

**VOLUNTEER CENTRE GREENWICH**

Company No. 03832423 (England & Wales)  
Charity no. 1081369

REPORT OF THE BOARD OF TRUSTEES AND ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2017

Myrus Smith  
Chartered Accountants  
Norman House  
8 Burnell Road  
Sutton, Surrey  
SM1 4BW

# **VOLUNTEER CENTRE GREENWICH**

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## **VOLUNTEER CENTRE GREENWICH**

### **REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017**

The Board of Trustees presents its report and audited financial statements for the year ended 31 March 2017.

#### **Reference and Administrative Information**

Charity Name: Volunteer Centre Greenwich

Charity Registration Number: 1081369

Company Registration Number: 3832423

Registered Office and  
Operational Address: Equitable House  
2<sup>nd</sup> Floor  
10 Woolwich New Road  
London SE18 6AB

<u>Board of Trustees</u>	Neil Grey	Chair
	Theresa Pini	Vice Chair
	Cheryl Chow	Treasurer
	Christopher Grigsby	
	Eugenia Lee	
	Kate Hursthouse	(till April 2016)
	Kate Askew	
	Helen Maunsell	
	Dekota Navarda	
	Deborah Wallis	(from April 2016)
	Jonathon Fricker	(from October 2016)
	Gulten Fedayi	(from October 2016)

Company Secretary Michelle Martin

Senior Management Team Michelle Martin Chief Executive  
Nadine Fulker Volunteer Services Manager

Auditors Myrus Smith Chartered Accountants, Norman House  
8 Burnell Road, Sutton, Surrey SM1 4BW

Bankers Unity Trust Bank PLC, Nine Brindleyplace, Birmingham B1 2HB

# **VOLUNTEER CENTRE GREENWICH**

## **REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017**

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### **Structure, Governance and Management**

#### **Governing Document**

The organisation is a charitable company limited by guarantee, incorporated on 26 August 1999 and registered as a charity on 30 June 2000.

The company amended its Articles of Association, before formally changing the company name to Volunteer Centre Greenwich, extending its area of benefit to the rest of England. This enables the organisation to use online resources to notify members of the AGM and to accept proxy votes. The objects of the charitable company remain the same.

#### **Recruitment and Appointment of Board 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 Board of Trustees. Under the requirements of the Articles of Association the members of the Board of Trustees are elected to serve for a term of three years and a maximum of nine years after which they may stand for re-election after standing down for one year.

The Board of Trustees seeks to ensure the needs of volunteers are appropriately reflected through the diversity of the Trustee body. To enhance the pool of Trustees, the charity proactively advertises and promotes access to the Board of Trustees by local volunteers.

#### **Trustee Induction and Training**

Potential new Trustee members are initially invited to observe a Trustee meeting following a meeting with the Chair. The potential trustee can then proceed to the application and interview process. If successful, new Trustees attend an induction session with the Chief Executive, this covers:

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

An induction and information pack is given to new Trustees drawing on information from various Charity Commission publications and the Commission's Guide "The Essential Trustee". The pack also includes all the relevant papers and documents needed as well as minutes of the previous two Trustee meetings.

The charity also seeks to ensure a high level of skills and experience from the voluntary, community and business sectors as well as representation from local volunteer involving agencies.

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### **REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017**

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In an effort to maintain this broad skill mix an annual skills audit of the Board is conducted. In the event of particular skills being lost due to changes on the Board individuals may be approached to apply for election.

#### **Risk Management**

The Board of Trustees has conducted its own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks. External risks to the future funding for the core functions led to the diversification of funding and development of the consultancy and training provision. VCG is building on that plan through the delivery of the strategic plan for 2014-18, which focuses on the business opportunities available to VCG. Internal risks are minimised by the continuous improvement of procedures to ensure consistent quality of delivery for all operational aspects of the charitable company. Risk is closely monitored by the Board of Trustees using a robust risk assessment tool which is reviewed on a regular basis.

#### **Organisational Structure**

Volunteer Centre Greenwich has a Board of Trustees of up to 15 members who meet at least five times during the year and are responsible for the strategic direction and policy of the charity. At present the Board of Trustees has nine members from a variety of backgrounds relevant to the work of the charity. The Company Secretary also attends Board meetings but has no voting rights.

Day to day responsibility for the provision of services is delegated to the Chief Executive with assistance from the Senior Management Team. The Chief Executive is responsible for ensuring that the charity delivers the services specified, that key performance indicators are met, supervision meetings with each staff member is held and ensuring the team continue to develop their skills and working practices in line with good practice.

#### **Related Parties**

In so far as it is complementary to the charity's objects the charity is guided by both local and national policy. At a national level volunteering is guided by NCVO, at regional level through Greater London Volunteering and at local level through the Volunteer Centre.

#### **Objectives and Activities**

##### **Our vision**

Lives and communities positively changed through volunteering.

##### **Our mission**

Enriching the lives of individuals and communities by enhancing the value of volunteering, through supporting and creating opportunities for all.

## **VOLUNTEER CENTRE GREENWICH**

### **REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017**

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Volunteer Centre Greenwich aims to do this by:

- Promoting volunteering to disadvantaged groups and individuals
- Providing information and support to all people seeking volunteering opportunities
- Providing information and support to organisations seeking volunteers
- Providing support and training to volunteers and those who work with volunteers
- Promoting good practice around volunteering

Volunteer Centre Greenwich achieves the above by:

- Providing a signposting service for people in the borough of Greenwich that wish to volunteer through a unique network of "outreach posts" which provide accessible information and appointments locally.
- Servicing the network of registered groups and organisations. Any not-for-profit organisation can register their volunteering opportunities with Volunteer Centre Greenwich and have access to information, support and training in best practice when in involving volunteers.
- Promoting volunteering by attending local community festivals, leading on Greenwich Volunteers' Week in June each year and providing talks and presentations to groups.
- Promotion of volunteering through marketing and publicity.
- Developing innovative and new ways to reach all sections of the community through a range of development projects.
- Encouraging best practice and quality standards through providing a range of training workshops and published materials.

### **Achievements and Performance**

#### **Central Volunteer Centre Activities**

Volunteer Centre Greenwich (VCG) continues to deliver quality signposting services for individuals wishing to take up volunteering. Based at Equitable House in Woolwich, VCG has strategically chosen outreach sites to ensure that we are able to reach isolated areas of the borough.

Our membership services support voluntary and community groups wishing to involve volunteers. VCG provides a membership package which includes the registration of opportunities as well as information, training and support on best practice on volunteer involvement. Volunteering is publicised through social media and our website as well as a high profile campaign during National Volunteers' Week and attendance at a programme of local community festivals and strategic forums.

## **VOLUNTEER CENTRE GREENWICH**

### **REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017**

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VCG has developed a dedicated Membership Team which has enabled us to provide a more tailored, bespoke service for our members, including the offer of a high quality suite of training courses around best practice when involving volunteers.

During this reporting period VCG has successfully achieved the following brokerage work:

- 474 groups registered with Volunteer Centre Greenwich
- 857 volunteering opportunities registered
- 4409 enquiries received about volunteering
- 2240 local people were signposted on to groups with volunteering opportunities

VCG runs a One Year on Tracking Survey to obtain feedback from local people accessing volunteering. A 20% sample of local people has been surveyed during this reporting period to assess the impact of volunteering on individuals (see page 9). Volunteering continues to be an important pathway for decreasing social isolation and creating avenues to employment and improving health and well-being.

We have also:

- Provided advice and information for volunteer using groups in the borough and delivered 14 workshops on good practice in involving and managing volunteers to 124 attendees.
- Developed our consultancy services and training services offering a range of training both locally and across London. This includes delivery of 7 accredited courses to 81 beneficiaries.
- Delivered a range of promotional activities during National Volunteers' Week.
- Attended a range of community festivals and events during the year.
- Developed and set up VCG's Social Enterprise 'Envolve Partnerships Limited' and started the first pilot initiative - Greenwich Bus Tours.

Details of the different projects and services are set out below.

### **Consultancy and Training 2016-17**

VCG is an NCFE and NOCN accredited training centre offering a range of accredited and non-accredited training that provides academic/professional progression, tailored to suit all needs.

NCFE and NOCN external moderation confirmed that VCG has a robust and thorough assessment process and therefore holds Direct Claim Status for the delivery of Level 3 Advice and Guidance and Level 2 Customer Service.

This year saw the training and consultancy department deliver 7 accredited courses on Employability, Advice & Guidance, Customer Service and Mentoring with 81 learners in attendance. 63 of those learners achieved the full qualifications with a further 15 awaiting completion. This is a retention rate of learners of 96%, which is outstanding.

## **VOLUNTEER CENTRE GREENWICH**

### **REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017**

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We delivered 4 of the accredited courses with funding provided from the Adult and Community Learning team at The Royal Borough of Greenwich in which we achieved a 100% retention rate for learners. We also delivered 1 accredited course to volunteers delivering advice and guidance at Peabody Homes (Positive Steps).

The training department also delivered 14 non-accredited workshops on Volunteering and Volunteer Management with 124 learners in attendance.

We started working in partnership with Oxleas NHS Trust to deliver a range of training for their volunteers and volunteer managers in the form of half day best practise workshops many of which were bespoke to meet Oxleas training needs including a workshop on Professional Boundaries. These have proven to be very popular and we have been asked to return for delivery of the programme next year and to write additional bespoke training sessions.

We continue to work in partnership with the National Army Museum to deliver a range of training for their volunteer managers around best practise and Public Health Greenwich and Peabody Homes (Positive Steps) delivering workshops to their volunteers.

The range of accredited courses that we offer can be found below:

- Level 1 Award in Employability Skills
- Level 1 Award in Interpersonal Skills
- Level 2 Award in Mentoring
- Level 2 Award in Advice & Guidance
- Level 2 Award in Volunteering
- Level 2 Certificate in the Principles of Customer Service
- Level 3 Award in Advice and Guidance

#### ***Quote from Charn Gill - Acting Volunteer Services Co-ordinator, Oxleas NHS Foundation Trust***

‘The training provided by Stephanie Pinner through the Greenwich Volunteer Centre has been extremely beneficial to our volunteers and staff working with volunteers. The training has greatly helped volunteers in undertaking their roles within Oxleas NHS trust. The staff after attending the training, have a better understanding of the value of volunteers and how to deal with any problems that may arise within their placements. Every session delivered has been tailored to our requirements and in a professional manner, some volunteers have required extra care with their training and Stephanie has made the learning experience very comfortable for these clients. Stephanie always tries to accommodate the delegates as much as she can with the tools that she has. I can only speak highly of the dealings that I have had with the Volunteer Centre team since 2015, as I have always had prompt and professional communication in co-ordinating the training workshops’

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#### **Social Enterprise – Greenwich Bus Tours**

Although VCG generates income through its training and consultancy services VCG has recognised the need to develop this further, especially with the current funding climate and recent cuts to local public authority budgets. Volunteer Centre Greenwich is establishing its own social enterprise, Envolve Partnerships Limited to provide a range of initiatives that benefit the community and to enable VCG to become more sustainable and develop income streams away from traditional grant funding.

The first initiative is to develop a new tourist focused business called Greenwich Bus Tours which will fill a clear and identifiable market gap, delivering guided bus tours to less visited sites in and around the Royal Borough of Greenwich. VCG secured a consultancy voucher through The Big Assist programme developed by NCVO (National Council for Voluntary Organisations) that enabled Peach Consultancy to support with the development of the business plan and an application for funding from City Bridge Trust Stepping Stones Fund. VCG was successful in securing this funding in November 2016 and established a key partnership with Visit Greenwich the leading tourism organisation in the borough and will be using a bus provided by Pathways 21 to conduct tours during the pilot period.

The bus tours will be professionally managed, and will operate in collaboration with a range of established tourist-related and transport partners. The service will primarily be provided and staffed by volunteers receiving accredited training and intensive support, to deliver a unique income-generating service with significant social and employment impact.

In January interviews took place for the role of Greenwich Bus Tours Co-ordinator and Liz Cutajar was employed to carry the project forward for the pilot project. Her role will involve developing the tours, including themed tours, liaising with attractions recruiting and supporting a team of volunteers and leading on the launch event.

#### **Project Work**

##### **Greenwich Community Learning Champions/Learning and Work Ambassadors**

During a year of transition the Community Learning Champions project, which saw volunteers engaging with local residents to access learning opportunities across the Royal Borough of Greenwich, celebrated its 15th anniversary before funding ceased in August 2016. During this time the team continued to participate in a range of community events, making 29 learning referrals. They also continued to facilitate quarterly learner focus groups, gathering independent feedback which influenced future provision in the Borough.

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Autumn 2016 saw the Community Learning Champions supporting the GLLaB 'Unlocking Opportunities in the Growth Borough' employment support programme, providing outreach and appointment support in community locations, until the introduction of the Learning and Work Ambassador programme in January 2017. Open days generated interest in the new volunteer role and saw the programme start with a cohort of previous Community Learning Champions and brand new Ambassadors. The Ambassadors continue to promote learning and employment support opportunities to local residents, prioritising those with particular challenges.

The Learning and Work Ambassadors continue to be supported in their role, undertaking Advice and Guidance qualifications in addition to completing a range of shorter courses which enable them to undertake the role to a high standard and provide transferrable skills which they can use in their everyday lives.

#### **Supported Volunteering Project**

This year see's the return of our Supported Volunteering Project. This project provides bespoke volunteering opportunities accessed with the support of a trained mentor. The mentor provides tailored support dependant on the needs of the mentee which can include attending their volunteering placement with them. All mentors have a Level 2 accredited qualification in Mentoring and VCG holds Mentoring and Befriending Provider Status demonstrating the standards that the project adheres to. The project is in partnership with The Camden Society and GLLaB (Greenwich Local Labour and Business), where a menu of employment development opportunities are offered to young people aged 16-25 who have a learning disability or are on the autism spectrum.

VCG is supporting 11 young people into volunteering enhancing their employment prospects by increasing their confidence, skills and experience. They will be matched with one of our qualified mentors for a period of six months and receive support working towards their agreed goals and the next step in their employment journey. In addition, the young people will gain a qualification in an accredited Level 1 qualification in Employability Skills with VCG.

#### **Opportunities for All Project**

The aim of the project is to increase the diversity of volunteering roles available in the Royal Borough of Greenwich whilst providing support to Volunteer Involving Organisations (VIO's) and local people seeking volunteering.

During the reporting period the project has been dedicated to supporting local VIO's through providing support in best practice in sustaining or further developing their volunteering programmes. Support has also been provided in analysing the needs of the VIO's and in the development of worthwhile volunteering opportunities to enhance their services.

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### **REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017**

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The project has worked with existing member organisations and 50 new member organisations, 15 of which are new Black, Asian, Minority Ethnic and Refugee (BAMER) groups and 5 health and Social Care Services. The project has provided support in best practice in managing, supporting and retaining volunteers. This work has created a total of 118 new volunteering opportunities for local people interested in volunteering within the borough.

The project has also worked with local people seeking volunteering roles by providing a signposting service where the needs of the individual are matched with the needs of the organisations roles. To make volunteering more accessible local people have been able to access one to one appointments with trained Opportunity Champions Volunteers at outreach sites across the Royal Borough of Greenwich. During the reporting period 1501 local people have been signposted to the new and existing volunteering roles.

In addition, City Bridge Trust the funder for this project contributed an additional £4,790 in this year towards the cost of our newly commissioned online promotional web-based tool 'Volunteer Connect'. This tool has provided a more streamlined mechanism for local residents and organisations to engage in the promotion and search for volunteering.

The transition has been very successful and is providing a more timely interactive volunteering matching service.

### **Impact of Volunteering**

VCG undertakes an ongoing piece of research, tracking the progress of volunteers over a 12 – 18 month period, to gather information on the experience and benefits of volunteering. This is carried out through an online questionnaire conducted through survey monkey. Phone calls were also undertaken to ensure that our minimum response rate of 20% was achieved. For this report over 1000 individuals were contacted during January to June 2014. Highlights of the results were:

- 55% of respondents who made contact with VCG went on to volunteer with the organisation they were referred to.
- Of those who went on to volunteer, 85% are still volunteering with that same organisation.
- Following signposting from VCG, respondents report volunteering on average 29 hours per month.
- 85% of respondents either agreed or strongly agreed that their mental health and well-being had improved due to their volunteering.
- 73% of respondents either agreed or strongly agreed that their access to social events and situations had increased due to their volunteering

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### **REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017**

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- 79% of respondents either agreed or strongly agreed that their physical health and well-being had improved due to their volunteering
- 80% of respondents either agreed or strongly agreed that their sense of self-esteem had increased due to their volunteering.
- Overall, 84% of respondents would recommend volunteering as a way to improve employability.
- 84% of respondents either agreed or strongly agreed that their skills base (for example computer skills, team working skills) had increased due to their volunteering.
- 72% of respondents either agreed or strongly agreed that the organisation they volunteered with had helped them with looking for paid employment.
- 64% of respondents have used volunteering on a CV or job application.
- Respondents who took up a volunteering activity following engagement with VCG demonstrated a 20% reduction in unemployment.
- 81% of respondents would recommend contacting Volunteer Centre Greenwich to friends, family and colleagues looking for volunteering

#### **How our activities achieve Public Benefit**

In setting our objectives and planning our activities, the Board of Trustees has given careful consideration to the Charity Commission's general guidance on public benefit. Our purpose, main activities and who we try to help have been described above. All our charitable activities focus on promoting volunteering as a means of tackling social isolation and increasing health and well-being and are undertaken to further our charitable purposes for the public benefit.

We do this by offering a service to all the people of Greenwich who wish to access volunteering opportunities and the service is promoted through a wide and varied range of networks. VCG provides a service to two client groups; individuals who wish to volunteer and volunteer involving organisations.

In line with our aims and objectives VCG supports registered voluntary and community groups to publicise their volunteering opportunities and advises on good practice when involving volunteers. This ensures a high quality, diverse range of volunteering opportunities are available for the local residents of Greenwich.

We also offer training and consultancy input to organisations wishing to develop volunteering. Our statistics show that our services have:

## VOLUNTEER CENTRE GREENWICH

### REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017

/contd...

- Increased awareness locally and further afield about the value of volunteering for individuals and about good practice in volunteering;
- Developed a better understanding amongst decision makers and influencers about the contribution that volunteering can make as part of civil society;
- Provided increased access into volunteering for people from different sections of the local community;
- Increased individual skills and confidence and prospects for employment.

This year will be the first year VCG also produces an 'Impact Report' alongside our Annual Review to demonstrate the impact that our work has.

#### **Financial Review**

##### Principal Funding Sources for Core activities

Principal funding sources for the charity's central functions in 2016-17 were by way of commissioning from Royal Borough of Greenwich of £57,500, for the strategic development of volunteering through the Chief Executive's post and Core signposting activities.

The charity generated £72,882 of unrestricted income through consultancy and training services.

Principal funding sources for Project Development in 2016/17 were as follows:

- Greenwich Community Learning Champions/Learning Ambassadors – Education and Skills Funding Agency - Royal Borough of Greenwich Adult and Community Learning - £23,035
- Work Ambassadors – ESF Unlocking London's Opportunities in the Growth Boroughs programme Fund - £3,285
- Opportunities for All – City Bridge Trust - £57,450 (£4,790 for VC Connect)
- Supported Volunteering Project – JCP Flexible Fund - £3,846
- Greenwich Bus Tours – City Bridge Trust, Stepping Stones Fund - £11,073

##### Investment Policy

VCG does not currently hold any long term investments but has placed its reserves in a separate interest-bearing account.

##### Reserves Policy

The Board of Trustees undertook a full review of the Reserves Policy in 2011 and decided to take a 'risk assessment' approach to setting a reserves level. This ensures that the continuing work and commitments of the Volunteer Centre are safeguarded and include contingencies for redundancy, long term sickness, associated maternity leave costs and any legal costs incurred if the organisation should wind up. Key future developments in line with the Strategic Plan have also been assessed.

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### **REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017**

/contd...

This process will be undertaken each year to ensure that the correct level of reserves determined is based on the current obligations and requirements of the organisation.

It was concluded that for 2017-18 the level of free reserves held by the Volunteer Centre to meet these obligations needed to be £34,354. The unrestricted free reserves as at 31 March 2017 were £25,466. This has reduced slightly from last year by £1,665, as the organisation needed to utilise some of its reserves to cover the operating costs of the charity.

#### **Plans for Future Periods**

This year saw the third year of delivery of VCG's strategic plan 2014-17. The Board made a decision to develop a 1 year extension to the plan till 2018, to encompass the pilot of the first social enterprise initiative, Greenwich Bus Tours. VCG continues to work proactively to promote volunteering as a means of tackling social inclusion, to increase health and well-being amongst our population, and to develop employability potential. The organisation remains committed to fundraising to maintain and develop existing core and project work to meet the aims and objectives for future development in line with the charity's strategic plan.

This year did see VCG successfully secure funding for the Learning and Work Ambassadors Programme and in partnership we were able to offer 11 supported volunteering placements for young people with learning disabilities or on the autism spectrum. Our income through our training and consultancy services has increased by 58% in this year to £72,882 enabling us to help bridge that overall gap, finishing the year only using £1,665 from our unrestricted reserves. However, we are very conscious of the need to increase our reserves to provide this security which is why we have launched our first social enterprise initiative.

Moving forward the climate for funding however still continues to be very competitive, with fewer funds available due to government and local authority budget cuts. This impacts on our ability to not only source our overall running costs, but to fundraise to continue existing projects and develop new initiatives to meet local resident needs. In addition, funding for our membership services finishes at the end of December and VCG needs to explore how to continue delivery of these services to support our members and provide the functions and benefits of the new volunteering database VC Connect.

VCG continues to ensure that quality is the focus of its delivery and will be reaccrediting for the Matrix quality standard this coming year.

## **VOLUNTEER CENTRE GREENWICH**

### **REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017**

/contd...

#### **Trustees' Responsibilities Statement**

The Trustees (who are also directors of Volunteer Centre Greenwich for the purposes of company law) are responsible for preparing the Trustees' Annual 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, 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 judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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.

In so far as the trustees are aware:

- There is no relevant audit information which the charitable company's auditor is unaware; and
- The trustees have taken all steps that they ought to have to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

#### Auditors

A resolution to re-appoint Myrus Smith as auditors will be put to the Annual General meeting.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities and in accordance with the special provisions relating to companies subject to the small companies regime within part 15 of the Companies Act 2006.

Approved by the Board of Trustees on 24<sup>th</sup> October 2017 and signed on its behalf by:

**Neil Grey (Chair)**

## **INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF VOLUNTEER CENTRE GREENWICH**

We have audited the financial statements of Volunteer Centre Greenwich for the year ended 31 March 2017 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement, and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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 auditor's 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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

### **Respective responsibilities of trustees and auditor**

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 charitable 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' Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. 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 2017, 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**VOLUNTEER CENTRE GREENWICH**  
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**Opinion on other matter prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Annual Report has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

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 from the requirement to prepare a strategic report or in preparing the Directors' Report.

S.A. Jones (Senior Statutory Auditor)  
For and on behalf of Myrus Smith  
Chartered Accountants and Statutory Auditor

Norman House  
8 Burnell Road  
Sutton, Surrey  
SM1 4BW

29<sup>th</sup> October 2017

## VOLUNTEER CENTRE GREENWICH

### STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2017

	Note	Unrestricted Funds £	Restricted Funds £	Total 2017 £	Total 2016 £
<b>Income from:</b>					
Donations and grants	2	-	57,450	57,450	48,625
Charitable activities	3	72,882	98,739	171,621	167,286
Investments	4	6	-	6	494
<b>Total</b>		<u>72,888</u>	<u>156,189</u>	<u>229,077</u>	<u>216,405</u>
<b>Expenditure on:</b>					
Raising funds	5	14,793	-	14,793	17,693
Charitable activities	6	59,760	149,618	209,378	259,651
<b>Total</b>		<u>74,553</u>	<u>149,618</u>	<u>224,171</u>	<u>277,344</u>
<b>Net income/(expenditure)</b>	10	(1,665)	6,571	4,906	(60,939)
Transfers between funds		-	-	-	-
<b>Net movement in funds</b>		(1,665)	6,571	4,906	(60,939)
<b>Reconciliation of funds:</b>					
Total funds brought forward		<u>27,131</u>	<u>(10,488)</u>	<u>16,643</u>	<u>77,582</u>
<b>Total funds carried forward</b>		<u><u>£25,466</u></u>	<u><u>£(3,917)</u></u>	<u><u>£21,549</u></u>	<u><u>£16,643</u></u>

All income and expenditure is derived from continuing activities.

The SOFA includes all gains and losses recognised during the year.

The notes form part of these financial statements.

**VOLUNTEER CENTRE GREENWICH**  
Company No. 3832423 (England & Wales)

BALANCE SHEET  
AS AT 31 MARCH 2017

		2017		2016	
	Notes	£	£	£	£
<b>Fixed assets</b>					
Tangible Fixed Assets	12		-		-
<b>Current assets</b>					
Debtors	13	28,225		22,339	
Cash at Bank		26,555		28,823	
		54,780		51,162	
<b>Creditors:</b> amounts falling due within one year	14	33,231		34,519	
<b>Net current assets</b>			21,549		16,643
<b>Net assets</b>	16		£21,549		£16,643
<b>Funds:</b>					
Unrestricted funds					
- Designated funds	15		-		-
- General fund	15		25,466		27,131
Total unrestricted funds			25,466		27,131
Restricted Funds	15		(3,917)		(10,488)
<b>Total funds</b>			£21,549		£16,643

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the directors and trustees on 24 October 2017 and signed on their behalf.

.....  
**Cheryl Chow**  
**Trustee and Treasurer**

**VOLUNTEER CENTRE GREENWICH**  
Company No. 3832423 (England & Wales)

**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2017**

		<b>2017</b>		<b>2016</b>	
		<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Net cash outflow from Operating activities</b>	17		(2,268)		(54,082)
<b>Cash at bank at 1 April 2016</b>			28,823		82,905
<b>Cash at bank at 31 March 2017</b>	17		<u>£26,555</u>		<u>£28,823</u>

## **VOLUNTEER CENTRE GREENWICH**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017**

#### **1. Accounting policies**

##### **General information and basis of preparation**

Volunteer Centre Greenwich is a private company (No. 03832423) limited by guarantee registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the “Reference and Administrative Information” on page 1 of these financial statements.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

##### **Income recognition**

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Income from performance related grants and contracts is recognised as the charity earns the right to consideration through delivery of the specified services.

## **VOLUNTEER CENTRE GREENWICH**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017**

/contd...

#### **Expenditure recognition**

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably. Expenditure includes all irrecoverable VAT which is included as part of the relevant cost. Expenditure is classified under the following activity headings:

- Costs of raising funds comprises those costs associated with attracting voluntary donations and grants
- Expenditure on charitable activities comprises those costs associated with the delivery of the various activities and services for the charity's beneficiaries.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity and also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time.

#### **Fund accounting**

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

#### **Tangible fixed assets and depreciation**

Tangible assets costing more than £1,000 are capitalised and are stated at costs less accumulated depreciation.

Depreciation is provided so as to write off the cost of each asset, less estimated residual value, over its estimated useful life at the following annual rates:

Computer equipment	33% Straight line
Office equipment	25% Straight line

#### **Leases**

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

## VOLUNTEER CENTRE GREENWICH

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

/contd...

#### 1. Accounting policies/contd...

##### Pensions

The charity contributes to Stakeholder Pension Schemes on behalf of its employees. These schemes are defined contribution pension schemes.

Contributions payable under these schemes are charged the Statement of Financial Activities in the year to which they relate. The charity has no liability under these schemes other than for the payment of those contributions.

#### 2. Donations and grants

	Unrestricted	Restricted	Total 2017	Total 2016
<b>Opportunities for All</b>				
City Bridge Trust	£Nil	£57,450	£57,450	£48,625
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

All of the £48,625 received in 2016 was restricted funds.

#### 3. Income from charitable activities

	Unrestricted £	Restricted £	Total 2017 £	Total 2016 £
<b>Volunteering and Training Services</b>				
Royal Borough of Greenwich	-	57,500	57,500	57,500
Training and consultancy fees	72,882	-	72,882	46,036
<b>Young People's project</b>				
City Bridge Trust	-	-	-	23,750
<b>Community Learning Champions Project</b>				
Skills Funding Agency	-	23,035	23,035	40,000
<b>Greenwich Bus Tours</b>				
City Bridge Trust – Stepping Stones	-	11,073	11,073	-
<b>The Supported Volunteering project</b>				
GLLaB	-	3,846	3,846	-
<b>Working Ambassadors</b>				
ESF	-	3,285	3,285	-
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
	£72,882	£98,739	£171,621	£167,286
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

Of the £167,286 received in 2016, £46,036 was unrestricted funds and £121,250 was restricted funds. Big Assist donated a voucher of £10,000 which was used for consultancy support in the year (2016 - £nil). This is restricted funding.

## VOLUNTEER CENTRE GREENWICH

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

/contd...

#### 4. Investment Income

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total 2017</b>	<b>Total 2016</b>
Bank interest	£6	£Nil	£6	£494
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

All of the £494 received in 2016 was unrestricted funds.

#### 5. Cost of raising funds

	<b>Direct costs</b>	<b>Support costs</b>	<b>Total 2017</b>	<b>Total 2016</b>
Fundraising activities	£10,213	£4,580	£14,793	£17,693
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

All of the £17,693 expenditure in 2016 was charged to unrestricted funds.

#### 6. Cost of charitable activities

	<b>Direct Costs</b>	<b>Support Costs</b>	<b>Total 2017</b>	<b>Total 2016</b>
Volunteering services	£147,405	£61,973	£209,378	£259,651
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

Of the £259,651 expenditure in 2016, £41,311 was charged to unrestricted funds and £218,340 was charged to restricted funds.

#### 7. Analysis of direct costs

	<b>Total 2017</b>	<b>Total 2016</b>
	£	£
Wages and salaries	128,044	178,003
Freelance consultancy fees	1,759	1,974
Staff and volunteer training and recruitment	7,525	9,538
Travel costs	9,111	8,244
Other direct costs	966	7,552
	<u>          </u>	<u>          </u>
	£147,405	£205,311
	<u>          </u>	<u>          </u>

## VOLUNTEER CENTRE GREENWICH

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

/contd...

#### 8. Analysis of support costs

	<b>Total 2017</b>	<b>Total 2016</b>
	£	£
Office costs	29,758	32,450
Premises costs	28,140	28,140
Publicity & printing	1,657	2,524
Governance costs (note 9)	6,998	8,919
	<u>£66,553</u>	<u>£72,033</u>

#### 9. Governance costs

	<b>Total 2017</b>	<b>Total 2016</b>
	£	£
Wages and salaries	4,540	5,020
Audit fees	2,400	2,394
Trustee meetings	13	726
AGM and annual review	45	779
	<u>£6,998</u>	<u>£8,919</u>

#### 10. Net income/(expenditure)

The net incoming resources for the year are stated after charging:

	<b>2017</b>	<b>2016</b>
Depreciation	£Nil	£Nil
Auditors' remuneration	£2,400	£1,950
Trustee Remuneration	£Nil	£Nil
Operating lease rentals	£39,170	£38,744
	<u>£39,170</u>	<u>£38,744</u>

No trustees were reimbursed any expenses during the year (2016: none).

## VOLUNTEER CENTRE GREENWICH

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

/contd...

#### 11. Staff costs

	2017	2016
	£	£
Wages and salaries	134,553	160,301
Social security costs	9,214	14,483
Other pension costs	6,257	8,240
	£150,024	£183,024
	£150,024	£183,024

No employee received employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The total employee benefits received by key management were £80,163 (2016 : £83,857).

The average weekly number of employees during the year, calculated on the basis of full time equivalents was 4 (2016: 5).

#### 12. Tangible fixed assets

	Computer Equipment £
<b>Cost:</b>	
At 1 April 2016	16,840
Disposals	-
Additions	-
	16,840
At 31 March 2017	16,840
<b>Depreciation:</b>	
At 1 April 2016	16,840
Charge for the year	-
	16,840
At 31 March 2017	16,840
<b>Net Book Value:</b>	
At 31 March 2017	£Nil
At 31 March 2016	£Nil

## VOLUNTEER CENTRE GREENWICH

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

/contd...

<b>13. Debtors</b>	<b>2017</b>	<b>2016</b>
<b>Due within one year</b>	<b>£</b>	<b>£</b>
Grants receivable	9,746	2,930
Prepayments	10,247	9,959
Other Debtors	8,232	9,450
	<u>£28,225</u>	<u>£22,339</u>

<b>14. Creditors:</b>	<b>2017</b>	<b>2016</b>
<b>Amounts falling due within one year:</b>	<b>£</b>	<b>£</b>
Trade Creditors	592	760
Grants in advance	24,207	27,984
Accruals	8,432	5,775
	<u>£33,231</u>	<u>£34,519</u>

<b>15. Movement in funds</b>	<b>At 1 April 2016</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers between funds</b>	<b>At 31 March 2017</b>
<b>Restricted Funds</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Supported Volunteering	-	3,846	(3,846)	-	-
RBG – Community Support Team	-	57,500	(57,500)	-	-
Community Learning Champions Project	(4,857)	23,035	(22,576)	-	(4,398)
Involve Tours	-	11,073	(8,911)	-	2,162
Opportunities for All	(5,631)	57,450	(52,783)	-	(964)
Working Ambassadors	-	3,285	(4,002)	-	(717)
<b>Total restricted funds</b>	<u>(10,488)</u>	<u>156,189</u>	<u>(149,618)</u>	<u>-</u>	<u>(3,917)</u>
<b>Unrestricted funds</b>					
General Fund	27,131	72,888	(74,553)	-	25,466
<b>Total unrestricted funds</b>	<u>27,131</u>	<u>72,888</u>	<u>(74,553)</u>	<u>-</u>	<u>25,466</u>
<b>Total funds</b>	<u>£16,643</u>	<u>£229,077</u>	<u>£(224,171)</u>	<u>£Nil</u>	<u>£21,549</u>

Full details of the purposes of the funds can be found in the Trustees' Annual Report.

## VOLUNTEER CENTRE GREENWICH

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

/contd...

#### 16. Analysis of net assets between funds

Fund Balances at 31 March 2017 are represented by:

	<b>Unrestricted</b>			<b>Total</b>
	<b>General</b>	<b>Designated</b>	<b>Restricted</b>	
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Current assets	34,979	-	19,801	54,780
Current liabilities	(9,513)	-	(23,718)	(33,231)
	<u>£25,466</u>	<u>£Nil</u>	<u>£(3,917)</u>	<u>£21,549</u>

#### 17. Notes to the Statement of Cash Flows Reconciliation of surplus to net cash

	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
Surplus/(deficit) for the year	4,906	(60,939)
(Increase)/decrease in debtors	(5,886)	2,697
(Decrease)/increase in creditors	(1,288)	4,160
	<u>£(2,268)</u>	<u>£(54,082)</u>
<b>Analysis of cash and cash equivalents</b>		
Cash at bank	<u>£26,555</u>	<u>£28,823</u>

#### 18. Operating Lease Commitments

At 31 March 2017 the total minimum lease payments due under non-cancellable operating leases are as follows:

	<b>2017</b>		<b>2016</b>	
	Land and Buildings	Other	Land and Buildings	Other
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Within one year	16,430	2,971	16,430	5,846
Within two to five years	-	8,666	-	14,608
	<u>£16,430</u>	<u>£11,637</u>	<u>£16,430</u>	<u>£20,454</u>

#### 19. Taxation

As a registered charity, Volunteer Centre Greenwich is not liable to tax on its charitable activities.