



## Friendly Faces of Kent Trustee Report Oct 23 – Oct 24

Reference and administrative details of the Charity, its Trustees and Advisers for the year ended

### Trustees:

Beverley Nolker – Chair of Trustees

Robert Grey – Trustee

Lynda Kent – Trustee

### Charity Registered number

1200790

### Principal Office

89 Manor Road

Rushenden

ME11 5LX

### Chief executive

Mrs Lesley Nowell Hitchcock

### Independent auditor

Seale CVS

Central House

Central Avenue

Sittingbourne

ME10 4NU

### Bankers

NatWest Bank

The Trustees present their annual report together with the audited financial statement 24<sup>th</sup> October 2023 to 23 October 2024

## **Objectives and activities**

The Charity aims to increase its reach to those over 18 in Kent who are isolated and lonely, to access beneficial support, to promote wellbeing to have a fulfilling experience.

Key objectives are to:

- 1 Maintain and continue to develop quality social opportunities
- 2 Continue developing our core services including our Support Groups, Physical activities, Arts and Crafts, to aid wellbeing and friendships.
- 3 Listen to our community to offer services that are needed, supported and person centred
- 4 Expand our volunteers to help support our community
- 5 Remain compliant with all Policies and Procedures
- 6 Continue to support those who are housebound through our Social Media platforms

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a Charity (PB2)

## **Strategies for achieving objectives**

To enable us to achieve our objectives to a wider audience, we have adopted a number of strategies to assist us, including:

- 1 Working closely with an array of local organisations to collectively provide a more coherent and coordinated support network for those feeling isolated and lonely
- 2 Working in partnership with local health service providers
- 3 Seeking external funding to allow us to provide a rounded service to those in our remit
- 4 Continue to uplift our employees and volunteers' skills through appropriate training
- 5 Adhere to our Policies and Procedures updating appropriately
- 6 Develop our services to meet the need of our members both active and housebound
- 7 Undertake feedback from our participants and their families
- 8 Use our hub to provide social activities for wellbeing and learning. To utilise the space by providing a space for other organisations to use for the local community as a small cost

## **Impact**

We currently operate across Kent but primary have groups in the Isle of Sheppey Sittingbourne and Teynham, much of which is socially and economically deprived. With the lack of infrastructure, high numbers of the older generation and lack of work opportunities for the younger generation, we have seen an increase in the need for our services. The fallout from Covid remains a factor and we are still seeing a significant rise in people feeling isolated and

lonely. Coupled with the decrease of similar valued organisation in Kent, referrals are on the increase thus putting continued pressure on our services. Lack of government funding and more applications per funding opportunity has seen our services stretched. Although some social activities have been time limited or in a few instances have stopped, we continue to be committed to continuing our core services, where possible.

Without the core services and activities, we are in doubt that people we support will become increasingly isolated and lonely. Our services provide a safe supported, fun environment where people can come together, share experiences and feel listened to and heard. In the current year we have managed to obtain funding for our core services and have recently started a dedicated mens group 'Friendly Fellas'. Friendly Fellas is volunteer lead so costs are minimal, we have increased our volunteer hugely over the past 18 months and have used full cost recovery on some activities to aid our funds. With extra income from rental of our Hub we hope to continue to grow and offer more services. Special projects such as our Community Garden and Fuel poverty project has meant we have been able to support our members and local communities with the cost of living/rising costs.

### **What we do**

- 1 Support coffee mornings- We currently provide 3 coffee mornings each month in our local community. These are in the Swale area Sittingbourne, Teynham and Sheerness. The service is free. Here people come together to make friends and share experiences. Activities are provided by our Spaces support worker and volunteers. The activities include health related quizzes, raffles, information talks and handouts and signposting opportunities. We have a One You health advisor at all our groups who provide health MOT's and are first point of contact advisers for health-related issues. Refreshments are provided and members make donations.
- 2 Arts and Crafts- We currently have a two monthly craft group at our hub run by an outside organisation Fancy Tat. Here our members pay a small fee of £3.50 to cover costs. They have a chance to learn upcycling skills and enjoy a fun environment to learn and make friends. Refreshments are included in the cost.
- 3 Walks – In conjunction with another Charity we offer a minimum of 4 walks per year. These are funded walks that include transport, a light meal and entrance to premises/gardens. We have a maximum of 16 spaces per walk. A support worker along with a volunteer support these walks for safeguarding.
- 4 Friendly Fella's men's group – our dedicated men's group operates in collaboration with another local charity who provide a free space. The group is supported by volunteers with life experiences and training. These groups are free and donations are made if possible by members to help towards refreshments.
- 5 Virtual activities – We offer daily activities via our Social Media platforms to be inclusive to those that may be housebound. Our members from groups also enjoy the interaction with others and motivate and support each other by chatting online within the group. A daily activity calendar is managed by one of our support workers, who monitors chat and engages in conversation. These activities often mirror what we have going on in groups but can also include current community news and events, quizzes, raffles and fun projects. These are free to all.
- 6 Community Garden – our hub garden has been transformed into a beautiful welcoming sensory environment, where members and the local community can

- come and use the space for social interaction. The space is provided free of charge and refreshments are available.
- 7 Fuel poverty project – we have a dedicated fuel poverty support worker who can provide tips and support for anyone experiencing fuel related problems. Our project can provide vouchers towards costs and free Carbon Monoxide monitors for those in need. Our support worker provides a telephone support line and is also present at our groups to help and sign post where needed.

### **Going concerns**

After reviewing the financial statements, the trustees recognise an increase in our balance sheets. The trustees agree we have adequate resources again this end of year to continue all our services. The trustees welcome full cost recovery where possible and support the CEO in adapting the services provided to become sustainable. The trustees support the CEO in obtaining funding and recognise the work that has been undertaken again this year and the success of the funding applications. The trustees are happy that all Policies and Procedures are in place and are being adhered to with regards to finance.

### **Results for the year**

In summary, income amounted to £42,182.85, expenditure to £33,085.46, resulting in a net income of £9,097.39.

### **Structure, Governance and Management**

Friendly Faces of Kent is a registered charity number 1200790 and is a constituted organisation with currently 3 Trustees.

### **Plans for the Future**

Friendly Faces of Kent plan to continue to work with all Kent residents over 18 who are isolated and lonely. We plan to develop our volunteers which currently stand at 14 and support them to deliver some of our activities and projects. We are committed to providing our Support coffee morning and Social Media group for free and continue to source funding for this purpose. We continue to source funding for our projects but will again this year make a charge for extra activities to aid our income for sustainability. We shall look at our feedback from our participants and local residents to provide services that are needed and necessary for our objectives. We are dedicated to continuing working with other organisations to provide cohesive support networks and collaborative working. We shall increase the numbers we are supporting where funding allows to reach a wider audience and network with other organisations to promote services. Our commitment to the management of the Wellbeing Hub at Rushenden, where we have our office will be utilised more in the near future as we intend to employ a Hub Manager 2 days a week, if funding can be sourced. This will provide a much-needed contact base for our members and will increase collaborative working. We shall use platforms such as JOY to have a cohesive and valuable tool for referrals and work with local

health agencies to engage with those in need of our services. We continue to look at new funding opportunities and ways to increase our supportive working. We shall source best price where possible and work with the team to reduce costs where possible. We shall liaise with stakeholders and consultants to find new ways of funding projects and adapt our services and projects according to these outcomes. We will remain committed to increasing our Trustees for best practice.

Signed by Chair of Trustees Beverley Nolker

..... Date .....

# Friendly Faces of Kent Trustee report October 2023 to October 2024



## **FRIENDLY FACES OF KENT**

Charity number:1200790

### **Trustee report and financial statement**

#### **For year ending 23 October 2024**

Contents:

Reference and administrative details of the Charity, its Trustees and Advisers

Trustee Report

Independent Auditors Financial Statement

# FRIENDLY FACES OF KENT

Registered Charity Number 1200790

## FINANCIAL STATEMENT

### FOR THE PERIOD

24<sup>TH</sup> OCTOBER 2023 –  
23<sup>RD</sup> OCTOBER 2024

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Produced by Swale Community and Voluntary Services

# Friendly Faces of Kent 2023/2024

Registered Charity Number 1200790

Income and Expenditure Account for the Period 24th October 2023 to 23rd October 2024

| Income                                | Current Year        | Prior Year        |
|---------------------------------------|---------------------|-------------------|
|                                       | £                   | £                 |
| CSE/SGN Funding                       | 18,107.20           | 0.00              |
| Clarion Future Grant                  | 0.00                | 10,000.00         |
| Optivo/Southern Housing Grant         | 8,148.00            | 8,556.29          |
| KCF Grant                             | 3,220.00            | 7,000.00          |
| Swale Borough Council Grant           | 200.00              | 3,241.86          |
| Swale CVS/MVA CHC Funding             | 755.00              | 1,200.00          |
| Stepping Out Funding                  | 680.00              | 1,130.00          |
| Queenborough Fisheries Grant          | 0.00                | 959.00            |
| Sheerness Town Council Grant          | 750.00              | 750.00            |
| Kent County Council Grant             | 1,435.00            | 490.00            |
| Councillor Grant                      | 0.00                | 300.00            |
| Donations                             | 1,461.97            | 6,404.18          |
| Membership                            | 0.00                | 90.88             |
| Room Hire                             | 372.50              | 320.00            |
| Co-Op Funding                         | 1,971.18            | 0.00              |
| Albert Hunt Funding                   | 2,000.00            | 0.00              |
| Barchester Health Funding             | 1,117.00            | 0.00              |
| Arnold Clark Autos Funding            | 1,000.00            | 0.00              |
| Other Funding                         | 965.00              | 0.00              |
| Other Income                          | 0.00                | 218.00            |
| <b>Total Income</b>                   | <b>42,182.85</b>    | <b>40,660.21</b>  |
| <b>Expenditure</b>                    | <b>Current Year</b> | <b>Prior Year</b> |
|                                       | £                   | £                 |
| Equipment/Furniture                   | 996.00              | 1,524.65          |
| Room/Venue Hire                       | 780.00              | 487.50            |
| Website Costs                         | 204.04              | 188.44            |
| Insurance                             | 212.80              | 212.80            |
| Printing/Postage                      | 0.00                | 1,053.07          |
| Stationery                            | 0.00                | 461.32            |
| Raffle Prizes                         | 37.90               | 98.00             |
| Resources                             | 544.33              | 751.00            |
| Accountancy                           | 362.40              | 0.00              |
| Consultancy Fees                      | 1,500.00            | 0.00              |
| Staff Costs                           | 22,609.30           | 32,318.25         |
| Staff Expenses                        | 744.85              | 0.00              |
| Volunteer Expenses                    | 121.45              | 0.00              |
| Uniforms                              | 567.00              | 334.00            |
| Refreshments                          | 406.52              | 732.28            |
| Walk Transport Costs                  | 900.00              | 1,384.60          |
| Tutor Costs                           | 210.00              | 417.00            |
| After Dark Project Costs              | 1,390.47            | 0.00              |
| Energy Project Costs                  | 1,250.00            | 0.00              |
| Events                                | 248.40              | 0.00              |
| <b>Total Expenditure</b>              | <b>33,085.46</b>    | <b>39,962.91</b>  |
| <b>Surplus (Deficit) for the year</b> | <b>9,097.39</b>     | <b>697.30</b>     |
| Surplus B/Fwd from Previous Years     | 34,374.10           | 33,676.80         |
| Surplus C/Fwd                         | 43,471.49           | 34,374.10         |

Friendly Faces of Kent 2023/2024

Registered Charity Number 1200790

Statement of Financial Position for the Period 24th October 2023 to 23rd October 2024

|                                              | Current Year<br>£ | Prior Year<br>£ |
|----------------------------------------------|-------------------|-----------------|
| <b>Current Assets</b>                        |                   |                 |
| Cash at Bank                                 | 43,471.49         | 34,374.10       |
| Debtors                                      | 0.00              | 0.00            |
| Less Creditors                               | 0.00              | 0.00            |
| <b>Net Current Assets</b>                    | 43,471.49         | 34,374.10       |
| <b>Total Assets Less Current Liabilities</b> | 43,471.49         | 34,374.10       |
| <b>Funds</b>                                 |                   |                 |
| General                                      | 43,471.49         | 34,374.10       |
| <b>Total Funds</b>                           | 43,471.49         | 34,374.10       |

Signature of Independent Examiner S. Richards (Mrs S Richards)

Date 25 June 2023





Section A

Independent Examiner's Report

Report to the trustees

Charity Name  
Friendly Faces of Kent

On accounts for the year  
ended

23<sup>rd</sup> October 2024

Charity no  
(if any)

1200790

Set out on pages

1 - 3

(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 23 / 10 / 2024.

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. Richards*

Date:

25 June 2025

Name:

Sue Richards

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

Address:

Swale CVS, Central House,  
Central Avenue, Sittingbourne,  
Kent ME10 4NU

**Section B****Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.