

Charity registration number: 1200275

Keep Talking Services

Annual Report and Financial Statements

for the Year Ended 30 April 2024

Keep Talking Services

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Keep Talking Services

Reference and Administrative Details

Trustees	Ms C Bernal, Chairperson
	Mr LJ Saunders
	Mr T Tsangarides
Charity Registration Number	1200275
Principal Office	153a Mortimer Street
	Herne Bay
	Kent
	CT6 5HA
Independent Examiner	Beresfords
	Chartered Certified Accountants
	1-2 Rhodium Point
	Spindle Close
	Hawkinge
	Folkestone
	Kent
	CT18 7TQ

Keep Talking Services

Trustees' Report

The trustees present the annual report together with the financial statements of the charity for the year ended 30 April 2024.

Objectives and activities

Objects and aims

For the public benefit, the relief of those who are experiencing either a combination of ill health and/or poor mental health, and have become socially isolated as a result particularly, but not exclusively, in Kent, through the provision of a befriending service.

Objectives, strategies and activities

Telephone befriending service and delivering training related to the promotion of mental health awareness and safeguarding.

Public benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Achievements and performance

Keep Talking Services remains dedicated to providing telephone befriending to clients in the Kent and Medway area. We are committed to involving health and social care students as volunteers, offering them the chance to gain insight into mental illness while providing support and relief to those experiencing loneliness.

Here are some key statistics from Keep Talking Services' operations for this financial year:

Operations

A total of 4,872 telephone calls were made to community members, amounting to approximately 2,289 hours of befriending.

The average call length increased from 35 minutes last year to 47 minutes.

Of these calls, 234 went unanswered.

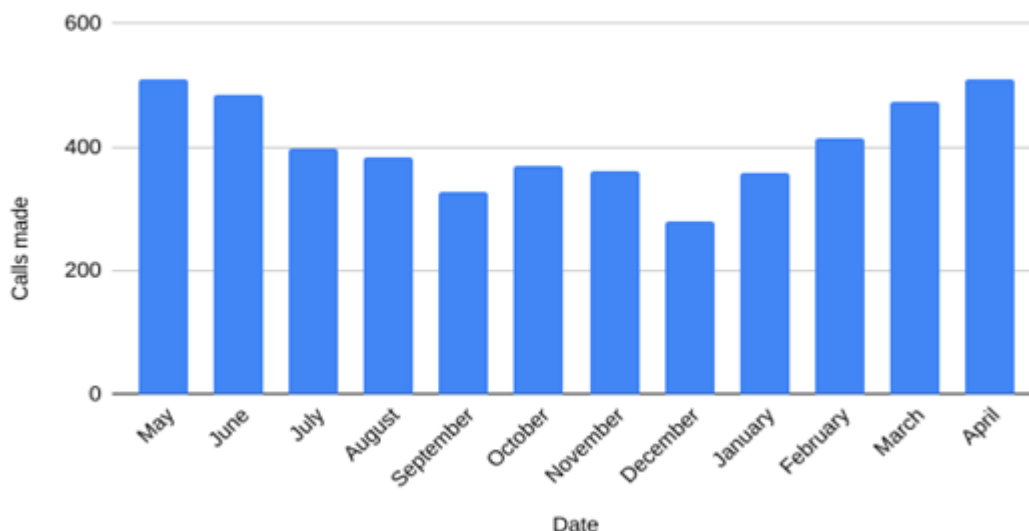
In 460 calls, concerns were identified and appropriately addressed by Keep Talking Services management.

On average Keep Talking Services were making 406 calls per month.

Keep Talking Services

Trustees' Report (continued)

Calls made vs Date



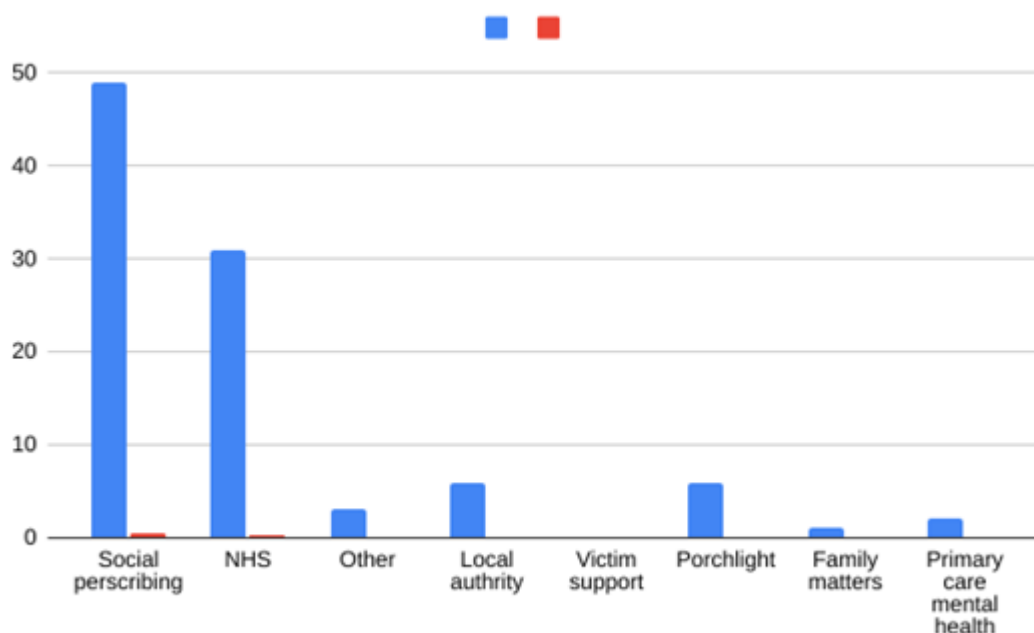
In terms of trends. It is noted calls began to reduce from July to September. This is understandable as many students return overseas halting the calls for a small period of time. Clients are still called on a monthly basis and if warranted weekly. December remains similar in a reduction of calls being a time of year where students return to their families. Keep Talking Services ensures that calls remain covered by management and non student volunteers within the service.

Client information

Keep Talking Services welcomed 99 new clients into the charity this year. The average age of these clients is 57, reflecting a decrease from the previous year. We have observed an increase in referrals from younger adults seeking support for their current situations. Of the total referrals, 74% identify as female and 26% identify as male.

Keep Talking Services

Trustees' Report (continued)



Of those referrals, social prescribing remains the most common source. However, there has been a significant increase in referrals from NHS services. By NHS services we are referring to secondary mental health services (Community mental health teams and community mental health teams for older persons). Keep Talking Services now receives referrals from 17 different providers across Kent and Medway, including local charities and other organisations eager to utilise our support services for their clients.

Provider feedback

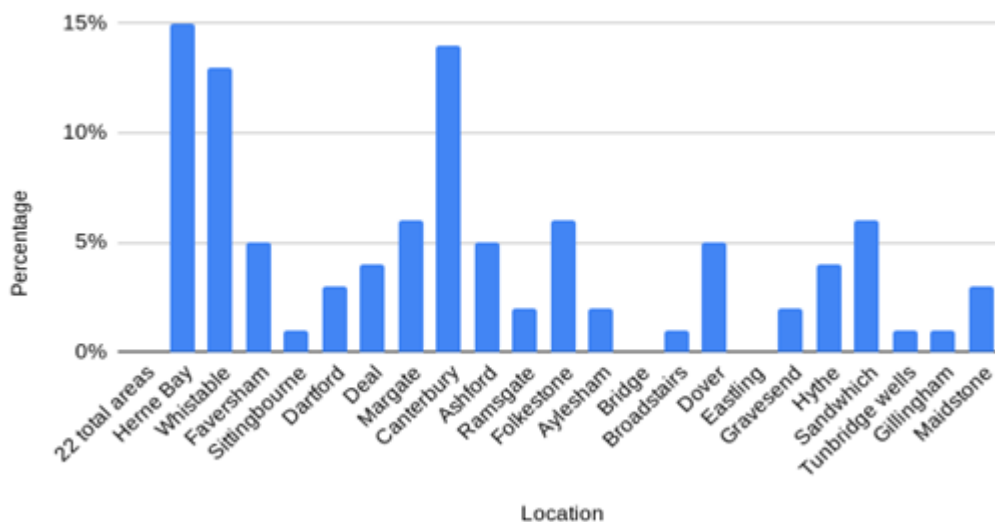
“In the year that I have known Alex and his team at Keep Talking services, I cannot thank them enough for the continued support they have offered me but more importantly to my patients. “

“South East Kent Home treatment team have been referring to your service and feel it is vital and a lifeline to some of our clients. A lot of clients feel socially isolated which exacerbates their mental health difficulties. Through your service some of our clients now have regular contact, which has reduced them entering a crisis period leading on to them having to have input from our service. Feedback from them has been really positive and the referral process is efficient and easy. We as a team appreciate Keep talking service and thank you for ALL you and your team's hard work.

Keep Talking Services

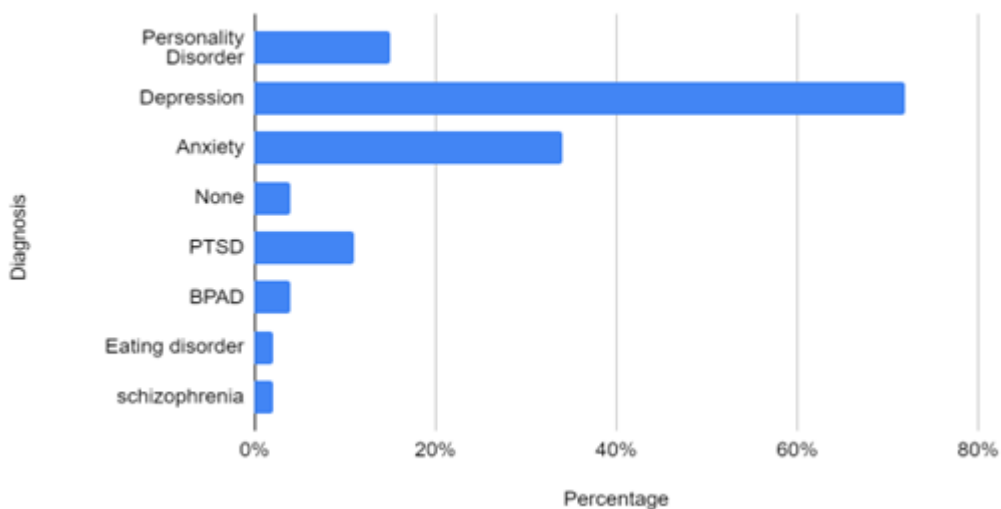
Trustees' Report (continued)

Percentage vs Location



Regarding location, the majority of referrals come from Herne Bay, followed by Canterbury and Whitstable. Currently, there are 22 areas within Kent and Medway that actively refer clients to our service.

Diagnosis



In terms of diagnosis, Depression remains the most common primary mental health diagnosis, followed by Anxiety and then Personality Disorder.

Of these referrals, 79% of clients have suicidal ideations, and 14% have thoughts of or actively engage in deliberate self-harm. Additionally, 14% of clients have identified a fear of leaving their homes.

Keep Talking Services

Trustees' Report (continued)

Furthermore, 5% of clients referred have a confirmed diagnosis of ADHD or ASD, and another 5% have learning disabilities. It was noted that of all referrals 4% of referrals did not have any confirmed mental health diagnosis but were identified as being lonely. Though Keep Talking Services remains to proudly support individuals suffering with mental health conditions this service is inclusive to individuals over the age of 18

Testimonials from clients:

"Your kindness and thoughtfulness has warmed my heart, I've never had anyone show such kindness. Thank you so very much. There's no lonely place when you are alone with your thoughts and lose your mind but your calls really did make me realise I wasn't alone. Yes I had my husband here and my son would come and stay but it's very hard to realise that when you can't make sense of it yourself."

"I want to tell you that when I was at my lowest, suicidal and could see no light at the end of the tunnel and felt so alone, unable to get any help with my mental illness, you reached out. You phoned me, letting me know I was not alone. You will never know how much this helped me and I thank you both from the bottom of my heart."

"Not only do we have a lovely chat every week, but she listens to me and sometimes just knowing there is someone there is a wonderful thing"

"I am very happy with my calls I feel that she really listens to me and cares"

"I feel that the service is working and I am happy with it"

"I spend a lot of my time phoning neighbours asking if they are okay, it's nice to have someone calling me and asking me if I am okay"

"The calls keep me going"

"I am so glad they found me, I could talk to my student for hours, she reminds me of me 20 years ago"

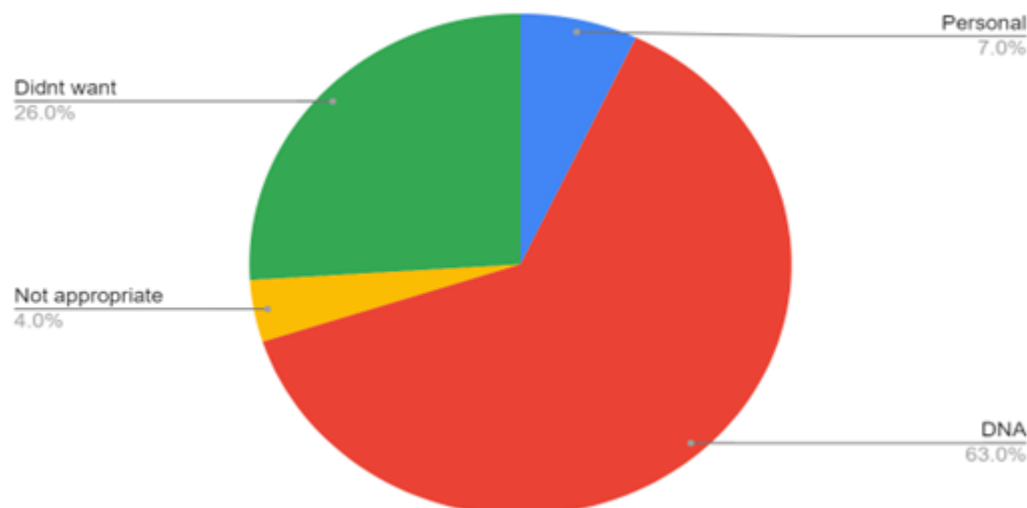
"I don't know where I would be without Keep Talking Services"

"When I first joined Keep Talking Services, I hadn't left the house in a long time, I wasn't coping and I had lost trust in others, I have been speaking with Keep Talking Services for over 1 year now. I am able to leave the house to do my shopping, Keep Talking Services are supporting me in looking into voluntary work and I finally am beginning to trust service again and its all thanks to Keep Talking Services"

Keep Talking Services

Trustees' Report (continued)

Reasons for disengagement.



In total, 46 clients were discharged from our service, with many being referrals from the previous financial year. The most common reason for discharge remains clients not answering the phone.

It is important to note that out of the 26% of clients that did not want to engage 83% had expressed this during the referral stage.

Our Volunteers

Keep Talking Services exclusively uses health and social care students as volunteer befrienders. This provides students with an opportunity to develop their communication skills and increase their mental health awareness, while also offering social interactions to clients identified as feeling lonely.

During this financial year, 59 students joined our service. Of these, 96% identified as female and 4% as male. The average age of our volunteers has decreased from 26 to 24. Third-year students were the most common among those who joined.

Testimonials from our student volunteers

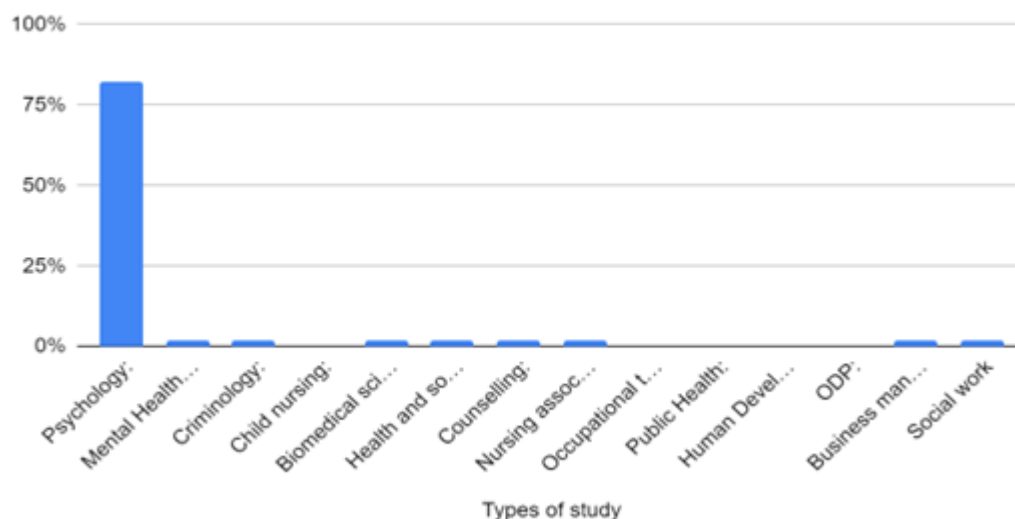
“My own self development in a professional context has been stretched to a place I didn't think this service would take me. It has helped me to build a professional rapport with individuals in an environment that they feel safe and comfortable with.”

“It may sound cheesy, but this service has the capacity to change the lives of individuals just through open lines of communication. Even though I am not a mental health nursing student, I can directly see the mental health problems that emerge from being isolated and lonely.”

Keep Talking Services

Trustees' Report (continued)

Types of study for students



Psychology remains by far our most common field of study among volunteers. In total, students from 14 different fields of study joined our services. Keep Talking Services is now receiving students from 15 different universities across the UK. The University of Kent continues to be our most significant source of recruits.

Conclusion

This financial year, Keep Talking Services has made significant strides in providing essential telephone befriending support to the Kent and Medway communities. Our dedicated efforts are reflected in the substantial increase in the average call length and the number of concerns addressed. We have successfully welcomed new clients, with a noticeable shift towards younger adults seeking support.

Our robust referral network has expanded, with a notable rise in referrals from NHS services and diverse providers across the region. The majority of our clients continue to come from Herne Bay, Canterbury, and Whitstable, emphasising the widespread need for our services.

The commitment of our health and social care student volunteers has been invaluable. Their participation not only enhances their professional skills but also enriches the lives of our clients, many of whom face severe mental health challenges and social isolation. The involvement of students from 15 different universities, particularly the University of Kent, underscores the broad support and recognition our service has garnered.

As we look forward, Keep Talking Services remains committed to expanding our reach and impact. We will continue to build on our successes, addressing the mental health needs of our community with compassion and dedication.

Financial review

Policy on reserves

The trustees, in collaboration with the management team, will regularly assess and determine the appropriate levels of reserves.

Keep Talking Services

Trustees' Report (continued)

Structure, governance and management

Nature of governing document

The charity is registered as a Charitable Incorporated Organisation and is governed by its constitution adopted on 5th September 2022.

Recruitment and appointment of trustees

Trustees are appointed after consideration by the current board of trustees.

The annual report was approved by the trustees of the charity on 15/07/24 and signed on its behalf by:

Catherine Bernal
Catherine Bernal (Jul 15, 2024 15:20 GMT+1)
Ms C Bernal
Trustee

Keep Talking Services

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on ~~15/07/24~~ **15/07/24** and signed on its behalf by:

Catherine Bernal
Catherine Bernal (dtd 15/07/2024 13:20 GMT+1).....

Ms C Bernal
Trustee

Keep Talking Services

Independent Examiner's Report to the trustees of Keep Talking Services

I report to the trustees on my examination of the accounts of Keep Talking Services for the year ended 30 April 2024.

Responsibilities and basis of report

As the charity trustees of Keep Talking Services 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 Keep Talking Services'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 Keep Talking Services as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting 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.



.....
Daniel Payne FCCA
Beresfords
Chartered Certified Accountants
1-2 Rhodium Point
Spindle Close
Hawkinge
Folkestone
Kent
CT18 7TQ

15/07/24
Date:.....

Keep Talking Services

Statement of Financial Activities for the Year Ended 30 April 2024

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	2	18,017	41,871	59,888
Other income		2,530	-	2,530
Total income		20,547	41,871	62,418
Expenditure on:				
Charitable activities	3	(15,235)	(18,415)	(33,650)
Total expenditure		(15,235)	(18,415)	(33,650)
Net income		5,312	23,456	28,768
Net movement in funds		5,312	23,456	28,768
Reconciliation of funds				
Total funds brought forward		354	6,098	6,452
Total funds carried forward	13	5,666	29,554	35,220
	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies		13,541	15,507	29,048
Other income		262	-	262
Total income		13,803	15,507	29,310
Expenditure on:				
Charitable activities		(13,448)	(9,409)	(22,857)
Total expenditure		(13,448)	(9,409)	(22,857)
Net income		355	6,098	6,453
Net movement in funds		355	6,098	6,453
Reconciliation of funds				
Total funds carried forward	13	355	6,098	6,453

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for 2023 is shown in note 13.

Keep Talking Services
(Registration number: 1200275)
Balance Sheet as at 30 April 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	10	217	283
Current assets			
Debtors	11	578	358
Cash at bank and in hand		35,026	6,411
		35,604	6,769
Creditors: Amounts falling due within one year	12	(601)	(599)
Net current assets		35,003	6,170
Net assets		35,220	6,453
Funds of the charity:			
Restricted income funds			
Restricted funds		29,554	6,098
Unrestricted income funds			
Unrestricted funds		5,666	355
Total funds	13	35,220	6,453

The financial statements on pages 12 to 20 were approved by the trustees, and authorised for issue on 15/07/24... and signed on their behalf by:

Catherine Bernal
Catherine Bernal (Jul 15, 2024 13:20 GMT+1)
 Ms C Bernal
 Trustee

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024

1 Accounting policies

Statement of compliance

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of preparation

Keep Talking Services meets the definition of a public benefit entity under FRS 102. The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024 (continued)

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

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

Tangible fixed assets

Individual fixed assets costing £100.00 or more are initially recorded at cost.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Office equipment	5 years straight line

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024 (continued)

2 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Donations and legacies;				
Donations received	7,017	-	7,017	13,541
Grants, including capital grants;				
Government grants	-	300	300	-
Grants from other charities	11,000	41,571	52,571	15,507
	<u>18,017</u>	<u>41,871</u>	<u>59,888</u>	<u>29,048</u>

3 Expenditure on charitable activities

Note	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Training	136	218	354	923
Rent	721	1,578	2,299	1,104
Insurance	375	31	406	243
Telephone	200	140	340	290
Computer software and maintenance costs	554	392	946	589
Printing, postage and stationery	230	-	230	93
Subscriptions	144	72	216	90
Sundry expenses	185	68	253	138
Travel and subsistence	-	-	-	84
Advertising and promotional expenses	333	1,667	2,000	1,118
Payroll processing fees	120	363	483	480
DBS Checks	449	711	1,160	1,110
Depreciation, amortisation and other similar costs	36	30	66	45
Staff costs	11,152	13,145	24,297	15,950
Governance costs	600	-	600	600
	<u>15,235</u>	<u>18,415</u>	<u>33,650</u>	<u>22,857</u>

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024 (continued)

4 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Independent examiner fees			
Examination of the financial statements	600	600	600
	<u>600</u>	<u>600</u>	<u>600</u>

5 Net incoming/outgoing resources

Net incoming resources for the year include:

	2024 £	2023 £
Depreciation of fixed assets	<u>66</u>	<u>45</u>

6 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

7 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	23,694	15,601
Social security costs	<u>603</u>	<u>349</u>
	<u>24,297</u>	<u>15,950</u>

No employee received emoluments of more than £60,000 during the year

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024 (continued)

8 Independent examiner's remuneration

	2024 £	2023 £
Examination of the financial statements	600	600

9 Taxation

The charity is a registered charity and is therefore exempt from taxation.

10 Tangible fixed assets

	Office equipment £	Total £
Cost		
At 1 May 2023	328	328
At 30 April 2024	328	328
Depreciation		
At 1 May 2023	45	45
Charge for the year	66	66
At 30 April 2024	111	111
Net book value		
At 30 April 2024	217	217
At 30 April 2023	283	283

11 Debtors

	2024 £	2023 £
Prepayments	578	358

12 Creditors: amounts falling due within one year

	2024 £	2023 £
Accruals	601	599

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024 (continued)

13 Funds

	Balance at 1 May 2023 £	Incoming resources £	Resources expended £	Balance at 30 April 2024 £
Unrestricted funds				
General	354	20,547	(15,235)	5,666
Restricted funds	<u>6,098</u>	<u>41,871</u>	<u>(18,415)</u>	<u>29,554</u>
Total funds	<u>6,452</u>	<u>62,418</u>	<u>(33,650)</u>	<u>35,220</u>
		Incoming resources £	Resources expended £	Balance at 30 April 2023 £
Unrestricted funds				
General		13,803	(13,448)	355
Restricted funds		<u>15,507</u>	<u>(9,409)</u>	<u>6,098</u>
Total funds		<u>29,310</u>	<u>(22,857)</u>	<u>6,453</u>

The specific purposes for which the funds are to be applied are as follows:

Colyer Fergusson Charitable Trust - A grant of £4000 was awarded to cover staff salaries and other core costs.

Kent Community Foundation Trust - A grant of £4600 was awarded to cover staff salaries.

The National Lottery Awards for all - 2 separate grants were awarded in this year. 1st grant of £5429 and then the second was £14,542. These grants were allocated towards core costs including staff salaries.

Henry Smith Charity - A grant of £8000 was awarded to cover core costs including staff salaries.

Garfield Weston - A grant of £5000 was awarded to cover core costs.

14 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 30 April 2024 £
Tangible fixed assets	110	107	217
Current assets	6,157	29,447	35,604
Current liabilities	<u>(601)</u>	<u>-</u>	<u>(601)</u>
Total net assets	<u>5,666</u>	<u>29,554</u>	<u>35,220</u>

Keep Talking Services

Notes to the Financial Statements for the Year Ended 30 April 2024 (continued)

	Unrestricted funds General £	Restricted funds £	Total funds at 30 April 2023 £
Tangible fixed assets	146	137	283
Current assets	808	5,961	6,769
Current liabilities	(599)	-	(599)
Total net assets	<u>355</u>	<u>6,098</u>	<u>6,453</u>









Keep Talking Services - Accounts

Final Audit Report

2024-07-15

Created:	2024-07-15
By:	Daniel Payne (dan@beresfordsaccountants.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAA7qR2He9ogQ3IQEWBnNLpERqTe8z2TJm1

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