

Registered number: 03218745
Charity number: 1060581



Volunteer Centre
Southwark

Making Volunteering Easy

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2012

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VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

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VOLUNTEER CENTRE SOUTHWARK
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2012**

Trustees	Claire Helman, Principal Kate Bowgett Shelagh Kirkland Ashley Bivens Michael Bukola Philroy Forte Krishani Ranaweera Rachel Solomon Philip Ernest James Nichols (Appointed 25 May 2011) Belinda Randall (resigned 30 November 2011)
Company registered number	03218745
Charity registered number	1060581
Registered office	Unit 215/216, Elephant & Castle Shopping Centre London SE1 6TE
Company secretary	Clive Pankhurst
Chief executive officer	Clive Pankhurst
Auditors	Reeves & Co LLP Statutory Auditors Third Floor 24 Chiswell Street London EC1Y 4YX
Bankers	Barclays Bank PLC 29 Borough High Street London SE1 1LY

VOLUNTEER CENTRE SOUTHWARK
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2012

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their annual report together with the audited financial statements of Volunteer Centre Southwark (the company) for the year ended 31 March 2012. The Trustees confirm that the Annual report and financial statements of the company comply with the current statutory requirements, the requirements of the company's governing document and the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in March 2005.

Structure, governance and management

• **CONSTITUTION**

The organisation is a charitable company limited by guarantee, incorporated on 11 June 1996 and registered as a charity on 1 April 1996. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £10.

• **METHOD OF APPOINTMENT OR ELECTION OF TRUSTEES**

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association at each AGM one third of the trustees are subject to retirement by rotation or, if their number is not three or a multiple of three, the number nearest to one third shall retire from office, but, if there is only one trustee who is subject to retirement by rotation, he shall retire. Subject to the provisions of the Act, the trustees to retire by rotation shall be those who have been longest in office since their last appointment or reappointment.

At the next AGM the following trustees will be pooled for retirement: Claire Helman, Philroy Forte and Krishani Ranaweera will be able to offer themselves for re-election.

The trustees regularly conduct a skills and experience audit and in the event of particular skills being lost due to retirements, individuals are approached to offer themselves for election to the Management Committee.

• **POLICIES ADOPTED FOR THE INDUCTION AND TRAINING OF TRUSTEES**

Most trustees are already familiar with the practical work of the charity. New trustees are invited and encouraged to attend a short training session to familiarise themselves with the charity and the context within which it operates. These are led by the Chief Executive of the charity and cover:

- The obligations of Management Committee members
- The main documents which set out the operational framework for the charity including the Memorandum and Articles
- Resourcing and the current financial position as set out in the latest published accounts
- Future plans and objectives

A trustee induction pack has also been prepared drawing information from the various Charity Commission plus Governance Hub publications. This is distributed to all new trustees along with the Memorandum and Articles and the latest financial statements.

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2012

● **ORGANISATIONAL STRUCTURE AND DECISION MAKING**

Volunteer Centre Southwark has a Management Committee which meets quarterly and is responsible for the strategic direction and policy of the charity. At present the Committee has nine members from a variety of personal and professional backgrounds relevant to the work of the charity. The Committee has set up two sub groups, the Finance and General Purposes and Human Resources groups which have delegated powers and review finance, policy development, staffing and other matters. The charity's Chief Executive, who is also the Company Secretary, attends Committee meetings to advise the Trustees, but has no voting rights. Other staff members are invited to attend as and when required. A scheme of delegation is in place and day to day responsibility for the provision of the services rest with the Chief Executive along with the Senior Management Team. The Chief Executive is responsible for ensuring that the charity delivers the services specified and key performance indicators and quality standards are met.

● **RISK MANAGEMENT**

The Management Committee has conducted a review of the major risks to which the charity is exposed. Funding continues to be a risk, but a number of new funding streams and grants have been obtained during the year, and steps have been taken to ensure new funders accept responsibility for the overhead costs of the work they are funding. The trustees consider that adequate insurance is held with CaSE Insurance. Procedures are in place to ensure compliance with health and safety of staff, volunteers and visitors to the Volunteer Centre's premises. The Charity now places funds with four Banks to minimise the risk of holding large cash balances with any one Bank.

Objectives and Activities

● **POLICIES AND OBJECTIVES**

Objectives and Activities for the public benefit

Volunteer Centre Southwark is the local volunteer development agency for the London Borough of Southwark.

The charity's objects are to advance education, protect health, relieve poverty, sickness and distress and to promote any other charitable purpose for the benefit of persons in the London Borough of Southwark and its environs, by the promotion of voluntary work and a volunteer service.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

The charity's mission is "making volunteering easy". To achieve this Volunteer Centre Southwark aims to

- Increase individual volunteering and community involvement through providing a volunteer referral service
- Improve volunteer management and enhance volunteer involvement through providing a range of information services on volunteering to voluntary and community organisations
- Influence volunteering policy at local and regional level to achieve increased volunteering and better management of volunteers
- Manage the organisation effectively within a given set of values

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2012

Achievements and performance

● **REVIEW OF ACTIVITIES**

An overview of the Centre's work in 2011-12

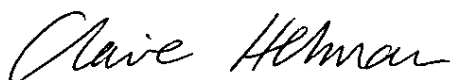
An introduction from our chair

During this roller-coaster ride of a year, we broke some of our volunteering records, sadly said goodbye to our flagship Active Citizens Hub, and celebrated moving into a new home. The move to our new shopfront home in the Elephant and Castle Shopping Centre has made us much more accessible to people, with a very busy volunteering drop-in facility demonstrating the value of shopfront premises. The Involve project has been equally busy, completing over 150 challenges with nearly 3000 people involved in the community. We are very excited about the future of Involve, and we are investing in its future development to reach more voluntary and community organisations, and to build skills based corporate volunteering as well as offering team challenges.

Whilst the overall income and size of the Volunteer Centre shows, in common with many organisations, a dip this year, this is due to the closure of one significant project, the Active Citizens Hub. During its 5 years the Hub led and contributed to the growth of active citizenship in Southwark. We have worked hard to ensure that the ethos, capability and networks developed by the project are sustained in Southwark through the work of other organisations.

The Volunteer Centre plays both a strategic and grass roots delivery role in developing and growing volunteering in Southwark, and we are heartened by the support and help we receive from local authority, corporate and voluntary and community partners. Despite the economic gloom surrounding us, we are hopeful and determined. We know that the value that volunteering brings to individuals and to communities is more significant than ever before, and we are confident that the Southwark Volunteer Centre is very well positioned to continue to build the local volunteering infrastructure which is clearly needed.

Our hopes and plans for next year include formalising and strengthening collaboration with local and London wide partners, developing Involve, so that it offers more diverse corporate volunteering opportunities across a wider area, and diversifying our funding and developing our volunteer team.



Claire Helman, Chair of trustees

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2012

● **FACTORS RELEVANT TO ACHIEVE OBJECTIVES**

Impact the big numbers

In 2011-12 we helped **10,921** people. Of these **4,661** people got involved in the community as a result of our work and we gave **6,260** people advice.

A conservative estimate of the economic value of the time that the people we have helped have given to Southwark is **£1.5 million**, in addition our corporate partners have directly donated **£95,000** to local groups to buy materials to support challenge days.

The number of people volunteering as a result of our work has **risen by 42%** compared to 2010-11, with the number of corporate volunteers **increasing by 83%**.

We supported 137 long term unemployed local people to volunteer as a way of increasing employability and getting back to work, and enabled 110 people with mental ill health to volunteer as way of getting back on their feet.

Milestones and key achievements in 2011-12

Move to a shop in Elephant and Castle Shopping Centre. In June we moved office to take our services to the heart of the community, with Simon Hughes MP officially opening the shop in July. We are now able to offer a drop in service from Tuesday to Thursday for anyone interested in finding out more about volunteering. Last year we spoke to 1195 people through the drop in and outreach with 1833 people starting volunteering locally.

Record numbers of people doing Team Challenges. Involve had a record year completing 152 challenges which got 2708 people involved in the community, up 83% on the previous year! This work also led to direct donations of £95,000 from our corporate partners to local community groups.

Brains and Brawn. Within Involve we have now developed a new programme of skills based group employee volunteering sessions which promises to grow the programme and implement new ways to support the community. This was developed through the year and includes projects to support worklessness, volunteers and voluntary groups.

Olympics. Working with Southwark council we have been trying to harness the magic of the Olympics for the sector and have held several events including an Olympic volunteering fair attended by 20 groups.

Celebration and Recognition: In June we held our annual Southwark Stars awards scheme where we gave awards to 80 people, naming 6 Volunteers of the Year. We also celebrated the achievements of people at volunteer led groups at another ceremony in February hosted by Kings College London.

Happy Birthday. This year was our 15th birthday and to celebrate we held a panel discussion on the past, present and future of volunteering and ate cake!

Volunteer Bank. Working with Volunteer Centre Croydon and Camden we have helped develop and launch a new online tool to help groups find volunteers who can offer specific skills to organisations for defined pieces of work.

Zimbabwe. We were proud to host Eziwe Mutsikiwa, a British Commonwealth Fellow from Zimbabwe who completed a 3 month placement with us to learn more about organisation of volunteering in the UK in preparation for setting up a centre in Harare.

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2012

A Volunteer Strategy for Southwark We were delighted to work with Southwark Council to develop a new volunteering strategy for the borough which sets out a commitment to volunteering and its importance locally

The services we have provided

Helping voluntary groups to involve volunteers in their work

Helping groups manage volunteers is one of the most important aspects of our work, and last year we worked with about 700 local groups. It is free for voluntary and statutory groups to register, and most services are completely free. We provide

- Advice on developing volunteer programmes
- Training, advice, workshops and action learning sets on how to manage volunteers
- Help dealing with problems
- Promotion of volunteer opportunities
- Recruitment of volunteers
- Quarterly forum for people working with volunteers in Southwark to network and look at issues around volunteering
- Service funded by the City Bridge Trust

Helping people volunteer

Enabling people to find out what's going on and volunteer is a core part of our work. At any one time we are promoting about 400 live volunteering opportunities on behalf of local voluntary and public sector groups

- Opportunities are listed online through the national volunteering database www.do-it.org enabling people to search for specific things, or opportunities close to home
- We have a drop in service every Tuesday to Thursday for people to come in to talk to someone about volunteering, search our database and get confidential advice
- Talks and workshops about what volunteering is and how to make it work delivered across the borough at colleges, universities, libraries, employment agencies, older peoples' services and anywhere that will have us
- Stalls to promote volunteering at community venues and events
- Annual awards event 'Southwark Stars' to celebrate volunteering and thank people for their commitment

Helping people with mental ill health volunteer as part of getting back on their feet

With funding from Guy's and St Thomas' we ran a special supported volunteering project where we supported 110 people with mental ill health to volunteer

- 1:1 support to develop and sustain volunteer roles
- Helping organisations to develop accessible and flexible volunteering opportunities
- Reducing stigma and increase social inclusion for volunteers with mental ill health
- Mental health awareness training
- Increasing the knowledge and skills of mental health professionals to support their clients into volunteering

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2012

Using volunteering to increase employability

Funded by Southwark Council's Economic Development Team the BOOST Work Experience Project develops voluntary work experience placements within the voluntary sector to equip unemployed residents of Southwark, who are actively looking for work with the confidence and job skills to enable them to get into work

- 80% felt that their placement improved the skills they needed for work
- 80% felt the placement had increased their chances of getting a job
- 90% felt their confidence increased

In 2011-12 we helped 137 people with 77 going into a volunteer placement with 38 successfully gaining paid employment

Involve. Employer Supported Volunteering

Employer supported volunteering is when an employee's volunteering is actively supported by their employer and can take place during work hours, as opposed to in the volunteer's personal time. Our aims are to harness the 'brains and brawn' within large companies for the benefit of the community.

2012 sees an expansion and diversification of the project as for the first time we are able to offer a package which includes skills based opportunities including those supporting worklessness, and providing training and support to local voluntary groups.

Alongside this we facilitate 'team challenges' where large companies can send out teams of people to take part in one off practical volunteering projects.

In 2011-12 we ran over 150 challenges, involving employees in team challenges in the community ranging from making over a school playground, to improving wildlife areas and holding a tea party for an older people's project.

Performance against the Strategic Plan

Over the year we wanted to focus on the following things from our strategic plan

Strengthen the sustainability of the charity

We did this by

- **Creating a clear fundraising strategy**
- **Collaboration** we have explored and looked at where we can collaborate to make our work more effective. This has included both local partners such as Community Action Southwark (CAS), and other Volunteer Centres in London through things such as shared training of volunteers, and a regional training programme.
- **Bringing together the team** as the team is smaller than it was teamwork has been more important than ever, and the team is now a lot more engaged in each of our projects. Moving to a shop and one large space has helped with this as it is very clear what we are doing and who we are supporting. In particular the volunteer team has also grown and become even more core to our work.

More strategic engagement around volunteering in Southwark

- **A volunteer strategy for Southwark** Working with the council and our members we now have a clear volunteering strategy for the borough which builds on the momentum of the Olympics but yet defines what volunteering is and its potential.
- **Volunteering key to the borough's 2012 work** We have chaired the volunteering and employment subgroup ensuring volunteering is at the heart of the 2012 work.
- **Volunteer Champions** although an aspiration for 2011-12, this year was more exploratory and this

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2012

scheme will be rolled out in 2012

Development of Involve, employer supported volunteering (ESV) and skills based volunteering

Involve is our employer supported volunteering project. Along with the tremendous community benefit that Involve brings, the surplus income generated through the work supports our core and enables us to offer a volunteer brokerage service. It is therefore important to us to try and ensure this is effective as it can be as this in turn will make the charity more sustainable.

- **Seasonal working** We have changed the structure of the team and now have a manager and coordinator post as the core. This is supplemented by seasonal workers over the busy summer period when the demand for work picks up.
- **Involve Skills** Involve aspires to be a 'one stop shop' for ESV, however past work has been focused around practical support and team challenges. Through support from one of our corporate partners we have been able to invest in developing ways that business can use their skills to support the community, better meeting local need.
- **Volunteer Bank** Working with Croydon Volunteer Centre, Volunteer Bank has aspired to make it easy for professionals and highly skilled people to volunteer. Although being a key need the project has proven difficult to get established and we are now exploring other ways it could work.

● **RESERVES POLICY**

The Management Committee has examined the charity's requirements for reserves in the light of the main risks to the organisation. It has established a policy in line with Charity Commission guidelines whereby the funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the current expenditure.

Budgeted expenditure, excluding internal charges for 2012/13 is £467,669 and therefore the target is £116,917 to £233,834 in funds. The reserves are needed to meet the working capital requirements of the charity, and to meet its legal obligations in the event of a significant drop in funding. The present level of reserves available to the charity of £216,878 represents some five and a half months running costs.

● **RESULTS**

The Charity had a surplus of £2,591 in 2011-12.

● **DESIGNATED FUNDS POLICY**

Within unrestricted reserves, the trustees have designated certain funds which were received during the year. As part of the annual budget process, the management committee will decide which monies, receivable from the various organisations, will be set aside for specific projects in furtherance of the charity's objectives.

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2012

Plans for the future

• **FUTURE DEVELOPMENTS**

Future plans

The economic climate continues to make these tough times for charities, and in 2012 and beyond we will continue to try and make our work both as effective and sustainable as possible. We continue to manage our work through a key performance indicator framework, and have pulled out the following key things from our strategic plan for 2012-13

Collaboration

We will aim to continue to work in partnership and collaborate with both local partners and regionally with other Volunteer Centres in order to strengthen our work and the Volunteer Centre network

- **Formalised collaboration** we have been developing and supporting several different informal networks such as the brokerage and good practice networks, but we will look to formalise and be more solid about what we want to achieve and how we work together. This will include looking to be partners in shared funding bids and potentially sharing workers
- **CAS:** We will look to work more formally with CAS, and develop a formal memorandum of understanding outlining roles
- **Lambeth.** As one of our neighbours, and a borough where we share communities we will look to develop closer links with the Volunteer Centre and collaborate where possible
- **Involve expansion** We will work to expand Involve across inner London, strengthening the project to be more sustainable and support a larger core. Over the year we will investigate if we can do this in a way that will benefit and strengthen the volunteering infrastructure and work with other Volunteer Centre partners

Diversify Funding

- **Involve regional expansion and skills volunteering** After successfully developing the project in 2011-12 we will roll out and further develop our new skills based volunteering offer. This combined with a regional expansion focusing on team challenges will enable us to increase our offer, open up the market to new business customers and diversify our income base whilst supporting the community more. We will use this year to 'dip our toes' in the market and use learning to support further roll out and potential franchising
- **New business partners** We will seek to engage with new business partners including companies from different areas and smaller businesses enabling a better participation within the community. This will include use of Volunteer Bank and cheaper options to involvement
- **Diversifying forms of fundraising** We will look at increasing the ways that we generate income and look at different services that can be charged for, including direct giving, brokerage 'plus', and outsourcing aspects of volunteer management

Enhancing Service Delivery

- **Developing our volunteer team:** We are very proud of our volunteer team which is a key part of the centre, and enables us to provide a much more effective service. We will aim to develop the team further to enable it to become more self sustaining, look at progression routes and also diversifying the volunteer roles we offer
- **Sustaining posts:** This is a year where our supported volunteering work is under threat. We will look to sustain the work where possible along with other core work, looking for longer term funding
- **Use of ICT and New Media:** This year should see the implementation of changes to Vbase which would make our work less admin heavy. We are also using tools such as Twitter and will look to continue to use new media in ways to engage new audiences and make work more effective. A main use of new media will be to help make our voice heard and communicate key messages locally (such as through VINE) or on a larger

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2012

scale (such as through Twitter) helping build our awareness and reputation

- **Branding and Identity.** We will look to improve our visual identity and how we come across to external partners. This will include revisiting our house style policy, leaflets and graphic design
- **Build Involves Core:** a lot of development and investment has built the core of Involve which we will look to solidify enabling us to have a very solid offer and structures and processes in place
- **Succession:** We will ensure that we are prepared for key staff leaving including our Finance Manager, and that we can cope with worst case scenarios of people leaving suddenly. We will also look to better engage trustees in the team so that there is a better understanding of work, and trustee champions for specific areas
- **Volunteer Champions** This is a scheme that will strengthen our brokerage work by ensuring that people who promote volunteering and refer people to us are connected and have the knowledge and tools to promote volunteering locally

THANKYOU

First and foremost we would like to say a huge thank you to our own volunteers, without whom we wouldn't be able to do half the things we do. We are lucky to also have a great staff and trustee team without whom we wouldn't be as effective as we are.

Also a big thank you to our funders including Southwark Council, City Bridge Trust, Guys and St Thomas

A big thank you to all our business partners, especially for supporting the development of Involve Skills and work in Birmingham

Also a thank you to all our stakeholders and supporters who we have worked with including Simon Hughes MP, The Mayor of Southwark Cllr Lorraine Lauder, Cllr Paul Kyriacou, Cllr Abdul Mohammed, Cllr Dora Dixon-Fyle, Kevin Dykes, Michael Cleere, Ben Freedman, Southwark Works, South London and Maudsley NHS Foundation Trust, Castle Resource Centre, Jobcentre Plus, Volunteer Centre Croydon, Volunteer Centre Camden, Volunteer Centre Lambeth, Volunteer Centre Islington, Volunteer Centre Kensington and Chelsea, Volunteering England, Victim Support Southwark and Greater London Volunteering

Volunteers are key to how we work and deliver services. They have collectively given us over 4,000 hours of their time, energy and skills on a voluntary basis over the last year. This has helped us provide a higher level of face to face service than ever before and supporting more people become active in the community in Southwark.

We would like to thank everyone who has volunteered with us over the last year, including

Gerry Daniels, Gifty Gyang, Jonathan Takyi, Orita Smith, Tracy Kaur, Colin Coulson, Elaine Etienne, Perline Spooner, Sharon Murphy, Kimberley Folan, Grace Kobbe, Andrew Owles, Daniel Ola Thomas, Elvis Coward, Kirsty Ayakwah, Michael Cooper, Emma Wharton, Louise Grace Timms, Christabel Lemke, Dave Singh, DD Richards, Laila Nasir, Marianne Topol, Anita Patel, Rex Dodoo, Sara Vidal Santos, Francis Egbuomwan, Harvey Ryan, Joseph Ladele, Katie Kelly and Elspeth McIntyre

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2012

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also directors of Volunteer Centre Southwark for the purposes of company law) are responsible for preparing the Trustees' 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. 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 policies and then apply them consistently,
- observe the methods and principles in the Charities SORP,
- make judgments 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 in operation

The Trustees are responsible for keeping adequate accounting records that 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 Companies 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.

PROVISION OF INFORMATION TO AUDITOR

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditors in connection with preparing their report and to establish that the charitable company's auditors are aware of that information

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 on 15/8/12 and signed on their behalf, by



Claire Helman, Chair

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF VOLUNTEER CENTRE SOUTHWARK

We have audited the financial statements of Volunteer Centre Southwark for the year ended 31 March 2012 set out on pages 14 to 26. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charitable company's members, 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 those matters we are required to state to them in an Auditors' 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 its members, as a body, for our audit work, for this report, or for the opinion we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the Trustees, and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

OPINION ON FINANCIAL STATEMENTS

In our opinion the financial statements

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2012 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 applicable to Smaller Entities, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

OPINION ON OTHER MATTER PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF VOLUNTEER CENTRE SOUTHWARK

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

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 returns adequate for our audit have not been received from branches not visited by us, or
- the financial statements are not in agreement with the accounting records and returns, or
- certain disclosures of trustees' remuneration specified by law are not made, or
- we have not received all the information and explanations we require for our audit, or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the Trustees' report

Reeves & Co LLP

Michael Procter BSc FCA (Senior Statutory Auditor)
Reeves & Co LLP

Statutory Auditors
Chartered Accountants

Third Floor
24 Chiswell Street
London
EC1Y 4YX

Date *25 SEPTEMBER 2012*

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating income and expenditure account)
FOR THE YEAR ENDED 31 MARCH 2012

	Note	Restricted funds 2012 £	Unrestricted funds 2012 £	Total funds 2012 £	Total funds 2011 £
Incoming resources					
Incoming resources from generated funds					
Voluntary income	2	-	51,839	51,839	51,839
Investment income	3	-	2,167	2,167	1,461
Incoming resources from charitable activities	4	218,529	362,534	581,063	789,751
Total incoming resources		<u>218,529</u>	<u>416,540</u>	<u>635,069</u>	<u>843,051</u>
Resources expended					
Costs of generating funds					
Costs of generating voluntary income	5	-	63,218	63,218	44,670
Charitable activities	6	218,676	350,584	569,260	773,602
Total resources expended		<u>218,676</u>	<u>413,802</u>	<u>632,478</u>	<u>818,272</u>
Movement in total funds for the year - Net income/(expenditure) for the year		(147)	2,738	2,591	24,779
<i>Total funds at 1 April 2011</i>		<u>29,135</u>	<u>185,152</u>	<u>214,287</u>	<u>189,508</u>
Total funds at 31 March 2012		<u><u>28,988</u></u>	<u><u>187,890</u></u>	<u><u>216,878</u></u>	<u><u>214,287</u></u>

The notes on pages 16 to 26 form part of these financial statements

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)
REGISTERED NUMBER: 03218745

BALANCE SHEET
AS AT 31 MARCH 2012

	Note	£	2012 £	£	2011 £
Fixed assets					
Tangible assets	13		25,639		16,309
Current assets					
Debtors	14	23,616		53,305	
Cash at bank and in hand		352,827		369,013	
		<u>376,443</u>		<u>422,318</u>	
Creditors: amounts falling due within one year	15	<u>(185,204)</u>		<u>(224,340)</u>	
Net current assets			<u>191,239</u>		<u>197,978</u>
Net assets			<u>216,878</u>		<u>214,287</u>
Charity Funds					
Restricted funds	17		28,988		29,135
Unrestricted funds	17		187,890		185,152
			<u>216,878</u>		<u>214,287</u>

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008)

The financial statements were approved by the Trustees on *15th August 2012* and signed on their behalf, by

Claire Helman

Claire Helman, Chair

The notes on pages 16 to 26 form part of these financial statements

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

1 ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008). The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP), "Accounting and Reporting by Charities" published in March 2005, applicable accounting standards and the Companies Act 2006.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page . In the event of the company being wound up, the liability in respect of the guarantee is limited to £10 per member of the company.

1.3 Fund accounting

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the company for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Incoming resources

All incoming resources are included in the Statement of financial activities when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Donated services or facilities, which comprise donated services, are included in income at a valuation which is an estimate of the financial cost borne by the donor where such a cost is quantifiable and measurable. No income is recognised where there is no financial cost borne by a third party.

1.5 Resources expended

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes, including training.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. Governance costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

1 ACCOUNTING POLICIES (continued)

1 6 Cash flow

The financial statements do not include a Cash flow statement because the charitable company, as a small reporting entity, is exempt from the requirement to prepare such a statement under the Financial Reporting Standard for Smaller Entities (effective April 2008)

1 7 Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised unless purchased under a grant agreement when they are written off in the year of purchase

The policy with respect to impairment reviews of fixed assets is

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases

Leasehold Improvements	-	Straight line over 3 year life of lease
Office equipment	-	Straight line over 4 years

1 8 Operating leases

Rentals under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term

1 9 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year

The charity contributes to a stakeholder pension scheme in respect of four of its employees. The assets of the scheme are held separately from those of the charity in an independently administered fund. Contributions payable are charged in the period to which they relate. In addition the charity contributes to a further personal pension scheme for one individual member of staff

2 VOLUNTARY INCOME

	Restricted funds 2012 £	Unrestricted funds 2012 £	Total funds 2012 £	<i>Total funds 2011 £</i>
Southwark Council	-	51,839	51,839	51,839

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

3 INVESTMENT INCOME

	Restricted funds 2012 £	Unrestricted funds 2012 £	Total funds 2012 £	Total funds 2011 £
Bank interest	-	2,167	2,167	1,461

4 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Restricted funds £	Unrestricted funds £	Total funds 2012 £	Total funds 2011 £
Volunteer Services (Class)				
City Bridge Trust	41,609	-	41,609	38,891
Guy's & St Thomas' Charity	77,289	-	77,289	74,329
London Councils	-	-	-	40,000
Southwark Council	64,458	29,500	93,958	99,668
Training and events	-	10,894	10,894	7,950
Volunteering England	-	3,500	3,500	-
GLV	-	1,833	1,833	-
Hub (Class)				
Southwark Alliance	35,173	-	35,173	130,412
Take Part Pathfinder	-	-	-	99,645
Training and events	-	-	-	12,950
Involve (Class)				
Involve project	-	316,807	316,807	285,906
Total	218,529	362,534	581,063	789,751

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012**

5. COSTS OF GENERATING VOLUNTARY INCOME

	Restricted funds 2012 £	Unrestricted funds 2012 £	Total funds 2012 £	Total funds 2011 £
Service delivery	-	5,616	5,616	383
Staff expenses	-	1,296	1,296	1,076
Equipment & IT	-	1,435	1,435	1,144
Insurance	-	384	384	365
Bank charges	-	752	752	760
Staff/Consultants'/Management costs	-	43,633	43,633	32,043
Premises	-	7,985	7,985	7,121
Depreciation	-	2,117	2,117	1,778
	<u>-</u>	<u>63,218</u>	<u>63,218</u>	<u>44,670</u>

6 EXPENDITURE BY CHARITABLE ACTIVITY

SUMMARY BY FUND TYPE

	Restricted funds 2012 £	Unrestricted funds 2012 £	Total funds 2012 £	Total funds 2011 £
Involve (Class)	-	275,681	275,681	244,278
HUB (Class)	35,173	-	35,173	230,412
Volunteer Services (Class)	183,503	68,971	252,474	293,546
Governance (Core)	-	5,932	5,932	5,366
	<u>218,676</u>	<u>350,584</u>	<u>569,260</u>	<u>773,602</u>

SUMMARY BY EXPENDITURE TYPE

	Total costs 2012 £	Total 2011 £
Involve (Class)	275,681	244,278
HUB (Class)	35,173	230,412
Volunteer Services (Class)	252,474	293,546
Governance (Core)	5,932	5,366
	<u>569,260</u>	<u>773,602</u>

VOLUNTEER CENTRE SOUTHWARK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

7 DIRECT COSTS

	Basis of Allocation	Involve (Class) £	HUB (Class) £	Volunteer Services (Class) £
Staff costs	Direct	123,289	28,611	198,406
Service delivery	Direct	97,588	2,188	12,602
Staff expenses	Direct	3,369	120	4,710
Marketing	Direct	234	26	2,792
Equipment & IT	Direct	3,073	717	3,900
Insurance	Direct	814	205	1,449
Legal & professional	Direct	-	-	-
Audit fees	Direct	-	240	-
Trustee expenses	Direct	-	-	-
		228,367	32,107	223,859
		228,367	32,107	223,859
		Governance (Core) £	Total 2012 £	Total 2011 £
Staff costs		-	350,306	509,561
Service delivery		-	112,378	114,863
Staff expenses		-	8,199	8,494
Marketing		-	3,052	6,043
Equipment & IT		-	7,690	10,096
Insurance		-	2,468	3,065
Legal & professional		14	14	715
Audit fees		4,800	5,040	5,513
Trustee expenses		1,118	1,118	526
		5,932	490,265	658,876
		5,932	490,265	658,876

8. SUPPORT COSTS

	Basis of Allocation	Involve (Class) £	HUB (Class) £	Volunteer Services (Class) £	Total 2012 £	Total 2011 £
Staff costs	Staff time	26,335	-	-	26,335	45,885
Premises	Per Head	14,363	3,066	26,498	43,927	64,842
Depreciation	Per Head	6,616	-	2,117	8,733	3,999
		47,314	3,066	28,615	78,995	114,726
		47,314	3,066	28,615	78,995	114,726

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012**

9 ANALYSIS OF RESOURCES EXPENDED BY ACTIVITIES

	Activities undertaken directly 2012 £	Support costs 2012 £	Total 2012 £	Total 2011 £
Involve (Class)	228,367	47,314	275,681	244,278
HUB (Class)	32,107	3,066	35,173	230,412
Volunteer Services (Class)	223,859	28,615	252,474	293,546
Governance (Core)	5,932	-	5,932	5,366
Total	490,265	78,995	569,260	773,602

10 NET INCOME

This is stated after charging

	2012 £	2011 £
Depreciation of tangible fixed assets - owned by the charity	10,850	5,777
Auditors remuneration	5,040	5,513
	<u>15,890</u>	<u>11,290</u>

During the year, no Trustees received any remuneration (2011 - £NIL)

During the year, no Trustees received any benefits in kind (2011 - £NIL)

Expenses covering the cost of the Annual General Meeting and refreshments at Trustee meetings during the year totalled £1,118 (2011 £526)

11 STAFF COSTS

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

	2012 No	2011 No
Administration and support	2	2
Operational	12	16
	<u>14</u>	<u>18</u>

No employee received remuneration amounting to more than £60,000 in either year

VOLUNTEER CENTRE SOUTHWARK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

Staff costs were as follows

	2012 £	2011 £
Salaries and wages	373,733	499,600
Social security	36,992	47,396
Pension	9,549	17,329
Consultants' fees	-	23,164
Total	420,274	587,489

The charity operates a stakeholder pension scheme and administers contributions for 4 employees (2011 8) The charity also makes contributions on behalf of 1 further employee (2011 2) to other personal pension schemes The total pension cost incurred by the charity for the year was £9,549 (2011 £17,329) and the charity owed £5,534 (2011 £5,251) pension contributions as at the balance sheet date

12 TAXATION

As a charity, Volunteer Centre Southwark is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects No tax charges have arisen in the Charity

13 TANGIBLE FIXED ASSETS

	Leasehold Property £	Office equipment £	Total £
Cost			
At 1 April 2011	-	31,935	31,935
Additions	17,493	2,687	20,180
Disposals	-	(2,500)	(2,500)
At 31 March 2012	17,493	32,122	49,615
Depreciation			
At 1 April 2011	-	15,626	15,626
Charge for the year	4,373	6,477	10,850
On disposals	-	(2,500)	(2,500)
At 31 March 2012	4,373	19,603	23,976
Net book value			
At 31 March 2012	13,120	12,519	25,639
At 31 March 2011	-	16,309	16,309

The tangible fixed assets are all used for charitable purposes

VOLUNTEER CENTRE SOUTHWARK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

14 DEBTORS

	2012	2011
	£	£
Trade debtors	5,591	44,288
Other debtors	1,851	1,462
Prepayments and accrued income	16,174	7,555
	<u>23,616</u>	<u>53,305</u>

15 CREDITORS

Amounts falling due within one year

	2012	2011
	£	£
Trade creditors	3,383	9,673
Social security and other taxes	21,650	27,029
Accruals and deferred income	160,171	187,638
	<u>185,204</u>	<u>224,340</u>

16 DEFERRED INCOME

	As at 1 April 2011 £	Income received in the year £	Amount recognised in SOFA £	As at 31 March 2012 £
Grants and donations	-	51,839	51,839	-
Investment income	-	2,167	2,167	-
Charitable activities	171,368	562,870	581,063	153,175
	<u>171,368</u>	<u>616,876</u>	<u>635,069</u>	<u>153,175</u>

VOLUNTEER CENTRE SOUTHWARK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

17 STATEMENT OF FUNDS

	Brought Forward £	Incoming resources £	Resources Expended £	Transfers in/(out) £	Carried Forward £
Designated funds					
Volunteer Services (Class)	-	45,727	(40,658)	(5,069)	-
Involve (Class)	-	316,807	(303,994)	(12,813)	-
	<u>-</u>	<u>362,534</u>	<u>(344,652)</u>	<u>(17,882)</u>	<u>-</u>
General funds					
Core (Class)	185,152	54,006	(69,150)	17,882	187,890
Total Unrestricted funds	<u>185,152</u>	<u>416,540</u>	<u>(413,802)</u>	<u>-</u>	<u>187,890</u>
Restricted funds					
Volunteer Services (Class)	-	183,356	(183,503)	-	(147)
Hub (Class)	29,135	35,173	(35,173)	-	29,135
	<u>29,135</u>	<u>218,529</u>	<u>(218,676)</u>	<u>-</u>	<u>28,988</u>
Total of funds	<u><u>214,287</u></u>	<u><u>635,069</u></u>	<u><u>(632,478)</u></u>	<u><u>-</u></u>	<u><u>216,878</u></u>

SUMMARY OF FUNDS

	Brought Forward £	Incoming resources £	Resources Expended £	Transfers in/(out) £	Carried Forward £
Designated funds	-	362,534	(344,652)	(17,882)	-
General funds	185,152	54,006	(69,150)	17,882	187,890
	<u>185,152</u>	<u>416,540</u>	<u>(413,802)</u>	<u>-</u>	<u>187,890</u>
Restricted funds	29,135	218,529	(218,676)	-	28,988
	<u>214,287</u>	<u>635,069</u>	<u>(632,478)</u>	<u>-</u>	<u>216,878</u>

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

17. STATEMENT OF FUNDS (continued)

Unrestricted funds

Core (Class) – This fund has general objects for any charitable or administrative purpose relating to the organisation. It includes a £51,839 core strategic grant from Southwark Council, as well as unrestricted donations and interest.

Involve (Class) – The trustees have designated funds generated by the Involve project to fund the Involve Manager and Team Challenge Officer roles and associated running costs. Any surplus funds are transferred at the year end to cover any deficit in the Volunteer Services fund or to General funds.

Volunteer Services (Class) – This fund includes income arising from providing outside training and events and the Trustees have designated these funds to partly fund the Volunteer Services Manager role and Volunteer Engagement Co-ordinator and associated running costs.

Restricted funds:

Volunteer Services (Class) – This fund consists of a number of grants received by the charity to fund specific projects within the Volunteer Service division. These grants include:

- Guy's and St Thomas' Trust – via the South London and Maudsley NHS Trust (SLAM) funded a Supported Volunteering Co-ordinator and Supported Volunteering Officer and associated running costs.
- Southwark Council – funded the Work Experience BOOST¹ project to support people who are long term unemployed to find volunteering opportunities.
- City Bridge Trust – funded a Volunteering Development Co-ordinator and associated running costs.

Hub (Class) – The objects of this restricted Southwark Alliance funded project is to continue the work of the "Active Citizens Hub", the aims of which are to enable the local citizens of Southwark to be more active in the community.

The Hub was awarded a three year Take Part grant from the Community Development Foundation in 2008. This is to act as the local Pathfinder for the London region, an initiative established by the Department for Communities and Local Government to build the skills and confidence of local people so they can pursue civic activism, community leadership and lay governance roles. The funding has now ended.

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

18 TRANSFER BETWEEN FUNDS

To cover the costs of the Volunteer Services Manager and Volunteer Engagement Co-ordinator not covered by training income or management fees, Trustees have agreed to transfer surplus funds generated by Involve and Volunteer Services to General Funds

19 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds 2012 £	Unrestricte d funds 2012 £	Total funds 2012 £	Total funds 2011 £
Tangible fixed assets	9,711	15,928	25,639	16,309
Current assets	63,279	313,164	376,443	422,318
Creditors due within one year	(44,002)	(141,202)	(185,204)	(224,340)
	<u>28,988</u>	<u>187,890</u>	<u>216,878</u>	<u>214,287</u>

20 OPERATING LEASE COMMITMENTS

At 31 March 2012 the company had annual commitments under non-cancellable operating leases as follows

	2012 £	2011 £
Expiry date		
Within 1 year	-	9,900
Between 2 and 5 years	27,497	2,276
	<u>27,497</u>	<u>12,176</u>

21 RELATED PARTY TRANSACTIONS

During the year, the charity paid annual fees of £160 (2011 £140) and received training and grant income of £16,178 (2011 £1,313) from Greater London Volunteering. At the year end a balance of £2,336 (2011 £850) was due from Greater London Volunteering and is included in 'Trade debtors' within Note 14 of these accounts

Kate Bowgett, a Trustee of the charity, is also a Trustee for Greater London Volunteering. Clive Pankhurst, the Chief Executive Officer, is Chair for Greater London Volunteering.

22 CONTROLLING PARTY

The charity is controlled by its trustees