It's been heart-warming to be reunited with attendees and to share memories and laughter as ever! I want to add an acknowledgement to our wonderful care partners for making sessions possible, we know first-hand what a challenging and difficult time this has been and their dedication to those they care for has been so inspiring.

Fiona running a telephone reminiscence session

Christmas Sessions 2021

Musical Reminiscence

Our musical reminiscence service Musical Memories Matter (MMM) established in 2014 is run with the support of volunteers working in pairs. Aligned to the talking service we aim to deliver 6 sessions each time. This service has been on hold since March 2020 due to COVID 19 restrictions. We have though been able to maintain the use of music within the talking sessions. Footnote – we started back again in May 2022 😊

Volunteer Meetings

These are held three times a year and offer an opportunity to share good practice, hear from relevant speakers and problem solve as we go along.

Thank You

It has certainly been a period of adaptation and change and not one easily forgotten. A heartfelt thanks to all our reminiscence volunteers both musical and talking for all that you do for CARM. Your dedication and devotion to CARM and our clients is truly amazing!

The March Volunteer Meeting

Fiona

Befriending

As the reporting year began our befriending volunteers were visiting their clients in gardens but as time passed, vaccinations became available, and we gradually eased back into pre-COVID befriending times of indoor visits where we feel safe without masks or lateral flow testing. Along the way to make visits safe there have been; many risk assessments, much misunderstood words whilst mask wearing and lots of swabbing and swirling of volunteers tonsils and nostrils for lateral flow tests.

One of the last virtual volunteer meetings was when Zena held a lunchtime meeting for the Givaudan telephone befriending volunteers. In June 2021 Givaudan staff were still working from home with limited access to their site. Two of the volunteers were due to begin maternity leave, so we held a fun 'baby shower' themed meeting with reminiscence style games including guess the famous baby game and complete the Nursery Rhyme. Thank you to Fiona for providing tips and props

which enabled the volunteers to see how the reminiscence service had continued over COVID 19 times.

George

Both of new mums from Givaudan volunteers continued to call their clients during their maternity leave and shared baby photos with their clients who loved to hear about the ups and downs of new motherhood.

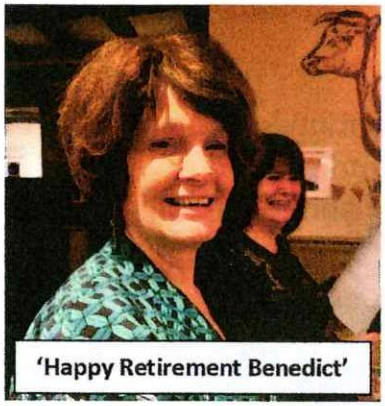
Ava

In September, the co-ordinators contacted creative clients and volunteers to collect exhibits for CARM's Remembering Lockdown: Creative Reflections art exhibition. One highlight was the posthumous display of befriending client Dusty's wrought iron work that at 95 he produced in lockdown 1 – his proud family visited the exhibition in New Romney.

Christine and her gorgeous lockdown felt toys

1st face to face befriending meeting since March 2020

On 1st November 2021 we held our first face to face volunteers' meeting in over 18 months, it was attended by twenty volunteers. Liz Taylor from the Alzheimer's Society led a very engaging and practical session on how to interact with, and support a client with dementia. The session was enjoyed by all, with volunteers saying they had gained tips to help with complex visits. It was lovely to be able to chat to our volunteers in person and hear how they have been faring.


'Happy Retirement Benedict'

After many years as the stalwart coordinator of the befriending service, in February 2022, Benedict retired to spend time with her family and new grandson ☺. She is still involved with CARM as both a Meeting Point volunteer and a much-valued befriender. Kerry Fuller returned to CARM and has taken over the Tenterden & Ashford villages area from Benedict. We had a lovely evening out in the White Lion, Tenterden to bid farewell to Benedict.

During the year we topped the face-to-face befriending match figures with a peak of over 60 active matches. At a similar time, we peaked at about 50 telephone matches; that number has now decreased to about 35 telephone matches as life has resumed to somewhat 'normal'. The figures for the period also reflect just how much we need good volunteers; over that time the befriending service had 60 new client referrals whilst we had 22 new volunteer expressions of interests. Recruitment of volunteers continues to be one of our main challenges.

So, in March 2022 we ended a second year of many changes to befriending visits requirements, whether it be carrying out lateral flow tests, sitting in the garden, wearing a mask indoors or checking the window was open in December – one thing that did not change was how wonderful and adaptable our volunteers are. We thank you CARM's amazing befriending volunteers you are real champions making a difference to the lives of local people.

Zena and Benedict/ Kerry

Meeting Points

On 1 April 2021 the UK had not long reopened its schools. Outdoor gatherings of either six people or two households were to be allowed, but no indoor mixing between different households. We were tentatively planning to reopen our Meeting Points after 14 June when Step 4 of the roadmap, which removed most legal limits on social contact, was to come into place.

Socially distanced planning meetings took place in volunteer's gardens all through May, where we discussed sanitisation, the requirement for lateral flow testing, wearing masks, contact tracing, nominating refreshment volunteers to minimise contact, and much more. We were poised to restart only to have this delayed by four weeks until 19 July as the vaccination programme was rolled out. Ten days later, undeterred by the delay, Lydd Meeting Point were the first to open their doors, followed in swift succession over the next month by Tenterden, Greatstone, Wittersham, Rolvenden, Woodchurch, Appledore, Brookland and Dymchurch. The Shepherd and Crook pub where Burmarsh MP was held was in the process of being sold at that point, and there was no alternative venue in the village, so sadly they could not reopen, and members were directed to nearby Dymchurch.

Amazingly, we managed to open a new Meeting Point too, in New Romney: The Bridge Meeting Point opened in August 2021 and already feels well-established. It is taking on the Generations Connect initiative with gusto and has had three younger volunteers helping to host the meetings.

Lydd Meeting Point shortly after reopening its doors at The Hardy Hall

It was an incredible effort by our volunteers. In many ways, the volunteering role they had signed up for and had been enjoying for years was unrecognisable. Some village halls had been unused for a year and a half. Some members had passed away, gone into care, or were nervous about mixing in public again. Other members didn't want to wear masks.

For those who are hard of hearing, trying to make conversation whilst wearing face coverings is a difficult and often unsatisfactory experience. Volunteers were now required to swab their tonsils and noses before attending, clean venues before and after meetings, to ask their members to sanitise their hands, to put their masks on/put them on unless seated, according to whichever rule was in place at that time and to keep their distance, and do a bit more admin.

18 MP volunteers left the service during the COVID-19 break, some due to health reasons, others feeling that the break signalled the right time for them to retire. It was a busy time then for recruitment, but with the help of CARM staff, volunteers, and social media advertisements, 22 new volunteers joined the Meeting Point ranks and we now have 42 wonderful volunteers keeping the Meeting Point doors open and tea flowing for about 150 members.

Some of our new MP volunteers in 2021!

The changes in rules and recommendations continued through Christmas, when the festive season, like the face masks, was on – then off – then on again. Thankfully the hospitality industry was still open for business and most of our Meeting Points were able to pull crackers, don paper hats and tell jokes with one another in pubs and restaurants across the area. These were much enjoyed, and came at a good time before our Meeting Points were forced to close again in January in response to a spike in COVID-19 in the community.

The Bridge MP, Tenterden MP and Woodchurch MP Christmas parties

Again, it didn't take long for our MPs to bounce back. Members were keen to get out and see one another again, and the volunteers were keen to welcome them back. Dymchurch Meeting Point organised a trip to Beach48 in February for fish and chips, and another to Westwood Cross in March. Lydd, Wittersham, The Bridge and Brookland MPs took part in a TikTok dance challenge, where members were taught to dab and floss and hand-jive and hitch-hike for inclusion in an intergenerational dance video. (If you haven't seen this joyful video, head over to our CARM Romney Marsh Facebook page). HiKent resumed its three-monthly hearing clinics in six of our Meeting Points, and several Meeting Points have had visits from Connect Well East Kent to offer practical information and support, as well as the 'Tax, Care and Toy Boys' talk from the Co-Op.

TikTok dance video movers and shakers at Lydd MP and The Bridge MP

It has been an eventful and difficult year, but thanks to the ongoing good humour, resilience and commitment of our incredible volunteers, we are in good shape and looking forward to whatever challenges may lay ahead.

Katie

Development, Funding and Marketing Officer

Networking

I have been regularly attending network groups throughout the year, in particular The Marsh Network and the Brunch Network. Both groups are great supporters of CARM. The Marsh network continue to fundraise for CARM as one of their chosen charities.

Social Media

Alongside in person networking, social media has been used to build a network of followers online. Followers on all 3 sites (Facebook, Twitter, Instagram) have increased. We have also used the Nextdoor app to communicate more locally. We have successfully used social media to recruit both volunteers and a member of staff, Facebook, in particular, provides a good platform to both advertise and recruit. Social media helps to connect us to the community allowing us to share news, ask for support and show off our community links to schools, and other local groups.

Newsletters

Starting in Autumn 2021 we moved to quarterly Newsletters. Newsletters are still popular with clients and volunteers as well as our supporters who receive an electronic version. Articles have included a review of the Art Exhibitions, an insight into volunteering from one of our younger volunteers and a few delicious recipes.

Funding

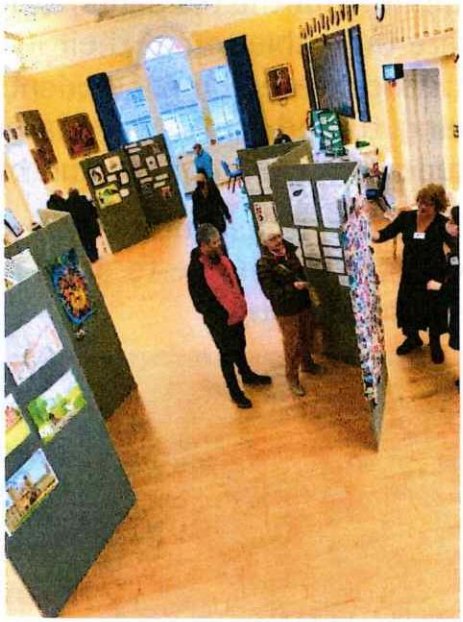
We have been very lucky to receive some wonderful support from community fundraisers over the last year. In April 2021 The Rotary Club of Romney Marsh held a Golf day to raise money for CARM. The final donation was an amazing £2871.

Littlestone Golf Club also chose CARM as their charity of the year, their fantastic donation totalled over £10 000.

The Ship Inn in Dymchurch held a quiz night for CARM in February raising awareness of the charity as well as some funds.

In March 2022 the Ashford Community Lottery began. CARM is one of the charities and groups that can be supported by players. This should provide CARM with a small amount of regular funding whilst also giving the players a chance of winning prizes.

Art Exhibition



In November 2021 we held our art exhibition, Creative Reflections – Remembering Lockdown, in both Tenterden and New Romney. Showcasing the artworks created in lockdown, it really was a true reflection of life in lockdown. Art works included: a Suffolk Puffs quilt, poems, paint by numbers, photography and many others. We also displayed the 'My World' project pictures produced by local schools and some examples of the Happy Post that we sent out in lockdown.

The exhibition was a huge success, we received some excellent feedback, it was visited by 200 people.

A photo book of the art works has also been created to act as a record of that moment in time but to also allow the artwork to tour Meeting Points and other groups so it can be enjoyed and used as a reminiscence tool in the future.

Victoria

Generations Connect

Despite the varying and ever-changing COVID 19 restrictions and precautions, good progress was made with the Generations Connect project during the year, in conjunction with the Romney Resource Centre our partner for this National Lottery community fund project.

Students from the Romney Resource Centre made six beautiful bird tables that were delivered to randomly selected CARM clients, they also potted up over 100 geraniums that were delivered to our Meeting Points as they reopened last year.

Great links were made with the Marsh Academy and Homewood School with various activities taking place which enhanced students learning and gave opportunities for different generations to learn together and socialise.

Examples being, students hosted a Christmas party at Springwood Court (New Romney) for the residents; students learnt reminiscence skills from CARM staff and were then able to put their learning into practice at home with relatives and also at a local care home; students entered art competitions with the winning entries being turned into a very large knitted wall hanging and a mosaic; a group of students were taught to knit by some of the craft group.

Various crafting courses were delivered to two generations and many older people benefitted from one to one IT training from a young volunteer from the Romney Resource Centre.

A craft group has been set up in New Romney with the group making lots of knitted and crocheted Christmas decorations that were distributed to CARM clients in time for Christmas.

As mentioned in the Meeting Point report, an amazing Generations Connect film as was made which we posted on to TikTok.

Helen

Caring Altogether on Romney Marsh (CARM)

Annual Accounts

For the year 1 April 2021 to 31st March 2022

Registered Charity Number: 1184552

Charity name: Caring Altogether on Romney Marsh (CARM)
Registered Charity Number: 1184552
Charity's principal address until 31 May 2022:

Unit 12
Mountfield Road
New Romney
Kent TN28 8LH

Charity's principal address from 1 June 2022:

Sunflower House
Rolfe Lane
New Romney
Kent TN28 JR

Current trustees:

Shuna Body	Chairperson
Ruth Smith	Vice Chairperson
Steven Croke	Treasurer
Wendy Body	
Sue Graydon	
Jean Jones	

Manager: Helen Mattock

Structure, governance and management

CARM is a Charitable Incorporated Organisation (CIO) and registered charity with a maximum of ten trustees who have overall responsibility for the charity's business. CARM became a registered charity in 1997 (charity number 1067189) and changed to a CIO in 2019. CARM is governed by a constitution dated 23 July 2019, amended 30 September 2020.

Charity objectives and activities

To relieve persons on Romney Marsh and the surrounding areas who are in need by reason of their age or disability, in particular by providing a range of services and activities which promotes their social inclusion and good health and wellbeing.

CARM's Mission and Services

CARM's mission is to support older people living across Romney Marsh, Tenterden and its surrounding rural areas who are socially isolated. Through this support, we aim to improve people's wellbeing, to help people remain independent for longer and to enhance the quality of life of the rural communities where we operate. In pursuing this mission, we will treat people with dignity and respect.

Please see our separate Annual Report for 2021/22 for full details of services and activities that were carried out during the period.

Report of the Management Committee for the year ended 31st March 2022

The Management Committee presents its report in a separate document entitled Annual Report 2021/22 and the independently examined financial statements for the year-end 31st March 2022.

Results:

The incoming resources for the year amounted to £232,503 expenditure was £189,235 resulting in a net surplus of £43,268. Reserves stand at £229,952

Reserves Policy

The trustees consider it prudent that general reserves should be sufficient:

[a] to cover six month's administration and support costs;

[b] to provide a pool equal to 10% of the average charitable expenditure over the preceding two years, from which funds can be designated to specific projects.

Administration and support costs include the salary costs of CARM's day to day administration, the rent for CARM's office base, and the costs of meeting the legal obligations relating to staff redundancy and termination of contracts should sufficient funds be unavailable or unlikely to become available to continue specific projects or pieces of work or the charity be dissolved.

Specific projects include services deemed by the trustees to be necessary in order to continue to support the beneficiaries of the charity so that the objects of the charity are met.

Currently reserves stand at £229,952 of which £75,000 is a designated reserve to cover the above items [a] and [b], £65,647 are restricted funds with the remaining £89,305 being unrestricted reserves.

Independent Examiner

This report has been prepared in accordance with the Charities Act 2011 and the examination was carried out under section 145 of the Act.

Approved by the Management Committee and signed on its behalf by:

Reverend Shuna Body MBE (Chair) S Body **Date:** 3/9/22

Steven Croke (Treasurer) **Date:** 3/9/22

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: CARING ALTOGETHER ON ROMNEY MARSH

On accounts for the year ended 31 March 2022 **Charity no (if any)** 1184552

Set out on pages 4 and 5 (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 31/03/2022

Responsibilities and basis of report

As the charity trustees of the Trust, 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 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 (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn 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: S.G. Wood-Brignall **Date:** 2/9/2022

Name: SANDRA GILLIAN WOOD-BRIGNALL

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

Address: 47 Poplar Lane
Lydd
Kent TN29 9LA

Caring Altogether on Romney Marsh

Receipts and Payments Accounts

For the period from	1 April 2021 to 31 March 2022	1 April 2020 to 31 March 2021
	Total funds	Last year
	£	£
Receipts		
Grants	193,355	217,594
Gift Aid	-	138
In memoriam donations	1,144	205
Art Project fundraised income / donations		3,352
Corporate donations	23,937	3,391
Individual donations	3,035	5,358
Meeting Points	9,115	54
MP Income transfer	1,411	-
Sponsors	50	135
Fundraised Income / donations	356	1,916
Interest earned	100	52
Sub total	**232,503**	232,195
Payments		
Partnership Payments - joint projects	50440	55,914
Salaries	101362	99,435
Staff pension scheme	4745	4,284
Props and client activities	1119	793
Premises overheads	5463	6,718
Staff and volunteers expenses	4565	1,917
Training: staff and volunteers	377	18
Volunteer Thank you event / expenses	77	385
Telephone	488	728
Printing, publicity and stationery	1283	1,251
Postage	856	3,222
AGM	760	
Subscriptions	831	1,061
Newsletter production	154	565
Computer and general maintenance	858	222
Insurances	901	696
Sundry costs	1645	406
Office moving costs	0	2,468
Meeting Points	7645	504
Donation - Meeting Points	4277	10
New computer equipment	573	2,111
Accounts and payroll costs	800	1,330
Bank charges / interest paid	16	100
Sub total	**189,235**	184,139

Net of receipts/(payments)	**43,268**	48,056
Transfers between funds	**-**	-
Balance from 2020/21	**186,684**	138,628
Cash funds this year end	**229,952**	186,684
	Restricted funds	
Total funds - cash and bank	**229,952**	186,684
Total cash funds	**229,952**	186,684

Breakdown of Reserves as at 31 March 2022

Restricted:	Meeting Points	£16,393
	Generations Connect	£49,254
Designated:	Closure planning	£75,000
Unrestricted:	balance	£89,305
Total reserves		**£229,952**

CARING ALTOGETHER ON ROMNEY MARSH (CARM)

England & Wales - Charity number 1184552

Accounts

Caring Altogether on Romney Marsh

supporting older people in rural areas

Annual Report 2020/21

Our Mission:

"…to support people living on Romney Marsh and its surrounding rural areas who are socially isolated. Through this support we aim to improve people's well-being, to help people remain independent for longer and to enhance the quality of life of the rural communities where we operate. In pursuing this Mission we will treat people with dignity and respect."

Caring Altogether on Romney Marsh
Unit 12
Mountfield Road
Kent, TN28 8LH
Tel: 01233 758122
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Registered charity number 1184552

Management Committee 2020/21

Shuna Body MBE – Chair

Colin Potts – Vice Chair

Ruth Smith – Treasurer

Jean Jones

Steve Croke

Susan Graydon

Wendy Body

Richard Sullivan (to 29 January 2021)

CARM Staff

Helen Mattock	Manager
Sharon Harrison (to 13 November 2020)	Administration and Finance Officer
Fiona Godfrey	Reminiscence Co-ordinator
Katie Sokolowska	Assistant Reminiscence Co-ordinator to 1 January 2021, Meeting Points Co-ordinator wef 2 January 2021
Holly Lewis (to 1 January 2021)	Meeting Points Co-ordinator
Benedict Potts	Befriending Co-ordinator
Zena	Befriending Co-ordinator
Victoria Carmichael	Development, Funding and Marketing Officer

Chair's Report

The last few years have been a challenge to us all. But one thing I have learned from our staff and volunteers is just how resilient and innovative they can be when faced with a crisis.

Obviously our Reminiscence sessions in care settings could not go ahead. So weekly news sheets came into being, together with a prompt sheet to support care staff with reminiscence either on a one to one basis or in smaller groups. Carly Bryant from the Marsh Choir ran the much loved Wartime Wednesday sessions, which proved to be a great success during lockdown.

Our new phone befriending went well and proved a great asset during lockdown. Then thankfully in June face to face befriending resumed outdoors following covid protocols.

Another example of how amazing our staff are: I tentatively suggested encouraging people to get creative with the intention of a post-pandemic exhibition. Before I knew it CARM went into overdrive with a number of initiatives, Activity Sheets, Forget-Me-Not campaign; sunflower seeds mail out; sunflower colouring-in sheets; Happy Post; and Lockdown Stories, to name but a few !! Just as amazing was the deluge of creativity which came pouring in. The talent on the marsh knows no bounds !

CARM is the lead organisation for a partnership project with the Romney Resource Centre funded by the National Lottery Community Fund. This project, Generations Connect, is centred on bringing generations together to connect in a positive way such as learning how to use technology as well as a host of other activities. So watch this space – or better still get involved.

I know how keen people have been to get back to Meeting Points and fortunately they are now all nearly back up and running, having started in July.

None of this would have been possible had it not been for the dedication and determination of our staff, led by Helen - all of whom worked in such a dynamic and positive way. Our volunteers showed great patience and enthusiasm in the way they responded and amongst the difficulties, there was also much joy.

And a group of people behind working tirelessly behind the scenes, are our hard working Trustees, constantly having to rethink and reimagine, but always with a smile. I can't thank them enough for their support and commitment throughout. This year we say goodbye to Colin, who has worked for CARM in so many guises over the years, and has decided to take a break as a trustee – but thankfully staying on as a volunteer. Colin has been a real rock of support, offering much wise advice along the way. So a huge thank you Colin for all your work and support.

A challenging year, but one which has filled me with so much pride in the way that, against all odds we were still able to provide a good (albeit somewhat different) service to our clients. Albert Einstein once said "in the midst of every crisis lies a great opportunity." CARM staff, volunteers and members have proved this time and time again during the pandemic. So it is with heartfelt thanks that I thank each and every one of you for your dedication, inspiration and support this year.

Reverend Shuna Body MBE
Chair

Treasurer's Report

Last year's Treasurer's Report was for the last 'normal' year before the Coronavirus pandemic. We have now spent a whole year and at the time of writing, 18 months, under the most extraordinary circumstances with multiple lockdowns, continual restrictions on mixing with others and loss of most away from home activities.

So, our range of activities this year have departed dramatically from our usual ones. Shuna had detailed these changes in her report above. These changes have led to different and innovative uses for our funds. As most of our money comes from grants with designated uses, this has involved Helen in renegotiations with each donor, to allow us to use their grants to help people even more isolated than usual.

Our income in this reporting year was £232,594, an increase on last year due to our partnership with the Romney Resource Centre (RRC) – we are given the funds from the National Lottery and we disburse the RRC's share to them. Again, our major donors were Kent County Council and the National Lottery, with smaller sums from the Freemasons, Colyer Fergusson, the Kent Community Foundation

and the Whitehead Monckton Charitable Foundation. They have all been very understanding of us using their money for different Covid related projects.

Our expenses this year have been £184,139, which is also an increase on last year due to partnership funds being paid over to the RRC and the Romney March Community Hub for partnership projects / work . Our main expenses have been staff salaries and staff pensions, which have of course been unchanged by the pandemic. Our expenditure on postage and stationery has been high due to regular contact with our volunteers and clients. There were also costs due to our move from Appledore to New Romney (July 2020) and new computer equipment. However, of course our spending on Meeting Points, Befriending and Reminiscence dropped dramatically.

Our reserves are healthy with an amount being a designated reserve in case we had to wind down. We have some restricted reserves for projects work, such as Meeting Points and Generations Connect which we have been unable to spend over the last difficult year. The balance of our reserves being unrestricted.

As I expected, our community fundraising has been decimated this year, but our big funders have kept us afloat during a time when many charities have had to close. As the world opens up again, we will need to revisit how to fund ourselves from more efforts on our part.

I have reviewed the financial controls and disciplines at CARM and found them robust and sufficient to ensure that the resources of the charity are protected, and that management and Trustees may rely on the accuracy of reporting to enable them to make funding bids and also to meet the requirements of the Charity Commission.

As Treasurer it is my job to ensure that money is spent wisely and on the activities for which it was given; and that income and expenditure are recorded accurately. As Mr Micawber says in David Copperfield – "Annual Income £20, annual expenditure £19, 19 shillings and sixpence, result happiness. Annual income £20, annual expenditure £20 and sixpence, result misery". From a financial view ONLY, I am very happy with our situation this year!!

Dr Ruth Smith
Treasurer

Manager's Report

As both Shuna and Ruth have said, we have lived through some challenging times recently, and it has been particularly difficult working through so many restrictions during a pandemic when our core purpose is to support people who are already socially isolated and lonely. The challenges were many as you will read in the service reports below, risk assessments are now part of our every day.

Who had heard of ZOOM before April 2020? Not many of us I suspect, but video conferencing is another thing that has become part of our everyday. We save time and money in travel costs, but its not the same as a meeting in person.

I would like to thank all who have funded us during the financial year that we are reporting on. Funding and donations range from a few pounds, to books of stamps, Christmas decorations, homemade cards to grants of many thousands of pounds as well as in memoriam donations and a special fundraised walk which you can read about later in the report.

Partnerships are also the norm now for many charities, there are many benefits associated with partnership working. We work very closely with the newly named Romney Marsh Community Hub (previously Romney Marsh Day Centre) and have a formal partnership with the Romney Resource Centre for the Generations Connect project.

The aim of the Generations Connect collaboration is to enable young and older people to be connected and become an active part of their community, giving purpose and providing opportunities to come together. The two generations will learn with and from each other, share knowledge, skills and experiences, engage in activities and socialise together too. During the pandemic it was not possible to progress the project at the pace that we would have preferred, but nevertheless good progress has been made. A couple of examples being students from the RRC potted up geraniums to be given to all Meeting Points attendees at their first Meeting Point back. Students from the Marsh Academy created the content for an Activity Workbook, the design and compilation was put together by a young volunteer from the RRC. 450 copies of the workbook have been distributed to older people across our operating area. Many community activities are planned for the future within the project.

I must finally comment on the wonderful group of volunteers that support our clients in so many ways, and the also amazing staff team who support our volunteers and clients, it is an absolute pleasure to work with them all.

Helen Mattock
Manager

Reminiscence

Talking Reminiscence

CARM's original talking reminiscence service began in 2006 and was called Our Memories Matter (OMM) and sessions are delivered by a team of 2-3 CARM volunteers supported by a member of care staff. Its sister service Caring to Remember (CTR) was established in 2015 and aims to train and support care settings to deliver their own reminiscence sessions with the support of a single CARM volunteer. Under normal circumstances both models deliver sessions in a variety of care settings including day centres, assisted living settings and residential homes. Sessions are run in 3 blocks of 8-10 weeks over the course of a year.

Prop packing from home! Everyday objects that were used to run an introductory session

Careful attention is paid to theming the sessions as many of our clients have visual, physical and/or cognitive impairments. Multi-sensory props help to focus on a subject in a variety of ways to stimulate memories of a theme so for example if we were discussing holidays, we may bring along a passport, suitcase, and a train ticket!

Face to face sessions were suspended in March 2020 and since then we have produced a weekly newssheet CARM Catch Up (at the time of writing now in its 75th week) which are themed and draw on memories shared.

This is emailed to each of the talking groups each week and copied to their relevant volunteer(s) aiming to keep us all connected.

Following our regular programme (a three-year rotation of themes), we have continued to provide sessions and found innovative ways to do this some which have been more successful than others! These have included a prompt sheet to enable care staff to run sessions in our absence, telephone reminiscence sessions and zoom sessions. At times we have had issues with technology and have learnt to adapt as we go along. It's been heart-warming to connect with settings and share memories and laughter under these unusual conditions and it never ceases to amaze me how well our attendees have adapted to the zoom sessions. Special thanks must go to our wonderful care partners for making sessions possible, we know first-hand what a challenging and difficult time this has been and their dedication to those they care for has been so uplifting.

Fiona running a telephone reminiscence session

Fiona and Kath from Romney Resource Centre (RRC) running a zoom reminiscence session

Musical Reminiscence

Our musical reminiscence service Musical Memories Matter (MMM) was established in 2014 and is run with the support of volunteers working in pairs. The MMM programme is aligned to the OMM schedule and we aim to deliver between 10-12 sessions each time. This service has been on hold since March 2020 due to COVID restrictions. We have though been able to maintain the use of music within the zoom sessions.

Volunteer Meetings

These are usually held three times a year and aligned to face to face sessions so that we can discuss ideas and share good practice as well as problem solve as we go along. In April we held a zoom meeting and everyone was invited to bring along an item of interest or that made them smile which included a handknitted scene of Dickensian Mice and a Children's book that had been designed by a volunteer for her Grandchildren. The consensus at the meeting by all the volunteers was how much they had missed being involved with the service, their clients and each other and they looked forward to resuming their regular volunteering with CARM.

The Future

At the time of writing, I am in the process of connecting with individual volunteers and care settings for talking reminiscence sessions and pleasingly several are hopeful that we may be able to return and deliver some sessions in the Autumn. Our Musical Memories Matter service remains on hold for now.

Thank You

It has certainly been a period that I am sure that none of us will forget in a hurry. I want to offer thanks to all our reminiscence team of volunteers both musical and talking for all that you do for CARM. You are such a dedicated team and I know how much you have missed spending time with your regular attendees. Thank you to you all for your on-going support to me with messages for your clients, feedback and suggestions on how to keep things running. I am grateful to those of you that helped pilot and run the telephone reminiscence sessions and to Katherine Jones my colleague from Romney Resource Centre who helped make the zoom reminiscence sessions possible. I am really looking forward to being able to reminiscence with you all in the not-too-distant future!

Fiona

Befriending

As we began this reporting year, in March 2020, life across the globe changed for all of us and CARM's befriending service adapted to the restrictions and challenges we all faced.

Holly temporarily joined the befriending team in April 2020 to help Zena and Benedict support our clients who felt lonely and isolated, many of whom were shielding or choosing to self-isolate over the local area. We worked in partnership with the Romney Marsh Community Hub (RMCH) to provide telephone befriending calls. New volunteers were recruited through the RMCH, with them initially processing applications, we had over 85 volunteers express an interest in volunteering for CARM. The befriending team stepped into the new world of ZOOM and trained over 40 new volunteers this way.

Most of our existing face-to-face befriending volunteers switched to calling their clients except for those for whose clients find it difficult to speak on the phone, for example those with hearing or speech impairments or memory problems.

At the most strange and uncertain of times in Lockdown 1 we asked volunteers to make two phone calls a week to their clients so that they felt there was someone there for them.

Zena went to the RMCH each week to help in the call centre dealing with requests for prescriptions pick-ups, shopping, befriending and also welfare calls.

We also supported Meeting Point clients who wanted to have someone call them for the duration, now, 18 months later, as Meeting Point groups return many still receive befriending calls as they have become 'friends' with their volunteers and look forward to their calls.

In Lockdown 1 we reached a total of 50 new telephone befriending matches. The highlight of this period was the incredible response of volunteers. At the peak in June 2020 our amazing volunteers spent 14,000 minutes calling their clients. This figure includes the existing face to face befrienders who were also calling their clients.

In early June 2020, as restrictions began to lift many of our face-to-face befriending volunteers began socially distanced garden visits whilst following strict COVID-19 guidelines for everyone's safety. We carried out the first of many risk assessments for the service.

In July 2020, a first for CARM, the befriending team held a virtual volunteers' meeting – where we shared our lockdown feelings, everyone who attended enjoyed the get together.

Zena continued to support our Givaudan volunteers who like many, now, spend their days hybrid working at home or on site. Over the lockdowns they felt they were a real lifeline to their clients. We have held a virtual lunch about every 6 months since the beginning of the pandemic.

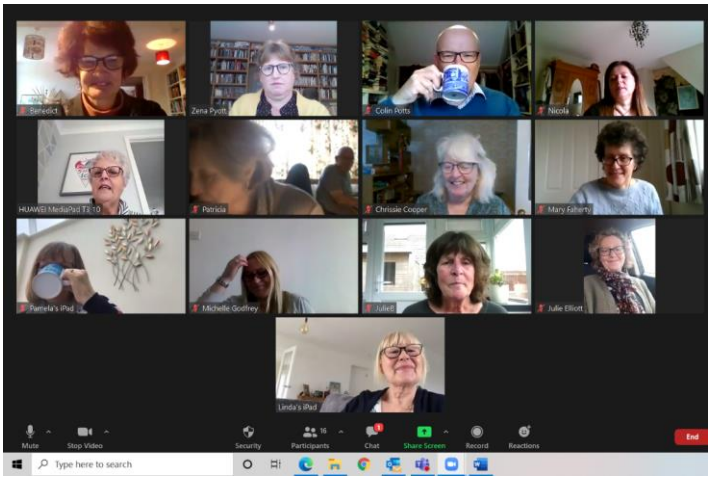
August 2020 also brought changes to the COVID-19 telephone befriending service as many volunteers returning to work and clients began to get out more, resulting in closing of several matches.

Following further risk assessments, face-to-face befriending indoors resumed in September 2020 for about half of our matches. Benedict and Zena began to make new matches, carry out assessments and conducted review visits. Other than wearing masks and keeping socially distanced life seemed to be back to 'normal' for the befriending service.

We also held a couple of socially distanced training sessions for new volunteers.

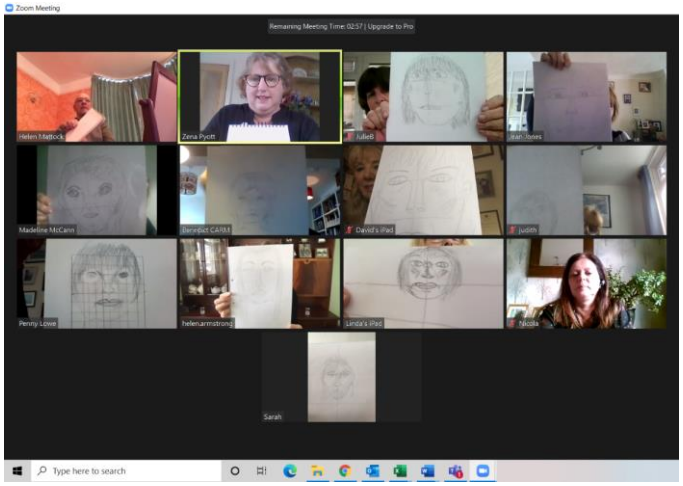
Sadly, but understandably, in November as we entered another Lockdown and all volunteers had to stop home visiting. If the situation allowed, they phoned their clients instead.

We held a befriending volunteer's meeting via zoom in November which was a real success with 16 volunteers attending. We enjoyed a cup of tea together and with a speaker from South Kent MIND we discussed together the topical subject of Mental Wellbeing.



In December 2020 our area entered Tier 4 restrictions, so the lockdown continued with telephone calls instead of visits.

Just before Christmas customers of the Spar in Greatstone and the Romney Marsh Rotary Club donated food parcels to CARM clients. 11 parcels of essentials and Christmas goodies were delivered to clients living alone in the Coastal area. They were very pleased to be thought of and we thank the Rotary club.



As lockdown continued, to keep connected with our volunteers we held another virtual befrienders' meeting in February. We sent out invitations along with a 4B pencil ahead of the Zoom session. We had a theme of self-portraiture led by Benedict's artistic daughter, Sarah and some examples of which will be shown at the upcoming CARM art exhibition.

As we entered March 2021, the Government released the 'Roadmap out of Lockdown' and we began planning how CARM's befriending service would begin to resume safely as we know the importance of the befriending visit in improving our clients' wellbeing.

We have found over this time some of the challenges for the team have been; supporting the mental health of clients during the pandemic; home working with childcare and home schooling for some; no face to face contact with clients, volunteers and staff; Zoom meetings including training new volunteers; and packing up our old office after many years as a tenant in Appledore.

One thing is clear: our response to Covid-19 could not have been done without the incredible dedication and kindness of our volunteers who didn't hesitate to get involved. A massive THANK YOU from us all.

Zena and Benedict

Meeting Points

I started as Meeting Point Co-ordinator in January 2021, replacing Holly Lewis. It was a strange time to begin, when no Meeting Points were running, face to face meetings weren't possible and there was so much uncertainty about when we could return to 'normal'. During this break, some volunteers decided to step back for various reasons. Of those, I would particularly like to mention Margaret R, Lead Volunteer at Greatstone Meeting Point and Margaret P, Lead Volunteer at Lydd Meeting Point, who retired after 30 years each as CARM Meeting Point volunteers. Their dedication and commitment to providing a friendly and welcoming place for their local community over such a long period is truly inspiring.

Gwen from Greatstone with her welcome back geranium

After a year and a half of lockdowns and social restrictions, we were finally able to open our Meeting Point doors again in late July 2021. By early September, at this time of writing, ten of our Meeting Points have welcomed back members new and old with tea and cake – and a geranium! It has been absolutely wonderful to get back to doing what we do best – sitting with one another, talking, listening, and sharing. For many of our members this has been a very long and lonely time with very little social contact. Some felt quite nervous about returning; others couldn't wait; but it took only a very short time for the smiles and laughter to be heard as old friends and acquaintances met again and newcomers began to get to know one another. It really was wonderful to see.

I have been pulled aside by various Meeting Point members over these past few weeks eager to tell me how grateful they feel to have their Meeting Point volunteers. In several areas, the volunteers have telephoned their members on a weekly basis throughout lockdown. They have delivered newsletters, cards, flowers and gifts on birthdays and at Christmas. They have taken the time to talk on doorsteps and have even delivered meals. They are someone who the members feel they can go to if they need help. The commitment

of our Meeting Point volunteers stretches far beyond the meetings themselves, and this past year and a half has highlighted their generosity and thoughtfulness.

Excitingly, we have welcomed fourteen new Meeting Point volunteers to our ranks, who have flung themselves into their new roles. All of our volunteers have had to adapt to lateral flow testing, mask and glove wearing, hand sanitising and more paperwork and cleaning than they have been used to. It has been challenging, even uncomfortable at times, but they have managed admirably. A warm welcome to you all and another thank you to our existing volunteers for making them feel welcome.

Four of our new volunteers have started a brand new Meeting Point at our CARM office in New Romney – The Bridge – which meets on the first and third Friday of the month. This is our first Generations Connect Meeting Point, where we are involving young people as volunteers and giving the younger and older people opportunities to connect and learn with and from one another. About a dozen people came along to the inaugural meeting and Kath, Project Manager at Generations Connect made a fantastic chocolate cake oozing with icing.

Whilst some Meeting Points, such as Rolvenden, Tenterden, Lydd and Dymchurch, have been established for years and had a larger membership base keen to return, it has felt like a new start for other Meeting Points after such a long time away. Greatstone and Brookland had a quiet return, as did Wittersham, which had only had a couple of meetings when the first lockdown began. We hope to spread the word and encourage more older people in these areas to grasp this opportunity to get together, and form friendships.

Rolvenden Meeting Point with volunteers Graham, Lisa and Rosemary and twenty members

Katie

Development, Funding and Marketing Officer

Networking

Attendance of Networking events such as the Marsh Network Twilight Network and The Brunch Network has increased CARM's presence in the local area and beyond. Many of our sponsors are network members and heard about CARM via meetings and 1-2-1 zoom sessions. The Marsh network has generously supported CARM as a pledger in our Big Give campaign.

Social Media

Alongside in person networking, social media has been used to build a network of followers online. Followers on all 3 sites (Facebook, Twitter, Instagram) have increased. A CARM LinkedIn page and profile has also been created to help forge even more business links. We have successfully used social media to recruit both volunteers and a member of staff, Facebook, in particular, provides a good platform to both advertise and recruit. Facebook also played a big part in our Big Give campaign, helping to increase funding as well as raise the charity's profile.

Newsletters

Throughout lockdown monthly newsletters were sent out to both Clients and Volunteers. This has allowed us to stay in touch and share activities and craft suggestions whilst people were staying at home. The CARM creative sheets were a great stimulus to help people get creative at home. These were shared both on social media and sent out with newsletters. The limericks sheet was particularly popular, with some funny results.

There was a young lady called Joan

Who spent a long time on the phone

The size of her ear

Meant no one came near

And the doggie thought it was a bone

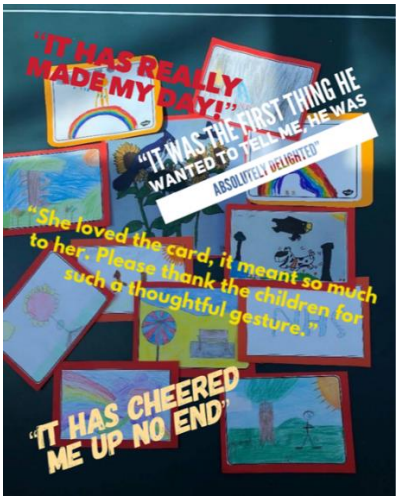
Funding

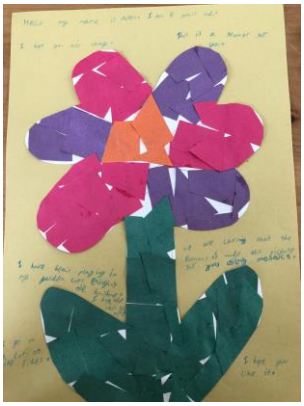
In May 2020 an incredible young man, Harry, raised money for CARM by challenging himself to walk a mile. He smashed his initial target raising over £1800.

We took part in the Big Give Christmas campaign in December 2020. It was an incredibly successful campaign for us raising £3410, this will be used to provide an art exhibition as a celebration of the CARM communities lockdown art work. The Big Give also allowed us to increase our profile in the local area amongst local businesses and artists.

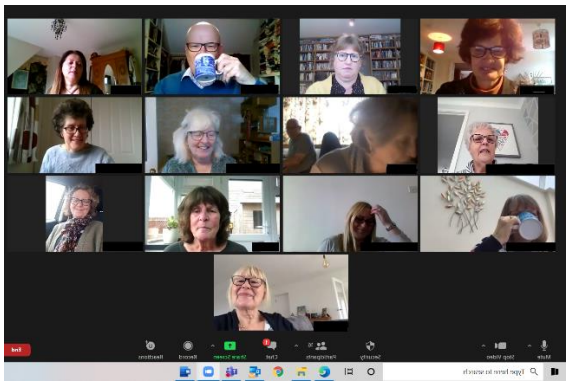
Happy Post

Happy Post was really successful. It was launched as a way of CARM providing an extra point of contact for our most isolated clients. We encouraged children (and adults) to send in pictures and postcards to be sent on to our clients. It proved to be incredibly popular, we have continued to send out Happy post out when relevant. Our clients all received a piece of Happy Post with their Christmas newsletter and another at Easter.





Technology



We have started to use Microsoft Forms to create our surveys, where possible these will be filled out online, data is then automatically stored and analysed. CARM have embraced technology where possible to keep in contact with clients and volunteers during lockdown. Zoom has been used effectively to hold team meetings, volunteer training, and the reminiscence team have held some incredible virtual sessions.

Victoria

Caring Altogether on Romney Marsh

Unit 12
Mountfield Road, New Romney
Kent, TN28 8LH
Tel: 01233 758122
office@carmromneymarsh.org.uk
www.carmromneymarsh.org.uk
Registered charity number 1184552

Caring Altogether on Romney Marsh

Receipts and Payments Accounts

For the period from	1 April 2020 to 31 March 2021	
	Total funds	Last year
	£	£
Receipts		
Grants	217,594	-
Gift Aid	138	-
In memoriam donations	205	-
Art Project fundraised income / donations	3,352	-
Corporate donations	3,391	
Individual donations	5,358	-
Meeting Points	54	
Sponsors	135	
Fundraised Income / donations	1,916	-
Interest earned	52	-
Sub total	232,195	-
Payments		
Partnership Payments - joint projects	55,914	-
Salaries	99,435	-
Staff pension scheme	4,284	-
Props and client activities	793	-
Premises overheads	6,718	-
Staff and volunteers expenses	1,917	-
Training: staff and volunteers	18	-
Volunteer Thank you event / expenses	385	-
Telephone	728	-
Printing, publicity and stationery	1,251	-
Postage	3,222	-
Subscriptions	1,061	-
Newsletter production	565	-
Computer and general maintenance	222	-
Insurances	696	-
Sundry costs	406	-
Office moving costs	2,468	-
Meeting Points	504	-
Donation - Meeting Points	10	-
New computer equipment	2,111	-
Accounts and payroll costs	1,330	-
Bank charges / interest paid	100	-
Sub total	184,139	-

Net of receipts/(payments)	**48,055**	**-**
Transfers between funds	**-**	**-**
Cash funds last year end transferred from charity 1067189	**138,628**	**-**
Cash funds this year end	**186,684**	**-**

	Restricted funds	
	£	
Cash funds - cash and bank	**186,684**	**-**
Total cash funds	**186,684**	**-**

Breakdown of Reserves:

Restricted:	Meeting Points	£14,922
	Art Project	£3,352
	Dulverton Trust	£4,000
	Generations Connect	£28,220
Designated:	Closure planning	£75,000
Unrestricted	Gen Con - allocated by Trustees	£5,000
	balance	£56,190
Total reserves		**£186,684**

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: CARING ~~CHARGE~~ ~~SCOTT~~ Altogether in Romney Marsh

On accounts for the year ended: 31 March 2021 | **Charity no (if any)**: 1184552

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 DD / MM / YYYY.

Responsibilities and basis of report

As the charity trustees of the Trust, 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 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 (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn 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: S. G. Wood-Brignall **Date:** 24/8/21

Name: SANDRA GILLIAN WOOD-BRIGNALL

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

Address: 47 POPLAR LANE
LYDD, KENT
TN29 9LA