



ANNUAL REPORT 2020-2021



Trustees for 2020-2021

RF 'Jim' Green [Chair]
John Hallett [Treasurer]
Mike Todd
Helen Clarke
Anne Taylor
Jim Green
Kathy Gardner-Brown

2020-2021 Funders

The following are the agencies and trusts who have funded KAG's work and activities in the past year.

Achieving for Children	Royal Borough of Kingston upon Thames
Bedford Borough Council	Somerset County Council
Blackburn with Darwen Borough Council	Southampton City Council
Bracknell Forest Council	Staywell
Burke and Niazi	Walsingham Care
CAF Grant	West Sussex County Council
Cambridge House and Talbot	Westminster City Council
Central and North West London NHS Trust	A J Green Trust
Comic Relief	
City Bridge	
Derbyshire County Council	
East Sussex County Council	
ESFA Apprentice Grant	
Hampshire County Council	
London Borough of Camden	
London Borough of Croydon	
London Borough of Ealing	
London Borough of Hammersmith and Fulham	
London Borough of Hounslow	
Hestia Housing Support	
London Borough of Merton	
London Borough of Newham	
London Borough of Sutton	
London Borough of Tower Hamlets	
London Borough of Waltham Forest	
Leicester City Council	
London Catalyst	
London Learning ESF	
Lottery	
National Schizophrenic	
Norfolk County Council	
Portsmouth City Council	
Royal Borough of Kensington and Chelsea	

KAG received many donations in the year to carry out its much needed vital services. Thank you to all who donated.

Chair's Report

It has been a year like no other, with significant and unexpected constraints due to Covid and the untimely and tragic deaths of two of our long serving colleagues. Despite this, the charity has been able to deal effectively with the lockdown social distancing constraints and has put in place solutions to fill the gaps left by our departed colleagues.

The first Covid lockdown at the start of the financial year forced us to review the way we operated and how we could continue to provide support to vulnerable people. At that time our founder, Helen Clarke MBE, stepped down as CEO after 33 years but remained as a trustee and we thank her for all she has done in developing the charity over that time. Our COO, Sue Boakes, was promoted to CEO and she immediately started to reorganise KAG's working practices to cope with the Covid crisis by moving to lower cost office accommodation, implementing working from home, rearranging staff working arrangements and applying for grants to help our finances at this unprecedented and difficult time. The management committee also began to have its monthly meetings on-line which proved to be effective.

In July we were greatly saddened to hear that our immediate past chairman and long serving KAG volunteer, Jim Green, unexpectedly passed away after a short illness. Then, in September we received further sad news that our long serving accountant, Yared Ashenafi, had unexpectedly died. It is at times like these that we really appreciate all that they both have done for the charity over a long period, and we miss them.

On a happier note, our new CEO was very successful in obtaining substantial grants to cover some of our core costs during the Covid crisis and managed to get funds for two apprentices, some Pro Bono legal students and two young Kickstart employees, all of which made a substantial contribution to our being able to provide support to vulnerable individuals. In addition, they came forward to suggest and implement new aspects of the charity's services which broadened our support to a wider range of clients with different requirements from our traditional offerings.

In August we welcomed back as a trustee Kathy Gardner-Brown who will be able to bring her considerable experience of KAG to bear on the charity's future.

Looking forward, all these actions have put the charity's finances on a more stable footing by diversifying both our funding sources and our service offerings which should allow us to gradually reduce our reliance on our RBS overdraft and help to build our reserves to ensure the charity can continue to provide essential services to a much wider range of clients.

Of course, all this is only made possible by our talented and dedicated staff and volunteers, and we gratefully thank them for their unfailing support during this difficult period.

R F 'Jim' Green
Chair of the Trustees

Chief Executive's Report

This is my first report as CEO, but not my first involvement with KAG - I started 25 years ago as an advocate in our office in Epsom and in 2002 moved to the Kingston office. In 2003 I became the Deputy CEO / Chief Operations Officer. Throughout my time I have never known such a unique year of challenges with four lockdowns, social distancing etc.

However, despite the pressures of the pandemic it has been a rather fun year to ensure that we could keep providing our services in a way that was safe for all. An example of this is an advocate standing outside a person's house and talking through an open window so we could submit their benefit appeal in on time.

We were also still able to offer remote placements for the Royal Holloway students as well as pro-bono students who from feedback enjoyed still taking part in meetings but safely from their own homes.

With the pandemic and the working from home rule I was able to implement changes in delivery so that we are now flexible to any changes that occur, and this enabled us to move to a smaller office which helped reduce our overhead figures. This enabled us to make a surplus this year and reduce the deficit carried over from the previous year and the impact from the first lock down.

Moving offices was not the only change we made - alongside our usual advocacy, appropriate adult and statutory advocacy work I was able to secure new funding and increase the services and support we can offer vulnerable people, and this is something that will continue into the next year.

Another change made in the year was to recruit apprentices to assist with the transformations made such as digital marketing to ensure an online presence as well as project management to assist with new ventures. We were also one of the first organisations in the borough to recruit a member of staff in the government backed Kickstart scheme, enabling the organisation to provide employment and support to young people and becoming a social value organisation which will help us in the future with funding and partnerships.

Finally, I would like to say how proud I am of our staff and volunteers who carried on working throughout the lockdowns and restrictions to ensure that the vulnerable people we work with had the support and representation they needed.

Sue Boakes

CEO

Treasurer's Report

The following pages shows the summarised accounts for 2020/21. The full audited Financial Statements are available from KAG.

This report covers the 12-month period April 2020 to March 2021.

This report covers the period of major disruption due to Covid and the two periods of national lockdown. It is also the second year in which we have received very little 'contracted income' from Royal Borough of Kingston or Surrey County Council. However, despite this we have remained open, often working remotely, to provide services to the community. We did receive a grant from Charities Aid Foundation for £5,000 to assist during this period.

The detail of the income sources is set out in detail in Note 15 of the full accounts. We have continued to keep costs under constant review and as part of this we downsized and moved to our new fully serviced office which is still in a central location of Kingston and is very close to where we were before.

The total income for the year amounted to £124,276 and costs were reduced to £119,203 resulting in a small surplus for the year of £5,073. This meant that at the year- end we reduced our negative reserves to £10245. In the forthcoming year we are currently on course to eradicate this deficit.

We have once again been fortunate in having the continued support of Royal Bank of Scotland. We have been gradually reducing our overdraft and this support is in place at least until June 2022.

Employment costs account for over 78% of total expenditure. The financial statements do not include any amount to recognise the time and skills donated by many volunteers who support KAG 's activities and enable us to deliver our services at low cost to the community and the commissioners.

We continue to need to fund the costs of most of our work before receiving payment, however by constant efforts we have significantly shortened the collection period in respect of invoiced work.

In August 2020 we received the sad news that Yared Ashenafi, our part time accountant, died very suddenly after a short illness . He still lives in our memories, and I would like to express our appreciation for all his many years of working at KAG.

John Hallett

Treasurer

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st MARCH 2021

		M A R C H				
		2021				MARCH
						2020
		Restricted	Unrestricted	Total Funds	Total Funds	
	Notes	funds	funds	Total	Total	
		£	£	£	£	
Income and Endowments			42,067	3,130		
Income from Charitable activities	3	38,822	84,259	-	123,081	149,090
Other trading activities		-	-	-	-	-
Income from Investments	4	-	-	-	-	-
Donations and Legacies	5		1,195		1,195	1,712
Other Income		-	-	-	-	-
Total		38,822	85,454		124,276	150,802
Expenditure		-				
Expenditure on Raising funds	6	-	7,937		7,937	14,699
Fundraising trading		-			-	-
Investment management costs		-			-	-
Expenditure on Charitable activities	7	39,826	71,440		111,266	149,423
Other Expenditure		-	-		-	-
Total		39,826	79,377		119,203	164,122
Net income/(expenditure)		(1,004)	-	6,077	5,073	(13,320)
Transfers						
Transfers between funds						
Net income/(expenditure)		(1,004)	6,077		5,073	(13,320)
Total funds brought forward		1,004	(16,322)		(15,318)	(1,998)
Total funds carried forward		-	(10,245)		(10,245)	(15,318)

KAG ADVOCACY CIO

BALANCE SHEET AS AT 31ST MARCH 2021

		M A R C H		MARCH
			2021	2020
	Notes		Total Funds £	Total Funds £
Fixed Assets	9		1	1
Current Assets				
Debtors	10		20,755	15,643
Total Current Assets			20,755	15,643
Liabilities				
Creditors: amounts falling due within one year	11		31,001	30,962
Net Current Assets			(10,246)	(15,319)
Total Assets less Liabilities			(10,245)	(15,318)

Funds				
Restricted income funds	13		0	1,004
Unrestricted income funds	13		0	(16,322)
Total funds	8		0	(15,318)



Summary of work undertaken by KAG in the financial year

Nearly 600 people were assisted by KAG during this time

Appropriate Adult

274 vulnerable detainees were supported at Kingston Police Station's Custody Suite

Independent Visitors

8 people were supported in their care homes under this project

Spot Purchase

27 vulnerable people were supported by KAG providing a service that was purchased on their behalf. This included cases that were at the Court of Protection

Care Act

44 vulnerable people were provided with support and representation under the Care Act

Relevant Person's Representative

50 vulnerable people deprived of their liberty in care homes were supported by a KAG representative

Horton

50 inpatients detained under the Mental Health Act at Horton secure hospital were represented

Advocacy

75 people were supported in this project in relation to debt, benefits and housing

Befriending

23 isolated older people in Kingston benefited from one of our befriender volunteers

Mentoring

42 people were supported back into employment and/or education

Feedback

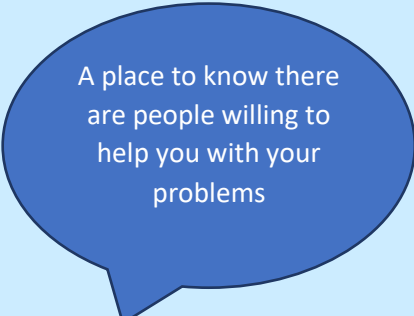
KAG undertook an Impact Assessment during this period to obtain views from our clients to ensure we were still meeting the needs of the people who use our service.

The impact assessment was a survey and the majority of questions such as whether the client's needs were met, whether they felt that their needs were respected and whether the office was accessible were met with an overwhelming **100% yes** result.

Other comments from the survey include

- Thank you for having such a helpful organisation
- Cheerful and charming; Very helpful
- Having been given time to be listened to and patience. Encouraging. Informative and extremely helpful


Alongside our Impact Assessment we have received a 5 star rating from Google and some of the Google reviews are



A place to know there
are people willing to
help you with your
problems



Nice helpful people!



Were a great help
when I needed it most



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