

## Trustee Report for April 2022 to March 2023

Kiltonga Christian Centre Limited NIC 100453

Kiltonga Christian Centre Limited is a Company limited by guarantee, incorporated in Northern Ireland. The Company Registration Number is NI071861. Charity Ref No.XT16941 and is Registered with the Charities Commission for Northern Ireland. NIC 100453

The Trustees, who are also the Directors of KCC present their annual report together with the financial statements of Kiltonga Christian Centre Limited (KCC) for the period ended March 2023.

### Objectives and activities

Kiltonga Christian Centre Limited is a registered Charity and is structured as a Company Limited by guarantee registered in Northern Ireland on the 26/2/2009. The Charity's governing document is its Memorandum and Articles of Association.

The principal objectives of the Charity are contained in the Memorandum and are as follows:

1. Spread the gospel of Jesus Christ at home and abroad in word and deed.
2. Engage in religious preaching, teaching, crusading, ministering, counselling, witnessing, missions (domestic and foreign) and soul winning for the Lord Jesus Christ.
3. Operate in an evangelistic manner to support local churches and various religious youth activities and wherever possible to assist in support for worthy benevolent humanitarian projects.

### **Background**

Kiltonga Christian Centre was launched in 2009. A group of Christians who wanted to reach their local community by taking the 'church' outside the walls of a building. Sharing the good news of Jesus Christ in word and deed, through natural conversations with those we meet in our daily engagements.

Kiltonga means 'Church on the Tongue of Land' in Gaelic, and we have always sought to serve those living in the area of Ards and North Down (Ards Peninsula being the Tongue of Land) but our reach now extends to all parts of Ireland and further afield.

An initial outreach of the Storehouse @ Kiltonga Christian Centre- a food bank- was set up along with other outreach projects to reach our local community. Whilst responding

to needs in the community (at the time of the financial crash) it became apparent that we were taking food to clients who didn't have a bed to sleep on. The ministry developed as we became aware of other community needs.

In 2015 all operations and outreach moved from the Old Leisure Centre on the Belfast Road, Newtownards (Kiltonga) to Enterprise Road, Bangor and this then became the base for the Charity.

KCC has a MOU with Ards and North Down Street Pastors who come under the umbrella of KCC. Street Pastors seek to care, listen, and help those on the Streets of Ards and North Down.

A fortnightly craft group is organised by KCC and our Charity shop is a place of welcome, help and signposting in Newtownards town.

We also have many contacts with other churches and groups assisting people overseas. We have been able to provide both financial and practical assistance locally and overseas.

Our aim is to

- Help those in our community who lack the immediate resources to provide for themselves and let them know someone cares at a time when they feel at their lowest and are least able to help themselves.
- To assist people in their need regardless of race or religion.
- To deal with all referrals and requests in an entirely private and confidential manner.

All we do is based on our call to share the good news of Jesus Christ in word and in deed – Matthew 25 v 35.

### **Who do we benefit?**

The Charity's beneficiaries are those living within the area of the Ards and North Down Council. This covers an area reaching from Holywood right down the Peninsula to Portaferry. We do assist individuals in the Greater Belfast area and other towns throughout the province. We are aware of other Charities who we can signpost clients to if operationally they are closer to the client. We are mindful that every referral received is not just a statistic. Poverty has a face; in our work we have discovered there are many causes of poverty and hardship. There may be many reasons a person becomes oppressed. We have assisted people who are alone, single parents with children, clients escaping domestic abuse, people moving from homelessness to their first home – as well

as those coming out of hostels, refugees and asylum seekers and working with mental health teams who are supporting clients within our community.

Our referrals are mostly from Agencies, churches, local community groups and we have the means to carefully respond to self-referrals.

### **How do we mitigate harm?**

The purposes of the charity may lead to harm by producing over dependency on charitable provision. However, through ongoing monitoring of individual service user access the risk of harm is outweighed by the benefits. The only private benefit flowing from the purposes is ongoing training in relevant fields accessible to the Trustees and this is incidental and necessary because it directly impacts their ability to serve within the Charity.

### **How did we do?**

In the year ending March 2023 KCC continued to grow and provide a significant service to those living in circumstances of poverty and financial, relational, or emotional hardship.

Our 'Loved and Restored' charity shop in Newtownards continues to open on a Tuesday and Friday each week and the first Saturday of each month. This safe place is a place where we can identify and refer those in the community to our services or signpost to other community groups. It also allows us to raise funds through the sale of donated items. It is manned by a faithful group of approx. 10 volunteers.

Our 'Craft group' meet on a Wednesday -once a fortnight. It provides a warm, safe space for our clients. We have clients who have been with us since 2009. KCC currently hires the Glen Estate Community centre to facilitate this group. It is a safe, warm, and easily accessible place to meet, enjoy company and have some fun.

Our volunteers are invaluable to all we do at KCC. We invite them to any appropriate training and Volunteers Week each year gives us an opportunity to honour them. Our volunteers are given an area to work in that suits their skills and we always try to get them to work alongside a 'buddy'.

We have volunteers who:

- Sort children's clothing and make up packs for donation through Agencies.
- Sort adult clothing for sale and for donation.

- Check Books, Cd, DVD and Records- our one volunteer provides invaluable assistance and helps sort through vast amount of donations, his help provides financial assistance through sales and recycling.
- Check children's toys- our volunteer checks donated items are safe and clean. They are then sorted as those suitable for sales or donation.
- Check Bedding, curtains – checked if suitable for sale/donation – sized and stored.
- Help assemble donated beds, wardrobes, etc and keep warehouse clean and safe.
- Who help at our sales desks in the warehouse and at our shop in Newtownards- they are kept busy. Their dedication and reliability help KCC maintain good customer service, etc. and they are another crucial public face for our Charity.

We are blessed to have such a great and dedicated team of volunteers; they bring many fresh ideas and help cover many vital roles. They help KCC immeasurably.

Wednesday is the day our warehouse is closed to the public. We can facilitate Probation Board on Wednesdays and the volunteers fulfilling their community service are a wonderful asset to the work at the warehouse. They are a great help as they support us with our warehouse duties. They are supervised by their Probation Officer and we are delighted when their service ends and they still want to volunteer for KCC.

Our Overseas outreach is coordinated by our Founding Director (C Davis) with the assistance of one part time employee. Items are gathered, stored, and sent overseas to Africa, Ukraine, and Israel, etc. throughout year. The items are mostly medical aids, clothing and other items that would otherwise go to landfill. These items are stored in Gloucester House, Enterprise Road and are sent out in containers from there.

We have 10 members of staff who allow us to maintain all the services we provide, dealing with client referrals, collection of donated items, admin, maintaining the Warehouse and helping with sales and invoicing.

## **Planning and Provision**

Our operations Manager – P Williamson ensures the day to day running of the Charity is managed and any areas of concerns are dealt with promptly. Any concerns are referred by the Managing Director (G Allen) to the Management Team.

Management Team meetings are held throughout the year, and they allow the Trustees/Directors to be kept up to date on all matters relating to the Charity. The Operations Manager reports to the Managing Director on staffing and Policy matters.

During this year work has been completed on TOIL, Sick Leave procedures and Cash handling. These have been created to provide an equal, open, and transparent method of handling such issues. All policies ensure Finances are not wasted and are properly monitored and accounted for.

This year was the first full year operating a revised system where we count donated items at the stage they are given out in response to requests. This revised method was checked with our Accountant and it has saved a lot of time and administrative work for staff. KCC deal with a vast amount of donations (collected by our drivers and also brought into our shop and warehouse by members of the public)- this revised method helps save a lot of staff time and is more workable and efficient. KCC no longer needs to complete a stocktake of the full warehouse of donated stock at end of the year. The information relating to items donated by the public can be counted through our Sales and requests completed.

2 long serving members of staff have notified the Management that they will possibly want to retire in the summer of 2023. The Management Team have considered how this will affect the day-to-day operations of the Charity and will plan the way forward considering this information.

The sale of donated items is still the main source of income for the Charity.

We do receive small donations throughout the year and the HMRC Gift Aid small donations scheme (GASDS) is used. Our staff/ volunteers are trained to encourage donors make use of Gift Aid when donating to our Charity. Forms are held at the Sales Desk for those who wish to complete Gift Aid declarations.

We recycle clothing, metal and books and receive income throughout the year from the Recycling Companies.

We are still in contact with many Film Companies who source props for their productions from our warehouse. They purchase the items that have been donated to our Charity and are then invoiced for these items. Quite often they will donate items back to our Charity once their filming has ended.

Our Finance Officer ( J Leliveld) provides detailed reports for the Directors each month. These reports allow us to look at the financial health of the Charity as a going concern and adjust quickly when needed. The Managing Director and Finance Officer have introduced a procedure for all staff to follow when KCC purchases items. They must all pass through the Finance Office and MD for approval. They ensure there are finances in place for each purchase as well as ensuring best pricing is applied.

## Assistance and outreach

As we help those without the immediate means to help themselves, we pray that hope and light is brought into often dark situations. We are encouraged when we hear first-hand the real stories of how people have been blessed when they receive a helping hand. A recent example is of a gentleman who was asked what help he required, he replied – ‘Son I have only the clothes I stand up in’. Very often the people who come our way find themselves in dire situations. The generosity of our donors means we can provide items that will allow them to get back on their feet again whether that is furniture, bedding, household items or clothing.

Throughout this reporting period

The estimated value of donated items given out in the community in this year was **£118249.00**.

We were able to work with over 60 different Agencies and had 30 requests from Local Churches.

The total number of requests dealt with was counted as **370**.

Overseas aid was estimated as **£45201.00**.

And local aid was **£3760.00**.

The 2 Trustees/Directors did look at recruiting 2 more Trustees to help oversee KCC. The 2 people have chosen to not become Trustees at this stage. The Directors did ask if they would join the Management Team helping provide a full platform for discussion on the work of KCC considering its duty to share the gospel in word and in deed. Both Colin Allen and Andrew Green have been part of the KCC charity as volunteers from 2009 and are fully aware of the aims and objectives of the charity, their help on the Management Team has been invaluable.

The Management Team currently consists of Gillian Allen- Director/PSC along with Campbell Davis -Founding Director, Pam Williamson- Operations Manager, Colin Allen and Andrew Green.

Campbell Davis continues to coordinate all KCC overseas outreach. With Jim Clint’s help the contacts they have allow much needed items like medical aids, wheelchairs, Tena pads, etc to be sourced, stored, and then shipped overseas to those who require them. Often these items donated to KCC are not needed here in NI but with our contacts they can be directed to those who need them in other parts of the world e.g., Africa, Israel, Ukraine, and Romania. We are delighted to receive feedback and to know that they have gone to those who need them most. This in turn ensures suitable items do not go to landfill but can go to others who can make use of them. We are always working to ensure only good, clean, and useable items are sent overseas.

Over the years we have had many opportunities to 'welcome the stranger' here in NI. Those who fled the war in Ukraine and Afghanistan have been able to receive furniture, etc from KCC when they get their first home in NI. Items are given to the individual and not the sponsor- the items are then the individuals own to take with them wherever their new home may be.

Ards and North Down Street Pastors still comes under the umbrella of KCC and the Memorandum of Understanding is still in place. The AND Street Pastors works with Policing and community Safety Partnerships and local Council and Community Groups. Pam completes her Street Pastor work on the days she isn't employed by KCC. AND Street Pastors have a committed group of volunteers from churches within the Ards and North Down Area who give their time to volunteer on Friday and Saturday evenings. They are always trying to increase their number of volunteers. Pam as Coordinator has a Street Pastor Management Team in place. She provides regular reports to the KCC Management Team and raises any concerns with KCC and Ascension Trust as applicable. She has a team of Prayer Pastors in place who support those who are out on duty on any given night. All these volunteers give up their time freely and are often out on evenings when the weather is most inhospitable- their sacrifice and dedication is highly valued.

### **Going Concern**

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

All efforts are made to ensure best practices are in place to ensure cost effectiveness, waste is kept to a minimum and personnel matters are dealt with promptly. Our finance Officer reports frequently on all Pay/ Personnel and Finance matters to the Trustees. Her help is invaluable. The Finance Officer keeps all Finance Policies/Records UpToDate and provides accounts to the accountant in a timely manner. The Finance Officer ensures training and procedures are in place for the staff who cover her when she is on leave.

### **Trustees and Risk Management**

The Trustees recognise that the majority of KCC income stream is from the sale of goods donated to the work of KCC. Sales of donated items are important, and the money generated contributes to the cost of collecting and delivering furniture to our clients, our wage bill, and overheads. A small amount is normally received from local councils (towards the Syrian Refugee Programme). £300 /council and Bryson helps by asking the Councils to provide this financial support for the goods held aside for Refugee and Asylum Families. We have worked on increasing Gift Aid contributions and have considered ways we could reduce other outgoings.

We are now at the start of a potential 5-year lease for Enterprise Road. (with a 2-year break scheduled to review our situation. The review to be discussed by the Management Team in Summer 2023)

The major concern for KCC is ensuring we can maintain payment of the £40,000 rent going forward (Year one £20,000- Year two £40,000). The Trustees ensure they keep up to date with all warehousing available in the North Down Area – considering prices and whether there are any more cost-effective options available.

A regular review is made by the Trustees and Head of Departments to mitigate risks and ensure there are adequate controls in place.

### **Financial Review**

During the financial year ending 31<sup>st</sup> March 2023 the charity has performed well financially in what has been the first financial year following the end of the Coronavirus Job Retention Scheme (“CJRS”). It is notable that even with the loss of this £18,100 in grant funding the total incoming resources has increased by £52,532 or £70,632 on a like for like basis when you exclude the CJRS income.

Most other categories of income have increased year on year. The most significant increases have been as follows:

- Social Relief income up £29,424
- Warehouse sales up £19,244
- Donations up £17,173

There were also increases in resources expended totalling £248,517 meaning that there was a net outgoing of resources of £83,034. A significant part of this has been as the result of a change in the way the charity values donated stock. The impact of this means that there is a one off adjustment in resources expended of £87,882. It should be noted that this is not an outward cash flow and is a one off adjustment.

There was also a significant increase in rent (‘Other Operating Leases’) which rose by £25,109.

Despite the increased costs and excluding the exceptional stock adjustment there were net incoming resources of £4,619 which is a positive result.

With respect to cash reserves, the cash at bank balance of £154,564 is deemed to be adequate to cover premises costs and unforeseen circumstances by the trustees.

#### **Trustees' responsibilities statement**

The Trustees and Director of KC are responsible for preparing the Trustees report and financial statements on accordance with applicable law and United Kingdom Accounting standards.

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

- Select suitable accounting principles and then apply them consistently.
- Observe the methods and principles in Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue its operation.

#### **List of Trustees and Officers as at 31 March 2023**

**Campbell Davis MBE**

**Gillian Allen**

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

In preparing this report the Trustees have taken advantage of the small Companies exemptions provided by Section 415a of the Companies Act 2006.

This report was approved by the Trustees and signed on their behalf by :

Campbell Davis

Gillian Allen

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