



Volunteer Centre
Southwark

Making Volunteering Easy

Volunteer Centre Southwark

(A company limited by guarantee)

**Report and Financial Statements
For the Year Ended 31 March 2011**

**Charity number 1060581
Company number 3218745**

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VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

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VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2011

Trustees	Claire Helman, Chair Kate Bowgett, Vice Chair Shelagh Kirkland, Treasurer Ashley Bivens Michael Bukola Philroy Forte Krshani Ranaweera Bill Dee (Retired 23 February 2011) Karyl Olsen-Haveland (Retired 24 November 2010) Rachel Fitzgerald (Retired 23 February 2011) Philip Ernest James Nichols (appointed 25 May 2011) Rachel Solomon (appointed 23 February 2011) Belinda Randall (appointed 23 February 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 223-229 Rye Lane London SE15 4TY

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2011

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 2011. 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 re-appointment.

At the next AGM the following trustees will be pooled for retirement: Ashley Bivens, Kate Bowgett and Michael Bukola 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 2011

● **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 ten 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, and the Trustees regularly review funding applications, possible new income streams and methods of reducing costs. 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. In addition the Trustees have considered a variety of Personnel and Reputational risks and keep the ways to mitigate these risks under regular review.

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 2011

Achievements and performance

● **REVIEW OF ACTIVITIES**

An overview of the Centre's work in 2010-11

An introduction from our chair

The work of Volunteer Centre Southwark is more important than ever. The role of volunteering and active citizenship in underpinning strong and supportive communities and in helping people to tackle issues of isolation, worklessness and poor health is very clear. At a time when the most deprived parts of Southwark, and London, and the most marginalised and vulnerable people are particularly threatened, we are determined to champion and support volunteering and active citizenship, and the voluntary organisations, groups and people with whom we work.

We have had some great successes this year. These include helping more people than ever before to volunteer and be active in their community - a record 12,000 people. We are particularly pleased to have worked with over 60 volunteer led groups, small community led organisations who are often unable to access the resources of infrastructure organisations like ourselves. In addition the Active Citizens Hub has been recognised as a best practice model in Active Citizenship work nationally, and we were part of Southwark Council's Community Cohesion Beacon event, 'Shining Lights' where we were one of the partners that helped the Council to achieve Beacon status.

In the light of the many changes in the political, public policy and economic environment nationally, across London, and in Southwark, we have been preparing for the future. These preparations have included working with Greater London Volunteering to build stronger partnerships and joint projects across London, and establishing joint projects with other Volunteer Centres. We have also worked with our corporate partners to develop new approaches to our employer supported volunteering programme, Involve. We have moved office to reduce our overhead costs, and inevitably, like many other organisations, we have had to make staff redundant.

I would particularly like to thank all our staff and volunteers, especially those who have left us during their year for their incredible energy, commitment and determination in challenging circumstances. Our plans for the future include improving our sustainability by developing partnership work both with other Volunteer Centres, and with our corporate partners. And it is our staff and volunteers who are key to enabling that success.

Claire Helman, Chair of trustees

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2011

● **FACTORS RELEVANT TO ACHIEVE OBJECTIVES**

Impact, community benefit and some key numbers about the Volunteer Centre in 2010-11

Overall we helped **12,227** people Of these **3,166** people got involved in the community as a result of our work and we gave **9,061** people advice

People took part in a team challenge 1,475
People started volunteering after registering with us 1,186
People took up a Hub opportunity to get involved in the community 349
People started volunteering through the Supported Volunteering Project 56
People started volunteering through the Work Experience Project 100

People received 1 1 or group advice about volunteering 664
People came to training aimed at active citizens 543
People came to training aimed at volunteer managers 185
People engaged through Hub outreach 1,936
People received active citizenship training 543
Groups received intensive 1 1 volunteer management advice 380
People were involved in the Work Experience Project 250
People were involved in the Supported Volunteering Project 126
People registered with us to get involved in the community 4,434

A conservative estimate of the economic value of the time that the people we have helped have given to Southwark is £2 million based on estimated volunteer hours and the London Living wage In addition our corporate partners have directly donated some £75,000 to local groups to buy materials to support challenge days

Performance against the Strategic Plan and Key Performance Indicators

As a charity we have in place a series of 23 key performance indicators which are tied to priorities set in our strategic plan In the year we wanted to focus on the following

- Ensure our services reflect needs of our service users
- Ensure we have a clear brand and marketing
- Increase unrestricted income
- Development of cross borough and regional work
- Holistic/centre wide approach to engaging people

Through the year work within the team has aimed at strengthening our brand, and pulling people together under the strap line of 'Making Volunteering Easy' Different teams are now working together more than they ever have with a more holistic approach to how we work with people and voluntary groups

This has helped make our work more effective, which has also helped us prepare for the cuts that came at the end of the year Further preparation encompassed a review of our employer supported volunteering work, exploration of skills based volunteering and restructure of our unfunded posts which has increased the sustainability of the charity

We have continued to support Greater London Volunteering and work with other Volunteer Centres in our region in order to strengthen volunteering regionally and increase the networks sustainability This is seen in both the 'Experts in Volunteering' programme where the Volunteer Management Charter is now embedded in our work and also in the brokerage network where we have developed a regional training programme for Volunteer Centres' own volunteers

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2011

In addition some main points to highlight from our last year include

- **Increasing the conversion rate of people who go on to start volunteering:** From a target of 15% we are now seeing an overall conversion rate of about 25%, which rises to 30-40% for people whom we have direct contact. We have achieved this through increasing the number of people coming to a drop in (overall numbers were 150% over the target set) and reviewing how people find out about volunteering. This also includes improving our marketing and communications and providing a monthly email bulletin to new volunteers.
- **Active Citizens training and support:** The Hub really hit its stride with a strong presence in the community through outreach, and corresponding demand for support from people who want to be active in their community. There has been a strong demand for training courses, and we have been able to provide more courses than planned. In particular we are very pleased to have a strong partnership with WEA (Workers Educational Alliance).
- **Funded projects performing well with established service delivery:** Both our Supported Volunteering and Work Experience Projects have now been running for about 5 years, and their tried and tested way of delivering means that they both bring huge benefits for clients who can use the project as a stepping stone to better health, increasing skills or getting a job.
- **Strong support for voluntary groups, especially volunteer led groups:** Our good practice in volunteering project has been complemented over the year with Capacity Builders funding for a project targeting volunteer led groups. This has been a great success as it has given us capacity to reach out to groups that don't engage with us, and helped us develop training and tweak resources to better meet these groups' needs.
- **Better involvement of volunteers internally:** We are very lucky to have a strong volunteer team for which we are very grateful. Over the year we have diversified the roles available and now have a team of 25-35 people who help us from advice to and following up volunteers, to fundraising support and a marketing internship.

Supporting voluntary groups in Southwark

Capacity Builders funding enabled us to expand our good practice team. Our v-led worker has supported over 63 volunteer-led organisations with tailored training and advice on increasing and sustaining volunteer involvement. At an awards ceremony in March 20 volunteer-led organisations were recognised for their commitment to volunteering and active citizenship. Overall our good practice team provided advice and guidance to 284 organisations.

The London wide good practice charter, which aims to improve good practice in volunteer management, was launched earlier this year. So far 50 groups have signed the Charter and completed a Good Practice Health Check.

Our Volunteer Management Forums continue to be popular with 87 people coming to the quarterly meetings, the last one containing panel discussion on volunteer motivations and altruism versus personal gain. We have also run 14 training sessions for 149 volunteer managers in subjects from inclusive volunteering to volunteer recruitment and induction and keeping volunteers.

Helping people volunteer

This year we saw a 6% increase in registrations with 4,679 people registering. Over the year we have developed our service to make it more accessible, effective and hands-on and we now offer two drop-in days, monthly e-bulletins and follow-up support to potential volunteers. Over the last year, 739 people used our drop-in service and 1063 people started volunteering after getting advice from us.

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2011

We have greatly developed our volunteer team, which now includes volunteer advisers, reception volunteers, matching volunteers and follow-up volunteers. Our team of 16 volunteers has greatly enhanced our brokerage service making it more proactive being able to offer more hands on support to potential volunteers.

We have been proactive in promoting our services and resources in Southwark by developing a monthly outreach programme. So far, we have held regular outreach sessions in Peckham and Dulwich, with the aim to continue across different parts of the borough throughout the next year.

Helping people be active in the community: The Active Citizens Hub

The Hub has had a very successful year and has built a reputation of being a best practice model in Active Citizenship work nationally.

The Hub had a strong outreach programme, attending a number of events to engage people, network and promote the Hub, including the Council's Community Cohesion Beacon event, 'Shining Lights' where we were one of the partners that helped the Council to achieve Beacon status.

Training was a very successful feature of the work with 665 people participating in courses through the year. The Hub also designed and delivered a 12 week Community Leadership Course, successfully completed by 12 women.

We have worked closely with Southwark Council and were involved in Census promotion, training 20 Community Champions to go out into their diverse communities and raise awareness about the importance of completing the Census. We have also supported work around the development of a Democracy Conference with the ACH Manager acting as an expert witness to the Commission.

A highlight of the year was the Active Citizens Award Ceremony held at Amigo Hall, St Georges Cathedral on 29th October with 163 people attending. The theme was Africa and the Diaspora, which was chosen because the event was held in Black History month and the event celebrated Southwark's cultural heritage and shone the light on the achievements of local active citizens.

Using volunteering to increase employability

The BOOST Work Experience Project develops volunteer 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.

Working closely with Southwark Works, we have provided relevant and high quality volunteering opportunities to 232 people with 112 going into a volunteer placement and 34 people successfully gained paid employment.

Supported Volunteering – helping people with mental ill health to volunteer

With funding from Guy's and St Thomas' charity our Step Out project has been able to grow and expand its services. We now have 2 workers on the project enabling us to introduce a mentoring strand to the project and increase our partnership working within South London and Maudsley's services including referral groups such as Vocational specialists, Community Mental Health Teams and day centres throughout the borough. There have been an increased number of referrals with 126 clients engaged regularly in the project with 58 sustaining mainstream volunteer placements.

We have also worked to reduce stigma and increase social inclusion for volunteers with mental ill health. We offer mental health awareness training and give advice and support around issues that may arise along with developing suitable and sustainable volunteer roles for this client group.

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2011

Involve: Employer Supported Volunteering

Involve completed 119 Team Challenges, involving 1,892 employees from our corporate partners and working closely with over 50 different community organisations. We undertook the challenges primarily in the borough of Southwark, but also worked in Lambeth, Lewisham and Wandsworth.

The volunteers contributed 11,232 volunteer hours to the community, and by using the Office National Statistics ONS 'estimated average wage' (£16.86 p/hour), Involve facilitated 'time donations' equivalent to a financial contribution of £189,000 to the community. In addition to this, our corporate partners donated over £75,000 in Tools and Materials to support their projects.

In 2011, Involve plan to increase the number of community organisations that they work with and will be looking to work in partnership with other Volunteer Centres. Involve will also work to improve the services that are on offer to our corporate partners, including a new Skills Volunteering package, ensuring that we can deliver the very best to our community partners.

Financial review

● **RESULTS**

The Charity had a surplus of £24,779 in 2010-11.

● **RESERVES POLICY**

The Management Committee has examined the charity's requirements for reserves in 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 2011/12 is £529,953 and therefore the target is £132,488 to £264,976 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 £214,287 represents some five months running costs.

● **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 charities objectives.

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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2011

Plans for the future

• **FUTURE DEVELOPMENTS**

Plans for 2011-12

With the ending of funding streams, change in government and difficult economic times several funding streams have ended including that for Capacity Builders and the Active Citizens Hub. In addition other funding is threatened, causing us to review what we are doing and reduce costs where possible. This has already included restructuring Involve and moving to smaller and cheaper premises. Over the year we are looking to increase the sustainability of the charity to protect our core work which is in demand more now than ever. This will include

- Moving the office to a shop in Elephant and Castle Shopping Centre to increase our face to face work, better engage the public and raise our profile in the community
- Developing Involve Skills, enabling people from the business community to give their skills to help the community
- Roll out Volunteer Bank, a new way for the sector to access volunteers with specific skills
- Collaborating with other Volunteer Centres to deliver joint projects, increase our effectiveness and strengthen the network
- Investigating other collaborative work locally and regionally
- Publicising the work we do to raise awareness of what we do, its value and the value of volunteering locally
- Support local work around volunteering and the Olympics, creating Southwark's first Volunteering Strategy
- Fundraise and look to sustain work where possible including that for active citizenship, supported volunteering, work experience and good practice

THANKYOU

As a Volunteer Centre partnership working is core to our work, and we would like to help everyone who has helped to make volunteering easy in Southwark. A particular thanks to our funders, Trustees, staff and volunteers and everyone who gives their time to volunteer in Southwark.

Particular thanks to:

Our funders - Southwark Council, The Department of Communities and Local Government, Guy's and St Thomas' Charity, City Bridge Trust, Capacity Builders and to all the businesses who have worked with the Involve Project in the last year.

Our partners and people we work with including

London Councils, the Take Part Network, the Community Development Foundation, Southwark Works, South London and Maudsley NHS Foundation Trust, Castle Resource Centre, Southwark Refugee Project, Jobcentre Plus, Crossways Church, Volunteer Centre Croydon, Volunteer Centre Camden, Volunteer Centre Lambeth, Volunteer Centre Kensington and Chelsea and WEA Workers Educational Association, Kevin Dykes, Michael Cleere, Darryl Telles, Chris Freed, the team at GLV, The Mayor of Southwark, Cllr Abdul Mohammed and Cllr Paul Kyriacou

VOLUNTEER CENTRE SOUTHWARK
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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2011

Volunteers are key to how we work and deliver services. They have collectively given us over 5,500 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, reach further and support 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, Jakub Przeklasa, Sharon Murphy, Kimberley Folan, Grace Kobbe, Andrew Owles, Daniel Ola Thomas, Ana Pinto, Elvis Coward, Isha Bangura, Kirsty Ayakwah, Ellie Hogan, Enn Miller, Michael Cooper, Emma Wharton, Louise Grace-Timms, Mitch Steel and to the Step Out Supported Volunteering mentors

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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 and charity law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the 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 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.

VOLUNTEER CENTRE SOUTHWARK
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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2011

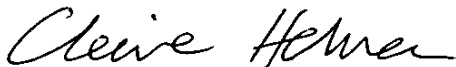
PROVISION OF INFORMATION TO AUDITORS

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 24/8/11 and signed on their behalf, by



Claire Helman, Chair

VOLUNTEER CENTRE SOUTHWARK
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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 2011 set out on pages 14 to 27. 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 Statement of Trustees' responsibilities, 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 2011 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.

VOLUNTEER CENTRE SOUTHWARK
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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 *8 SEPTEMBER 2011*

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating income and expenditure account)
FOR THE YEAR ENDED 31 MARCH 2011

	Note	Restricted funds 2011 £	Unrestricted funds 2011 £	Total funds 2011 £	Total funds 2010 £
Incoming resources					
Incoming resources from generated funds					
Voluntary income	2	-	51,839	51,839	51,839
Investment income	3	-	1,461	1,461	1,539
Incoming resources from charitable activities	4	482,945	306,806	789,751	668,253
Total incoming resources		<u>482,945</u>	<u>360,106</u>	<u>843,051</u>	<u>721,631</u>
Resources expended					
Costs of generating funds					
Costs of generating voluntary income	5	-	44,670	44,670	51,706
Charitable activities	6	483,300	290,302	773,602	693,026
Total resources expended		<u>483,300</u>	<u>334,972</u>	<u>818,272</u>	<u>744,732</u>
Movement in total funds for the year -					
Net income/(expenditure) for the year		(355)	25,134	24,779	(23,101)
<i>Total funds at 1 April 2010</i>					
		<u>29,490</u>	<u>160,018</u>	<u>189,508</u>	<u>212,609</u>
Total funds at 31 March 2011		<u><u>29,135</u></u>	<u><u>185,152</u></u>	<u><u>214,287</u></u>	<u><u>189,508</u></u>

The notes on pages 16 to 27 form part of these financial statements

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

BALANCE SHEET
AS AT 31 MARCH 2011

	Note	£	2011 £	£	2010 £
Fixed assets					
Tangible assets	13		16,309		12,736
Current assets					
Debtors	14	53,305		31,472	
Cash at bank and in hand		369,013		257,325	
		<u>422,318</u>		<u>288,797</u>	
Creditors: amounts falling due within one year	15	(224,340)		(112,025)	
Net current assets			197,978		176,772
Total assets less current liabilities			<u>214,287</u>		<u>189,508</u>
Charity Funds					
Restricted funds	17		29,135		29,490
Unrestricted funds	17		185,152		160,018
			<u>214,287</u>		<u>189,508</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 24th August 2011 and signed on their behalf, by

Claire Helman

7/9/11

Claire Helman, Chair

The notes on pages 16 to 27 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 2011

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 1 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

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors 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

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

1 ACCOUNTING POLICIES (continued)

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

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant

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

Investment income is included when receivable

Incoming resources from charitable trading activity are accounted for when earned

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance. If this performance has not been satisfied by the year end, the related income is deferred

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 and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them

Governance costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements

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)

VOLUNTEER CENTRE SOUTHWARK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Restricted funds £	Unrestricted funds £	Total funds 2011 £	Total funds 2010 £
Volunteer Services (Class)				
City Bridge Trust	38,891	-	38,891	29,250
Guy's & St Thomas' Charity	74,329	-	74,329	61,082
London Councils	40,000	-	40,000	20,000
Southwark Council	99,668	-	99,668	99,591
Training and events	-	7,950	7,950	24,063
Hub (Class)				
Genesis Community	-	-	-	1,250
Southwark Alliance	130,412	-	130,412	114,414
Take Part Pathfinder	99,645	-	99,645	89,645
Training and events	-	12,950	12,950	5,455
Involve (Class)				
Involve project	-	285,906	285,906	223,503
Total	482,945	306,806	789,751	668,253

5. COSTS OF GENERATING VOLUNTARY INCOME

	Restricted funds 2011 £	Unrestricted funds 2011 £	Total funds 2011 £	Total funds 2010 £
Service delivery	-	383	383	270
Staff expenses	-	1,076	1,076	2,159
Equipment & IT	-	1,144	1,144	806
Insurance	-	365	365	336
Bank charges	-	760	760	672
Staff/Consultants'/Management costs	-	32,043	32,043	40,338
Premises	-	7,121	7,121	6,740
Marketing	-	-	-	71
Depreciation	-	1,778	1,778	314
	-	44,670	44,670	51,706

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

6. EXPENDITURE BY CHARITABLE ACTIVITY

SUMMARY BY FUND TYPE

	Restricted funds 2011 £	Unrestricted funds 2011 £	Total funds 2011 £	Total funds 2010 £
Involve (Class)	-	244,278	244,278	221,387
HUB (Class)	230,412	-	230,412	209,385
Volunteer Services (Class)	252,888	40,658	293,546	256,034
Governance (Core)	-	5,366	5,366	6,220
	<u>483,300</u>	<u>290,302</u>	<u>773,602</u>	<u>693,026</u>

SUMMARY BY EXPENDITURE TYPE

	Other costs 2011 £	Total 2010 £
Involve (Class)	244,278	221,387
HUB (Class)	230,412	209,385
Volunteer Services (Class)	293,546	256,034
Governance (Core)	5,366	6,220
	<u>773,602</u>	<u>693,026</u>

7. DIRECT COSTS

	Basis of Allocation	Involve (Class) £	HUB (Class) £	Volunteer Services (Class) £
Staff costs	Direct	122,511	148,687	238,363
Service delivery	Direct	76,549	28,036	10,278
Staff expenses	Direct	3,117	2,280	3,097
Marketing	Direct	261	3,900	1,882
Equipment & IT	Direct	2,302	2,553	5,241
Insurance	Direct	682	849	1,534
Legal & professional	Direct	525	150	-
Audit fees	Direct	-	713	-
Trustee expenses	Direct	-	-	-
		<u>205,947</u>	<u>187,168</u>	<u>260,395</u>

VOLUNTEER CENTRE SOUTHWARK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

7. DIRECT COSTS (continued)

	Governance (Core) £	Total 2011 £	Total 2010 £
Staff costs	-	509,561	465,472
Service delivery	-	114,863	98,760
Staff expenses	-	8,494	9,212
Marketing	-	6,043	10,375
Equipment & IT	-	10,096	9,382
Insurance	-	3,065	2,629
Legal & professional	40	715	762
Audit fees	4,800	5,513	4,600
Trustee expenses	526	526	1,008
	<u>5,366</u>	<u>658,876</u>	<u>602,200</u>

8 SUPPORT COSTS

	Basis of Allocation	Involve (Class) £	HUB (Class) £	Volunteer Services (Class) £	Total 2011 £	Total 2010 £
Staff costs	Staff time	21,885	24,000	-	45,885	39,400
Premises	Per Head	13,780	19,244	31,818	64,842	48,837
Depreciation	Per Head	2,666	-	1,333	3,999	2,589
		<u>38,331</u>	<u>43,244</u>	<u>33,151</u>	<u>114,726</u>	<u>90,826</u>

9. ANALYSIS OF RESOURCES EXPENDED BY ACTIVITIES

	Activities undertaken directly 2011 £	Support costs 2011 £	Total 2011 £	Total 2010 £
Involve (Class)	205,947	38,331	244,278	221,387
HUB (Class)	187,168	43,244	230,412	209,385
Volunteer Services (Class)	260,395	33,151	293,546	256,034
Governance (Core)	5,366	-	5,366	6,220
Total	<u>658,876</u>	<u>114,726</u>	<u>773,602</u>	<u>693,026</u>

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

10. NET INCOME / (EXPENDITURE)

This is stated after charging

	2011	2010
	£	£
Depreciation of tangible fixed assets - owned by the charity	5,777	2,903
Auditors remuneration	5,513	4,600
	5,777	4,600

During the year, no Trustees received any remuneration (2010 - £NIL)

During the year, no Trustees received any benefits in kind (2010 - £NIL)

Expenses covering the cost of the Annual General Meeting and refreshments at Trustee meetings during the year totalled £526 (2010 £1,008)

11. STAFF COSTS

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

	2011	2010
	No.	No
Administration and support	2	2
Operational	16	15
	18	17

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

Staff costs were as follows:

	2011	2010
	£	£
Salaries and wages	499,600	461,943
Social security	47,396	46,119
Pension	17,329	16,427
Consultants' fees	23,164	20,721
	587,489	545,210

The charity operates a stakeholder pension scheme and administers contributions for 8 employees (2010 8) The charity also makes contributions on behalf of 2 further employees (2010 2) to other personal pension schemes The total pension cost incurred by the charity for the year was £17,329 (2010 £16,427) and the charity owed £5,251 (2010 £4,163) pension contributions as at the balance sheet date

VOLUNTEER CENTRE SOUTHWARK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011**

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

	Office equipment £
Cost	
At 1 April 2010	26,404
Additions	9,350
Disposals	(3,819)
At 31 March 2011	31,935
Depreciation	
At 1 April 2010	13,668
Charge for the year	5,777
On disposals	(3,819)
At 31 March 2011	15,626
Net book value	
At 31 March 2011	16,309
<i>At 31 March 2010</i>	12,736

The tangible fixed assets are all used for charitable purposes.

14. DEBTORS

	2011 £	2010 £
Trade debtors	44,288	24,488
Other debtors	1,462	1,170
Prepayments and accrued income	7,555	5,814
	53,305	31,472

VOLUNTEER CENTRE SOUTHWARK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

15 CREDITORS:
Amounts falling due within one year

	2011	2010
	£	£
Trade creditors	9,673	6,937
Social security and other taxes	27,029	19,813
Accruals and deferred income	187,638	85,275
	224,340	112,025

16. DEFERRED INCOME

	As at 1 April 2010	Income received in the year	Amount recognised in SOFA	As at 31 March 2011
	£	£	£	£
Grants and donations	-	51,839	51,839	-
Investment income	-	1,461	1,461	-
Charitable activities	78,735	82,384	789,751	171,368
	78,735	935,684	843,051	171,368

VOLUNTEER CENTRE SOUTHWARK
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011**

17. STATEMENT OF FUNDS

	Brought Forward £	Incoming resources £	Resources Expended £	Transfers in/(out) £	Carried Forward £
Designated funds					
Volunteer Services (Class)	-	7,950	(40,658)	32,708	-
Involve (Class)	14,296	285,906	(244,278)	(55,924)	-
Hub (Class)	9,230	12,950	-	(22,180)	-
	<u>23,526</u>	<u>306,806</u>	<u>(284,936)</u>	<u>(45,396)</u>	<u>-</u>
General funds					
Core (Class)	136,492	53,300	(50,036)	45,396	185,152
Total Unrestricted funds	<u>160,018</u>	<u>360,106</u>	<u>(334,972)</u>	<u>-</u>	<u>185,152</u>
Restricted funds					
Volunteer Services (Class)	-	252,888	(252,888)	-	-
Hub (Class)	29,490	230,057	(230,412)	-	29,135
	<u>29,490</u>	<u>482,945</u>	<u>(483,300)</u>	<u>-</u>	<u>29,135</u>
Total of funds	<u><u>189,508</u></u>	<u><u>843,051</u></u>	<u><u>(818,272)</u></u>	<u><u>-</u></u>	<u><u>214,287</u></u>

SUMMARY OF FUNDS

	Brought Forward £	Incoming resources £	Resources Expended £	Transfers in/(out) £	Carried Forward £
Designated funds	23,526	306,806	(284,936)	(45,396)	-
General funds	136,492	53,300	(50,036)	45,396	185,152
	<u>160,018</u>	<u>360,106</u>	<u>(334,972)</u>	<u>-</u>	<u>185,152</u>
Restricted funds	29,490	482,945	(483,300)	-	29,135
	<u>189,508</u>	<u>843,051</u>	<u>(818,272)</u>	<u>-</u>	<u>214,287</u>

VOLUNTEER CENTRE SOUTHWARK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

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.

Hub (Class) - This fund includes income arising from providing outside training and events and the Trustees have designated these funds to partly fund the Active Citizens Hub Manager role and associated running costs as required. 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 Volunteering Support Officer 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.
- Capacity Builders – via London Councils funded a v-led Good Practice Officer and associated running costs.
- 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.

VOLUNTEER CENTRE SOUTHWARK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

18 TRANSFER BETWEEN FUNDS

To cover the costs of the Volunteer Services Manager and Volunteering Support Officer not covered by training income or management fees, Trustees have agreed to transfer surplus funds generated by Involve and the Active Citizens Hub to General Funds

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds 2011 £	Unrestricted funds 2011 £	Total funds 2011 £	Total funds 2010 £
Tangible fixed assets	8,895	7,414	16,309	12,736
Current assets	114,571	307,747	422,318	288,797
Creditors due within one year	(94,331)	(130,009)	(224,340)	(112,025)
	<u>29,135</u>	<u>185,152</u>	<u>214,287</u>	<u>189,508</u>

20 OPERATING LEASE COMMITMENTS

At 31 March 2011 the company had annual commitments under non-cancellable operating leases as follows

	2011 £	2010 £
Expiry date:		
Within 1 year	9,900	7,149
Between 2 and 5 years	2,276	-
	<u>12,176</u>	<u>7,149</u>

21 CONTROLLING PARTY

The charity is controlled by its trustees

Volunteer Centre Southwark

Management Information Detailed Income and Expenditure Account For the year ended 31st March 2011

Incoming resources	2011	2010
	£	£
Grants	51,839	51,839
Bank interest	1,461	1,539
Charitable activity income	789,751	668,253
Total income	<u>843,051</u>	<u>721,631</u>
Resources expended		
Auditors remuneration	5,513	4,600
Bank charges	760	672
Equipment	11,240	10,188
Insurance	3,430	2,965
Trustees expenses	526	1,008
Marketing	6,043	10,446
Staff Expenses	9,570	11,371
Rent / premises	67,016	50,209
Staff costs and Consultants' fees	587,489	545,210
Telephone	4,947	5,368
Service Delivery	115,246	99,030
Legal & professional fees	715	762
Total expenditure	<u>812,495</u>	<u>741,829</u>
Net incoming/(outgoing) resources for the year excluding depreciation	30,556	(20,198)
Depreciation	(5,777)	(2,903)
Net incoming/(outgoing) resources for the year	<u>24,779</u>	<u>(23,101)</u>

This statement does not form part of the statutory audited accounts