



Volunteer Centre

North West Kent

ANNUAL GENERAL MEETING

2019 / 2020

Smiles

Transport

Smiles

Befriending

Smiles

Gardening

Meet the Team

April 2019 - March 2020

List of Trustees:

Paul Soutar
Jackie Birch
Tim Nicholls
Tony Searles
Susan Butterfill
Alan Pett
Andy Hales
Peter Scollard

Representing:

Chair
Vice Chair
Treasurer
Trustee
Greenhithe and Swanscombe Town Council
Sevenoaks Town Council
Trustee
Gravesham Borough Council

Staff:

Nicky Smith

Position

Centre Manager

SMILES PROJECT CO-ORDINATORS

Samantha Fonseca	Befriending Co-ordinator / Gravesham
Jill Burns	Befriending Co-ordinator / Dartford
Victoria Youseman – Sancto	Befriending Co-ordinator / Swanley
Beverley Phillips	Transport Co-ordinator - Resigned
Marc Bleek	Transport Co-ordinator - Resigned
Jayne Harrison	Gardening Co-ordinator
Samantha Clarke	Transport Co-ordinator

STRONGER KENT COMMUNITIES PROJECT CO-ORDINATOR

Amanda Dabb	SKC Employer Supported Volunteering
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Chairman's Report – 2019/2020

Twelve months on from last year's AGM, we are all living in a World that none of us could have imagined. We have all had to adapt to new ways of conducting everything we do, to keep ourselves and everyone we may come into contact with as safe as possible. This has caused anguish, confusion and frustration in not being able to do those things that we take for granted, such as meeting family and friends, and not being able to give our loved ones the contact we humans crave for our own wellbeing.

All of us at the North West Kent Volunteer Centre have also adapted to the conditions surrounding us. We have ensured that our paid staff are socially distanced from each other, and we have kept visits to the office to an absolute minimum.

Our befrienders carry on doing sterling work keeping in touch with the people that they befriend. This help for some of our community's most vulnerable people has been more crucial than ever this year. It would be wonderful if we could keep having face to face visits, but for the safety of all, our preferred contact is now by telephone. If isolation is a big concern, which it most certainly can be in some cases, the befriender can be included as part of the "bubble" of people that the individual chooses to have. The safety of our befrienders and the people they befriend is always at the forefront of any decisions regarding contact.

Our drivers have been keeping drives down to a minimum, which has been easier to maintain due to the amount of G.P and Hospital appointments being cancelled. Some of our drivers are over 70, so we have asked them to shield during this time too. The use of antibacterial wipes, disposable gloves and the wearing of masks is now an essential part of daily life for all our drivers, and we ask that the people we drive wear masks too, when they travel unaccompanied and sit in the rear passenger seat, as far away from the driver as possible.

All of our in-person Group Meetings, Trustee Meetings included, have ceased and we have been having Zoom meetings instead so that we keep everyone as safe as possible.

I am extremely proud of every single volunteer within NWKVC who have continued to show care, support and empathy to others during this increasingly difficult period that we find ourselves in.

We are grateful to the Gravesham Covid-19 Project, Kent Community Foundation and Stronger Kent Communities to have been in receipt of emergency funding to assist with loss of funding from elsewhere during this time. I would also like to thank Kent County Council and Sevenoaks Council for their continued financial support.

I cannot speak highly enough of every member of the office staff, who have tirelessly continued to work to the best of their abilities, and in every case given more than I would dare to ask of them. Nicky Smith runs this charity with so much skill and devotion that she makes my life as a chairman a very straight forward one. The team of Sam Fonseka, Jill Burns, Vicky Youseman-Sancto, Jayne Harrison and Sam Clarke have my utmost respect and thanks, and they carry out their duties in a thoughtful, caring and empathetic way. I am more than grateful for how you have worked and conducted yourselves throughout such a trying time, and I know Nicky feels the same way I do. We work as a team, and that teamwork has shone through this year. I will never forget what you have done for this charity.

I have been the Chairperson of the Board of Trustees for over three and a half years now, but during this period of lockdown, the demands on my time of family, friends and neighbours has brought me to the decision to stand down as soon as a new Chairperson is in place. Whereas there may be some things in my private life only I can do for others, the position of Chairperson is something that can be done by someone else other than me. If the Board allows, I would like to be Vice-Chair to assist in the handover of responsibilities, and therefore continue to be a Board member for this charity, which I believe in whole-heartedly.

I wish you love, peace and safety for the future.

Paul Soutar



Centre Manager Report Annual Report 2019/2020

North West Kent's financial year 2019/2020 started with some stability, excitement, and another year of services as we had known for many years and ended with something that no one had expected to have

happen. Let us start with the positives, our befriending services were growing, and our groups were being attended by increased numbers. Victoria, Jill, and Sam were all working to achieve our objectives and goals by ensuring that all our clients and volunteers were supported. It really highlighted to us all in the office that people were feeling lonely and isolated, communities did not have the same feel and that the spirit had been lost. We saw an increase in referrals and people being directed to our services from multiple agencies.

Our transport service continued to thrive, seeing hospital appointments being attended and even clients having their hair cut or their eyes tested. Nothing was too much trouble for our volunteers, they would go over and above what was asked of them to make sure their clients were safe and were able to attend appointments with confidence. We had some staff changes and lost our Transport coordinator Bev, but we were joined by Sam who took to the role like a duck to water.

Our gardening service saw a rise in the numbers of people who have wanted their garden completed, and even our blitz team with their garden S.O.S hats on, have made some remarkable changes to people's lives. A wonderful quote that was used by a client following a blitz of their garden was 'Alan Titchmarsh couldn't have done a better job'!! This shows the absolute joy that this has brought to many people's gardens. Jayne and her team of volunteers have shown real dedication throughout some typical English weather to make sure the job was done to the best of their ability.

Then out of nowhere (or so it feels), COVID-19 hit. Following government advice and guidelines our services were put into question of our sustainability throughout lockdown. With the team of staff, we looked closely at what would need to close. Groups were closed with government advice and people over 70 were told to 'stay indoors'. Where did that leave us? Our service users and some volunteers are over 70, and many in the 'vulnerable group' that were required to shield. It was agreed that all the staff would still come into the office to work, we all wanted to be here for those clients (and volunteers by this point) who may struggle with lockdown. We kept our same hours and worked to ensure that those volunteers who wanted to move over to telephone befriending were able to, for those who could not, we made phone calls to any clients who would not be receiving some contact from a volunteer. Some of our transport volunteers were happy to collect shopping for their regular drives and one in particular was happy to still take a client to her dialysis appointments as both the driver and client had no outside contact but both felt it was safest for all involved.

When the word on the street was that lockdown would begin to be lifted, risk assessments, action plans, Covid 19 policy, staff and social distancing and PPE was all introduced to enable our services to resume. Throughout the next 6 months and beyond, we have continued to work to support those in the community. We have been proud to work in partnership with Gravesham Borough Council on their Covid 19 support which has been amazing, seeing the large numbers of volunteers coming through to help those most in need.

If we could find any positivity to come out of Covid, it would be the return of the community spirit, the making sure neighbors are ok, checking on those who would perhaps be a little more independent and clapping along with others in their streets who are always in a rush to and from their daily lives and making new friends.

Sadly for some charities Covid has meant that they have had to close, we are fortunate to have received some funding through our Covid response but with the funding streams being very competitive and difficult we are hoping that we can continue to serve our local communities for many years to come. Our services may need to look a little different in the following year or even years to come but the main objective will be that with the help of our wonderful volunteers our community will benefit from their work and time that kindly give.

I am personally grateful to all the staff, volunteers and our funders for all their support and for making my job just that little bit easier through something that will go down in history and be remembered for ever.

Keep safe!

With many thanks

Nicky Smith

Centre Manager

North West Kent Volunteer Centre Financial Year Ended 31 March 2020

Income and Expenditure	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total 2020 £	Total 2019 £
RECEIPTS				
Grants and Contracts				
Kent County Council (Befriending)	-	38,252	38,252	38,252
Swale, Ashford and Thanet (Befriending)	-	-	-	2,599
Sevenoaks District Council	-	4,250	4,250	4,250
Stronger Kent Communities	-	21,520	21,520	18,585
Coop Community Fund	-	7,816	7,816	-
Henry Smith Charity	-	29,500	29,500	29,500
Awards for All	-	-	-	10,000
Sir Thomas Smythe	-	1,000	1,000	1,000
	-	102,337	102,337	104,186
Donations				
Personal donations	194	13	207	2,166
Donations from organisations (Bluebird)	-	-	-	22
Donations from organisations (North Downs Rotary Club)	-	-	-	250
Donations from organisations (Gravesham 50+ Forum)	-	-	-	50
Donations from Groups	-	-	-	60
Farningham Parish Council	-	100	100	150
Eynsford Parish Council	-	-	-	150
	194	113	307	2,848
Other receipts				
Direct Services:				
Transport Fees	16,558	-	16,558	15,366
Registration Fees	10,945	-	10,945	11,050
Transport Drives	1,967	-	1,967	2,176
Gardening Service Fees	1,875	-	1,875	1,017
	-	-	-	-
Investment Income	20	-	20	43
	31,365	-	31,365	29,651
TOTAL RECEIPTS	31,558	102,450	134,009	136,686
DIRECT CHARITABLE EXPENDITURE				
Employment Costs	-	89,940	89,940	136,993
Travel - Staff	-	1,099	1,099	2,062
Travel - Volunteers	-	3,860	3,860	3,401
Expenses - Events, Staff and Volunteers	-	261	261	365
Training - Staff and Volunteers	-	10	10	114
Postage / Telephone / Broadband	-	2,604	2,604	3,344
Office Equipment	-	5,798	5,798	5,652
Advertising and Publicity	-	157	157	854
Stationery	-	-	-	986
Office Expenses	-	2,420	2,420	1,004
Accommodation	-	-	-	355
Insurances	-	847	847	762
Governance and Compliance	-	1,069	1,069	3,700
Professional Services	-	3,537	3,537	8,399
TOTAL PAYMENTS	-	111,602	111,602	167,991
RESULT FOR THE YEAR	31,558	(9,151)	22,407	(31,305)

The income and expenditure relating to the financial year ended 31 March 2020 was a surplus of £22K compared to a deficit of £31K in the previous financial year. The accounts have been prepared on a "receipts and payments basis" which does mean that timing differences will have an effect on the year end outturn for any financial year.

The table below shows the overall reserves position of the organisation. The Charity Commission advise that reserves within the range of between 3-12 months should be held. Given the current uncertainty in the wider economy the level of reserves currently held should be considered prudent

STATEMENT OF ASSETS AND LIABILITIES		2019 / 2020	2018/2019
		£	£
Unrestricted Funds Balance carried forward		152,661	121,103
Restricted Funds Balance carried forward		(59,148)	(49,997)
		93,513	71,106
Financed by:			
Barclays Bank Account		25,244	11,474
Coop Bank Account		15,672	7,125
Scottish Widows		52,596	52,507
		93,513	71,106

Independent Verification of Accounts

In line with good practice an independent verification of the accounts has been undertaken by Mr Lee Trevor Walker FMAAT.

Tim Nicholls FCMA CGMA FMAAT FFA FIPA MlD MITOL FRSA
Treasurer



Section A

Independent Examiner's Report

Report to the trustees/ members of	NORTH WEST KENT VOLUNTEER CENTRE		
On accounts for the year ended	31 March 2020	Charity no (if any)	274029
Set out on pages	1-2		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2019

**Responsibilities and
basis of report**

As the charity trustees, you are responsible for the preparation of the accounts in accordance with 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 (other than that disclosed below *) 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 Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

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

Signed:

Lee Trevor Walker

Date:

27/08/2020

Name:

Lee Trevor Walker

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

FMAAT (Fellow of The Association of Accounting Technicians)

Address:

74 Eldred Drive

Orpington

Kent BR5 4PH

Section B**Disclosure**

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

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

There were no matters which I wish to highlight.

Our Funders

Firstly, we would like to thank our main funders, who without their financial contribution to our organisation over the past year, our Centre would not be able to contribute to our Community and support those in need. We are extremely grateful that we are able to employ our wonderful staff and support our amazing volunteers. Without our funders, Henry Smith, KCC, Sevenoaks District Council and Sir Thomas Smythe none of this would be possible.



Kent
County
Council





All Trustees and Staff wish to give special thanks to the following Organisations who have helped to contribute to North West Kent Volunteer Centre over the Last year:

Dartford Library

Gravesend ASDA

Istead Rise Medical Centre

South Darenth and Horton Kirby Village Hall

Swanscombe & Greenhithe Town Council

Farningham Parish Council

Awards for All

Co-op Community Fund

In addition, we are so grateful for the Donations we receive from our Clients and their Families; these additional and unexpected gifts mean that we can continue offering our services to as many people as possible. There are far too many to mention here, but please know we appreciate and value your generosity.

Finally, we would like to thank all our hard working and dedicated Volunteers. Without the dedication and commitment shown by them we would be unable to provide such a valuable service to our Clients and make such a positive difference to their lives. Thank you.



Volunteer Centre

North West Kent

Registered Charity No: 2742029

North West Kent Volunteer Centre

The Basement

Unit 2, Endeavour House

Twistleton Court, Priory Hill

Dartford

Kent

DA1 2EN

Tel: 01322 272476



Email: Volunteer@nwkvunteers.org.uk

Website: www.nwkvunteers.org.uk

Opening Hours:

Monday – Thursday 9.00am – 3.00pm

Friday 9.00am – 1.00pm