

INVOLVE KENT LIMITED
(A COMPANY LIMITED BY GUARANTEE)
REPORTS AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2020

Registered Charity No. 1066911
Company No. 03449624



Azets Audit Services
Globe House, Eclipse Park
Sittingbourne Road
Maidstone
Kent ME14 3EN

INVOLVE KENT LIMITED
FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

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INVOLVE KENT LIMITED
REFERENCE AND ADMINISTRATIVE DETAILS

Charity registration number 1066911

Company registration number 03449624

| | | |
|-----------------|---|--------------|
| Trustees | Stephen O'Connell Rosaline Sarah Dean Richard Leicester John Luckhurst John Russell John Bennett Andrew Fairhurst Viviane Williams Ben Hudson Duncan Simmons | <i>Chair</i> |
|-----------------|---|--------------|

Chief Executive Officer Charlotte Osborn-Forde

Senior Leadership Team Charlotte Osborn-Forde – Chief Executive Officer
Gary Wells – Deputy Chief Executive Officer

Registered office and main address

30 Turkey Court
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Ashford Road
Maidstone
Kent ME14 5PP

Independent Auditors

Azets Audit Services
Globe House
Eclipse Park
Sittingbourne Road
Maidstone
Kent ME14 3EN

Bankers

CCLA Investment Management Limited
The COIF Charities Deposit Fund
80 Cheapside
London EC2V 6DZ

Charities Aid Foundation
Kings Hill
West Malling
Kent ME19 4TA

INVOLVE KENT LIMITED

CHAIR'S FOREWARD

FOR THE YEAR ENDED 31 MARCH 2020

Chair's Report

This is the time of the year when we normally look back on the challenges, progress and achievements of Involve and celebrate the successes, reflect on the learning and look forward to the opportunities ahead. This year is no different in terms of the purpose of this annual report however as we know the world looks and feels very different for all of us now. It is not an understatement to say the way we live our lives, work and socialise has fundamentally changed in ways none of us could have expected as we started this reporting year in April 2019.

Of course the challenges of the Covid-19 pandemic and how everyone at Involve responded so magnificently to them will feature much more in next year's annual report but I could not start this year's report without mentioning the corona virus which had already started to impact us in the final quarter of the year prior to the national lockdown on March 23rd. I also wanted to acknowledge the deeply personal impact Covid19 will have had on many of our staff, volunteers, commissioners, partners and clients, and thank all our front line workers who have continued to provide vital services to those in need in these unprecedented times.

In April we began delivering the new Community Navigation contract for Kent County Council to support over 55s and Carers; the biggest contract we have ever been awarded. In what was an extremely busy mobilisation and transitional period, Charlotte and the team successfully Tupe'd staff from the previous provider and swiftly started delivery, supporting over 150 people in the first month.

NHSE invested significantly in social prescribing via Primary Care Networks and many commissioned Involve to provide this, enabling us to expand further in areas such as Dover and Folkestone.

We were very pleased as a Trustee Board to welcome Duncan Simmons who joined us as Treasurer in September 19 bringing a wealth of financial expertise from the banking sector. Duncan has already shown himself to be an extremely active and supportive Trustee to Charlotte and the team which will be reflected in his first report as Treasurer. I am also pleased to confirm no trustees resigned during the reporting year however I am sad to report that two long standing trustees have recently stood down, Richard Ash and Margaret Rose which I will say more about at our forthcoming AGM.

As we know the year finished with the Covid-19 crisis upon us however as a result of our investment in IT infrastructure we were able to implement full home working and remote services with minimal disruption. Moving forward our finances have been impacted minimally by the pandemic as the majority of our work is now funded by NHS and social care contracts, though financial risk is assessed monthly and cash flow daily. In terms of sustainability looking forward, we expect demand for the work of Involve to grow and income to increase next year.

It has once again been my privilege to serve as Chair over the last year with Richard Leicester as Deputy Chair and the support of our talented and dedicated Trustee Board. I want to thank our outstanding team of managers, staff and volunteers at Involve who have again demonstrated their commitment to our shared values and goals in supporting our clients in such challenging times.

I am always struck by some of the best examples of volunteering in our communities and none more so than our Involve volunteers who despite the challenges continued to support the most vulnerable during the Covid19 crisis, examples such as our volunteer drivers who collected food and medication really do show human kindness and care at its best.

Finally I would like to thank everyone who has contributed to the success of Involve in the last year and I look forward to working with you all again in the coming year as we face up to the challenges of a post Covid-19 world.



Stephen O'Connell
Chair

INVOLVE KENT LIMITED

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2020

The Trustees present their report and the audited financial statements of the Charity for the year ended 31 March 2020. The Trustees have adopted the provision of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102), updated by Bulletin 1, in preparing the annual report and financial statements of the Charity.

Objectives and activities of the Charity

The principal activity of the Charity is to promote volunteers and volunteering and to develop services in response to local needs.

The company's objects as stated in its Articles of Association are as follows:-

- To promote any charitable purposes for the benefit of the community in the Borough of Maidstone and the wider area of the county of Kent and in particular the advancement of education, the relief of poverty, sickness and distress and the promotion of health; and
- To promote and organise co-operation in achievement of the above purposes and to that end to bring together in Council representatives of the statutory bodies and voluntary organisations engaged in the furtherance of the above purposes within the Borough of Maidstone and the wider area of the county of Kent.

Public benefit

The Trustees confirm that they have complied with the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit. The charitable purpose of Involve Kent Limited is stated in its 'Objectives and Activities' and the Trustees ensure that this purpose is carried out for the public benefit by working to the Mission Statement.

Achievements and performance of the Charity

This was the first year of our new strategy, with a refreshed mission; 'To improve health, empowering people and communities to live well and tackling the root causes of ill health including isolation, loneliness, disadvantage and frailty.' This renewed sense of purpose, building on our original mission and decades of community work, is explicit about the impact and outcomes of our work not just to provide help and support to those in need, but recognising that challenging disadvantage, inequality and isolation can and does have a direct impact on health and quality of life. Our ability to articulate this to funders, local government and the NHS, to evidence it through data and reporting, has meant our reach, engagement and impact is greater than ever this year; our income more than doubled, staff team grew to 65 people and new partnerships, projects and contracts commenced.

From April 2019 we introduced a standard questionnaire for all clients, patients and users of Involve services at first assessment; asking about life satisfaction, worthwhileness, happiness, anxiety, physical activity, loneliness and health; all questions scored to build a comprehensive, quantifiable and holistic picture of a person's health and wellbeing. This vast data set, enabled through the procurement and implementation of a database (provided by Charity Log) enables us to demonstrate that we are indeed achieving our mission of improved health in Kent. This year we worked with 8,754 people; good progress to our target of 20,000 by 2024.

This investment and improvement in our IT infrastructure with Charity Log proved a hugely prudent move when the Covid crisis struck. All staff already had remote access to all client, service and communication information from their laptops, meaning full homeworking could be implemented in days.

The NHS announced in 2019 what they describe as 'the biggest investment in social prescribing by any national health system, legitimising community-based activities and support alongside medical treatment as part of personalised care'. By July 2019, the new Primary Care Networks of GP practices were created with a remit and funding to develop social prescribing, and as a result of existing and successful partnership work, 8 of the 9 PCNs in West Kent used their investment to commission Involve, plus additional PCNs in Folkestone and Dover. For the first time, social prescribing was defined by the NHS, (a definition which correlates closely with Involve's approach) and valued at a strategic level; a policy decision which opened many doors for Involve.

The year finished with the biggest health crisis in living memory, which has greatly exacerbated inequality, isolation and poverty. Involve responded to the initial restrictions with great agility, flexibility and resourcefulness, launching a 'Safe and Well' telephone service for vulnerable people within a week, to ensure access to food, medication and appropriate support. This was a 'lifeline' for so many; 5,041 people were called, whilst our entire staff time adjusted to working from home. Moving forward, we are working hard to build capacity, resilience, expertise and partnerships to respond to the far bigger challenge which now lies ahead; vast numbers of people with additional mental health concerns, loneliness, frailty, unemployment and debt. Our work is more needed than ever.

INVOLVE KENT LIMITED

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2020

(CONTINUED)

The Trustees have carefully considered the impact of Covid 19 on services, strategy and financial sustainability. The corporate risk register is reviewed and updated by Trustees every two months focusing on impact from Covid. As Involve is now predominantly funded by long term contracts, there is minimal risk, and the services the organisation is contracted to provide can be delivered via telephone, virtually or home visit with appropriate PPE and risk assessment in place. The organisation's purpose is to support people who are isolated and vulnerable, therefore the work of the charity is urgently needed and demand for services is increasing. The organisation has increased income over the short term, as GPs and other funders commission services to support vulnerable patients. Charitable funders such as the National Lottery have increased their grants or allowed extra flexibility enabling services to adapt at this time and continue to meet the urgent needs of the most vulnerable, such as obtaining food and medication. The charity is seeking to continue to build unrestricted reserves to provide resilience, and has not yet used any reserves to cover expenditure during the crisis. On this basis, the Trustees are confident Involve Kent remains a Going Concern.

An overview of our impact in 2019/20

Our vision;

Healthy, connected people and communities in Kent

Our Mission;

To improve health, empowering people and communities to live well and tackling the root causes of ill health including isolation, loneliness, disadvantage and frailty.

8,754 people were supported across the various Involve services over the year. All clients complete the same Involve outcome measures, with the following average increases reported;

| | |
|----------------------------|------------------------------------|
| • Life Satisfaction | 20.96% |
| • Life worthwhileness | 17.93% |
| • Happiness | 17.09% |
| • Anxiety | -13.87% |
| • Loneliness | - 7.67% |
| • Physical activity levels | 14.16% |
| • Self-reported health | 8.34% (typically 46/100 to 53/100) |

The first four outcomes can be baselined against data from the Office of National Statistics; the average score for people in England for the first 3 questions is 7, with anxiety at 3. Clients typically accessing Involve scored at first assessment;

| | |
|-----------------------|------|
| • Life Satisfaction | 4.50 |
| • Life worthwhileness | 4.91 |
| • Happiness | 5.16 |
| • Anxiety | 5.07 |

This reflects that people accessing our services experience significantly worse wellbeing than the wider population when they engage with us, which after 3 months, improves to near typical levels. This evidence shows that Involve directly improves health and wellbeing.

Social Prescribing

Involve is leading the development of social prescribing in Kent with innovative evidence based programmes, integrated with health partners. We work to the NHS England guidance on social prescribing:

Social prescribing enables all local agencies to refer people to a 'social prescribing link worker' to connect them into community-based support, building on what matters to the person as identified through shared decision making, personalised care and support planning, and making the most of community and informal support.

This year saw significant growth; the Department of Health funded 'Connect Well West Kent' programme fully embedded within 10 practices, **supporting 941 patients** to improve their health and wellbeing. One of the host GPs reports;

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Social prescribing has a huge impact on my work as a GP – increasing patients' sense of self-worth and confidence to manage their conditions. It complements the medical care I give to ensure all needs are met. I have seen patients presenting with functional symptoms find a renewed self-belief so their physical symptoms diminish and housebound patients overcome anxiety and attend the surgery. One patient recently said 'I wish I could keep (our social prescribing link worker) in the corner of my living room and press a button so she'd appear and motivate me. She has changed my outlook on life'.

Dr Becky Prince, GP Partner, Snodland Medical Practice

The following outcomes were achieved for patients (average scores)

| | |
|--|---------|
| • Percentage of clients with increase in wellbeing | 92% |
| • Average increase in wellbeing | 21.40% |
| • Percentage of clients with decrease in loneliness | 40% |
| • Percentage of clients who increase in activity levels | 51% |
| • Average increase in weekly activity levels for those with increase | 84 mins |
| • Increase in clients rating of their health | 10.6% |

www.connectwellwestkent.org.uk, the directory of local voluntary, community and non profit services and groups in West Kent funded through this programme continued to grow and develop, reaching over 900 opportunities and utilised by over 800 local professionals in health and social care.

The 'VCS Support Fund', a grant fund of £25,000 to fund West Kent groups and activities, was awarded to 21 organisations to develop opportunities for a potential 3,203 people, creating 418 volunteer opportunities, including Boxing for Parkinson's, Cruse Bereavement Care, Parkrun, Maidstone Swimming Club for the Disabled and Maidstone Mediation.

The success of the Connect Well pilot ensured that when GP practices were asked to form 'Primary Care Networks' (PCNs) and given funding for social prescribing, the majority chose to commission Involve (8 of the 9 PCNs in West Kent). With support from the GP Federation West Kent Health, a contract was agreed and shared, and partnerships formed, with the first new Link Workers starting in September, working to the new NHS guidance and as part of the Involve team. Building on the infrastructure of the Connect Well pilot and utilising the training, policies, procedures developed, the new services quickly became effective, with excellent GP feedback;

'Our Link Worker Laura has been really impressive so far - her accessibility, proactive approach, communication with us, and the outcomes and support she has given patients so far has been great.' Dr Richard Estall, GP Principal Marden Medical Centre, GP Training Programme Director, Tunbridge Wells GPVTS, Vice-Chair 'West Kent Health'

By December, PCNs in other areas of Kent began expressing an interest in working with Involve, hearing about successes in West Kent, and contracts were agreed with PCNs in the Folkestone and Dover area. In total, **813 patients** were supported in through this new strand of work, which continues to grow.

"I think you have a great model in West Kent and are an inspiration to the 'system'" NHS Kent and Medway Senior Manager

Involve social prescribing supported 1,754 people to improve health, working with 70 GP practices in 2019/20

As the year ended, social prescribing work adapted swiftly and proactively, to provide telephone 'Safe and Well' calls to isolated and vulnerable people as the Covid crisis struck, with all Link Workers working from home. GPs greatly valued their new team members who have the time and skills to provide social and emotional support to their patients.

A Case study, in the Link Workers words;

DM is a 30 year old gentleman living with his parents and working as a carer. Until recently, DM was supporting people undergoing palliative care and took part in a mental health first aid course where he first realised he could identify with many of the symptoms. It was during this course approximately a year ago, DM was able to understand why he had been feeling low and anxious and sought help from the Dr. Despite taking medication, undergoing counselling and CBT, DM felt nothing was helping and could no longer cope with his work. He was signed off with a fit note.

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These feelings continued until 7 or 8 weeks ago when DM began to have suicidal thoughts and felt unsafe on his own. He woke one day with very clear intentions to end his life and phoned the police to express concerns for his safety. The police called an ambulance and the ambulance took him to A and E where he was seen by the crisis team.

A few days later, DM went back to speak to his Dr and said the one thing that has helped his mood previously was playing hockey but that he hadn't been for 6 months. A referral was made to the social prescribing service to help him reconnect with playing hockey.

When I first met DM, he told me of his supportive friend and family network. He had recently split up with an ex-girlfriend but was managing it well and had a supportive sister, parents and friends with whom he could be open with. He described telling his mum his true feelings the hardest conversation he had had and that although they were supportive, he felt like no-one truly understood because they hadn't experienced mental health for themselves.

DM explained to me that he enjoyed playing hockey and used to go with his best mate locally every Monday to play but had completely lost the motivation to go along with everything else. His days consisted of watching TV and talking to friends online. He was still employed by his care company and was regularly checking in with them to update them on appointments and his progress. He told me that counselling and CBT weren't proving effective for him and he was not sure anything else could help him. It was at his first appointment I suggested he try MEN 2, an alternative talking group accessed by normal everyday men who were struggling with mental health. DM was not convinced but said it sounded more of his thing than counselling or CBT. We then took a closer look at how he could get back to hockey. DM told me it was a local club and that his best mate and other friends were still going every Monday. We discussed potential barriers and broke them down into small steps, although lack of motivation seemed to be the most significant and one he was not sure how to overcome.

Firstly, I asked if DM could get a lift so that the only effort he had to make was stepping out the door and into a car. DM told me his best mate could pick him up and take him. We then discussed the possibility of going along just to watch so that there was no pressure or expectation of DM having to play or perform. DM thought this sounded like a good idea. To help him have some accountability, we made a plan together for that week so that he would attend Hockey to observe on Monday and then MEN 2 on Thursday before meeting again the following Friday for him to feedback to me. When DM arrived for his second appointment, he told me he had not built the motivation and courage to attend hockey that week but had gone to MEN 2 and found it very useful. He still seemed quite low but said that he was going to commit to MEN 2 every week between our appointments to see if he could progress. We made a follow up appointment for 3 weeks time.

At our 3 week appointment, DM appeared a bit brighter. He told me that the previous week he had arranged a lift to hockey and gone along to watch as suggested. He then said that this week he had done the same and played for the first time in 6 months. He laughed and said it reminded him how unfit he was and that he might have to join a gym. DM said that every week during his time at MEN2, he had been going from strength to strength. He now feels like he has family in all the attendees at MEN 2 and can drop a message onto their Whatsapp group any time he is feeling low and struggling. DM described MEN 2 as 'saving his life' and is now looking forwards to the future, hoping to complete his mental health first aid course with MEN 2 which will enable him to volunteer with them and help start up more groups in different areas.

DM told me he is also now feeling nearly ready to go back to work and would like to find a new job that is less emotionally demanding and can continue to aid his recovery. We discussed the Shaw Trust and made a referral to Livewell for employment support. DM admits there is a long way to go yet but that when people ask him why his outlook is now so different 'MEN 2 and social prescribing, giving him a holistic outlook on support have been a gamechanger'.

Community Wellbeing

The Community Wellbeing team deliver a diverse range of frontline projects aimed at reducing loneliness, increasing wellbeing and resilience and improving health across the Maidstone and Tonbridge and Malling areas. These include - exercise classes for older people, community transport, games, craft and singing groups and peer befriending in addition to providing specialist services including cancer support, a hospital discharge handyman services and volunteering opportunities for the long term unemployed. all our services bring people together and encourage peer support, volunteering and engagement and are designed in partnership with the community. The Community Wellbeing team supports over 1,100 people a year from its easily accessible base in the Mall in Maidstone.

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The community wellbeing team would not be able to run without the support of our dedicated volunteers, many of whom have been volunteering with Involve for many years. Our volunteer roles include -drivers befrienders, chaperones and administration. Volunteering not only has a positive impact on the recipients but on those that volunteer, with many feeding-back on what a difference helping others has on their lives.

"After my husband died, I felt lost, I was his carer and it took up all my time, I retreated into myself and become lonely, losing confidence. I started volunteering at involve and it was incredible to feel useful again and help other people, it was the best thing I could have done".

Older People in the lead

Older people in the lead is a project in which groups of isolated older people identify the trips and activities they would like to attend and Involve then supports the setting up of these groups and activities using peer volunteer facilitators where possible. This year activities have included, Zumba Gold, Tai Chi, chair-based exercises, exercise maintenance classes, trips to the seaside, countryside, cinema and pantomime, coffee mornings, film club, book group, walking groups, singing groups to promote healthy breathing and games and craft groups. Working with our community transport provision we were able to ensure that the activities were accessible to all.

This year over 130 older people attended our Christmas lunch social, supported by 46 volunteers of which 6 were supported volunteers.

2,372 trip or activity places were available this year

Over 380 people have attended a trip or activity this year

On average people improved their wellbeing scores by 22% after attending more than three sessions

"After the loss of my partner I became isolated and lost the confidence to go out, I became very lonely, with gentle encouragement from the Involve team I started attending games club and playing scrabble, after building my confidence I also started sewing group and soon made a nice group of dear new friends"

Support and befriending

Using a team of peer volunteers, we offer both a face to face and a telephone befriending service to isolated older people. This is often the first step to building people's confidence to join one of our groups. This year we also offered supported shopping trips to enable independent living.

5,000 peer befriending calls were made this year and 20 people were supported with weekly home visits.

"Very grateful to Teresa for doing my shopping. I can't thank and speak highly enough of Involve. I am very grateful for the befriending call and I really enjoy them, even a 15-minute call really does help."

Community Transport

Volunteer drivers provide transport for anyone over 65 and anyone under 65 that are unable to use public transport due to illness or disability. We have over 50 volunteer drivers that use their own vehicles and take clients to medical appointments, to visit loved ones, for a hair appointment or other community activity. Our drivers have training and are all experienced at dealing with disabilities and offer support and assistance where needed. We also have the use of two minibuses, and these are used for trips and activities and have wheelchair accessible lifts. The service is utilised throughout all of our projects providing clients with a service that they are confident.

Involve Volunteer Drivers made 10,500 journeys this year

"Nigel (my driver) is such a lovely man and it's so lovely to hear your voice and just know that I've got a link to the outside world."

"Thanks for your support with my shopping today what a wonderful lady you are"

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Postural stability

This specialised programme is designed to build the strength, balance and fitness of older people at risk of falls and is funded by Kent County Council. Delivered by Instructors with a specific qualification 'Later Life Level 4 Postural Stability' the classes are a progressive 36-week course proven to build bone density and increase stability. Those who attend the classes are at varying levels of mobility, the instructors tailor the exercises where needed for each client. The classes also provide peer and social support for those that attend.

This year 366 people attended a postural stability class

82% of attendees stated that they had more confidence to go out in their community

"I just wanted to say a big thank you for all the great things you arrange for us seniors. I especially appreciated the Postural Stability class run by Vicky. Vicky's routine exercises have kept me focused daily along with brisk walks and I'll always be grateful for her personal input over and above the regular exercises."

Specialist cancer support

Our cancer support service provides both emotional and practical support to older people who have a cancer diagnosis, and are dealing with treatment, finances and planning for the future, we also provide support to their families. Being integrated within the community wellbeing team provides opportunities for social events and interaction that are not tied into their diagnosis. Both our 20 specialist support volunteers and our Cancer Support Coordinator bring experience and knowledge to the service and are able to offer support and guidance as well as advocating on behalf of our clients when needed. Following the bereavement of a loved one there is a smooth transition for those left behind to access the other parts of Involve, making new friends and learning new skills which has supported the grieving process. The project while stand alone has been recognized and welcomed by palliative care services within West Kent.

48 people received specialist cancer support

Anxiety level amongst Cancer Support Clients dropped from 8 out of 10 to 4.8 out of 10.

"Can I say what a lovely person Catherine is, she was so helpful. She even did a bit of shopping for me after my Oncology appointment as I was unable to go into the shop – it was so kind of her, and I really appreciate everything she did for me, having someone to support me at this time is invaluable"

Forums

The over 55's forum is run by a steering group of older volunteers with the support of Involve staff and provides a space to share information, local knowledge and listen to the concerns of those within the borough of Maidstone. We ensure that we reach as many residences as possible and often end the forum with some light entertainment.

The Mental health service user forum in partnership with Engaging Kent, gathering views and feedback on mental health services, ensuring people with lived experience have their views heard by policy makers.

194 people attended a forum this year

The older people's forum spoke to CCG commissioners on their experience of using GP surgeries.

Get Involved

Our 'Get Involved' programme engages people who may feel excluded from mainstream groups and activities, due to long term unemployment, convictions or mental health into volunteering. We provide training, supervision and support enabling this group to help the older community with garden maintenance and DIY. This project provides great outcomes for both the volunteers who gain skills and confidence and those they support to live independently in their homes.

48 volunteers supported 146 older people with gardening and maintenance this year.

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"The gardeners have just been, and they were superb. I am really, really happy. The team were polite, organised, and worked incredibly hard on my 'jungle' of a garden. It was a miracle how much they achieved and it's a big weight off my mind. Top marks".

Hospital Discharge - Helping you Home

The Helping You Home service works in partnership with Maidstone Borough Council and provides assistance to Maidstone residents who are medically fit to be discharged from hospital but require additional support through minor home adaptations.

We also support MBC with their Temporary Accommodation properties in Maidstone. The handyperson will decorate, install noticeboards, assist with moving tenant's property if they are having to relocate, replace locks and any other general DIY tasks.

296 unique hospital discharge jobs were undertaken in the period including the installation of 140 Key Safes, ensuring quicker discharges from hospital.

314 risk assessment were completed to aid smooth discharge

"Just to say big thank you to Trevor and his volunteer, for all their help this morning and for getting the bed moved downstairs. Much appreciated!"

Wellbeing and volunteering

The wellbeing project supports people with mental health issues or convictions who are socially excluded. Craft groups within the hub and shed and gardening groups in the allotment are facilitated to enable skills development and training as well as providing space for conversation on issues in a safe place, whether that is about anxiety, debt or relationships. The sessions are designed to build confidence and employability skills. Support and signposting are available from staff should members feel this would be helpful. The wellbeing and Inclusion lead support's and works closely with our supported volunteers identifying interventions that will support any anxieties and build confidence. This year participants also had the opportunity to spend time with PAT therapy dogs.

81 people attended a group and over 295 sessions took place this year

"I love to be in a place with other people that is safe and where I can be myself. All the leaders are amazing"

"The best thing about wellbeing group is making new friends, it gives me something to get up for"

Community Navigation

Community Navigation is a Kent County Council commissioned service to support over 55s and those with complex health problems, and Carers (people looking after or supporting someone who relies on them, unpaid). The service provides information, advice, guidance and support, and includes the provision of Statutory Carers Assessments on behalf of the council.

Involve mobilised the contract during March and the service commenced 1st April, covering the West Kent area. Close partnerships were developed with key agencies such as GPs, local councils, One You with a marketing campaign, to ensure a large and diverse range of referral sources, as well as self-referrals.

Community Navigation for Older People (part A)

1,754 people with complex health conditions, frailty or aged over 55 were referred to the service and received support over the year, to reduce isolation and promote independence. The vast majority were supported in the community by a team of 7 Community Navigators, through information, support and coaching to access a wide range of provision, groups and services to remain independent. This included ordering and advising on community equipment and telecare, and setting up self-funded packages of care and support. Using a strengths-based approach, making the most of community assets and building resilience, meant only 25 people required a referral to social care for a formal assessment of their needs.

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128 had a Dementia diagnosis, involving in-depth work to ensure they were left as independent as possible. All of the clients had some form of health issues, including those on the frailty index, those with complex needs and many with mental health needs. A large proportion of clients needed several home visits to ensure all interventions had been completed in tight times scales.

"Thank you so much for all your help, I am very grateful that there is so much available"

"The support I have had from you has been tremendous, you lifted me up in a very difficult time"

After 3 months, clients reported:

- 43% increase in knowing where to find advice and guidance
- 19% increase in ability to access meaningful social activities

Community Navigation for Carers

1,762 Carers were referred to the service over the year, from a wide geographic spread across West Kent (Involve previously held this contract in the Maidstone and Malling area). The majority of Carers were supported with a Wellbeing Review and action plan, to explore and maximise their own strengths, assets, connections and community services. 592 people had more complex needs as a result of their caring role, and received a statutory assessment completed on behalf of the local authority, to ensure their own health and wellbeing is addressed and enable access to appropriate entitlements.

722 Carers and the person they care for were supported by our Carer's hospital discharge service provided with information, advice, advocacy at meetings and of those 406 also received brokered services by Involve to support them in their caring roles.

253 Carers received Rapid Access to Carer Support funding to enable them to take a break from their caring roles involving brokering often complex packages of care to a quality assured supply chain of independent care providers.

After 3 months, clients reported:

- 18% increase in life satisfaction
- 14% increase in feeling their life is worthwhile

"Thank you ever so much for your help, I finally feel like I am getting somewhere"

"I've had more support from Involve in the first 24 hours of being registered than from anyone else in the last 3 years of caring for my partner"

In total, **3,516 people** have been referred to Involve for Community Navigation support, with 97% receiving initial support within 5 working days

Paul's story

Three years ago owning a successful small company and working from home with my wife, life couldn't get better.

Then as my mothers' mental health, in her 90's and living alone in Allington began to be affected with advancing Alzheimer's and Dementia, a dramatic increase in her care needs started to put a big strain on me and my family.

The logistics of her needs, from monthly hospital visits for her failing replaced heart valve, near blindness, and multiple advancing cancers, the trips to the mobile chiropodist, moving her GP when the Allington one closed, complicated repeat prescriptions for over a dozen medicines, as well as overseeing all the bills and jobs from running a second household.

Many of my mums falls resulted in emergency hospital admissions and all this was having a serious toll on my health, and ability to work. Although everyone was helpful, dealing with so many healthcare systems was disjointed and had the ability to take over one's life.

INVOLVE KENT LIMITED

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2020

(CONTINUED)

It was at this point when I was not coping that I had my first meeting at home with my wife and Involve. By this point my daughter was also very ill with her twins' pregnancy and also need lots of our help and time. At one point she and my mum were both in Pembury hospital. My life didn't fit into the 24 hours of a day.

The Involve meeting changed my mothers and my life. Help was instant and comprehensive, with some of the tasks I would have found too daunting to complete being done there and then for me. With pointers to where to access the help and financial help I needed.

Things changed with NHS funded BlueBird carers visiting 4 times a day to help care for my mum. Extra financial help to cover my mums extra needs. Various council bodies updated her bungalow, from panic alarm to electric chairs to help her get up. I was able to have a holiday and some respite which my body certainly needed.

As her needs moved to a point where the correct pain care was not possible at home, and a new hospital diagnosis from Pembury meant that the cancers were causing her to enter end of life care. HOK Hospice team helped her and me along with district nurses and Bluebird to move to Abbotsleigh Care Centre in Staplehurst. Here instead of the weeks we thought she had left, with their help they extended her life for 9 months.

Although taking mum to Abbotsleigh was one of the most difficult days of my life, she thanked me a few weeks later and made a new friend 'Jean' there.

Mum has now sadly passed and I'm working on probate etc.

It is difficult to express my full thanks to Involve, who saved me and my family when we had reached a point of not being able to cope with the life changes that hit us hard all at the same time. The job the team do is awesome, and we can never thank them enough.

We are now very proud grandparents and can look back on my Mum's 96 years of life, from a spy for the Americans in the second world war to still making new friends in Abbotsleigh last year - a full and complete life.

Financial review and reserves

Income for the year totalled £2,295,153 (2019 : £1,030,251). Expenditure totalled £2,030,706 (2019 : £1,070,004) resulting in a net surplus of £264,447 (2019 : net deficit £39,753).

Income

The past year has seen significant growth for Involve. With that growth come the challenges of ensuring that we can safely deliver our commitments from a financial perspective.

Our income for the year was £2,295,153 (£1,030,251 in 2018/19) which largely reflects the new contracts in Community Navigation and growth in Social Prescribing through the Primary Care Networks.

Growth in income is welcome as it allows us to bring in operational efficiencies. However, close management of cash flow has been required given the timing of statutory sector contract payments and our need to recruit additional staff and invest in new technology.

The finance team have managed the additional work very well with continued focus on all activities to ensure each department remains self-funded. During the year we made the decision to end our Home Help service as this was no longer self-financing. We supported the remaining users of the service to ensure that they could continue to receive support after the Involve service ended.

Reserve policy

The financial policy is decided by the Trustees and members in regular meetings so that funds can be distributed in accordance with the Articles of Association, and reserves maintained at a reasonable level, so that the Charity remains able to provide for future needs. The Trustees consider three months running costs to be the ideal minimum level of reserves, which equates to £700,000 (2019 : £500,000).

At the year-end unrestricted reserves stood at £389,397 (2019 : £305,911) and restricted reserves at £268,088 (2019 : £87,127). Total funds at 31 March 2020 were £657,485 (2019 : £393,038).

INVOLVE KENT LIMITED
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2020
(CONTINUED)

Risk management

The Trustees have in place a risk register which is reviewed and updated at every board meeting. These risks cover all aspects of the operations and strategy of the organisation, including, but not limited to: Financial controls and compliance, Insurance, Compliance with: Data protection, Company law, Charities Commission, and Health and Safety legislation, Uncertainty of local authority grants, Non delivery/completion of projects, Safeguarding, Reputation, Disaster management, Quality systems and Governance. All risks are graded for likelihood and impact. A red, amber and green system is used and the risks are discussed at every Board Meeting. The Company's register is available for inspection. At the end of the financial year (March 20) there was a red rated risk ('Serious significant risk requiring input and discussion from the Board') which was 'Wider environment/ government policy'- Covid outbreak and restrictions. Action agreed; 'Implement Covid response plan including full home working. Chair, Vice Chair, CEO, Dep CEO maintain regular contact. Trustees to share any intelligence about current/ future plans and initiatives which may guide the Board and management team in swift effective decision making and delivery of support to people.' Financial risk was rated Amber; action required; daily monitoring of cash flow by Finance Manager and CEO, Monthly Board review of cash flow, budgets, management accounts and re-forecasting. No issues with cash flow arose, and income increased, with forecast surplus increasing also, as a result of increased NHS contracts to provide community support. From April 2020 onwards, no risks have been rated red.

Key management personnel remuneration

The Trustees consider staff listed on page 1 of the accounts as comprising the key management personnel of the Charity in charge of directing and controlling the Charity and running and operating the Charity on a day to day basis.

The pay of the Charity's senior leadership team is reviewed annually and normally increased in accordance with market rates.

Management and Governance

The Charity is limited by guarantee. The liability of its members is limited to £10 each.

The Charity is governed by its Articles of Association, available from the Charity on request.

The Charity is administered by the Trustees, who are directors of the Charity for the purposes of the Companies Act, for all areas of decision making.

Trustees of the Charity

The directors of the charitable company are its trustees for the purposes of Charity law. The Trustees who have served during the year and since the year end were as follows:

| | |
|---------------------|-----------------------------|
| Stephen O'Connell | |
| Richard Ash | (resigned 24 July 2020) |
| Rosaline Sarah Dean | |
| Margaret Rose JP | (resigned 24 July 2020) |
| Richard Leicester | |
| John Luckhurst | |
| John Russell | |
| John Bennett | |
| Andrew Fairhurst | |
| Viviane Williams | |
| Ben Hudson | |
| Duncan Simmons | (appointed 2 November 2019) |

INVOLVE KENT LIMITED

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2020

(CONTINUED)

Going concern

The Trustees regard the going concern basis as remaining appropriate as the company has adequate resources to continue in operational existence for the foreseeable future on the basis that there are adequate cash reserves within the company.

COVID-19

The year finished with the biggest health crisis in living memory, which has greatly exacerbated inequality, isolation and poverty. Involve responded to the initial restrictions with great agility, flexibility and resourcefulness, launching a 'Safe and Well' telephone service for vulnerable people within a week, to ensure access to food, medication and appropriate support. This was a 'lifeline' for so many; 5,041 people were called, whilst our entire staff time adjusted to working from home. In addition the services the organisation is contracted to provide have been delivered by telephone, virtually or by home visit with appropriate PPE and risk assessment in place. Moving forward, we are working hard to build capacity, resilience, expertise and partnerships to respond to the far bigger challenge which now lies ahead; vast numbers of people with additional mental health concerns, loneliness, frailty, unemployment and debt. Our work is more needed than ever.

Statements of Trustees' responsibilities

The Trustees (who are also directors of Involve Kent Limited) are responsible for preparing the Trustees' Annual 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, which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 to operate.

The Trustees are responsible for keeping adequate 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 Companies Act 2006 and the Charities Act 2011. 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.

Auditors

On 7 September 2020 Group Audit Service Limited trading as Wilkins Kennedy Audit Services changed its name to Azets Audit Services Limited. The name they practice under is Azets Audit Services and accordingly they have signed their report in their new name.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website.

This report was approved by the board on28/09/20..... and signed on its behalf.


Stephen O'Connell, Trustee

INVOLVE KENT LIMITED
INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
FOR THE YEAR ENDED 31 MARCH 2020

Opinion

We have audited the financial statements of Involve Kent Limited (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

INVOLVE KENT LIMITED
INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2020
(CONTINUED)

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's members and trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members and trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services Limited

Michelle Wilkes FCA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

Statutory Auditor

27 October 2020

Globe House, Eclipse Park
Sittingbourne Road
Maidstone
Kent
ME14 3EN

INVOLVE KENT LIMITED

**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

FOR THE YEAR ENDED 31 MARCH 2020

| | Notes | Unrestricted funds | Restricted funds | Total Funds 2020 | Total Funds 2019 |
|---------------------------------------|-------|-----------------------|-----------------------|------------------------|------------------------|
| Income from: | | | | | |
| Donations and legacies | 2 | 136 | 8,606 | 8,742 | 14,563 |
| Charitable activities: | | | | | |
| Grants and service delivery contracts | 3 | 73,545 | 2,211,529 | 2,285,074 | 1,014,600 |
| Investments | 5 | 1,337 | - | 1,337 | 825 |
| Other trading activities | 4 | - | - | - | 263 |
| Total Income | | <u>75,018</u> | <u>2,220,135</u> | <u>2,295,153</u> | <u>1,030,251</u> |
| Expenditure on: | | | | | |
| Charitable activities | 6 | <u>(8,920)</u> | <u>2,039,626</u> | <u>2,030,706</u> | <u>1,070,004</u> |
| Total Expenditure | | <u>(8,920)</u> | <u>2,039,626</u> | <u>2,030,706</u> | <u>1,070,004</u> |
| Net income/(expenditure) | | 83,938 | 180,509 | 264,447 | (39,753) |
| Transfers between funds | 14 | (452) | 452 | - | - |
| Net movement in funds | | <u>83,486</u> | <u>180,961</u> | <u>264,447</u> | <u>(39,753)</u> |
| Total funds brought forward | | 305,911 | 87,127 | 393,038 | 432,791 |
| Total funds carried forward | | <u><u>389,397</u></u> | <u><u>268,088</u></u> | <u><u>657,485</u></u> | <u><u>393,038</u></u> |

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised during the year.

INVOLVE KENT LIMITED

**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

FOR THE YEAR ENDED 31 MARCH 2020

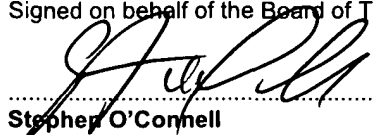
| Comparative year information Year ended 31 March 2019 | Notes | Unrestricted funds | Restricted funds | Total Funds 2019 | Total Funds 2018 |
|--|--------------|-------------------------------|-----------------------------|---------------------------------|---------------------------------|
| Income from: | | | | | |
| Donations and legacies | 2 | 1,029 | 13,534 | 14,563 | 10,101 |
| Charitable activities | 3 | 21,547 | 993,053 | 1,014,600 | 849,454 |
| Investments | 5 | 825 | - | 825 | 606 |
| Other trading activities | 4 | - | 263 | 263 | 25,617 |
| Total Income | | <u>23,401</u> | <u>1,006,850</u> | <u>1,030,251</u> | <u>885,778</u> |
| Expenditure on: | | | | | |
| Charitable activities | 6 | <u>3,957</u> | <u>1,066,047</u> | <u>1,070,004</u> | <u>930,654</u> |
| Total Expenditure | | <u>3,957</u> | <u>1,066,047</u> | <u>1,070,004</u> | <u>930,654</u> |
| Net income/(expenditure) | | 19,444 | (59,197) | (39,753) | (44,876) |
| Transfers between funds | | (5,922) | 5,922 | - | - |
| Net movement in funds | | <u>13,522</u> | <u>(53,275)</u> | <u>(39,753)</u> | <u>(44,876)</u> |
| Total funds brought forward | | 292,389 | 140,402 | 432,791 | 477,667 |
| Total funds carried forward | | <u>305,911</u> | <u>87,127</u> | <u>393,038</u> | <u>432,791</u> |

INVOLVE KENT LIMITED
BALANCE SHEET
AS AT 31 MARCH 2020

| | Notes | 2020 | 2019 |
|---|-------|------------------|------------------|
| | | £ | £ |
| Fixed assets | | | |
| Tangible assets | 11 | 41,412 | 68,435 |
| Current assets | | | |
| Debtors | 12 | 168,822 | 86,621 |
| Cash at bank and in hand | | 562,401 | 365,468 |
| | | <u>731,223</u> | <u>452,089</u> |
| Creditors: amounts falling due within one year | 13 | <u>(115,150)</u> | <u>(127,486)</u> |
| Net current assets | | <u>616,073</u> | <u>324,603</u> |
| Net assets | | <u>657,485</u> | <u>393,038</u> |
| Charity funds | | | |
| Unrestricted funds | | 389,397 | 305,911 |
| Restricted funds | 14 | <u>268,088</u> | <u>87,127</u> |
| Total charity funds | 15 | <u>657,485</u> | <u>393,038</u> |

The financial statements were approved and authorised for issue by the Board on 28/09/20

Signed on behalf of the Board of Trustees


 Stephen O'Connell
 Trustee

Company registration number: 03449624

The notes on pages 20 to 30 form part of these financial statements.

INVOLVE KENT LIMITED
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2020

| | Note | 2020 £ | 2019 £ |
|---|------|-----------------------|-----------------------|
| Cash flow from operating activities | 16 | 198,374 | (63,260) |
| Net cash flow from operating activities | | <u>198,374</u> | <u>(63,260)</u> |
| Cash flow from investing activities | | | |
| Payments to acquire tangible fixed assets | | (2,778) | (9,099) |
| Interest received | | 1,337 | 825 |
| Net cash flow from investing activities | | <u>(1,441)</u> | <u>(8,274)</u> |
| Net increase/(decrease) in cash and cash equivalents | | 196,933 | (71,534) |
| Cash and cash equivalents at 1 April 2019 | | <u>365,468</u> | <u>437,002</u> |
| Cash and cash equivalents at 31 March 2020 | | <u><u>562,401</u></u> | <u><u>365,468</u></u> |
| Cash and cash equivalents consists of: | | | |
| Cash at bank and in hand | | 562,401 | 365,468 |
| Cash and cash equivalents at 31 March 2020 | | <u><u>562,401</u></u> | <u><u>365,468</u></u> |

INVOLVE KENT LIMITED

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2020

1. Accounting policies

(a) Basis of accounting

Involve Kent Limited is a charity registered with the Charity Commission in the United Kingdom. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the Charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are detailed in page 2 of these financial statements.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 effective 1 January 2015 as updated by Bulletin 1), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes.

Expenditure which meets this criteria is charged to the fund, together with a fair allocation of management and supports costs. The aim and use of each restricted fund is set out in the notes to the financial statements.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SOFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Income from services consists of an administration charge added to the drivers' mileage reimbursement for transport services. The Charity is reimbursed for the expenses of the drivers which it pays. The net cost of the service is included in direct charitable expenditure. Costs for which the Charity will be reimbursed are included as deductions from direct charitable expenditure and as debtors when the Charity incurs the cost.

Voluntary income received by way of donations, gifts and legacies is included in the Statement of Financial Activities when received. The value of services provided by volunteers has not been included.

Grants including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they were receivable.

INVOLVE KENT LIMITED

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2020

(CONTINUED)

1. Accounting policies (continued)

(d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under heading that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Expenditure is allocated to the particular activity where the costs relate directly to that activity. However, the cost of overall direction and administration on each activity, comprising the salary and overhead costs of the central function, is apportioned based on staff time attributable to each activity and recharged to each activity.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

(e) Tangible fixed assets and depreciation

Tangible fixed assets for use by the charity are stated at cost less accumulated depreciation. Cost includes costs directly attributable to making the asset capable of operating as intended. Fixed assets below £500 are not capitalised.

Depreciation is provided at rates calculated to write off the cost, less estimated residual value of assets over their expected useful economic life on the following bases:-

| | |
|--------------------------|----------------------------|
| Motor vehicles | 25% reducing balance basis |
| Computer equipment | 33.33% on cost |
| Telephone system/website | 15% reducing balance basis |
| Office equipment | 25% reducing balance basis |

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is credited or charged to profit or loss.

At each reporting period end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

(f) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(g) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The Charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

(h) Tax

The Charity is an exempt Charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in paragraph 1 schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation Tax purposes.

(i) Going concern

These financial statements are prepared on a going concern basis. The Trustees have a reasonable expectation that the Charity will continue in operational existence for the foreseeable future. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the Charity to be able to continue as a going concern.

INVOLVE KENT LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2020

(CONTINUED)

1. Accounting policies (continued)

(i) Going concern

The Trustees have carefully considered the impact of Covid 19 on services, strategy and financial sustainability. The corporate risk register is reviewed and updated by Trustees every two months focusing on impact from Covid. As Involve is now predominantly funded by long term contracts, there is minimal risk, and the services the organisation is contracted to provide can be delivered via telephone, virtually or home visit with appropriate PPE and risk assessment in place. The organisation's purpose is to support people who are isolated and vulnerable, therefore the work of the charity is urgently needed and demand for services is increasing. The organisation has increased income over the short term, as GPs and other funders commission services to support vulnerable patients. Charitable funders such as the National Lottery have increased their grants or allowed extra flexibility enabling services to adapt at this time and continue to meet the urgent needs of the most vulnerable, such as obtaining food and medication. The charity is seeking to continue to build unrestricted reserves to provide resilience, and has not yet used any reserves to cover expenditure during the crisis. On this basis, the Trustees are confident Involve Kent remains a Going Concern

(j) Judgements and key sources of estimation uncertainty

Accounting estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are reassessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 11 for the carrying amount of the property plant and equipment and note 1(e) for the useful economic lives for each class of assets.

Bad debts

Debtors are regularly reviewed for recoverability and any debts which in the opinion of management are not recoverable are provided for as a specific bad debt.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

2. Income from donations and legacies

| | 2020 | 2019 |
|-----------|--------------|---------------|
| | £ | £ |
| Donations | <u>8,742</u> | <u>14,563</u> |

INVOLVE KENT LIMITED

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2020

(CONTINUED)

3. Grants and service delivery contracts

| | Unrestricted Funds £ | Restricted Funds £ | Total 2020 £ | Total 2019 £ |
|-------------------------------------|-------------------------------------|-----------------------------------|-----------------------------|-----------------------------|
| Older Peoples Services | - | 274,776 | 274,776 | 198,689 |
| Wellbeing | - | 72,868 | 72,868 | 116,457 |
| Social Prescribing | - | 297,189 | 297,189 | 221,087 |
| Falls Prevention Services | - | 98,625 | 98,625 | 39,381 |
| Involve Carers | - | 996,345 | 996,345 | 337,000 |
| Home Help (Cleaning) | - | 29,193 | 29,193 | 43,284 |
| Hospital Discharge (HYH) | - | 47,512 | 47,512 | 37,155 |
| Community Navigation | - | 222,306 | 222,306 | - |
| PCN Social Prescribing | - | 172,715 | 172,715 | - |
| Housing and Community Projects | 24,700 | - | 24,700 | 13,100 |
| STP Integrated Volunteering Project | 40,500 | - | 40,500 | - |
| Grants Under £5,000 | 8,345 | - | 8,345 | 8,447 |
| | <u>73,545</u> | <u>2,211,529</u> | <u>2,285,074</u> | <u>1,014,600</u> |

4. Income from other trading activities

| | 2020 £ | 2019 £ |
|-------------|-------------------|-------------------|
| Shop income | - | 263 |
| Other | - | - |
| | <u>-</u> | <u>263</u> |

5. Income from investments

| | 2020 £ | 2019 £ |
|---------------------|-------------------|-------------------|
| Interest – deposits | 1,337 | 825 |
| | <u>1,337</u> | <u>825</u> |

INVOLVE KENT LIMITED

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2020

(CONTINUED)

6. Analysis of expenditure

| | Staff Costs £ | Direct costs £ | Support costs £ | Total 2020 £ | Total 2019 £ |
|-------------------------------|------------------------------|-------------------------------|--------------------------------|-----------------------------|-----------------------------|
| Charitable activities: | | | | | |
| Older Peoples Service | 138,359 | 71,451 | 37,463 | 247,273 | 206,251 |
| Wellbeing | 40,447 | 16,685 | 11,398 | 68,530 | 139,671 |
| Social Prescribing | 187,856 | 70,551 | 32,815 | 291,222 | 221,208 |
| Falls Prevention Services | 22,821 | 40,858 | 18,505 | 82,184 | 70,019 |
| Involve Carers | 530,382 | 276,761 | 91,000 | 898,143 | 348,539 |
| Home Help (Cleaning) | 9,812 | 23,104 | 4,400 | 37,316 | 41,513 |
| Hospital Discharge (HYH) | 32,634 | 7,507 | 6,859 | 47,000 | 35,964 |
| Community Navigation | 161,815 | 26,419 | 22,230 | 210,464 | 2,882 |
| PCN Social Prescribing | 120,100 | 16,669 | 20,725 | 157,494 | - |
| Other unrestricted activities | - | (8,920) | - | (8,920) | 3,957 |
| | <u>1,244,226</u> | <u>541,085</u> | <u>245,395</u> | <u>2,030,706</u> | <u>1,070,004</u> |

All costs are allocated between the expenditure categories noted above on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, for example, time spent, percentage of income by department.

7. Support Costs

| | 2020 £ | 2019 £ |
|-----------------------------------|-------------------|-------------------|
| Support staff costs | 175,499 | 100,272 |
| Information technology | 3,468 | 3,519 |
| Travel and vehicle expenses | 676 | 8 |
| Office costs | 25,876 | 44,802 |
| Professional and consultancy fees | 6,843 | 5,550 |
| Depreciation | 15,488 | 3,721 |
| Other | 3,665 | 2,318 |
| Governance costs (note 8) | 4,960 | 5,610 |
| Management expenses | 8,920 | (3,957) |
| | <u>245,395</u> | <u>161,843</u> |

8. Governance costs

| | 2020 £ | 2019 £ |
|----------------------------|-------------------|-------------------|
| Auditor's remuneration | 4,760 | 4,964 |
| Meeting and other expenses | 200 | 646 |
| | <u>4,960</u> | <u>5,610</u> |

INVOLVE KENT LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2020

(CONTINUED)

9. Trustees' and key management personnel remuneration and expenses

The Trustees neither received nor waived any remuneration during the year (2019 - £nil).

The total amount of employee benefits received by key management personnel is £122,034 (2019 - £96,239). The Charity considers its key management personnel comprise the Trustees and the Charity managers.

The Trustees did not have any expenses reimbursed during the year (2019 - £nil).

10. Staff costs and employee benefits

The average monthly number of employees during the year was as follows:

| | 2020 Number | 2019 Number |
|-----------------------|------------------------|------------------------|
| Charitable activities | 58 | 32 |
| Governance | 2 | 2 |
| | <u>60</u> | <u>34</u> |

The total staff costs and employee benefits were as follows:

| | 2020 £ | 2019 £ |
|--------------------------------------|-------------------|-------------------|
| Wages and salaries | 1,283,880 | 673,326 |
| Social security | 106,574 | 54,698 |
| - Defined contribution pension costs | 29,271 | 8,963 |
| | <u>1,419,725</u> | <u>736,987</u> |

Total redundancy/termination payments amount to £Nil (2019 - £2,094).

The number of employees who received total employee benefits (excluding employer pension costs) of more than £60,000 is as follows:

| | 2020 Number | 2019 Number |
|-------------------|------------------------|------------------------|
| £60,001 - £70,000 | <u>1</u> | <u>-</u> |
| | <u>1</u> | <u>-</u> |

INVOLVE KENT LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2020

(CONTINUED)

11. Tangible fixed assets

| | Office equipment £ | Fixtures and fittings £ | Motor vehicles £ | Total £ |
|--------------------------|--------------------------|-------------------------------|------------------------|----------------|
| Cost or valuation | | | | |
| At 1 April 2019 | 106,614 | 8,329 | 81,457 | 196,400 |
| Additions | 2,778 | - | - | 2,778 |
| Disposals | (81,393) | (8,329) | - | (89,722) |
| At 31 March 2020 | <u>27,999</u> | <u>-</u> | <u>81,457</u> | <u>109,456</u> |
| Depreciation | | | | |
| At 1 April 2019 | 76,596 | 6,255 | 45,114 | 127,965 |
| Charge for the year | 18,642 | 2,073 | 9,086 | 29,801 |
| On disposals | (81,394) | (8,328) | - | (89,722) |
| At 31 March 2020 | <u>13,844</u> | <u>-</u> | <u>54,200</u> | <u>68,044</u> |
| Net book value | | | | |
| At 31 March 2020 | <u>14,155</u> | <u>-</u> | <u>27,257</u> | <u>41,412</u> |
| At 31 March 2019 | <u>30,018</u> | <u>2,074</u> | <u>36,343</u> | <u>68,435</u> |

12. Debtors

| | 2020 £ | 2019 £ |
|--------------------------------|----------------|---------------|
| Trade debtors | 153,522 | 76,014 |
| Prepayments and accrued income | 15,300 | 10,607 |
| | <u>168,822</u> | <u>86,621</u> |

13. Creditors: amounts falling due within one year

| | 2020 £ | 2019 £ |
|------------------------------------|----------------|----------------|
| Trade creditors | 17,086 | 15,206 |
| Other creditors | 14,009 | 73,720 |
| Other taxation and social security | 79,495 | 34,000 |
| Accruals and deferred income | 4,560 | 4,560 |
| | <u>115,150</u> | <u>127,486</u> |

Included in other creditors are amounts totalling £7,672 (2019 - £71,639) which are being held on behalf of third parties.

INVOLVE KENT LIMITED

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2020

(continued)

14. Restricted funds

| Current year | Balance at 1 April 2019 | Income | Expenditure | Transfers | Balance at 31 March 2020 |
|-------------------------------|------------------------------------|------------------|--------------------|------------------|-------------------------------------|
| Older Peoples Services | 32,620 | 280,153 | (247,273) | 27,375 | 92,875 |
| Wellbeing | 21,189 | 74,716 | (68,530) | (27,375) | - |
| Involve Carers | 50,475 | 997,726 | (898,143) | - | 150,058 |
| Social Prescribing | (121) | 297,189 | (291,222) | - | 5,846 |
| Fall Prevention Service | (17,116) | 98,625 | (82,184) | - | (675) |
| Community Navigation | (2,882) | 222,306 | (210,464) | (5,900) | 3,060 |
| Hospital Discharge HYH | 1,191 | 47,512 | (47,000) | - | 1,703 |
| Home Help (Cleaning) | 1,771 | 29,193 | (37,316) | 6,352 | - |
| PCN Social Prescribing | - | 172,715 | (157,494) | - | 15,221 |
| Total restricted funds | 87,127 | 2,220,135 | (2,039,626) | 452 | 268,088 |

| Prior year | Balance at 1 April 2018 | Income | Expenditure | Transfers | Balance at 31 March 2019 |
|-------------------------------|------------------------------------|------------------|--------------------|------------------|-------------------------------------|
| Older Peoples Services | 36,616 | 202,255 | (206,251) | - | 32,620 |
| Wellbeing | 39,704 | 121,156 | (139,671) | - | 21,189 |
| Involve Carers | 61,049 | 337,965 | (348,539) | - | 50,475 |
| Social Prescribing | - | 221,087 | (221,208) | - | (121) |
| Fall Prevention Service | 8,955 | 43,948 | (70,019) | - | (17,116) |
| Community Navigation | - | - | (2,882) | - | (2,882) |
| Hospital Discharge HYH | - | 37,155 | (35,964) | - | 1,191 |
| Home Help (Cleaning) | (5,922) | 43,284 | (41,513) | 5,922 | 1,771 |
| Total restricted funds | 140,402 | 1,006,850 | (1,066,047) | 5,922 | 87,127 |

Fund descriptions

(a) Older People's Service

Funded by the Lottery 'Reaching Communities' grant, the Henry Smith Foundation and others, this service reaches out to isolated older people, to reduce loneliness and improve wellbeing. This includes community transport, Old Person's Forum, befriending, trips and activities and specialist support for older people with cancer.

(b) Wellbeing

Volunteering activities, groups and workshops for disadvantaged and isolated people of all ages; people with mental health issues, ex-offenders, disabled people. Includes 'Get Involved' project helping vulnerable older and disabled people manage their homes and gardens, community allotment, workshop/shed, art and craft groups, meetings for people with mental health needs ('Mental Health Service User Forum') and promoting volunteering. Funded by charitable trusts and foundations including Garfield Weston and Tonbridge and Malling Borough Council.

During the year the fund has merged with Older People's Services and a transfer between the two funds has been made to reflect this.

INVOLVE KENT LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2020

(continued)

14. Fund reconciliation (continued)

(c) Social Prescribing

Funded by the Department and Health (Health and Wellbeing Fund) to develop social prescribing in West Kent, working with GP practices to address the wellbeing needs of patients and support them to access local community groups.

(d) Fall Prevention Service

Providing specialist exercise classes to older people to keep them well and active and prevent falls, including a programme of 'Postural Stability' classes funded by a contract with Kent County Council.

The deficit on this fund at 31 March 2020 will be covered by income in 2020/21.

(e) Involve Carers

Service to support unpaid carers with information, advice, navigation, social groups and emotional support. Funded by Kent County Council, it includes allocating 'personal budgets' for Carers and brokering care and support at home.

(f) Home Help

Provides domestic help such as cleaning and housework to older and disabled people on an hourly basis for a charge.

During the year this department was closed and a transfer made from unrestricted funds to cover the deficit, as agreed by the Board.

(g) Handyperson Hospital Discharge Service

Funded by Maidstone Borough Council to support people leaving hospital with minor property tasks such as fitting a key safe.

(h) Community Navigation

Kent County Council contract to support older people to access appropriate services and community activities to prevent isolation and increase independence.

During the year an amount of £5,900 was transferred to unrestricted funds as a contingency for the contract. This amount was transferred back to the fund from unrestricted funds in 2020/21.

(i) PCN Social Prescribing

The provision of social prescribing Link Worker staff to Primary Care Networks of GP practices; staff provide support, advice and guidance to patients with health concerns to improve wellbeing and resolve social problems, connecting them to their communities.

INVOLVE KENT LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2020

(continued)

15. Analysis of net assets between funds

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds £ |
|------------------------------|----------------------------|--------------------------|---------------------|
| Fixed assets | 41,412 | - | 41,412 |
| Cash and current investments | 347,985 | 214,416 | 562,401 |
| Other current assets | - | 168,822 | 168,822 |
| Current liabilities | - | (115,150) | (115,150) |
| Total at 31 March 2020 | <u>389,397</u> | <u>268,088</u> | <u>657,485</u> |
| Fixed assets | 9,763 | 58,672 | 68,435 |
| Cash and current investments | 296,148 | 69,320 | 365,468 |
| Other current assets | - | 86,621 | 86,621 |
| Current liabilities | - | (127,486) | (127,486) |
| Total at 31 March 2019 | <u>305,911</u> | <u>87,127</u> | <u>393,038</u> |

16. Reconciliation of net income/(expenditure) to net cash flow from operating activities

| | 2020 £ | 2019 £ |
|--|----------------|-----------------|
| Net income/(expenditure) for year | 264,447 | (39,753) |
| Interest receivable | (1,337) | (825) |
| Depreciation and impairment of tangible fixed assets | 29,801 | 20,813 |
| (Increase)/decrease in debtors | (82,201) | (58,589) |
| Increase/(decrease) in creditors | (12,336) | 15,094 |
| Net cash flow from operating activities | <u>198,374</u> | <u>(63,260)</u> |

17. Pension and other post-retirement benefits

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £29,271 (2019 - £8,962).

The defined contribution liability is allocated to unrestricted funds.

18. Related party transactions

There are no related party transactions during the period (2019 - £nil).

INVOLVE KENT LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2020
(continued)

19. Obligations under operating leases

The charity had commitments under non-cancellable operating leases as follows:

| | Land and buildings 2020 £ | Land and buildings 2019 £ |
|------------------------|--|--|
| Expiry within one year | 32,200 | 33,700 |
| Expiry in 2 to 5 years | 96,925 | 121,625 |
| Expiry in over 5 years | - | 7,500 |
| | <u>129,125</u> | <u>162,825</u> |

20. Post balance sheet event

The trustees have assessed the impact of the on-going COVID-19 pandemic in the Trustees' Report on pages 3 to 13 and in note 1(i).