

Kent Coast Volunteering Limited
(A company limited by guarantee)

Trustees' report
For the year ended 30 September 2023

The Trustees present their annual report together with the financial statements of Kent Coast Volunteering Ltd for the year 1 October 2022 to 30 September 2023. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

In the year Oct 2022 – Sept 2023, KCV experienced a rollercoaster of successes and challenges and a change at the top of the organisation.

The Board of Trustees was delighted to welcome Emma Cooney to the new position of Charity Manager, after the departure of CEO Kerry Smith in April 2023. As a long time staff member she understands the Charity, believes in what it does and is fully invested in its future.

We would like to thank Kerry for her dedicated stewardship of KCV through some particularly difficult years and wish her the best for the future. We also take this opportunity to thank our former chair, Eddy Pugh, who handed over the reins to John Sutton in June. We thank Eddy for his excellent service and unwavering commitment to his role as chair over the past few years and for continuing to support the charity as a trustee.

Successes this financial year included securing a generous grant from The National Lottery Community Fund ensuring the continuation of our volunteering brokerage service and widening our infrastructure support offer for volunteer-involving organisations across Thanet, Dover district and Folkestone & Hythe for three years, a fantastic achievement.

The Community Transport Service continued to do vital work despite many challenges, as did the Good Neighbours Service, which was short of dedicated funding. Our staff, volunteer befrienders, drivers and office volunteers continued to reduce isolation and transform lives. Folkestone Nepalese Community Centre continued to thrive.

Despite our challenges, particularly regarding funding our core activities, at the 2022-2023 year-end, we are in a better position than expected to continue to do the work we believe in, supporting our communities. We are proud of our achievements during this period and the impact we have made, fulfilling our mission to connect communities through volunteer-led projects, improving people's quality of life.

Objectives and activities

a. Policies and objectives

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)'.

Trustees' report (continued)
For the year ended 30 September 2023

Objectives and activities (continued)

b. Finances

We are told all but a few of our peer charities are struggling for funding as more grants are awarded for less money, so that funders reach more people. The funding relief experienced during the pandemic is well and truly over. KCVs focus on cost-cutting and on professionalising our services in the previous financial year was a move towards putting us in a better position to navigate this challenging funding landscape.

This financial year, KCV started to focus on exploring other ways to generate income, rather than rely almost exclusively on the generosity of grant-making charities and trusts, for which we will always be grateful. Having said that, it was good news, as the year came to a close, when we were awarded £30k by the Garfield Weston Foundation for our core activities.

Our income generation plans include:

- bid writing to trusts and foundations
- developing community fundraising with ambitious targets
- growing our vital community transport service, which generates unrestricted income, in terms of members and number of journeys undertaken
- exploring ways to raise money through our other valuable services, such as DBS and aspects of our infrastructure support offer around volunteering
- looking to start other projects which meet a societal need and connect communities through volunteering and contribute to core funding
- reviewing our banking arrangements to generate higher interest payments

Our Disclosure and Barring Service (DBS checking service) has grown by 60% in the last two financial years, and we aim not only to be able to support the DBS Coordinator's salary, but to ultimately generate more unrestricted income to help the charity to survive.

c. Highlights

Volunteering

The biggest success was a £386,332 grant from The National Lottery Community Fund. This three-year project started in January 2023, with a full complement of staff starting in April.

This generous award ensures the survival of KCV's part time volunteer brokerage service for three years and supports us to develop our infrastructure support offer to volunteer-involving-organisations (VIOs) in Thanet, Dover district and Folkestone & Hythe.

The Tudor Trust funded project in Thanet entered its third and final year during this financial year and has achieved best practice resources and training sessions, volunteer brokerage, and quarterly forums. This project continues under the Lottery funding, which also widens the Thanet offer across Dover district and Folkestone and Hythe.

Our part-time Volunteer Connectors, covering three local authority areas, have already made an impact. They have started to develop and have successes with Employer Supported Volunteering where staff are given days off to volunteer for local charities and community groups and they are looking into how to fill trustee vacancies, in particular.

They have continued to focus on brokerage to increase diversity in volunteering, particularly supporting people with disabilities and reaching younger volunteers. Highlights were supporting Ramsgate International Festival with young volunteers, supporting this year's Big Help Out through a garden clear up with Leaps and Bounds, supporting volunteers with learning disabilities to deliver a fantastic transformation of grounds surrounding a care home.

Trustees' report (continued)
For the year ended 30 September 2023

Objectives and activities (continued)

Comments from volunteers we have matched with local charities include:

"I am getting much more positivity than I have for the past few years. I now feel valued again, which is great. As a retired woman I feel I am putting back something into the community, a sense of satisfaction and gives me some social interaction."

For the first time, we have a dedicated Best Practice Coordinator, who has created bespoke best practice training packages for VIOs to meet their needs. This varies from in-person sessions over several days to shorter online sessions covering topics tailored especially for the organisation's needs such as managing challenging volunteers. We look forward to developing this, alongside a bank of best practice resources for VIOs.

d. Folkestone Nepalese Community Centre

KCV incubator project Folkestone Nepalese Community Centre continues to go from strength to strength. FNCC has won plaudits for its programme of activities to upskill the community, prevent social isolation, boost health and wellbeing, including through a number of gardening & growing projects, and its fundamental role enabling the integration of health and other vital support services into the Nepalese community there. A willingness to collaborate has been at the heart of FNCCs success and a long list of partner agencies can be found.

e. Community Transport

The transport team underwent a variety of staff changes during the first six months of the year and experienced a shortage of regular office volunteers - and the number of volunteer drivers is still well short of its pre-Covid levels - however the dedicated team of two salaried staff supported by nine office volunteers continued to keep the service going to reach those most in need.

Our Charity Manager spoke to clients and volunteers alike while assisting with the service and was delighted to hear how valued it was. Comments included: 'It's a lifeline,' 'we don't know what we would do without it,' 'the volunteer drivers should have national treasure status.'

The team faces additional challenges with a growing client base, particularly as a result of bus cuts, and the tightening of eligibility criteria to NHS non-emergency patient travel, which means some patients are turning to community transport services for help. We are exploring ways we might be able to help.

f. Good Neighbours Service

Our Good Neighbours Service (GNS), while reduced in scale, still managed to do vital work combatting loneliness and isolation in the community. By the end of March 2023 there were staff in Thanet and Folkestone, but our Dover Service had to be put on hold due to funding coming to an end. We are pleased to be able to report that additional funding has now been secured to enable us to expand the service once again.

Volunteer and client stories continued to reveal the benefits of the service. One example is volunteer Charmian who shared that she became a befriender after grief counselling following her husband's death. She shared she is matched with "an amazing 75-year-old," commenting:

"We have helped each other, he is so knowledgeable and has introduced me to Classic FM, the Proms and BBC iPlayer, and his confidence has built, and he is leaving his house and going for short walks."

Another volunteer, Kate, bravely appeared on BBC Radio Kent talking about the service and we started using a new approach for volunteer befrienders asking if they could be the perfect match, based on the match between Kate and Frances. We launched our first attempt at digital fundraising.

Trustees' report (continued)
For the year ended 30 September 2023

Objectives and activities (continued)

g. Communications

The new Charity Manager aimed to boost external and internal communications celebrating our successes, raising our profile and knitting the team together and this work is underway. We put together a newsletter, collected volunteer stories to share, and started using our website and socials to better showcase what we do. At the start of this financial year, we were funded for a new user-friendly website for this purpose - and so that staff could update it themselves to reduce costs – and by the end of the financial year, the website was almost complete.

h. Staff

Our dedicated and committed employees are our most valuable asset and we have been reviewing terms and conditions so that we can both attract and keep staff. The National Lottery funding was a best practice example, weaving into the multi-year funding, a decent wage and annual pay rises for staff.

This financial year we looked at other staff salaries and increased staff wages, where possible, to the Real Living Wage, by weaving a higher wage into funding bids, and speaking to funders to rework budgets, and where funding solutions were not possible, we have looked at other methods such as reducing hours to increase wages. This is an ongoing project.

i. Finally

In our last Trustee Report, we directed our attention to KCV's strategic development, and our role of strengthening communities and we consulted with VIOs, potential volunteers and beneficiaries we support to identify and clarify their different needs. This resulted in a successful grant from The National Lottery Community Fund as outlined above and a move towards reaching marginalised communities.

We are immensely proud of our achievements in 2022 – 2023, but we recognise that there are still key challenges ahead.

- We ended the financial year with a deficit and whilst our early forecast projects a financial shortfall, we are committed to advancing our sustainability so that we can cover core and running costs.
- The National Living Wage is set to increase to £11.44, which we applaud, but which will have funding implications. We aim to be a Real Living Wage Employer.
- Core funding remains a challenge so we can keep operating as a charity, but we are determined to rise to the challenge and our financial strategy will enable us to do this - and we will revisit our business plan.

What next?

We will continue to:-

- Develop diversified fundraising revenue that improves the funding mix
- Grow operating revenue so we can better meet operating costs / central overheads
- Increase / replenish unrestricted reserves
- Maintain tight control of operating costs
- Implement priorities identified in our Business Plan
- Make volunteering accessible to the wider community

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Trustees' report (continued)
For the year ended 30 September 2023

Objectives and activities (continued)

j. How we work

As always since our merger in 2018, our Vision and Mission continue to be a future where Kent's coastal communities improve their quality of life through the power of volunteering and social action, connecting communities across East Kent through volunteering and community-led projects;

Our core purpose is volunteering – we are here for the individual and the organisation

Volunteering is at the heart of everything that we do. Our service has always been focused on those that are most disadvantaged, including the elderly, disabled and people who are economically disadvantaged.

Our Volunteer led projects support much valued and much needed services.

Our Staff

The trustees delegate day to day management to the Charity Manager who leads a dedicated team of staff and volunteers and we aim to recruit high caliber individuals who contribute to the achievement of the charity's aims and objectives and understand the ethos of the organisation.

The Trustees

All members of the Board of Trustees give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in the notes to the financial statements.

Induction and training of new Trustees:

- The induction programme for new trustees includes:
- Written information and induction of KCV's activities
- A meeting with existing trustees and the Charity Manager
- Time in the office to meet staff
- Invitations to attend KCV's activities in the community
- Charity Commission Good Governance Guidance

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Trustees' report (continued)
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Achievements and performance

a. Reserves Policy

The Company is largely dependent upon grant funding and as the Trustees are aware of the uncertainties and challenges surrounding this income source, they aim to hold a balance in the General Fund equivalent to 3-6 months of unrestricted expenditure dependent on prevailing circumstances. At the year end, the Company had unrestricted reserves of £108,271. Of these, £50,000 has been designated for specific purposes, leaving £58,271 in the General Fund. This is more than the target figure, but the Trustees have assessed the Company's financial projections for the coming year considering the ongoing cancellation of non-urgent hospital appointments, they anticipate a reduction in the balance of the General Fund. In addition, the company held a balance in restricted funds at the year-end of £116,706 which is expected to be fully spent in the coming year.

b. Funders, fundraisers and donors

We are grateful to the many funders and donors who have all contributed to the services and projects of Kent Coast Volunteering during the financial year 1 October 2022 - 30 September 2023. They include:-

Age UK Herne Bay & Whitstable, The Armed Forces Covenant Fund Trust, Colyer Fergusson Charitable Trust, The Edward Gosling Foundation, Dover District Council, Folkestone & Hythe District Council, The Garfield Weston Foundation, The Inman Charity, Kent County Council, Kent Community Foundation, NHS Kent and Medway Integrated Care Board, Philip & Connie Phillips Foundation, The Roger de Haan Charitable Trust, The Sobell Foundation, The National Lottery Community Fund, Tudor Trust, Ashford Volunteer Centre.

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Structure, governance and management

a. Constitution

Kent Coast Volunteering Ltd is registered as a charitable company limited by guarantee and was set up by a Trust deed.

b. Methods of appointment or election of Trustees

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum & Articles of Association.

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Trustees' report (continued)
For the year ended 30 September 2023

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

We would like to thank trustees and all the staff, volunteers' donors and fundraisers and stakeholders for everything they have done to support the work and success of KCV.

Approved by order of the members of the board of Trustees and signed on their behalf by:

John Sutton - Chair of KCV

Date:

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Statement of financial activities (incorporating income and expenditure account)
For the year ended 30 September 2023

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and legacies	3	9,748	398,398	408,146	359,989
Charitable activities	4	70,099	-	70,099	66,459
Other trading activities	5	1,261	-	1,261	1,461
Investments	6	2,355	-	2,355	277
Other income		-	-	-	15
Total income		83,463	398,398	481,861	428,201
Expenditure on:					
Charitable activities	7	84,355	290,191	374,546	442,346
Total expenditure		84,355	290,191	374,546	442,346
Net movement in funds		(892)	108,207	107,315	(14,145)
Reconciliation of funds:					
Total funds brought forward		109,163	8,499	117,662	131,807
Net movement in funds		(892)	108,207	107,315	(14,145)
Total funds carried forward		108,271	116,706	224,977	117,662

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 12 to 24 form part of these financial statements.

Kent Coast Volunteering Limited
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Registered number: 05392093

Balance sheet
As at 30 September 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	10	2,789	4,462
Current assets			
Debtors	11	4,701	13,583
Cash at bank and in hand		235,033	233,464
		<u>239,734</u>	<u>247,047</u>
Creditors: amounts falling due within one year	12	(17,546)	(133,847)
Net current assets		<u>222,188</u>	<u>113,200</u>
Total net assets		<u>224,977</u>	<u>117,662</u>
Charity funds			
Restricted funds	13	116,706	8,499
Unrestricted funds	13	108,271	109,163
Total funds		<u>224,977</u>	<u>117,662</u>

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

J Sutton

Date:

The notes on pages 12 to 24 form part of these financial statements.