



Volunteer Centre

North West Kent

ANNUAL GENERAL MEETING

2018 / 2019

Smiles

Transport

Smiles

Befriending

Smiles

Gardening

Meet The Team

April 2018 – March 2019

List Of Trustees:

Paul Soutar
Carol Sawyer
Tony Searless
Susan Butterfill
Jackie Birch
Alan Pett

Representing:

Chair
Treasurer (Resigned)
ADSS
Greenhithe and Swanscombe Town Council
Volunteer
Sevenoaks Town Council

Staff

Pauline Annetts
Nicky Smith

Position (as of April 2019)

Chief Executive Officer (Retired December 2018)
Centre Manager (as of November 2018)

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
Marc Bleek	Transport Co-ordinator
Jayne Harrison	Gardening Co-ordinator

STRONGER KENT COMMUNITIES PROJECT |CO-ORDINATOR

Sally Nefzaoui	SKC Employer Supported Volunteering
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Centre Manager Report Annual Report 18/19



This year has seen a big change for North West Kent Volunteer Centre. The biggest change has been the retirement of Pauline Annetts In December, who has been part of the organisation for many years. We all wish her well and send our thanks for the work she has done.

Following Pauline leaving I joined as Centre Manager in November. Although I have been working in the charity sector for nearly 14 years, this role is my first working in a Volunteer Center where the focus is on the older community.

Since November I have been looking at the wonderful work we have been doing and the changes that are made to our clients lives through the work of our volunteers, things that sound simple, a cup of tea and a chat, dropping someone at the doctors or doing a little gardening, means so much to each of our clients lives. Some even describing the service as life changing. This makes me humble when thinking of the wonderful work and the difference we make to people's lives.

Having been a volunteer myself through numerous roles, I understand the importance that the role of being a volunteer has on people's wellbeing and the general feel good factor that this brings when contributing time which brings big changes to client's lives. It shows their dedication and their continued support. It is not without our thanks that the volunteers give their time which is precious.

Of course, these services would not be able to run as they do without the continued support of the staff. Jill, Sam and Victoria on our befriending service and Jayne our gardening coordinator who has the role of matching the clients and volunteers to ensure suitability. Bev who co-ordinates our transport service and multitasks the busy service between volunteers and clients.

All these wonderful services wouldn't be in place without the funding we continue to receive from the generous funders. In times when it seems that financially charities are being forced to close through the demise of funding opportunities as well as the number of competitors, we are very lucky to have continued support. However, we are very much aware, with eyes wide open that the next year or two will be time to concentrate on finding continued funding and what this may bring to NWK Volunteer Centre. Driving forward with partnership working and sharing ideas and goals will be important as well as looking at working together with other charities with a wider geographical area and ways of working.

We are also honored to have been left a legacy following the passing of Dartford befriender Eric Duff who provided many years of his time to his client and receiving such a lovely gift following his death shows that the service we provide makes a lifelong impact on so many people's lifetimes. We wish to remember Eric and all our other volunteers and clients who we have lost this year.

It has been a pleasure to have the opportunity to drive forward North West Kent Volunteer Centre during the next financial year and the excitement of different opportunities that this will bring

Thank you

Nicky Smith

Our Projects and our Funders

Befriending



We have been privileged to secure the funding from Henry Smith and with their continued support taking us through to 2020, we have been able to provide a wonderful free befriending services to our community and those who are most vulnerable and lonely. The funding we receive enable us to fund two full time workers who cover the large area of Dartford, Gravesend and Swanley and support the volunteers who are befriending.

We also are supported by KCC and their grant enables us to reach a wider community, delivering services to North West Kent. The grant pays for one full time worker who cover areas that are more remote.

With many national campaigns highlighting the need to tackle this social problem it is wonderful that we can provide that support to our local community, our neighbors along the road and even someone we know. North West Kent is a wide area to cover and some isolated areas are some of the loneliest areas to live and we have been able to support even the most remote areas.

Transport



Our Transport services are partly self-funding, clients pay a registration fee of £20 a year and each journey taken we charge a £4 admin fee, as well as the mileage that the volunteer driver charges. We are kindly supported by Sevenoaks Council and the grant supports this service by paying towards a full-time member of staff. We are a valuable service to a very large number of clients who rely on our service to retain independence and be able to attend appointments, as well as social activities. We are grateful to our volunteer drivers who make time for the clients, including at times sitting outside London Hospitals for many hours. It is a crucial service we provide.

Gardening



The gardening service is completely self-funding with some monies from Thomas Smythe supporting the training of new volunteers and supporting those who are new to volunteering. We are very lucky to be able to provide this service, although it is a very much needed, we have found the number of volunteers is not able to cover the large number of clients who need the service. However, the clients who benefit from our service notice a reduction in their vulnerability by having a well-kept garden and a general feeling of wellbeing.

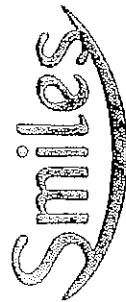
**The
Henry Smith
Charity**
founded in 1628

**Kent
County
Council**



Sevenoaks
DISTRICT COUNCIL





Transport Statistics 2018/2019

Our 42 Volunteer Drivers have driven
in excess of 1,000 Clients this year.

We have Registered 292 new Clients, an Average of 24 new
Clients a month!

Total Medical Drives this year 8,444

Total Social Drives this year 3,915

GRAND TOTAL 12,359

Our end of year accounts record that the Volunteer Transport Service collected in
excess of £28,000.00 from Registration and Administration Fees

97% of our
Volunteer Drivers
reported an increase
in their own
enjoyment and
Fulfillment

100% of our Transport Clients felt the
Service increased their access to Hospital
Appointments and Wellbeing Services

52% of our
Transport Clients
have made friends
as a direct result of
using the service

99% of all Clients
felt more
independent
because of our
Transport Service

100% of our
Transport Volunteer
Drivers reported
providing a positive
outcome for their
Community

100% of our Transport Clients
felt safe or more secure when
using the Transport Service

Smiles

Transport Service Volunteer and Impact Survey Results 2018 / 2019



Befriending Statistics 2018 / 2019

We have 116 Volunteers

106 Befrienders visit an average of 171 Clients on a one-to-one basis in any one month.

2 telephone befrienders working for an average of approx. 8 hours a week

8 Group Facilitators working for a total of approx. 15.5 hours a week

There are an average of 17 Initial Home Assessments and Matching Client to Befriender visits per month.

We dealt with over 102 referrals this year, an average of 9 Per month.

If you took the number of one-to-one Clients (receiving approx. 2 hours of Volunteering time per week), plus our Telephone Clients AND the service provided by our Group Facilitators, paid them at the

Minimum Living Wage of £8.10 per hour for 50 weeks per annum the service would cost in excess of

£140,00.00

97% of our Volunteer Befrienders reported an increase in their own enjoyment and fulfillment

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87% of our Befriending Clients felt less lonely and isolated due to the services they receive.

100% of our Volunteer Befrienders reported providing a positive outcome for their Community



Befriending Service Volunteer and Impact Survey Results 2018-19

Our Facilitated Groups

Our facilitated groups are aimed at those who are lonely but not isolated, joining others in their community who will benefit from a group environment to chat, make new friends and be out of their homes on a weekly basis.

Horton Kirby & South Darenth Group

The Horton Kirby and south Darenth group meet every Tuesday from 2pm-4pm, there are four facilitators that run the group. Currently there are 18 clients that attend the group. They meet each week for a chat and a cup of tea and on occasion there is an activity available to do if the clients wish to participate. The activities could be glass bottle making, colouring, painting etc. Each week they will also play a game of bingo where little prizes can be won.

Dartford Library Group

Dartford Group are very keen knitters. They managed to donate 20 baby jumpers, 15 sets of Baby hats and mittens, 10 baby blankets. These items were donated to Bishop Ridley Church who sold them at their fair and donated the money to various charities each year. The Church were thrilled with the donation and in return sent the group a thank you card and a box of biscuits. During last year were managed to get a guest speaker The Kent Vulnerable Intervention Officer to give a talk on the local scams. Our group have built up a very close friendship and encourage new members that feel lonely.

Gravesend Group

Our Gravesend group meets every Monday from 10am to 12 noon at the Gravesend ASDA Community room. Currently five clients attending. Tea/ coffee and biscuits have been very kindly provided by ASDA. In the last few months the group has had talks by the Kent Air Ambulance and community wardens regarding scams. The clients bring in knitting and craft work. They have built a good friendship and look forward to meeting each week.

Istead Rise Group

The Istead Rise group meet at the Medical centre on a Tuesday from 2 to 3.30 pm. We currently have thirteen clients attending. The clients have built great friendships among them that when one lady left the group to go into a care home all the clients of the group went to visit her. They have tea/coffee biscuits and cakes and take-home doggie bags if food is left over. The Group has had talks by the Kent Air ambulance, community warden and SAFAR. Clients have exchanged phone numbers and keep in touch with each other during the week.

Saheli Group

Our Saheli Group meets every Thursday at Ekta Gar House run by Day Kans. This Group is mainly for residence of Ekta gar house, they get a chance to meet up in the community hall for armchair exercise, prayers, cup of tea and a chat. The ladies make tea/coffee and light snacks in the kitchen and sit down together. This is an opportunity for them to catch up with the residence once a week. Daya has been facilitating this Group for five years.



Gardening

7 Gardening Volunteers provide services for approx. 20 Clients

Our Waiting list grew by approx. 20% in the Summer months, we are also seeing Clients requiring one off days to clear overgrown garden spaces and will be recruiting Volunteers with more Group Tasks in mind going forwards.

Our Daffodil Day in March raised £480 and had approximately 50 visitors who enjoyed tea and cake in the Garden of Sir Vivian and Lady Barbara Ramsey's home in Swanley.

We liaised with Dartford Science and Technology College - during their Community Day 6 Students and a member of the Teaching Staff helped transform a Client's garden in Greenhithe.



Stronger Kent Communities is a consortium of 10 separate organisations working together to deliver projects countywide. North West Kent Volunteer Centre has been part of SKC from the initial set up and has helped to shape what it is today. SKC are funded by Kent County Council and are recognised as the leading support provider in Kent for Voluntary organisations. Through Networking events and contacts the consortium has been able to make big differences throughout Kent. We have been the voice of the voluntary sector and have been able to champion and represent the sector through statutory bodies and policy makers. We have also been able to provide specialist advice and support.

As part of the consortium, North West Kent Volunteer Centre have been proud to deliver two projects in Dartford, Gravesham and Swanley.

Employer Supported Volunteering: This project brings together local businesses with Charities and organisations as part of their Corporate Social Responsibility, by matching the need and the want, we have been able to provide over 255 volunteering hours. Some of these hours were spent at the following organisations:

- In June/July 2018: Barton William spent 4 days with 13 volunteers over the 4 days clearing and planting at St Mary Greenhithe in preparation for the Edible Garden Project.
- In June 2018: Amey had 4 volunteers over 2 days clearing allotments for stone parish council
- In October 2018: NHS sent 8 volunteers to the Kenward Trust clearing paths for the Woodland trails.
- In December 2018: Amey sent 6 volunteers to Manor School Swanscombe to rebuild a vandalised pond.

On behalf of the charity/ local organisations we would like to thank the following Corporate organisations for their hard work and contributions to their community:

Electrosonic Engineering, Networkrail, DWP Gravesend, Amey, Bartone Wilmore, MHS Homes and NHS as well as others that are awaiting matches.

Building Communities: The aim of this project is to help existing and new charities providing a health check and provide guidance and signposting so they can become more robust and sustainable for their future. Though completing health checks, we are able to help identify gaps in policies and procedures and assist in offering templates to ensure they were compliant in this area when applying for charity status or for future funding.

We also have been able to support charities with their recruitment process and practical ideas on how to retain their volunteers, we have also included the best way to ensure risk assessments are completed and when DBS checks are needed.

Through the Health Check we are also able to assist with any governance requirements through advice. The check can also help identify any training needs and has been able to offer training through the SKC consortium.

We look forward to working with the other consortium members as SKC throughout 2019.



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

Instead Rise Medical Centre

South Darenth and Horton Kirby Village Hall

Swanscombe & Greenhithe Town Council

Eynesford Parish Council

Farningham Parish Council

Gravesend 50+ Forum

Northdowns Rotary Club

Bluebird Care

Awards for All.

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.



Tel: 01322 272476



Friday 9.00am – 1.00pm



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 2019

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: 06/11/2019

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

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.

North West Kent Volunteer Centre Financial Year Ended 31 March 2019

Income and Expenditure

RECEIPTS

Grants and Contracts

	Unrestricted Funds 2019 £	Restricted £	Total 2019 £	Total 2018 £
Kent County Council (Befriending)	-	38,252	38,252	38,969
Swale, Ashford and Thanet (Befriending)	-	2,599	2,599	-
Sevenoaks District Council	-	4,250	4,250	4,250
Stronger Kent Communities	-	18,585	18,585	23,567
KCC Member Grants (Dartford / Wilmington / Swanscombe & Greenhithe)	-	-	-	1,050
Kent Community Foundation (the Gatwick Foundation)	-	-	-	3,000
Kent Community Foundation (Brook Trust / Lawson Endowment)	-	-	-	7,365
Henry Smith Charity	-	29,500	29,500	31,500
Garfield Weston Foundation	-	-	-	10,000
Awards for All	-	10,000	10,000	-
Sir Thomas Smythe	-	1,000	1,000	-
	-	104,186	104,186	119,701

Donations

Personal donations	2,166	-	2,166	280
Donations from organisations (Bluebird)	-	22	22	227
Donations from organisations (North Downs Rotary Club)	-	250	250	-
Donations from organisations (Gravesham 50+ Forum)	-	50	50	-
Donations from Groups	-	60	60	-
Farningham Parish Council	-	150	150	130
Eynsford Parish Council	-	150	150	-
Wilmington Parish Council	-	-	-	50
Linda Hogan West Kent Community	-	-	-	100
Wilmington Parish Council	-	-	-	50
Horton Kirby & South Darenth P.C	-	-	-	250
Swanley District Council	-	-	-	250
Swanscombe & Greenhithe Town Council	-	-	-	200
	2,166	682	2,848	1,557

Other receipts

Direct Services:				
Transport Fees	15,366	-	15,366	23,885
Registration Fees	11,050	-	11,050	-
Transport Drives	2,176	-	2,176	-
Transport for other organisations	-	-	-	2,818
Gardening Service Fees	1,017	-	1,017	1,954
Investment income	43	-	43	115
	29,651	-	29,651	28,771

TOTAL RECEIPTS

31,817	104,869	136,686	150,030
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DIRECT CHARITABLE EXPENDITURE

Employment Costs	-	136,993	136,993	90,286
Travel - Staff	-	2,062	2,062	1,802
Travel - Volunteers	-	3,401	3,401	4,596
Expenses - Events, Staff and Volunteers	-	365	365	1,099
Training - Staff and Volunteers	-	114	114	949
Postage / Telephone / Broadband	-	3,344	3,344	3,101
Office Equipment	-	5,652	5,652	9,088
Advertising and Publicity	-	854	854	4,163
Stationery	-	986	986	585
Office Expenses	-	1,004	1,004	809
Accommodation	-	355	355	1,923
Insurances	-	762	762	740
Governance and Compliance	-	3,700	3,700	431
Professional Services	-	8,399	8,399	5,864

TOTAL PAYMENTS

-	167,991	167,991	125,433
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RESULT FOR THE YEAR

31,817	(63,122)	(31,305)	24,597
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The income and expenditure relating to the financial year ended 31 March 2019 was a deficit of £31K compared to a surplus of £25K 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.

Although I only joined the Trustee Board in May 2019, I can confirm that the income and expenditure is in line with the expectations and plans of the Trustee Board and includes exceptional expenditure items which will not be incurred in future financial periods.

The table below shows the overall reserves position of the organisation. Work will be undertaken during 2019/2020 to review level of reserves which the Trustees feel should be held. However, using the standard benchmark of number of months' operating expenditure I am pleased to confirm that 6 months of operating expenditure are currently held. This is within the range which the Charity Commission recommend.

STATEMENT OF ASSETS AND LIABILITIES

	2018/2019	2017/2018
	£	£
Unrestricted Funds Balance carried forward	121,103	89,286
Restricted Funds Balance carried forward	(49,997)	13,125
Advance Payments Received		10,000
	71,106	112,411

Financed by:

Barclays Community Account	100	100
Barclays Premium Business Account	11,374	36,559
Cooperative Direct Plus Account	4,097	13,260
Cooperative Deposit Account	3,027	10,024
CAF Bank (Scottish Widows)	52,507	52,468
	71,106	112,411

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 Ml0D MITOL FRSA
Treasurer

Lee Trevor Walker FMAAT
74 Eldred Drive
Orpington
Kent
BR5 4PH

Nicky Smith
Centre Manager
North West Kent Volunteer Centre
Unit 2
Twistleton Court
Priory Hill
Dartford DA1 2EN

6 November 2019

Dear Nicky

Re: Financial Year End 31 March 2019

I have undertaken a review of the accounts and supporting papers passed to me by Tim Nicholls (Treasurer). The review took the form of an independent examination which as I'm sure you are aware is not the same as a formal audit.

In terms of my background I hold Fellowship of the Association of Accounting Technicians and a part qualified Student Member of the Chartered Institute of Management Accountants. I have been engaged fully within the charity sector in both a permeant and consultancy capacity since 2011.

I am very pleased to report that my independent verification demonstrated that the accounts do represent a true and fair interpretation of all of the source documents and information which I reviewed.

Yours sincerely

Lee Walker

Lee Walker FMAAT



Section A

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Treasurer

Lee Trevor Walker FMAAT
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Orpington
Kent
BR5 4PH

Nicky Smith
Centre Manager
North West Kent Volunteer Centre
Unit 2
Twistleton Court
Priory Hill
Dartford DA1 2EN

6 November 2019

Dear Nicky

Re: Financial Year End 31 March 2019

I have undertaken a review of the accounts and supporting papers passed to me by Tim Nicholls (Treasurer). The review took the form of an independent examination which as I'm sure you are aware is not the same as a formal audit.

In terms of my background I hold Fellowship of the Association of Accounting Technicians and a part qualified Student Member of the Chartered Institute of Management Accountants. I have been engaged fully within the charity sector in both a permeant and consultancy capacity since 2011.

I am very pleased to report that my independent verification demonstrated that the accounts do represent a true and fair interpretation of all of the source documents and information which I reviewed.

Yours sincerely

Lee Walker

Lee Walker FMAAT