

Leadership

KCV Chair: Eddy Pugh

We thank Eddy for his steer during this year and for his leadership of our invaluable Trustee team, who volunteer their time to support and influence the work of KCV.

KCV CEO Kerry Smith:

We bid a fond farewell to Kerry after years of dedicated service. During her tenure, she has overseen many major changes including our merger and the pandemic, securing KCV's financial future with a successful 3-year Lottery bid this year.

Room to Reward

Our volunteers are at the heart of Kent Coast Volunteering, so in recognition of their work we applied for Room to Reward to say thank you to our inspirational volunteers.

Duane Poppe who volunteers as a Digital Champion at Folkestone Nepalese Community Centre where he teaches Nepalese Elders digital skills to access services, reducing social isolation and husband and wife Sheila and Terry Doyle who have been volunteer drivers for our Community Transport Service for 16 and 12 years respectively, all received a break of two nights bed and breakfast for the volunteer and guest in recognition of their efforts for Kent Coast Volunteering.

About Us

Kent Coast Volunteering are the largest accredited Volunteer Centre in Kent covering Dover, Folkestone & Hythe and Thanet, designing and delivering volunteer involving services with a unique expertise.

Our staff and volunteers are inspired by the difference they and KCV make, most live in the communities we serve and our culture is shaped by our shared values about the power of volunteering and social action.

*Our core purpose is
volunteering – we are
here for the individual
and the organisation.*

Kent Coast Volunteering 2023 AGM

Connecting
communities through
volunteering and
volunteer-led projects





Introduction

Kent Coast Volunteering's (KCV) priority objective in 2022 was to support the recovery of our communities and the volunteer involving organisations across operation in East Kent.

To do this we directed our attention to KCV's strategic development and our role of strengthening communities, consulting with Volunteer Involving Organisations (VIO's), potential volunteers and beneficiaries to identify and clarify their different needs.

This focussed our energies on achieving our vision of supportive and connected communities where volunteers and organisations are supported to come together to improve the lives of those most in need, impacting the communities we live and work in. Much of this was to be achieved via infrastructure support which includes training, bespoke project support and dedicated employed Connectors in key areas.

Vision

Our Vision and Mission continues to be a future where Kent's coastal communities improve their quality of life through the power of volunteering and social action, connecting communities across East Kent through volunteering and community-led projects.

Mission

Volunteering is at the heart of everything that we do. Our service has always been focused on those that are most disadvantaged, including the elderly, disabled and people who are economically disadvantaged.

Supporters

We are grateful to the many funders and donors who have all contributed to the services and projects of KCV, they include:-

Age UK Herne Bay & Whitstable, Armed Forces Covenant, Colyer Fergusson, Dover District Council, Folkestone & Hythe District Council Ward Grants, Tesco Extra Community Fundraising, Garfield Weston, GNS Anonymous, Kent County Council, Kent Community Foundation, KCV Christmas Raffle and 500 Club, NHS Kent and Medway Integrated Care Board, Philip & Connie Phillips Foundation, Roger de Haan, The Cole Trust The National Lottery, Tudor Trust.

Achievements

Our achievements of the last year have been thanks to the extraordinary skill, agility and dedication of our staff and volunteers and our sector partners and colleagues. This collegiate approach has meant that we have been able to continue doing what we do best:

- *Recruit and place volunteers where and when they are needed*
- *Support volunteer-involving organisations in strengthening their offer and infrastructure*
- *Work across all sectors to ensure that people and organisations are signposted to appropriate services and support*



Project Outcomes

As the NHS opened up, Volunteer Drivers completed **6701** trips getting people to and from medical and other health related appointments across Kent

The volunteer Community Transport Service, (part funded by the NHS Kent and Medway Integrated Care Board) supports over **953** members, **700** of who are aged 75+ with just over 600 using mobility aids.

As part of our ongoing campaign, **62** volunteer befrienders, recruited and co-ordinated by our Accredited Befriending Team, helped to combat the loneliness and isolation of **77** clients.

Demand for this service remains very high, with over 100 older people (mainly from Thanet), asking to go on a waiting list – a priority focus for KCV next year is to secure funding that will enable us to respond to this need by recruiting volunteers.

Project Outcomes

Our Volunteer Led Digital Champions Project, run in partnership with the Folkestone Nepalese Community was recognised under the 'Innovation and Excellence' category in the Healthwatch Recognition Awards. With initial development funding from EK360, we recruited and trained volunteer 'digital champions' to support delivery of a 10 week course to over 50 learners and thanks to additional funding from the Armed Forces Covenant Fund and Kent Community foundation, learners report being able to:

- *Access health & social care services online*
- *Book flu vaccinations*
- *Connect with friends and family online, to feel less lonely and isolated*
- *Shop online, and help other people in the Nepalese Community to do the same*

Achievements

We have also:

- managed the volunteering accounts of **716** diverse Volunteer Involving Organisations (VIO) and partnered with the newly launched Kent Volunteers Partnership promoting volunteering opportunities across the whole of Kent
- Listened to what Volunteer Involving Organisations were telling us they needed to help them recover from the challenges thrust upon them by Covid. **This underpinned a successful 3-year funding application to The National Lottery setting out how KCV could respond to those needs**
- We refreshed our new online Resource, kcv.org.uk/resources/ supporting VIOs with the recruitment and retention of volunteers and we introduced a bespoke training offer
- secured strategic and recovery funding which helped us to create a leaner organisation reducing overheads while at the same time improving the end-to-end experience for the beneficiaries and service users
- implemented new financial systems and processes and a new Fundraising Strategy