

SUTTON BOROUGH VOLUNTEER BUREAU

England & Wales · Charity number 1048978

Details

Other names VOLUNTEER CENTRE SUTTON

Status Registered

Legal form CIO

Registered 1995-09-05

Register [View on the Charity Commission register](#)

Contact

Address Sutton Borough Volunteer Bureau
Carrew House
Railway Approach
Wallington
Surrey
SM6 0DX

Phone 02086615900

Email vcsutton@vcsutton.org.uk

Website www.vcsutton.org.uk

Activities

Objects: The Charity's objects are to advance education, community development, culture, protect health and relieve poverty sickness or distress and to promote any other charitable purpose for the benefit of the entire community in the London Borough of Sutton and the surrounding areas, by the promotion of volunteer services, in an equitable way. For these purposes, but not otherwise, the Charity shall;- • advise, guide, recruit and provide information and support to persons willing to volunteer. • advise, guide and provide an information and recruitment service for organisations using volunteers and to promote best practice • identify, develop and run volunteering programmes to meet the needs of all sections of the Community, including children and young people, adults, vulnerable and others deemed within our charitable purpose

Activities: To advance education protect health relieve poverty sickness and distress and to promote any other charitable purpose for the benefit of the community in the area of benefit by the promotion of a voluntary service and for these purposes but not otherwise the charity shall (a) advise and guide persons willing to volunteer and (b) advise and guide organisations using volunteers.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** LONDON BOROUGH OF SUTTON
- Surrey
- Sutton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,047,884	£1,048,398	£486,036	43
2024-03-31	£847,297	£722,496	£486,550	30
2023-03-31	£609,727	£637,982	£361,749	23
2022-03-31	£586,875	£522,628	£390,004	20
2021-03-31	£586,428	£521,781	£325,757	17

Trustees

Name	Role	Appointed
Neil Gordon Sturton Davies	Chair	2021-07-19
ANTHONY JOSEPH HAZELDINE CBE		
Antony Pearce		2025-03-17
DEEPAK OHRY		
Ethan James Smith		2024-09-25
Janet Elizabeth Flett Wright		2024-08-19
Sharmin Choudhury		2025-09-08
Vaskor Basak		2022-02-14

Accounts

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation Model)
(Registered Charity No: 1048978)
(Company No: CE019319)

REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation)
(Registered Charity No: 1048978)
(Company No: CE019319)

Report of the Charity Trustees for the year ended 31 March 2025

Contents

	Page
Report of the Charity Trustees	1 - 12
Report of the Auditors	13 - 15
Statement of Financial Activities	16
Balance Sheet	17
Cash Flow Statement	18
Notes forming part of the financial statements	19 - 28

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation)
(Registered Charity No: 1048978)
(Company No: CE019319)

Report of the Charity Trustees for the year ended 31 March 2025

The Charity Trustees present its report and audited financial statements for the year ended 31 March 2025.

Reference and administrative information

Charity Name:	Sutton Borough Volunteer Bureau
Operational Name:	Volunteer Centre Sutton
Charity No:	1048978
Company Registration No:	CE019319
Registered office and operational address:	216-220 High Street, Sutton, Surrey SM1 1NU

Three existing trustees stepped down this year and we would like to thank them for their service and support to us and to the community in Sutton.

Management Committee

Mr D Ohry - Chair
Mr A Hazeldine CBE, JP - Vice Chair
Mrs Y McPhee JP - Company Secretary
Mr V Basak - Treasurer
Mr N Davies
Mrs J Wright – Appointed 19th August 2024
Mr E Smith – Appointed 25th September 2024
Mr A Pearce – Appointed 17th March 2025

Senior Management Team

Mrs A Maullin – Chief Executive Officer
Mrs H Blythe – Sustainable Delivery Manager
Mrs Louise Storey – Mentoring Manager
Mrs Irene Jordan – Sutton Befriending Manager
Mr Nick Baum – Community Support Manager

Auditors

Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
Surrey, KT6 7AL

Bankers

Barclays Bank plc
43 High Street
Sutton, Surrey
SM1 1DR

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2025

1. Objects of the Volunteer Centre Sutton

1.1 During 2024 Volunteer Centre Sutton undertook a review of our objectives within our constitution and made small changes to update and include the programme work we deliver. The Charity's objects are to advance education, community development, culture, protect health and relieve poverty sickness or distress and to promote any other charitable purpose for the benefit of the entire community in the London Borough of Sutton and the surrounding areas, by the promotion of volunteer services, in an equitable way. For these purposes, but not otherwise, the Charity shall:-

- advise, guide, recruit and provide information and support to persons willing to volunteer.
- advise, guide and provide an information and recruitment service for organisations using volunteers and to promote best practice
- identify, develop and run volunteering programmes to meet the needs of all sections of the Community, including children and young people, vulnerable adults and others deemed within our charitable purpose.

Our Vision: Building better lives through volunteering

Our Mission: Harnessing the power of volunteering to strengthen communities and create positive change.

2. Achievements and Performance

Building Better lives through Volunteering

2.1 Supporting Infrastructure: Empowering the Voluntary and Community Sector

At the heart of Volunteer Centre Sutton's mission is our commitment to extend the reach of the infrastructure within the charity, community and faith sector. We believe that thriving organisations lead to stronger, more connected communities. Over the past year, we have continued to provide vital support that enables local groups and organisations to grow, adapt, and deliver impact through volunteering.

Over the year we have had up to 814 organisations on our books, supporting a steady and growing network of groups that rely on our services to navigate the changing landscape of volunteering, community engagement, and service delivery. Each month, we welcome new organisations to our network, with between 4 and 11 new groups joining us monthly this year, with a total of 70 new organisations.

Crucially, the number of active organisations—those with live volunteer roles—has remained strong, rising to 100 over the last quarter. This reflects a resilient borough that continues to provide volunteering opportunities, despite ongoing pressures.

In terms of role promotion and brokerage, we have seen a monthly increase in live roles, from 198 to 324, enabling volunteers to find meaningful opportunities that match their interests and skills. Behind these numbers is the practical, hands-on support we provide. Through the year we engaged in 611 one-to-one support sessions—via face-to-face meetings, emails, and phone calls—offering tailored advice on volunteer management, safeguarding, governance, and funding.

Our facilitation of 11 group sessions, such as monthly network meetings, offers peer support and shared learning opportunities that are essential to building a collaborative and informed sector.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2025

2. Achievements and Performance

2.1 Supporting Infrastructure: Empowering the Voluntary and Community Sector

Our impact is also reflected in the increased number of volunteers registered and in 2024-25 we developed our own Volunteer Hub, to enable an easy fast link for people to register an interest in volunteering, find the right role and be matched to organisations. This new digital volunteer platform is providing excellent feedback and data to enable us to track and analyse volunteer trends across the borough. Additionally, we continue to support micro-volunteering and one-off volunteer tasks, with a consistent flow of people stepping up to help with time-limited needs.

2.2 A Strategic Lens: The State of the Sector Review

In the latter half of the year, we commissioned in partnership with Community Action Sutton a six-month external review to assess the health and direction of the charity, faith, and community sector in Sutton. This in-depth piece of work, led by independent consultants, drew on robust data and the voices of over 100 key stakeholders, including charity leaders, grassroots groups, statutory partners, and volunteers.

The resulting State of the Sector report underscored the need to develop a more cohesive 'ecosystem' of support, one that brings together diverse organisations through shared infrastructure, collaborative opportunities, and strategic investment. It highlighted several priority areas for development, including:

- Sustainable funding and income generation
- Cross-sector partnerships and collaboration
- Volunteering pathways and innovation
- Skills-based training and leadership development
- Improved networking and knowledge-sharing mechanisms

These findings have been instrumental in shaping our strategic work for 2025 and beyond. As we move forward, we are committed to prioritising the report's recommendations—not only embedding them in our own operations but also working with partners to champion a unified and strategic approach across the borough.

Through every email, phone call, partnership, and policy workshop, we are investing in the infrastructure that underpins our sector as well as utilising our own expertise in developing volunteer led projects within Sutton.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2025

2. Achievements and Performance

Key Volunteer Centre Projects include:

2.3 MAPS Mentoring

From April 2024 to March 2025, MAPS Mentoring made its biggest impact yet in over 30 years of delivery — supporting more young people than ever before. This year, 228 children and young people were matched with a volunteer mentor, to be supported with weekly face to face catch ups and evaluation showing strong emotional and social outcomes.

Positive Impact on Young People

In a recent survey:

- Over 80% of young people reported improved emotional wellbeing.
- Many learned to manage stress, express their feelings, and build confidence.
- Quotes from participants include:

"I don't panic like I used to."

"Now I talk more and feel better about myself."

Mentors echoed this transformation, noting young people becoming more open, engaged, and hopeful.

Growth for Volunteer Mentors

This year, we highlighted the impact mentoring has on our volunteers with Mentors reporting increased confidence, patience, and leadership skills. One mentor, Tom, said: *"I've gained more than I've given."* Another, Margaret, found the experience so life-changing that she is now retraining in children's mental health.

Key Highlights:

- 113 new volunteer mentors trained
- Steering groups for mentors and mentees relaunched
- New suicide prevention project launched
- New "check-in" system introduced for early support access
- Re-engagement from former mentees with lasting positive feedback
- Strong Social Value results: Following in depth research and evaluation, MAPS provides £7.73 of value generated for every £1 invested

Demographic Snapshot of Young People Supported through MAPS Mentoring

- 35% non-White British
- 49% have a disability
- 87% not living with both parents
- 42% have a parent with mental health issues

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2025

5. Structure, Governance and Management

5.6 Responsibilities of the Management Committee

The members of the Management Committee are responsible for preparing the Management Committee's 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 trustee members 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 the year.

In preparing those financial statements, the Management Committee is required to:

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP FRS102,
- 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, and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Management Committee is responsible for keeping proper 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. The Management Committee is 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.

6. Statement as to Disclosure of Information to Auditors

So far as the directors are aware, there is no relevant audit information of which the company's CIO's auditors are unaware, and trustees have taken all the steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

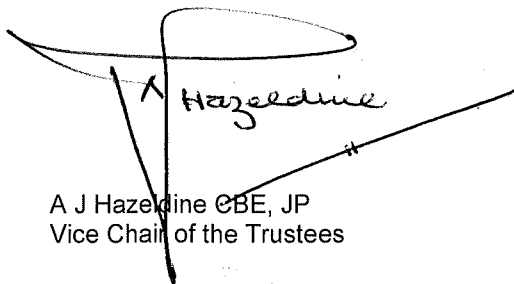
7. Auditors

Kingston Burrowes Audit Ltd have been appointed as the CIO's auditor during the year and has expressed its willingness to continue in that capacity.

Approved by the Management Committee on

1/12/

2025



A J Hazeldine CBE, JP
Vice Chair of the Trustees

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2025

4. Financial Review

4.3 Reserves Policy

The Management Committee has examined the charity's requirements for reserves in the light of the main risks to the organisation. It has established a policy whereby the unrestricted funds should be between three to six months of core expenditure. General unrestricted funds for 2024/25 is £139,510 and funds lie within our policy parameters. The reserves are needed to meet the working capital requirements of the charity, and the Management Committee is confident that at this level it would be able to continue to meet its current liabilities in the event of a significant drop in funding.

4.4 Going Concern

The Trustees have considered the various uncertainties around the charity's operations and have concluded that there is no reason to anticipate that it will not be able continue as a going concern. The reserves discussed above are held to meet the working capital requirements of the business and the Management Committee is confident that given the current level of these the charity would be able to continue to meet its financial liabilities in the event of a significant drop in funding.

5. Structure, Governance and Management

5.1 Governing Document

Volunteer Centre Sutton was a charitable company limited by guarantee incorporated on the 8th August 1995 and registered as a charity on 5th September 1995. The charity became in October 2019 a Charitable Incorporated Organisation, which established the objects and powers of the charitable company and is governed under its constitution. The only voting members are its charity trustees. In the event of the company being wound up, members are required to contribute an amount not exceeding £2.

5.2 Recruitment and Appointment of Trustee Members

The members of the company are also charity trustees for the purposes of charity law and under the charity constitution are known as trustee members. Under the requirements of the Constitution and objects within, the members of the charity are elected to serve for a period of three years, with the option to remain for three consecutive rounds, after which they must stand down but can stand for re-election after a period of twelve months. The trustees seek to ensure that the various groups of service users, volunteers, voluntary and community sector groups and the local population are appropriately reflected through the diversity of the trustee body.

5.3 Trustees Induction and Training

All potential new trustees are interviewed by the HR Governance Sub Group, checked through the Disclosure and Barring Service with references obtained. They are provided an induction and ongoing support within their role. They spend time with the Chief Executive Officer who explains Volunteer Centre Sutton's expectations of its trustees and its various service delivery areas. Training courses are offered where appropriate, including training in diversity, safeguarding and governance.

5.4 Risk Management

The trustee members of Volunteer Centre Sutton regularly review the Charity's activities and policies in line with the Charity Commission's key questions around Governance. The major risks to which the charity is exposed are identified and addressed through a risk management process that is reviewed and is ratified by the trustee members at Board Meetings. The processes by which these are addressed are set out in a wide range of policies and procedures that are reviewed and amended as appropriate and ratified by the full trustee board. Procedures are in place to ensure compliance with all legislation, including health and safety procedures.

5.5 Public Benefit

The trustees have considered the Charity Commission's general guidance on public benefit. Our main activities and who we try help are set out in this report. Our objects and all our charitable activities are undertaken to further our charitable purposes for the public benefit.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2025

2. Achievements and Performance

2.11 New Health Programmes

In 2024–25, Volunteer Centre Sutton began delivering two important new health initiatives: recruitment and mobilisation for the Core20PLUS5 Health Inequalities programme and the Community Health and Wellbeing Workers (CHWW) project. These programmes are designed to reduce health disparities by focusing on those most affected by health inequalities in Sutton. Early activity has demonstrated the impact of direct, face-to-face support in building trust, promoting access to services, and identifying previously hidden needs within communities. Through conversations and connections with residents, our teams have gained valuable insights into local health concerns, barriers to engagement, and how best to tailor services. These programmes highlight the critical importance of close partnership working—particularly with local GPs, NHS colleagues and wider health and care networks, as well as connections to housing, mental health services, debt and education. All these interventions are responsive, inclusive and grounded in community with the aim to grow and develop this work further in 2025, subject to funding.

3. Related Parties and Partnership Work

3.1 The charity works alongside both national and local policy and Volunteer Centre Sutton is a member of the National Council for Voluntary Organisations and London Plus, Greater London Volunteering and London Youth. As a key stakeholder within Sutton, we work and partner extensively with the London Borough of Sutton, as well as other key partners, schools, health and the voluntary sector.

4. Financial Review

4.1 Volunteer Centre Sutton has continued to develop and deliver high-quality services. The charity, with the aid of sound financial management, supported by the Finance and Income Generation Subgroup, with support of both its staff and volunteers, generated a positive financial outcome for the period in part due to sourcing diverse funding streams. In 2024-25 our fundraising objectives were met.

4.2 Principal Funding Sources

The principal funding source for the charity is the London Borough of Sutton. Funds are received from a range of departments including the Voluntary Community Social Enterprise Fund (VCSEF) and various sources includes government-funded contracts, grants and trusts. The most significant funders 2024-25 being:

- New Deal – Propel GLA
- South West London NHS - ICB
- William Wates for MAPS Mentoring
- Henry Smith for Sutton Befriending

Aside from income generated from statutory funders and charitable trusts, Volunteer Centre Sutton is grateful for the financial support provided by individuals with donations, including the Mayor of Sutton as Volunteer Centre Sutton was one of their nominated charities for the year.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2025

2. Achievements and Performance

2.7 Youth Participation and Engagement

- Produced and distributed a police newsletter across schools and public locations
- Delivered a restructured Youth Board meeting on "Mental Health in Schools" with over 20 participants and input from CAMHS, school nurses, and local MPs
- Participated in local community events including CSE Awareness Week, local committee outreach, and the Sound Lounge multicultural event
- Continued collaboration with the Jack Petchey Foundation including delivery of 1 Leadership Award and 3 Achievement Awards

A growing professional network coordinated by VCS CEO connects organisations working with young people to improve collaboration and outcomes across the borough. This is an area for development in 2025-26, with emphasis on integrating a newly developed Voice and Influence framework that Sutton is finalising and will be launched at the 2025 Youth summit, led by young people.

2.8 Community Volunteer Squad

In the past 12 months, we have grown the Community Volunteer Squad, a project designed to connect individuals in need to one-time tasks such as repairs, maintenance, moving assistance, and basic gardening, catering to those who are unable to complete these tasks due to health or other constraints. Referrals for assistance come through various partners, including Age UK and CAB. This year we have 69 trained volunteers who completed 115 tasks with aims to grow and undertake further outreach and partnership work in 2025.

2.9 Benefits and Form-Filling Support

Volunteer Centre Sutton provides vital support to residents navigating complex benefits and financial support systems. Our trained volunteers assist individuals in completing forms for Universal Credit, Disability Benefits, and PIP entitlements, ensuring people are supported with help and putting applications in timely. In 2024–25, we delivered 288 one-to-one form-filling sessions, with the support of 43 trained volunteers. This intervention helped secure an estimated £474,707 in benefits and support for local residents — income that directly reduces financial hardship and supports wellbeing.

2.10 Health Navigators

Volunteer Centre Sutton's Health Navigators programme plays a vital role in promoting community health and wellbeing. In partnership with the NHS and local GP surgeries, our team of 77 trained volunteers delivered 176 health outreach events across Sutton. Through these events, we provided blood pressure and BMI checks to 3,113 residents, helping identify early risks of conditions such as hypertension, diabetes and heart disease. In addition, we delivered health education and awareness-raising activities to 1,720 residents, covering topics including cancer screening and help with NHS apps. This volunteer-led initiative helps build trust in health services, encourages preventative care, and is supporting many communities and residents access early intervention across diverse communities.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2025

2. Achievements and Performance

2.6 Afghan Community Support

Volunteer Centre Sutton has supported 41 Afghan individuals (23 adults, 18 children) from seven core families who settled into Sutton. Our project combines one-to-one and group support to aid integration through activities focused on health, education (especially ESOL), housing, employment, volunteering, and social connection.

Highlights:

- **Step-Ahead Employment Support:** Tailored job-readiness support in partnership with Step Ahead, including appointment coordination and accompaniment. Language barriers remain a key challenge, particularly for newly arrived families and women.
- **ESOL Education:** Ongoing English language learning support with multiple providers. Kingston College continues to support teenage learners.
- **Women's Friendship Group:** In partnership with the Women's Centre, we established a women-only safe space with creche support. Activities include sewing, cooking, and GP access sessions, building English skills and confidence in using public services.
- **One-to-One Support:** Trust-based, individual support has improved mobility, increased access to healthcare, and led to volunteering, training, and employment opportunities for adults and older children. These sessions play a vital role in promoting wellbeing and assessing mental and physical health needs.

This work continues to grow, building stronger relationships with families and partners to improve long-term integration and wellbeing.

2.7 Youth Participation and Engagement

Volunteer Centre Sutton's Youth Participation and Engagement programme empowers young people to shape the future of the borough and engage in a variety of activities. Through the Young Commissioners programme, Youth Board and events such as the Sutton Youth Summit, we offer diverse opportunities for young voices to be heard by key decision-makers.

32 young people engaged with additional Youth Board members who attended 20 meetings across the year and 31 various events and activities. This group of 11–18 year-olds represents 10 local schools, three other schools, and one home schooler. In addition, we have representatives from young carers, looked after children, Hong Kongers, LGBTQ+ and SEND. Our outreach has led to the recruitment of a SACCO representative and a homeschooled student, attendance at women's empowerment events, intergenerational work with adults, and attendance at local committees. We have held taster sessions for another student with SEND. Direct contact with key decision makers has included the Met police, various local Councillors, local MPs, NHS representatives, schools and Youth Offending team members. The work is presented to the LSCP Engagement and Participation subgroup as well as young people who attended the local safeguarding partnership board.

Other achievements include:

- Young Commissioners led workshops, including one on the NHS 10-year plan, and enhanced their public speaking, leadership, and teamwork skills
- Co-hosted an International Women's Day event with Sutton Women's Centre at Throwley Yard Cinema, focusing on women's empowerment

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2025

2. Achievements and Performance

2.5 Ukraine Support

Volunteer Centre Sutton continues to support Ukrainian families displaced by conflict and now living locally in the borough. Our work focuses on social integration, emotional wellbeing, education, and community cohesion, delivered through regular sessions, targeted activities and trusted partnerships.

Project highlights:

- **Community Engagement:** Weekly drop-ins at the Salvation Army remain a vital access point for support, information and social interaction, including an English conversation club.
- **Men's Group Football Project:** Launched January 2025, this weekly session supports 50 Ukrainian men, improving wellbeing and reducing isolation.
- **Anniversary Event:** On 1 March 2025, 550+ people gathered at Christ Church Sutton to commemorate the anniversary of the conflict. A community-led event featuring children from the Saturday School and local choir/art groups.
- **Positive English Course:** Launched March 2025 to meet increased demand. Delivered by a Ukrainian-speaking teacher, the course builds confidence through language and mindset support.
- **Teenager Club:** Celebrated its first anniversary in March with a trip to a trampoline park for 17 teens, supporting peer bonding and emotional resilience.
- **Emotional Support Groups:** Sessions continued in February and March, offering mindfulness and safe spaces to explore themes of grief, anxiety and hope.
- **Art & Craft Workshops:** Ongoing traditional Ukrainian crafts such as pysanky painting attracted up to 20 attendees per session, preserving culture and building community.
- **Choir Sessions:** Participation grew to 40+ during February, reflecting the community's desire for connection and cultural expression.
- **Saturday Ukrainian School:** Over 100 participants each week, focusing on literacy in Ukrainian, cultural traditions, and peer connection.
- **Sound Lounge Drop-ins:** Weekly 1:1 support with housing and settlement queries in a private setting.
- **MAPS Mentoring:** 20 Ukrainian children received regular 1:1 mentoring, with clear impact on integration, confidence and emotional wellbeing.
- **MAPS Peer Support (Ages 6–8):** Continued delivery of creative and social activities like storytelling, trampolining and crafts to support younger children's development.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2025

2. Achievements and Performance

Key Volunteer Centre Projects include:

2.4 Sutton Befrienders

Volunteer Recruitment and Training

- 10 training/induction sessions delivered
- 58 new volunteers recruited
- 84 active volunteers; 36 in recruitment pipeline

Outcomes and Impact – all the Sutton Befrienders and activity work has shown excellent outcomes for both clients and volunteers.

Outcome 1: Reduced Social Isolation and Loneliness

- 100% of 1:1 clients report feeling less lonely
- 91% of group participants report reduced isolation
- 100% of group clients feel their involvement has a positive impact

Outcome 2: Improved Wellbeing and Self-Esteem

- 85% of 1:1 clients and 80% of group participants report increased confidence
- 100% of volunteers report improved self-esteem and happiness

Outcome 3: Stronger Community Connection

- 86% of 1:1 clients and 100% of group clients feel part of a caring community
- 96% of group participants feel better socially connected
- 100% of volunteers feel part of a supportive community

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2025

2. Achievements and Performance

Key Volunteer Centre Projects include:

2.3 MAPS Mentoring

- 28% experience domestic abuse at home
- 41% are NEET or at risk

Key Outcomes achieved for Young People include:

- Improved school commitment and attendance
- Increased self-expression and emotional resilience
- Greater independence and creative thinking
- A growing sense of self-worth and inclusion

2.4 Sutton Befrienders

The Sutton Befrienders programme continues to provide crucial emotional and practical support for isolated older adults and adults with complex needs. Despite increasing demand and limited borough-wide alternatives, we have continued to deliver meaningful one-to-one and group support. Majority of the Funding for this project comes from Henry Smith with a small amount from Sport England to support our ever-growing group activities. We have been able to signpost people to other services to help clients, such as Sutton Mental Health Foundation and Age UK Sutton have a Dementia support services, but numbers are limited. Where appropriate we always try to accommodate people within our group activities.

Over 65 isolated clients have received over 6,200 hours of face-to-face support in their own home through a befriender.

Group Activities and Community Engagement

Through the help of 46 trained volunteers, we expanded group provision to offer regular opportunities for social interaction, connection, and shared activities.

We run a programme of sociable walking groups which help people in the community to get active and enjoy the benefits of walking. There are three weekly walks which take place in Beddington Park, The Grove and Nonsuch Park, plus, we run a monthly walk which was introduced following feedback from our regular walkers monthly, where the walkers choose a new location to visit. 121 individuals, (volunteers, older or disabled people) attend our walking groups last year to exercise together. This has enabled the walkers to form a support network and real friendships which exist outside of the walks. Other groups have included:

- Music and Movement sessions a fun, low impact dance class that is accessible to all ages and abilities and is always followed by a cup of tea and a chat. This expanded to three borough locations after a successful pilot.
- Monthly Lunch Club launched in January 2024 after an approach by the Rotary Club in Wallington who wanted to support us to provide an activity for isolated older people in the area, with clients that were too frail to attend any of the more energetic groups and we developed, in partnership, a monthly lunch and social club in Wallington, where they can enjoy a hot meal and play games or quizzes. This serves 40 attendees monthly.
- Seasonal Events including the "Picnic in the Park" (65 attendees), supported by Young Commissioners and corporate volunteers, as part of their intergenerational work. This fun summer event helped to bring together our volunteers and clients from both the befriending matches and the group activities to enjoy the lovely summer weather and socialise with other service users we support.

INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF SUTTON BOROUGH VOLUNTEER BUREAU

Opinion

We have audited the financial statements of Sutton Borough Volunteer Bureau (the 'charity') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2025, and of its incoming resources and application of resources 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 Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Report of the Charity Trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF SUTTON BOROUGH VOLUNTEER BUREAU

/Cont'd...

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements which give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under Section 145 of the Charities Act 2011 and report in accordance with regulations made under Section 154 of that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
SUTTON BOROUGH VOLUNTEER BUREAU**

/Cont'd...

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Kevin Fisher FCA (Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road, Surbiton,
Surrey, United Kingdom,
KT6 7AL

2025

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Total Unrestricted funds £	Total Restricted funds £	Total Funds 2025 £	Total Funds 2024 £
Income					
Donations and legacies	2	20,281	1,387	21,668	10,003
Charitable activities	3	104,481	893,253	997,734	820,392
Other trading activities	4	2,794	400	3,194	4,265
Investments	5	9,023	-	9,023	7,150
Other	6	16,265	-	16,265	5,487
Total		<u>152,844</u>	<u>895,040</u>	<u>1,047,884</u>	<u>847,297</u>
Expenditure					
Raising funds	7	63,087	7,702	70,789	58,449
Charitable activities	8	59,490	918,119	977,609	664,047
Total		<u>122,577</u>	<u>925,821</u>	<u>1,048,398</u>	<u>722,496</u>
Net income/(expenditure)	12	30,266	(30,781)	(514)	124,801
Transfers between funds	19 & 20	(10,464)	10,464	-	-
Net movement in funds	19 & 20	19,803	(20,317)	(514)	124,801
Reconciliation of funds					
Fund balances brought forward	19 & 20	302,529	184,021	486,550	361,749
Fund balances carried forward	19 & 20	<u>£322,332</u>	<u>£163,704</u>	<u>£486,036</u>	<u>£486,550</u>

All income and expenditure is derived from continuing activities.

The notes on pages 18 to 28 form part of these financial statements.

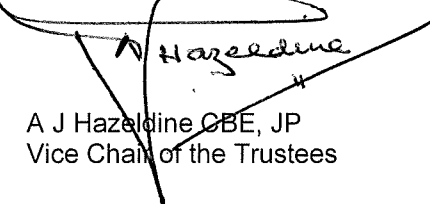
SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

BALANCE SHEET AS AT 31 MARCH 2025

	Notes	2025		2024	
		£	£	£	£
FIXED ASSETS					
Tangible assets	15		-		-
CURRENT ASSETS					
Debtors	16	151,281		39,658	
Cash at bank and in hand		487,915		490,217	
		<u>639,196</u>		<u>529,875</u>	
CREDITORS: Amounts falling due within one year	17	<u>153,160</u>		<u>43,325</u>	
NET CURRENT ASSETS			<u>486,036</u>		<u>486,550</u>
NET ASSETS	21		<u><u>£486,036</u></u>		<u><u>£486,550</u></u>
FUNDS					
Unrestricted funds - General funds			139,510		136,888
- Designated funds			182,822		165,641
	19		<u>322,332</u>		<u>302,529</u>
Restricted funds	20		<u>163,704</u>		<u>184,021</u>
TOTAL FUNDS			<u><u>£486,036</u></u>		<u><u>£486,550</u></u>

The financial statements were approved and authorised for issue by the Board of Trustees on and signed on their behalf by

1/12/2025


A J Hazeldine CBE, JP
Vice Chair of the Trustees

The notes on pages 18 to 28 form part of these financial statements.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	2024 £
Net cash generated from/(used in) operating activities (see below)	(11,325)	100,740
Cash flow from investing activities		
Interest received	9,023	7,150
(Decrease)/increase in cash in the year	(2,302)	107,890
Cash brought forward	490,217	382,327
Cash carried forward	<u>£487,915</u>	<u>£490,217</u>
Analysis of cash		
Cash at bank	<u>£487,915</u>	<u>£490,217</u>
	2025 £	2024 £
Reconciliation of net income to net cash flow from operating activities		
Operating surplus/(deficit) on ordinary activities	(514)	124,801
Adjustments for non-cash items:		
(Increase)/Decrease in debtors	(111,623)	(22,246)
Increase/(Decrease) in creditors	109,835	5,335
	(2,302)	107,890
Adjustment for investing activities		
Interest receivable	(9,023)	(7,150)
Net cash generated from/(used in) operating activities	<u>(£11,325)</u>	<u>£100,740</u>

The notes on pages 18 to 28 form part of these financial statements.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1. ACCOUNTING POLICIES

Basis of preparation

Sutton Borough Volunteer Bureau (the 'charity') is a Charitable Incorporated Organisation ('CIO'), registered in England and Wales and constitutes a public benefit entity as defined by FRS 102. The address of the registered office is given in the charity information on page 1 of these financial statements.

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 in October 2019, the Charities Act 2011 and UK Generally Accepted Accounting Practice. The financial statements have been prepared on the going concern basis and under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest pound.

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.

Contract income is recognised as the charity earns the right to consideration through the performance of its services.

No amount is included in the financial statements for volunteer time in line with the SORP.

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 is classified under the following activity headings:

- Costs of raising funds which comprise those costs associated with seeking donations and grants.
- Expenditure on charitable activities which comprises the costs of running 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. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support them. Support costs are apportioned to each activity on the basis of staff time.

Fund accounting

Unrestricted general funds are those funds which 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 specific 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.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

1. ACCOUNTING POLICIES/cont'd...

Fixed assets and depreciation

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

Computer equipment 2 years straight line

Assets purchased as part of a specific project funded through restricted funds are written off in the year of purchase.

Leases

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

Pensions

The centre makes contributions on behalf of staff to a defined contribution pension scheme. Contributions payable to the pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. DONATIONS AND LEGACIES

	Unrestricted Funds	Restricted Funds	Total 2025	Total 2024
Donations	<u>£20,281</u>	<u>£1,387</u>	<u>£21,668</u>	<u>£10,003</u>

All of the £10,003 recognised in 2024 related to unrestricted funds.

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total 2025	Total 2024
Grants and contracts	<u>£104,481</u>	<u>£893,253</u>	<u>£997,734</u>	<u>£820,392</u>

Of the £820,392 recognised in 2024, £115,473 related to unrestricted funds and £704,919 related to restricted funds.

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total 2025	Total 2024
Trading fundraising	<u>£2,794</u>	<u>£400</u>	<u>£3,194</u>	<u>£4,265</u>

Of the £4,265 recognised in 2024, £200 related to unrestricted funds and £4,065 related to restricted funds.

5. INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total 2025	Total 2024
Bank interest	<u>£9,023</u>	<u>£Nil</u>	<u>£9,023</u>	<u>£7,150</u>

All of the £7,150 recognised in 2024 related to unrestricted funds.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

6. OTHER INCOME

	Unrestricted Funds	Restricted Funds	Total 2025	Total 2024
Miscellaneous	<u>£16,265</u>	<u>£Nil</u>	<u>£16,265</u>	<u>£5,487</u>

7. COST OF RAISING FUNDS

	Direct Costs £	Support Costs £	Total 2025 £	Total 2024 £
Fundraising activities	48,403	7,521	55,924	43,495
Trading fundraising	<u>7,702</u>	<u>7,163</u>	<u>14,865</u>	<u>14,954</u>
	<u>£56,105</u>	<u>£14,684</u>	<u>£70,789</u>	<u>£58,449</u>

Of the £70,789 expenditure recognised in the year (2024: £58,449), £63,087 (2024: £50,658) was charged to unrestricted funds and £7,702 (2024: £7,791) was charged to restricted funds.

8. EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Costs £	Support Costs £	Total 2025 £	Total 2024 £
Adult Services	144,180	17,863	162,043	106,696
Young Services	400,759	41,500	442,259	241,281
Community	<u>263,551</u>	<u>109,756</u>	<u>373,307</u>	<u>316,070</u>
	<u>£808,490</u>	<u>£169,119</u>	<u>£977,609</u>	<u>£664,047</u>

Of the £977,609 expenditure recognised in the year (2024: £664,047), £59,490 (2024: £29,119) was charged to unrestricted funds and £918,119 (2024: £634,928) was charged to restricted funds.

9. ANALYSIS OF DIRECT COSTS

	Raising Funds £	Charitable Activities £	Total 2025 £	Total 2024 £
Wages, social security and other staff related costs	56,105	689,707	745,812	510,389
Project costs	-	75,981	75,981	55,676
Volunteer expenses	-	42,802	42,802	20,939
	<u>£56,105</u>	<u>£808,490</u>	<u>£864,595</u>	<u>£587,004</u>

10. ANALYSIS OF SUPPORT COSTS

	Raising Funds £	Charitable Activities £	Total 2025 £	Total 2024 £
Wages and salaries	4,055	94,094	98,149	61,451
Premises costs	4,275	38,462	42,737	30,517
Printing and publications	698	2,095	2,793	5,895
Office costs	3,392	15,452	18,844	17,110
Professional fees and other costs	2,264	12,830	15,094	14,528
Governance costs (note 11)	-	6,186	6,186	5,991
	<u>£14,684</u>	<u>£169,119</u>	<u>£183,803</u>	<u>£135,492</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

11. GOVERNANCE COSTS

	Total 2025 £	Total 2024 £
Wages and Salaries	3,086	2,891
Audit fees	3,100	3,100
	<u>6,186</u>	<u>£5,991</u>

12. NET INCOME/(EXPENDITURE)

Net income/(expenditure) for the year is stated after charging:

	2025	2024
- Auditor's remuneration (Audit services)	£3,100	£3,100
- Operating lease rentals	£14,000	£14,265
	<u>£17,100</u>	<u>£17,365</u>

13. TRUSTEES REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2024: £Nil).

No (2024: 1) trustee were reimbursed of travelling expenses during the year (2024: £11).

14. STAFF COSTS

	Total 2025 £	Total 2024 £
Wages and salaries	760,032	526,364
Social security costs	56,456	33,924
Pension costs	19,979	14,443
Staff expenses	6,478	4,928
	<u>£842,945</u>	<u>£579,659</u>

One employee (2024: 1) received total employee benefits (excluding employer's national insurance and pension costs) between £60,000 - £69,999 during the year.

The average number of employees analysed by function was:

	2025 Number	2024 Number
Direct charitable activities	36.5	25.0
Raising funds	0.5	0.5
Management and administration	6.5	4.5
	<u>43.5</u>	<u>30.0</u>

The total amount of employee benefits received by key management personnel was £189,528 (2024: £170,348).

Under FRS 102 employee benefits include gross pay, benefits in kind, employer's national insurance and employer's pension costs.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

15. TANGIBLE FIXED ASSETS

	Computer equipment £
Cost	
At 1 April 2024 and at 31 March 2025	24,125
Depreciation	
At 1 April 2024 and at 31 March 2025	24,125
Net book value	
At 31 March 2025	£Nil
At 31 March 2024	£Nil

16. DEBTORS

	2025 £	2024 £
Trade debtors	149,673	-
Other debtors and accrued income	1,608	39,658
	<u>£151,281</u>	<u>£39,658</u>

17. CREDITORS – amounts falling due within one year

	2025 £	2024 £
Accruals	22,772	21,457
Trade creditors	8,355	-
Other creditors	15,426	10,974
Taxation and social security costs	13,444	10,894
Deferred income	93,163	-
	<u>£153,160</u>	<u>£43,325</u>

18. OPERATING LEASE COMMITMENTS

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2025 £	2024 £
Due within:		
One year	10,500	14,000
Two to five years	-	10,500
More than five years	-	-
	<u>£10,500</u>	<u>£24,500</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

19. UNRESTRICTED FUNDS

	2025 £	2024 £
General funds		
Balance brought forward at 1 April 2024	136,888	131,262
Net income/(expenditure)	30,267	61,009
Transfer to restricted funds	(10,464)	(5,383)
Transfer (to)/from designated funds	(17,181)	(50,000)
	<u>£139,510</u>	<u>£136,888</u>
Designated funds		
Re-organisation and redundancy costs		
Balance brought forward at 1 April 2024	70,568	45,568
Transfer from general funds	17,181	25,000
	<u>£87,749</u>	<u>£70,568</u>
Relocation costs and refurbishment		
Balance brought forward at 1 April 2024	95,073	70,073
Transfer from/(to) general funds	-	25,000
	<u>£95,073</u>	<u>£95,073</u>
	<u>£182,822</u>	<u>£165,641</u>
Total designated funds carried forward at 31 March 2025		
Total unrestricted funds carried forward at 31 March 2025	<u><u>£322,332</u></u>	<u><u>£302,529</u></u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

20. RESTRICTED FUNDS

				2025 £	2024 £
2025					
Balance brought forward at 1 April 2024				184,021	114,846
Net income/(expenditure)				(30,781)	63,792
Transfer from unrestricted funds				10,464	5,383
				<u>£163,704</u>	<u>£184,021</u>
Balance carried forward at 31 March 2025					
The balance carried forward on restricted funds comprised:	1 April 2024 £	Income £	Expenditure £	Project Transfer £	31 March 2025 £
LBS – Ukraine Outreach	26,751	144,360	144,167		26,944
SWL/NHS CHWW Brazil	11,321	88,413	84,874	-	14,860
GLA – New Deal Propel - Mentoring	66,953	224,828	250,278	-	41,503
Healthwatch Sutton – Core20 Health Connectors	9,242	-	9,242	-	-
Healthwatch Sutton – Health & Equality Fund	7,362	-	7,362	-	-
Henry Smith	7,002	60,887	76,659	-	(8,770)
HK Group Volunteering	-	10,754	10,754	-	-
Jack Petchey – Intern	11,077	8,980	20,150	93	-
LBS Afghan Welcome Programme	3,681	17,855	20,034		1,502
LBS Cost of Living Form Filling	1,432	36,747	29,531		8,648
LBS Ukraine Mentoring	28	44,073	36,040		8,061
LBS Youth Engagement Programme	11,043	29,073	32,716		7,400
LBS/GLA Prosperity Action Squad	1,320	-	-	(1,320)	-
London Plus – Resilience Fund	3,794	(10,634)	-	6,840	-
MAPS Schools - Glenthorne School	215	6,500	1,518	-	5,197
Sports Buddy - Comic Relief	(3,021)	-	510	3,531	-
Sutton Together (MIC) via CAS	914	78,943	72,513	-	7,344
SWL/NHS Innovation Fund - Health Navigators	1,960	44,660	41,523	-	5,097
SWL/NHS Health – Core 20 Connectors	12,962	46,562	34,501	-	25,023
William Wates - Mentoring	9,985	42,706	36,416	-	16,275
Volunteer Action Squad	-	20,333	17,033	1,320	4,620
	<u>£184,021</u>	<u>£895,040</u>	<u>£925,821</u>	<u>£10,464</u>	<u>£163,704</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

20. RESTRICTED FUNDS/continued...

Comparative information is as follows

2024			2024	2023
			£	£
Balance brought forward at 1 April 2023			114,846	132,336
Net (expenditure)/income			63,792	(24,121)
Transfer from unrestricted funds			5,383	6,631
			<u> </u>	<u> </u>
Balance carried forward at 31 March 2024			<u>£184,021</u>	<u>£114,846</u>
The balance carried forward on restricted funds comprised:	1 April			31 March
	2023	Income	Expenditure	2024
	£	£	£	£
LBS – Ukraine Outreach	(157)	169,724	142,816	26,751
SWL/NHS CHWW Brazil		11,321	-	11,321
Children in Need - Mentoring	5,468	-	5,468	-
GLA – New Deal Propel - Mentoring	-	89,931	22,978	66,953
Healthwatch Sutton – Core20 Health Connectors	51,442	2,984	45,184	9,242
Healthwatch Sutton – Health & Equality Fund	18,091	-	10,729	7,362
Henry Smith	12,833	58,400	64,231	7,002
Hong Kong Welcome Programme	-	39,099	39,099	-
Jack Petchey - Intern	-	11,520	443	11,077
LBS Afghan Welcome Programme	-	17,969	14,288	3,681
LBS Cost of Living Form Filling	-	14,000	12,568	1,432
LBS Suicide Prevention	5,000	-	5,000	-
LBS Ukraine Mentoring	-	26,444	26,416	28
LBS Youth Engagement	-	42,060	31,017	11,043
LBS/GLA Prosperity Action Squad	-	25,000	23,680	1,320
London Plus – Resilience Fund	-	15,614	11,820	3,794
MAPS Schools – Games Aid	11,805	-	11,891	86
MAPS Schools - Glenthorne School	1,829	6,500	8,114	-
Department of Levelling Up - Hong Kongers	(5,297)	-	-	5,297
Sports Buddy - Comic Relief	12,303	29,580	44,904	-
Sutton Together (MIC) via CAS	-	77,602	76,688	-
SWL/NHS Innovation Fund - Health Navigators	-	12,323	10,363	-
SWL/NHS Health - Core 20 Connectors	-	13,796	834	-
Voluntary Sector Investment Brokerage - CAS	1,529	592	2,121	-
William Wates - Mentoring	-	42,052	32,067	-
	<u>£114,846</u>	<u>£706,511</u>	<u>£642,719</u>	<u>£5,383</u>
				<u>£184,021</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

20. RESTRICTED FUNDS/continued...

The surpluses on restricted funds arise because of timing differences where funding has been received in advance of expenditure and will be utilized over the duration of the relevant projects.

The restricted funds recognised in these accounts were provided for the following purposes:

LBS – Ukraine Outreach	Support and activities to Ukraine families
SWL/NHS CHWW Brazil	Community Health support within Benhill Sutton
Children in Need - Mentoring	1 to 1 individual Mentoring support to young people
GLA – New Deal Propel - Mentoring	1 to 1 individual Mentoring support to young people
Healthwatch Sutton – Core20 Health Connectors	Based on Core 20 focus to receive resident feedback and provide insight to NHS
Healthwatch Sutton – Health & Equality Fund	Volunteer group support to residents with Health checks
Henry Smith	Group and individual Befriending support to isolated, adults
HK Group Volunteering	Sessions to support local Hong Kong residents with activities
Hong Kong Welcome	Support and activities to families from Hong Kong
Jack Petchey - Intern	Internship programme to support youth participation
LBS Afghan Welcome	Support to families from Afghanistan
LBS Cost of Living Form Filling	Resident support to assist completion of benefit forms
LBS Suicide Prevention	Group activities for young people with mental health concerns
LBS Ukraine Mentoring	1 to 1 individual Mentoring support to Ukraine young people
LBS Youth Engagement	Youth participation and engagement activities
LBS/GLA Prosperity Action	One off volunteering support for disadvantaged residents
London Plus – Resilience	Creation of an emergency team of volunteers within Sutton
MAPS Schools – Games Aid	1 to 1 Mentoring to disadvantaged young people
MAPS Schools - Glenthorne	1 to 1 Mentoring within a school environment
Department of Levelling Up - Hong Kongers	Support and activities to families from Hong Kong
Sports Buddy - Comic Relief	Group and individual activities to disabled adults or those with Additional needs
SWL/NHS Innovation Fund - Health Navigators	Residents support through volunteer Navigators on Blood Pressure, BMI and health
SWL/NHS Health - Core 20 Connectors	Obtain feedback and share residents' insight to/from NHS
Volunteer Action Squad	A group of volunteers who support local handyman type activities to disadvantaged people
Voluntary Sector Investment Brokerage	Community and organisational support
William Wates – Mentoring	1 to 1 Mentoring for disadvantaged young people

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Funds £	Designated Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
2025					
Current assets	199,507	182,822	256,867	639,196	529,875
Current liabilities	(59,997)	-	(93,163)	(153,160)	(43,325)
	<u>£139,510</u>	<u>£182,822</u>	<u>£163,704</u>	<u>£486,036</u>	<u>£486,550</u>

Comparative information is as follows:

	General Funds £	Designated Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
2024					
Current assets	180,213	165,641	184,021	529,875	399,739
Current liabilities	(43,325)	-	-	(43,325)	(37,990)
	<u>£136,888</u>	<u>£165,641</u>	<u>£184,021</u>	<u>£486,550</u>	<u>£361,749</u>

22. CONTINGENT ASSETS

The charity has been awarded some multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The amount of such contingent assets is £940,531, to be received from 2025/26.

23. RELATED PARTY TRANSACTIONS

There were no transactions with related parties in 2025 or 2024.

Accounts

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation Model)
(Registered Charity No: 1048978)
(Company No: CE019319)

**REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation)
(Registered Charity No: 1048978)
(Company No: CE019319)

Report of the Charity Trustees for the year ended 31 March 2024

Contents

	Page
Report of the Charity Trustees	1 - 7
Report of the Auditors	8 - 10
Statement of Financial Activities	11
Balance Sheet	12
Cash Flow Statement	13
Notes forming part of the financial statements	14 - 23

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation)
(Registered Charity No: 1048978)
(Company No: CE019319)

Report of the Management Committee for the year ended 31 March 2024

The Management Committee presents its report and audited financial statements for the year ended 31 March 2024.

Reference and administrative information

Charity Name:	Sutton Borough Volunteer Bureau
Operational Name:	Volunteer Centre Sutton
Charity No:	1048978
Company Registration No:	CE019319
Registered office and operational address:	216-220 High Street, Sutton, Surrey SM1 1NU

Three existing trustees stepped down this year and we would like to thank them for their service and support to us and to the community in Sutton.

Management Committee

Mr D Ohry - Chair
Mr A Hazeldine CBE, JP - Vice Chair
Mrs Y McPhee JP - Company Secretary
Mr V Basak - Treasurer
Mr N Davies
Mr M Wyatt – Resigned 8th January 2024
Mrs B Waite – Resigned 18th June 2023
Miss C Eve – Resigned 15th December 2023
Mrs J Wright – Appointed 19th August 2024
Mr E Smith – Appointed 25th September 2024

Senior Management Team

Mrs A Maullin – Chief Executive Officer
Mrs H Blythe – Sustainable Delivery Manager
Mrs Louise Storey – Mentoring Manager
Mrs Irene Jordan – Sutton Befriending Manager
Mr Nick Baum – Community Support Manager

Auditors

Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
Surrey, KT6 7AL

Bankers

Barclays Bank plc
43 High Street
Sutton, Surrey
SM1 1DR

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2024

1. Objects of the Volunteer Centre Sutton

1.1 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 the community in the area of benefit by the promotion of a voluntary service and for these purposes but not otherwise the Charity shall:-

- a) advise and guide persons willing to volunteer
- b) advise and guide organisations using volunteers, particularly those being members of the Charity.

Sutton Borough Volunteer Bureau has been supporting people and communities within the London Borough of Sutton for nearly 60 years. In 1995 we became a registered charity with the aim to support those most in need by using the power of volunteers. Volunteer Centre Sutton is excited to unveil our new vision, shaped by the insights gained from our review of our Vision, Mission, and Values during 2023.

- Our Vision: Building better lives through volunteering
- Our Mission: Harnessing the power of volunteering to strengthen communities and create positive change.

2. Achievements and Performance

2.1 Performance

This year we connected with over 750 organisations working with volunteers

We have 3,398 residents registered to find volunteering opportunities

We have engaged with 8,888 clients and participants

We work directly with 705 volunteers within our projects

Volunteers gave 35,808 hours

We have delivered 1,313 events and activities

Our outreach efforts have connected us directly working with over 200 organisations within the past year alone, assisting these organisations not only by promoting their volunteer roles but also by offering networking opportunities through volunteer managers with regular events. Our guidance extends to advising on best practices for volunteer retention and care, ensuring that organisations of all sizes, from prominent entities like St Raphael's Hospice to burgeoning startup charities, can effectively engage and support their volunteers. Through these efforts, Volunteer Centre Sutton continues to play a vital role in strengthening the fabric of community engagement and social support within Sutton. Through our direct delivery programmes, we have extended our reach, benefiting more people through our three key teams:

- Community Support
- MAPS Mentoring and Advocacy youth services
- Sutton Befriending and activity group services

2.2 Community Support

The Community Support Team at Volunteer Centre Sutton has grown to now offer a range of eight invaluable services to the local community. Despite the diverse range of services offered by the Community Support Team, they all share a common thread: they embody the core principle of the Volunteer Centre Sutton, which is to 'Building Better Lives Through Volunteering'.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2024

2. Achievements and Performance (Continued)

2.3 Ukraine Support

The scope of Ukrainian support is extensive, catering to both the younger and older demographics with a variety of services. For the youth, there's the Saturday 'School' tailored for ages 5 to 12, drawing in around 50 attendees weekly, alongside engaging youth club-style sessions on Saturday Afternoons designed for teenagers. For adults, a diverse range of activities such as crafts, walking groups, yoga, and group counselling sessions are provided, ensuring a holistic approach to support. We continue to make a significant impact, aiding over 100 young individuals and adults alike, reflecting the depth and reach of our services within the community.

2.4 Youth Participation and Young Commissioners

The Young Commissioners are a diverse group of young people from various backgrounds and schools in Sutton who join forces to improve their community. Led and made by young people, they meet regularly at venues like the Volunteer Centre Sutton to discuss plans, network with professionals, and engage in community events. They play a pivotal role in the commissioning of public services, with 27 Young Commissioners and broader youth involvement attending quarterly meetings and annual summits, their impact is significant, evidenced by a recent (annual) Youth Summit attracting over 100 attendees. Key objectives for the project are to address the key concerns of Mental Health, Safety and Inequalities, linked to Cost-of-living. The Young Commissioners recently joined a live Q&A with Council Leader Ruth Dombey which was broadcast live on YouTube.

2.5 Afghanistan Support

In the last year we launched a new initiative aimed at helping the Afghan community settle into the London Borough of Sutton, assisting across essential areas including Housing, Finance, Health, Education, and Employability, aiding the community to navigate the challenges of their new environment through informative sessions and workshops. Collaborating closely with experts from public bodies and commercial sectors, we ensure these sessions empower Afghans to build confidence in their new lives in Sutton.

2.6 Integrating Sutton

The Integrating Sutton project has proven to be a lifeline for Hong Kongers newly arrived in Sutton, offering invaluable support and guidance. Emigrating to a new country can be an overwhelming experience, but this project has truly made a difference supporting over 800 individuals through initiatives such as Buddying, Welcome Courses, Workshops, Day Trips, Employment sessions, and Celebrations, it has made a tangible difference in their lives.

2.7 Community Volunteer Squad

In the past 12 months, we initiated the Community Volunteer Squad, a project designed to connect individuals in need to one-time tasks such as repairs, maintenance, moving assistance, and basic gardening, catering to those who are unable to complete these tasks due to health or other constraints. Referrals for assistance flow in from various partners, including Age UK and CAB. Since its inception, approximately 42 dedicated volunteers have provided aid for over 110 tasks. The impact of this service has been profound, offering invaluable support to members of our community who require a helping hand.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2024

2. Achievements and Performance (Continued)

2.8 Benefits Form Filling

Our Benefit Form Filling service is an invaluable resource for residents seeking to claim the benefits they are entitled to. With approximately 15 fully trained volunteers, we offer one-to-one assistance in completing forms accurately and efficiently and with our recent project expansion, this allows us to hold sessions at convenient locations across Sutton, such as Sutton Central Library and other venues. Since its start over the past nine months, we've conducted 114 sessions, demonstrating our commitment to supporting our community.

2.9 Health Navigators

The Health Navigator project is actively combatting health inequality in Sutton with a dedicated team of 50 volunteers. Under the guidance of a local GP, these volunteers undergo training to conduct sessions at various community venues including local GP surgeries, events, and community groups. The service undertakes blood pressure and BMI check and has already made a significant impact since its inception, delivering over 1500 health checks at 90 events

2.10 MAPS, Mentoring, Advocacy and Peer Support youth services

MAPS Mentoring is an award-winning programme supporting children and young people to achieve their full potential through the support of a one-to-one volunteer adult role model. In 2023-24, 155 children and young people were supported through weekly one-to-one Mentoring which equates to 14,880 hours of volunteer time. We cannot meet the demand of referrals into this programme, with over 40% of children or young people have a background of domestic violence and 43% of the young people we work with who have a disability. Through our programme 81% report undertaking reduced risky behaviour with 74% showing increased confidence and self-worth, resulting in a 90% reduction in those who were self-harming themselves. Following on from twelve months of individual Mentoring support, the programme helps young people to stop self-harming and improve their mental health. The MAPS Advocacy programme is about supporting young people from eight years of age to have their voices heard by providing support to empower children and young people who are Children in Care, Care Leavers or children involved in child protection proceedings. 166 children and young people received individual Advocacy to support them to have their voices heard within a variety of corporate, family or legal sessions. The MAPS Advocacy service is a delivery partner of Together for Sutton.

2.11 Sutton Befriending and group activities

Sutton Befrienders aims to reduce social isolation and loneliness for people living in the London Borough of Sutton. As well as providing one-to-one support, we run a wide ranging of groups and activities. The work of this team supports improvements with mental and physical wellbeing, reduces isolation and loneliness. 121 Befriending volunteers supported 325 clients with 99 isolated adults with care needs receiving over 9,000 hours of weekly face to face home visits. 226 people attended one of our 259 groups and activities, ranging from music and movement, walking tennis to a Men's only activity group. Over 86% of our group befriending clients we support reported having increased confidence and self-esteem, with 98% of Clients and Volunteers feel being involved with Sutton Befrienders has had a positive impact on them.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2024

3. Related Parties and Partnership Work

3.1 The charity works alongside both national and local policy and Volunteer Centre Sutton is a member of the National Council for Voluntary Organisations and London Plus, Greater London Volunteering and London Youth. As a key stakeholder within Sutton, we work and partner extensively with the London Borough of Sutton, as well as other key partners, schools, health and the voluntary sector.

4. Financial Review

4.1 Volunteer Centre Sutton has continued to develop and deliver high-quality services. The charity, with the aid of sound financial management, supported by the Finance and Income Generation Subgroup, with support of both its staff and volunteers, generated a positive financial outcome for the period in part due to sourcing diverse funding streams. In 2023-24 our fundraising objectives were met.

4.2 Principal Funding Sources

The principal funding source for the charity is the London Borough of Sutton. Funds are received from a range of departments with the main source of income in 2023/24 being the Voluntary Community Social Enterprise Fund (VCSEF). Additional funding from other sources includes other government-funded contracts, grants and trusts. The most significant funders 2023-24 being:

- New Deal – Propel GLA
- South West London NHS - ICB
- Greater London Authority for Community Outreach
- William Wates for MAPS Mentoring

Aside from income generated from statutory funders and charitable trusts, Volunteer Centre Sutton is grateful for the financial support provided by individuals and corporate donations.

4.3 Reserves Policy

The Management Committee has examined the charity's requirements for reserves in the light of the main risks to the organisation. It has established a policy whereby the unrestricted funds should be between three to six months of core expenditure. General unrestricted funds for 2023/24 is £140,199 and funds lie within our policy parameters. The reserves are needed to meet the working capital requirements of the charity, and the Management Committee is confident that at this level it would be able to continue to meet its current liabilities in the event of a significant drop in funding.

4.4 Going Concern

The Trustees have considered the various uncertainties around the charity's operations and have concluded that there is no reason to anticipate that it will not be able continue as a going concern. The reserves discussed above are held to meet the working capital requirements of the business and the Management Committee is confident that given the current level of these the charity would be able to continue to meet its financial liabilities in the event of a significant drop in funding.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2024

5. Structure, Governance and Management

5.1 Governing Document

Volunteer Centre Sutton was a charitable company limited by guarantee incorporated on the 8th August 1995 and registered as a charity on 5th September 1995. The charity became in October 2019 a Charitable Incorporated Organisation, which established the objects and powers of the charitable company and is governed under its reviewed constitution. In the event of the company being wound up, members are required to contribute an amount not exceeding £2.

5.2 Recruitment and Appointment of Management Committee

The members of the company are also charity trustees for the purposes of charity law and under the charity constitution are known as members of the management committee. Under the requirements of the Constitution and objects within, the members of the management committee are elected to serve for a period of three years, with the option to remain for three consecutive rounds, after which they must stand down but can stand for re-election after a period of twelve months. The trustees seek to ensure that the various groups of service users, volunteers, voluntary and community sector groups and the local population are appropriately reflected through the diversity of the trustee body and are currently looking at recruiting new trustees to ensure inclusivity.

5.3 Trustees Induction and Training

All potential new trustees are interviewed by the HR Governance Sub Group, checked through the Disclosure and Barring Service with references obtained. They are provided an induction and ongoing support within their role. They spend time with the Chief Executive Officer who explains Volunteer Centre Sutton's expectations of its trustees and its various service delivery areas. Training courses are offered where appropriate, including training in diversity, safeguarding and governance.

5.4 Risk Management

The members of the Management Committee of Volunteer Centre Sutton regularly review the Charity's activities and policies in line with the Charity Commission's key questions around Governance. The major risks to which the charity is exposed are identified and addressed through a risk management process that is reviewed and is ratified by the Management Committee at Board Meetings. The processes by which these are addressed are set out in a wide range of policies and procedures that are reviewed and amended as appropriate and ratified by the full Management Committee. Procedures are in place to ensure compliance with health and safety legislation by Volunteer Centre Sutton staff, volunteers, service users and visitors with the appropriate risk register reviewed by the trustee board.

5.5 Public Benefit

The trustees have considered the Charity Commission's general guidance on public benefit. Our main activities and who we try help are set out in this report. Our objects and all our charitable activities are undertaken to further our charitable purposes for the public benefit.

5.6 Responsibilities of the Management Committee

The members of the Management Committee are responsible for preparing the Management Committee's Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2024

6. Structure, Governance and Management (Continued)

Company Law requires the Management Committee 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 the year.

In preparing those financial statements, the Management Committee is required to:

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP FRS102,
- 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, and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Management Committee is responsible for keeping proper 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. The Management Committee is 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.

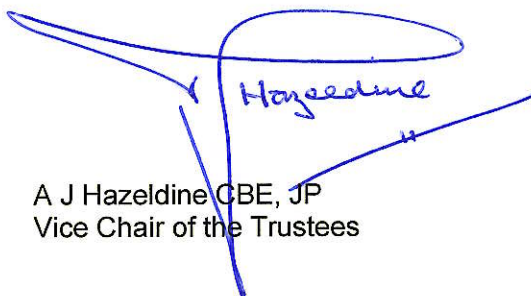
7. Statement as to Disclosure of Information to Auditors

So far as the trustees are aware, there is no relevant audit information of which the company's CIO's auditors are unaware, and trustees have taken all the steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

8. Auditors

Kingston Burrowes Audit Ltd have been appointed as the CIO's auditor during the year and has expressed its willingness to continue in that capacity.

Approved by the Management Committee on *23 January* 2024



A J Hazeldine CBE, JP
Vice Chair of the Trustees

INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF

SUTTON BOROUGH VOLUNTEER BUREAU

Opinion

We have audited the financial statements of Sutton Borough Volunteer Bureau (the 'charity') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2024, and of its incoming resources and application of resources 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 Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Report of the Charity Trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF SUTTON BOROUGH VOLUNTEER BUREAU

/Cont'd...

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements which give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under Section 145 of the Charities Act 2011 and report in accordance with regulations made under Section 154 of that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF

SUTTON BOROUGH VOLUNTEER BUREAU

/Cont'd...

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Kevin Fisher FCA (Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road, Surbiton,
Surrey, United Kingdom,
KT6 7AL

29th January 2025

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Total Unrestricted funds £	Total Restricted funds £	Total Funds 2024 £	Total Funds 2023 £
Income					
Donations and legacies	2	10,003	-	10,003	5,128
Charitable activities	3	115,473	704,919	820,392	581,508
Other trading activities	4	4,065	200	4,265	4,426
Investments	5	7,150	-	7,150	815
Other	6	4,095	1,392	5,487	17,850
Total		<u>140,786</u>	<u>706,511</u>	<u>847,297</u>	<u>609,727</u>
Expenditure					
Raising funds	7	50,658	7,791	58,449	56,078
Charitable activities	8	29,119	634,928	664,047	581,904
Total		<u>79,777</u>	<u>642,719</u>	<u>722,496</u>	<u>637,982</u>
Net income/(expenditure)	12	61,009	63,792	124,801	(28,255)
Transfers between funds	19 & 20	(5,383)	5,383	-	-
Net movement in funds	19 & 20	<u>56,626</u>	<u>69,175</u>	<u>124,801</u>	<u>(28,255)</u>
Reconciliation of funds					
Fund balances brought forward	19 & 20	<u>246,903</u>	<u>114,846</u>	<u>361,749</u>	<u>390,004</u>
Fund balances carried forward	19 & 20	<u><u>£302,529</u></u>	<u><u>£184,021</u></u>	<u><u>£486,550</u></u>	<u><u>£361,749</u></u>

All income and expenditure is derived from continuing activities.

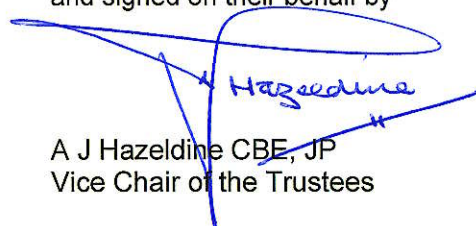
The notes on pages 14 to 23 form part of these financial statements.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

BALANCE SHEET AS AT 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
FIXED ASSETS					
Tangible assets	15		-		-
CURRENT ASSETS					
Debtors	16	39,658		17,412	
Cash at bank and in hand		490,217		382,327	
		<u>529,875</u>		<u>399,739</u>	
CREDITORS: Amounts falling due within one year	17	<u>43,325</u>		<u>37,990</u>	
NET CURRENT ASSETS			486,550		361,749
NET ASSETS	21		<u>£486,550</u>		<u>£361,749</u>
FUNDS					
Unrestricted funds - General funds			136,888		131,262
- Designated funds			165,641		115,641
	19		<u>302,529</u>		<u>246,903</u>
Restricted funds	20		184,021		114,846
TOTAL FUNDS			<u>£486,550</u>		<u>£361,749</u>

The financial statements were approved and authorised for issue by the Board of Trustees on 23 January 2024 and signed on their behalf by


A J Hazeldine CBE, JP
Vice Chair of the Trustees

The notes on pages 14 to 23 form part of these financial statements.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	2023 £
Net cash generated from/(used in) operating activities (see below)	100,740	(24,049)
Cash flow from investing activities		
Interest received	7,150	815
Increase in cash in the year	107,890	(23,234)
Cash brought forward	382,327	405,561
Cash carried forward	<u>£490,217</u>	<u>£382,327</u>
Analysis of cash		
Cash at bank	<u>£490,217</u>	<u>£382,327</u>
	2024 £	2023 £
Reconciliation of net income to net cash flow from operating activities		
Operating surplus/(deficit) on ordinary activities	124,801	(28,255)
Adjustments for non-cash items:		
(Increase)/Decrease in debtors	(22,246)	26,502
Increase/(Decrease) in creditors	5,335	(21,481)
	107,890	(23,234)
Adjustment for investing activities		
Interest receivable	(7,150)	(815)
Net cash generated from/(used in) operating activities	<u>£100,740</u>	<u>£(24,049)</u>

The notes on pages 14 to 23 form part of these financial statements.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES

Basis of preparation

Sutton Borough Volunteer Bureau (the 'charity') is a Charitable Incorporated Organisation ('CIO'), registered in England and Wales and constitutes a public benefit entity as defined by FRS 102. The address of the registered office is given in the charity information on page 1 of these financial statements.

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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and UK Generally Accepted Accounting Practice. The financial statements have been prepared on the going concern basis and under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest pound.

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.

Contract income is recognised as the charity earns the right to consideration through the performance of its services.

No amount is included in the financial statements for volunteer time in line with the SORP.

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 is classified under the following activity headings:

- Costs of raising funds which comprise those costs associated with seeking donations and grants
- Expenditure on charitable activities which comprises the costs of running 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. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support them. Support costs are apportioned to each activity on the basis of staff time.

Fund accounting

Unrestricted general funds are those funds which 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 specific 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.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES/cont'd...

Fixed assets and depreciation

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

Computer equipment 2 years straight line

Assets purchased as part of a specific project funded through restricted funds are written off in the year of purchase.

Leases

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

Pensions

The centre makes contributions on behalf of staff to a defined contribution pension scheme. Contributions payable to the pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. DONATIONS AND LEGACIES

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
Donations	<u>£10,003</u>	<u>£Nil</u>	<u>£10,003</u>	<u>£5,128</u>

All of the £5,128 recognised in 2023 related to unrestricted funds.

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
Grants and contracts	<u>£115,473</u>	<u>£704,919</u>	<u>£820,392</u>	<u>£581,508</u>

Of the £581,508 recognised in 2023, £144,725 related to unrestricted funds and £436,783 related to restricted funds.

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
Trading fundraising	<u>£4,065</u>	<u>£200</u>	<u>£4,265</u>	<u>£4,426</u>

Of the £4,426 recognised in 2023, £1,998 related to unrestricted funds and £2,428 related to restricted funds.

5. INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
Bank interest	<u>£7,150</u>	<u>£Nil</u>	<u>£7,150</u>	<u>£815</u>

All of the £815 recognised in 2023 related to unrestricted funds.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

6. OTHER INCOME

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
Miscellaneous	£4,095	£1,392	£5,487	£17,850

7. COST OF RAISING FUNDS

	Direct Costs £	Support Costs £	Total 2024 £	Total 2023 £
Fundraising activities	35,974	7,521	43,495	42,992
Trading fundraising	7,791	7,163	14,954	13,086
	<u>£43,765</u>	<u>£14,684</u>	<u>£58,449</u>	<u>£56,078</u>

Of the £58,449 expenditure recognised in the year (2023: £56,078), £50,658 (2023: £48,706) was charged to unrestricted funds and £7,791 (2023: £7,372) was charged to restricted funds.

8. EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Costs £	Support Costs £	Total 2024 £	Total 2023 £
Leading by Example	192,590	37,513	230,103	135,714
Empowering Others	291,464	62,499	353,963	362,821
Digital Inclusion	21,553	9,110	30,663	37,242
Sustainable Delivery	37,632	11,686	49,318	46,127
	<u>£543,239</u>	<u>£120,808</u>	<u>£664,047</u>	<u>£581,904</u>

Of the £664,047 expenditure recognised in the year (2023: £581,904), £29,119 (2023: £125,175) was charged to unrestricted funds and £642,719 (2023: £456,729) was charged to restricted funds.

9. ANALYSIS OF DIRECT COSTS

	Raising Funds £	Charitable Activities £	Total 2024 £	Total 2023 £
Wages, social security and other staff related costs	43,765	466,624	510,389	457,963
Project costs	-	55,676	55,676	30,302
Volunteer expenses	-	20,939	20,939	19,030
	<u>£43,765</u>	<u>£543,239</u>	<u>£587,004</u>	<u>£507,295</u>

10. ANALYSIS OF SUPPORT COSTS

	Raising Funds £	Charitable Activities £	Total 2024 £	Total 2023 £
Wages and salaries	5,050	56,401	61,451	39,470
Premises costs	3,076	27,441	30,517	51,392
Printing and publications	1,463	4,432	5,895	2,229
Office costs	3,200	13,910	17,110	13,989
Professional fees and other costs	1,895	12,633	14,528	18,245
Governance costs (note 11)	-	5,991	5,991	5,362
	<u>£14,684</u>	<u>£120,808</u>	<u>£135,492</u>	<u>£130,687</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

11. GOVERNANCE COSTS

	Total 2024 £	Total 2023 £
Wages and Salaries	2,891	2,398
Audit fees	3,100	2,964
	<u>£5,991</u>	<u>£5,362</u>

12. NET INCOME/(EXPENDITURE)

Net income/(expenditure) for the year is stated after charging:

	2024	2023
- Auditor's remuneration (Audit services)	£3,100	£2,964
- Operating lease rentals	<u>£14,265</u>	<u>£8,697</u>

13. TRUSTEES REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2023: £Nil).

Travelling expenses amounting to £11 were reimbursed to 1 trustee during the year (2023: £13).

14. STAFF COSTS

	Total 2024 £	Total 2023 £
Wages and salaries	526,364	452,171
Social security costs	33,924	31,135
Pension costs	14,443	12,507
Staff expenses	4,928	4,021
	<u>£579,659</u>	<u>£499,834</u>

One employee (2023: Nil) received total employee benefits (excluding employer's pension costs) over £60,000 during the year.

The average number of employees analysed by function was:

	2024 Number	2023 Number
Direct charitable activities	25	20
Raising funds	.5	1
Management and administration	4.5	2
	<u>30</u>	<u>23</u>

The total amount of employee benefits received by key management personnel was £170,348 (2023: £130,136).

Under FRS 102 employee benefits include gross pay, benefits in kind, employer's national insurance and employer's pension costs.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

15. TANGIBLE FIXED ASSETS

	Computer equipment £
Cost	
At 1 April 2023 and at 31 March 2024	24,125
Depreciation	
At 1 April 2023 and at 31 March 2024	24,125
Net book value	
At 31 March 2024	£Nil
At 31 March 2023	£Nil

16. DEBTORS

	2024 £	2023 £
Trade debtors	-	1,506
Prepayments and accrued income	39,658	15,906
	<u>£39,658</u>	<u>£17,412</u>

17. CREDITORS – amounts falling due within one year

	2024 £	2023 £
Accruals	21,457	22,509
Trade creditors	-	106
Other creditors	10,974	5,397
Taxation and social security costs	10,894	9,978
	<u>£43,325</u>	<u>£37,990</u>

18. OPERATING LEASE COMMITMENTS

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2024 £	2023 £
Due within:		
One year	14,000	14,000
Two to five years	10,500	24,500
More than five years	-	-
	<u>£24,500</u>	<u>£38,500</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

19. UNRESTRICTED FUNDS

	2024 £	2023 £
General funds		
Balance brought forward at 1 April 2023	131,262	126,449
Net income/(expenditure)	61,009	(4,134)
Transfer to restricted funds	(5,383)	(6,631)
Transfer (to)/from designated funds	(50,000)	15,578
	<u>£136,888</u>	<u>£131,262</u>
Balance carried forward at 31 March 2024		
Designated funds		
Re-organisation and redundancy costs		
Balance brought forward at 1 April 2023	45,568	45,568
Transfer from general funds	25,000	-
	<u>£70,568</u>	<u>£45,568</u>
Balance carried forward at 31 March 2024		
Relocation costs and refurbishment		
Balance brought forward at 1 April 2023	70,073	85,651
Transfer from/(to) general funds	25,000	(15,578)
	<u>£95,073</u>	<u>£70,073</u>
Balance carried forward at 31 March 2024		
	<u>£165,641</u>	<u>£115,641</u>
Total designated funds carried forward at 31 March 2024		
Total unrestricted funds carried forward at 31 March 2024	<u><u>£302,529</u></u>	<u><u>£246,903</u></u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

20. RESTRICTED FUNDS

				2024 £	2023 £
2024					
Balance brought forward at 1 April 2023				114,846	132,336
Net income/(expenditure)				63,792	(24,121)
Transfer from unrestricted funds				5,383	6,631
				<u>£184,021</u>	<u>£114,846</u>
Balance carried forward at 31 March 2024					
The balance carried forward on restricted funds comprised:	1 April 2023 £	Income £	Expenditure £	Project Transfer £	31 March 2024 £
LBS – Ukraine Outreach	(157)	169,724	142,816	-	26,751
SWL/NHS CHWW Brazil		11,321	-	-	11,321
Children in Need - Mentoring	5,468	-	5,468	-	-
GLA – New Deal Propel - Mentoring	-	89,931	22,978	-	66,953
Healthwatch Sutton – Core20 Health Connectors	51,442	2,984	45,184	-	9,242
Healthwatch Sutton – Health & Equality Fund	18,091	-	10,729	-	7,362
Henry Smith	12,833	58,400	64,231	-	7,002
Hong Kong Welcome Programme	-	39,099	39,099	-	-
Jack Petchey - Intern	-	11,520	443	-	11,077
LBS Afghan Welcome Programme	-	17,969	14,288	-	3,681
LBS Cost of Living Form Filling	-	14,000	12,568	-	1,432
LBS Suicide Prevention	5,000	-	5,000	-	-
LBS Ukraine Mentoring	-	26,444	26,416	-	28
LBS Youth Engagement Programme	-	42,060	31,017	-	11,043
LBS/GLA Prosperity Action Squad	-	25,000	23,680	-	1,320
London Plus – Resilience Fund	-	15,614	11,820	-	3,794
MAPS Schools – Games Aid	11,805	-	11,891	86	-
MAPS Schools - Glenthorne School	1,829	6,500	8,114	-	215
Department of Levelling Up - Hong Kongers	(5,297)	-	-	5,297	-
Sports Buddy - Comic Relief	12,303	29,580	44,904	-	(3,021)
Sutton Together (MIC) via CAS	-	77,602	76,688	-	914
SWL/NHS Innovation Fund - Health Navigators	-	12,323	10,363	-	1,960
SWL/NHS Health - Core 20 Connectors	-	13,796	834	-	12,962
Voluntary Sector Investment Brokerage - CAS	1,529	592	2,121	-	-
William Wates - Mentoring	-	42,052	32,067	-	9,985
	<u>£114,846</u>	<u>£706,511</u>	<u>£642,719</u>	<u>£5,383</u>	<u>£184,021</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

20. RESTRICTED FUNDS/continued...

Comparative information is as follows

2023			2023	2022
			£	£
Balance brought forward at 1 April 2022			132,336	93,748
Net (expenditure)/income			(24,121)	32,916
Transfer from unrestricted funds			6,631	5,672
			<u>£114,846</u>	<u>£132,336</u>
Balance carried forward at 31 March 2023				
The balance carried forward on restricted funds comprised:	1 April 2022	Income	Expenditure	Project Transfer
	£	£	£	£
				31 March 2023
				£
Bridge The Gap Mentoring - Young Londoners	14,275	37,598	51,873	-
CAS – Ukraine Outreach	-	16,764	16,921	-
Child Protection - Advocacy for All	(1,199)	8,180	6,981	-
Children in Need - Mentoring	6,807	48,244	49,583	-
Groundwork London UK - HK Welcome Integration	-	1,955	1,955	-
Healthwatch Sutton – Core20 Health Connectors	-	52,689	1,247	-
Healthwatch Sutton – Health & Equality Fund	-	20,644	2,553	-
Henry Smith	-	58,500	45,667	-
LBS Community Space & Environment	-	50,000	50,000	-
LBS Suicide Prevention	-	5,000	-	-
MAPS Mentoring LAC & Leaving Care	2,853	10,000	12,853	-
MAPS Schools – Games Aid	35,558	5,800	29,553	-
MAPS Schools - Glenthorne School	2,102	6,500	6,773	-
Department of Levelling Up - Hong Kongers	30,814	24,899	61,010	-
Infrastructure – Garfield Weston	20,000	-	26,477	6,477
Sports Buddy - Comic Relief	3,463	35,187	26,347	-
Sutton Together (MIC) via CAS	-	54,847	55,001	154
Voluntary Sector Investment Brokerage - CAS	17,663	3,173	19,307	-
	<u>£132,336</u>	<u>£439,980</u>	<u>£464,101</u>	<u>£6,631</u>
				<u>£114,846</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

20. RESTRICTED FUNDS/continued...

The surpluses on restricted funds arise because of timing differences where funding has been received in advance of expenditure and will be utilized over the duration of the relevant projects.

The restricted funds recognised in these accounts were provided for the following purposes:

LBS – Ukraine Outreach	Support and activities to Ukraine families
SWL/NHS CHWW Brazil	Community Health support within Benhill Sutton
Children in Need - Mentoring	1 to 1 individual Mentoring support to young people
GLA – New Deal Propel - Mentoring	1 to 1 individual Mentoring support to young people
Healthwatch Sutton – Core20 Health Connectors	Based on Core 20 focus to receive resident feedback and provide insight to NHS
Healthwatch Sutton – Health & Equality Fund	Volunteer group support to residents with Health checks
Henry Smith	Group and individual Befriending support to isolated, adults
Hong Kong Welcome	Support and activities to families from Hong Kong
Jack Petchey - Intern	Internship programme to support youth participation
LBS Afghan Welcome	Support to families from Afghanistan
LBS Cost of Living Form Filling	Resident support to assist completion of benefit forms
LBS Suicide Prevention	Group activities for young people with mental health concerns
LBS Ukraine Mentoring	1 to 1 individual Mentoring support to Ukraine young people
LBS Youth Engagement	Youth participation and engagement activities
LBS/GLA Prosperity Action	One off volunteering support for disadvantaged residents
London Plus – Resilience	Creation of an emergency team of volunteers within Sutton
MAPS Schools – Games Aid	1 to 1 Mentoring to disadvantaged young people
MAPS Schools - Glenthorne	1 to 1 Mentoring within a school environment
Department of Levelling Up - Hong Kongers	Support and activities to families from Hong Kong
Sports Buddy - Comic Relief	Group and individual activities to disabled adults or those with Additional needs
SWL/NHS Innovation Fund - Health Navigators	Residents support through volunteer Navigators on Blood Pressure, BMI and health
SWL/NHS Health - Core 20 Connectors	Obtain feedback and share residents' insight to/from NHS
Voluntary Sector Investment Brokerage	Community and organisational support
William Wates – Mentoring	1 to 1 Mentoring for disadvantaged young people

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Funds £	Designated Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
2024					
Current assets	180,213	165,641	184,021	529,875	399,739
Current liabilities	(43,325)	-	-	(43,325)	(37,990)
	<u>£136,888</u>	<u>£165,641</u>	<u>£184,021</u>	<u>£486,550</u>	<u>£361,749</u>

Comparative information is as follows:

	General Funds £	Designated Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
2023					
Current assets	169,252	115,641	114,846	399,739	449,475
Current liabilities	(37,990)	-	-	(37,990)	(59,471)
	<u>£131,262</u>	<u>£115,641</u>	<u>£114,846</u>	<u>£361,749</u>	<u>£390,004</u>

22. CONTINGENT ASSETS

The charity has been awarded some multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The amount of such contingent assets is £1,533,826, to be received from 2024/25.

23. RELATED PARTY TRANSACTIONS

There were no transactions with related parties in 2024 or 2023.

Accounts

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation Model)
(Registered Charity No: 1048978)
(Company No: CE019319)

**REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation)
(Registered Charity No: 1048978)
(Company No: CE019319)

Report of the Charity Trustees for the year ended 31 March 2023

Contents

	Page
Report of the Charity Trustees	1 - 13
Report of the Auditors	14 - 16
Statement of Financial Activities	17
Balance Sheet	18
Cash Flow Statement	19
Notes forming part of the financial statements	20 - 29

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation)
(Registered Charity No: 1048978)
(Company No: CE019319)

Report of the Charity Trustees for the year ended 31 March 2023

The Management Committee presents its report and audited financial statements for the year ended 31 March 2023.

Reference and administrative information

Reference and administrative information

Charity Name:	Sutton Borough Volunteer Bureau
Operational Name:	Volunteer Centre Sutton
Charity No:	1048978
Company Registration No:	CEO 19319
Registered office and operational address:	216-220 High Street, Sutton, Surrey SM1 1NU

Two existing trustees stepped down this year and we would like to thank them for their service and support to us and to the community in Sutton.

Management Committee

Mr D Ohry - Chair
Mr A Hazeldine CBE, JP - Vice Chair
Mrs Y McPhee JP - Company Secretary
Mr V Basak - Treasurer
Mr M Wyatt
Mr N Davies
Mrs B Waite
Miss C Eve
Mr D Prince – Resigned 31 December 2022
Mr M Ogazi – Resigned 31 March 2023

Senior Management Team

Mrs A Maullin - Chief Executive Officer
Mrs H Blythe - Sustainable Delivery Manager
Mrs Louise Storey - Mentoring Manager
Mrs Irene Jordon – Sutton Befriending Manager
Mr Nick Baum – Community Support Manager from August 2022

Auditors

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

Bankers

Barclays Bank plc
43 High Street
Sutton, Surrey
SM1 1DR

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2023

Objects of the Volunteer Centre Sutton

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 the community in the area of benefit by the promotion of a voluntary service and for these purposes but not otherwise the Charity shall:-

- a) advise and guide persons willing to volunteer
- b) advise and guide organisations using volunteers, particularly those being members of the Charity.

Sutton Borough Volunteer Bureau has been supporting people and communities within the London Borough of Sutton for nearly 60 years. In 1995 we became a registered charity with the aim to support those most in need by using the power of volunteers. Volunteer Centre Sutton changed from being a registered charity and is now a Charitable Incorporated Organisation (CIO) from October 2019.

Our Vision

Our vision is to 'Inspire community' by unlocking potential through the power of volunteers. As a Volunteer Centre we provide support at a local level for individual volunteers and volunteer involving organisations as well as delivering award-winning programmes led by volunteers for the most vulnerable in our community.

Our Mission : Empower People, Strengthen Community

Our strategic objectives:

- **People led:** Ensure that everything we do is led by and involves people. We aim to involve and be led by people within the community to inform us of their needs and utilise their power, enabling people to volunteer and develop programmes. We are developing a model of active citizenship so the people of Sutton have a strong voice, involved in collaboration and we celebrate people and maximise volunteering through the use of people.
- **Share Knowledge:** We will be known for sharing and building knowledge to support both individuals and organisations. Volunteer Centre Sutton leads by example through our high-quality volunteer led programmes and we aim to equip, enable and support diversity within volunteering by sharing our examples and knowledge.
- **Deliver Innovation:** Volunteer Centre Sutton will work with individuals, organisations and partners to identify, create and deliver high quality innovative services to meet the needs of Community, our organisation and provide a sustainable future.
- **Enable Communities:** Through the power of volunteers and services, we will enable community development, social action volunteering and excellence in showing and delivering impact.

Our Values : Inspiration, Excellence, Inclusivity

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2023

Achievements and Performance 2022/2023

Volunteer Centre Sutton had another exceptional and busy year in 2022/23. We faced numerous challenges over the year, especially in supporting and keeping up with the increasing demand for our services and the ongoing cost of living crises. Furthermore, the changing environment and funding landscape have added to the challenges we face. As a result, Volunteer Centre Sutton once again was required to be agile, innovative, and resilient to meet the growing needs of our beneficiaries while trying to ensure and grow our long-term sustainability. Trustees and staff reviewed our long-term VCS strategy and after external stakeholder feedback, collaboration with other partners we now have a revised strategy that we will launch in 2023. With the adoption of further technology, we have started streamlining our processes and maximizing resources where possible. We also need to prioritise the well-being of our staff and volunteers, who are critical to our success, however the achievements and delivery they supported in the last year has once again been substantial. The work we deliver is now based around 3 key areas: Community Support, including our original brokerage team, Adult Services, incorporating Sutton Befrienders and our Youth Services of MAPS (Mentoring, Advocacy and Peer Support).

Volunteer Centre Sutton, in addition to our key brokerage, infrastructure work, provides a broad portfolio of services that we deliver to the most vulnerable, disadvantaged families, isolated and in need residents. We have seen particular growth in our community programme where we are embedded in our community and listen to our beneficiaries, allowing us to identify needs, understand what the problems are and respond by shaping services and support accordingly.

Community Support

Brokerage Infrastructure

Our Brokerage work, part of our core infrastructure delivery, supports organisations and volunteers into placements, offers guidance, support and training to new and existing charities, small groups and organisations. It is good to see the number of residents within Sutton who volunteer their time has increased and we have resumed face to face support to active organisations post Covid to ensure the matching with suitable candidates. A new Community Support Manager was recruited who has provided leadership with streamlining processes, looking at our local customer support offer and development of our team with identified new community projects. This has resulted in higher than anticipated volunteer and organisational engagement, different to the current UK wide trend in volunteering.

- Total Number of volunteers: 3708
- Total number of organisations: supported 616:

Integrated Sutton

Through our expanded community support team we extended our work to support newly arrived Hong Kong residents. Through the creation of Integrated Sutton, we promote volunteering and engagement to assist residents new to the UK culture into the local Sutton community. The project has delivered and setup a buddy scheme to help those feeling isolated, provided ongoing engagement and activities to a large number of Hong Kong residents of all ages, and delivered set information events to inform around areas such as health & wellbeing, finance, housing etc..

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2023

Achievements and Performance 2022/2023 (Continued)

Through our brokerage team we have also placed local Hong Kong residents into various volunteer roles with local organisations, extending their reach, engagement and skills.

- Total number of Buddies: 40 pairs, clients and volunteers
- Total number of project participants: 577
- Total number of events delivered in the project: 39
- Total Participants in local volunteering: 54
- Total open day forums: 2

Support to Ukraine nationals

We identified a need to support refugees and taking the learning from our Hong Kong work, we set up a Saturday school and activities programme to help children, young people and families. Connecting and led by Ukraine families, they wanted to ensure their children still had the opportunity to learn about the Ukraine culture, socialise and practice their language. Our support to families in this area will grow in 2023, with a new Welcome course and Mentoring specifically for Ukraine children. In the past year we delivered the following:

- Total number of children and young people in weekly Saturday school: 50
- Total number of Ukraine adults attending weekly sessions: 30
- Total number of events delivered to Ukraine families: 26

Warm Spaces

Warm Spaces was delivered over the winter period as a result of the cost-of-living crises and concerns for local vulnerable people. The aim was to provide warm spaces for people in need with a safe space, cup of tea and opportunity to talk and unpack concerns in their lives. Trained volunteers signposted people onto other organisations such as Citizens Advice or AGE UK Sutton amongst others, for specific guidance and help.

- Total number of volunteers Trained: 62
- Total number of clients supported: 239
- Total number of locations in project: 5
- Total volunteer Hours completed: 1011

Community/Litter Picking

A request was made to support the local authority and various groups within Sutton to engage residents in litter picking to promote a cleaner, greener Sutton environment. The project worked with a number of local 'friends' of park groups, schools and delivered a number of litter picks, network meetings, recruited volunteers and attended other relevant events to raise awareness of the green surroundings and local borough aims.

- Total groups in contact with: 38
- Total number of litter picks: 158
- Total litter pick network meetings: 3
- Total volunteers placed or worked with: 222

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2023

Achievements and Performance 2022/2023 (Continued)

Adult Services

Sutton Befrienders Projects

The Befriending project aims to reduce isolation and loneliness among older and disabled people in Sutton. We recruit and train volunteers to support people either on a one-to-one basis or in group activities. Demand for this service had been extremely high in the past year and therefore due to a long waiting list midway in 2022 we unfortunately had to close our books to support those already waiting on our system. The project has seen many clients living with anxiety or depression following the isolation of being cut off from others during the past few years. We aim is to build on the current work and expand our areas of activities to help people widen their friendship groups, while sharing a common interest or hobby.

Activity Buddy (formally known as Sports Buddy) aims to increase the opportunities for older people and people with disabilities, learning difficulties to undertake activities with the help of a volunteer buddy. Activities are fun, flexible and motivate people to become fitter, more active and form social connections to improve their general wellbeing. For this year's Red Nose appeal, we were asked to take part in a short promotional film which was aired on BBC Morning Live, showing viewers how their donations are benefiting people to access Sports and Activities with the support of a volunteer Buddy. Our clients and volunteers were delighted to support this and very much enjoyed the experience. It was wonderful to see the great work of Volunteer Centre Sutton on mainstream TV.

Walking groups – We run a programme of sociable walking groups which help people in the community to get active and enjoy the benefits of walking. There are three weekly walks which take place in Beddington Park, The Grove and Nonsuch Park, led by 6 regular walk leaders. A monthly walk was introduced this year following feedback from our regular walkers and this takes place on the last Saturday of each month. These groups enable people to exercise together, form a support network and develop friendships.

Outings and activities – we organised 3 outings to Painshill in Cobham, Hever Castle in Kent and Littlehampton in West Sussex. During 2023 we plan to organise quizzes, arts and craft activities to grow this area and hopefully deliver a fun party or picnic in the park to all our clients and volunteers.

Across all the Sutton Befrienders projects we have supported to 325 unique people in total for this year (befriending, outings, group activities and walking) have provided;

- 13,735 hours of social connect to help reduce isolation, loneliness and promote wellbeing across the borough
- 106 adults were supported with 1:1 weekly befriending providing 9024 hours of volunteer lead support
- 82 people regularly attend one or more of our weekly walking groups
- 137 people attended one or more of our social group activities or outings throughout the year
- 185 events or activities were delivered across Sutton and surrounding boroughs

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2023

Achievements and Performance 2022/2023 (Continued)

Feedback

- 84% of clients feeling less isolated and lonely by being involved with Sutton Befrienders.
- 100% of clients and volunteers feel being involved with Sutton Befrienders has had a positive impact on them.
- 99.8% of clients and volunteers feel that being involved with Sutton Befrienders made them feel part of a caring community.
- 91% of clients and volunteers feel being involved with Sutton Befrienders made them feel more socially connected.
- 89% of clients and volunteers feel being involved with Sutton Befrienders has improved their mental health, wellbeing, or general quality of life.
- 85% of clients and volunteers feel being involved with Sutton Befrienders has made them feel less isolated

Quotes:

"The befrienders helped me through the passing of my partner. I thoroughly enjoy their walks and company. Made me feel very welcome."

Message from a client to his volunteer befriender before he moved to be nearer to family. "You were my life saver, I always looked forward to your visits, a chance to reminisce about the army and motorbikes. I will miss the weekly catch ups. Thank you for everything you have done for me."
"The service helped me feel less isolated and more at ease after Covid"

"I walk twice weekly with the group and everyone is so friendly and chatty, I am so pleased I found the courage to join"

Youth Services

MAPS Mentoring

The MAPS Mentoring Program provides one-on-one weekly mentoring for young people over twelve months with a trained and checked Mentor. Our Advocacy service supports children and young people from 8 years of age to have voice and understand the challenges they face in their lives. We have worked with disadvantaged children and young people for over 25 years and each week we get new referrals and due to the increased demand on our resources, we are unable to support everyone. We have tried and tested and learnt from feedback, allowing us to now deliver a Queen's award winning model of mentoring with experienced, skilled staff, volunteers and management. We measure and monitor our success with positive outcomes through a variety of feedback within our Youth Monitoring Outcomes Framework from:

- 1:1 meetings and group work responses
- Listening to the views of the young people, their families and professionals from surveys, focus groups and consultation events

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2023

Achievements and Performance 2022/2023 (Continued)

Through the MAPS programme Volunteer Centre Sutton supported 316 young people in 2022-23 with the following outcomes achieved from MAPS:

- Number of young people supported weekly: 144
- Active, trained Volunteers within MAPS: 157
- MAPS Volunteer hours: 18,360
- Group Activities delivered with 65 young people participating: 20

The young people that MAPS support come from a variety of disadvantaged backgrounds, including the following with experience in multiple areas:

- Parental mental health – 56%
- Family member with disability - 26%
- Parental substance or alcohol misuse – 25%
- Domestic Violence experience – 40%
- Young person self-harms - 34%
- Young person experience of sexual exploitation - 8%
- Young person with a disability - 43%
- Young person a young carer - 30%
- Young person Not in education, employment or training (NEET) - 26%

The evaluation data collected from the MAPS program within our outcomes framework showed improvement in all areas. The most significant improvement was in the area of Commitment to Learning, which increased by two levels, reflecting an 11% improvement in school attendance across all pathways.

We received feedback from young people, families and professionals, all highlighting the improvements they have seen with the children and young people.

Social Worker Quote: A social worker who worked with the MAPS Mentoring Program said, "I have seen significant improvement. MAPS is a brilliant service - we are lucky to have it!"

Young Person Quote: A young person who received mentoring from MAPS said, "MAPS is where you get your own time and get to talk to a person you trust on your own, and they understand you."

Parent/Guardian Quotes: Some quotes from parents/guardians of the mentees are:

"Spending time with her mentor has been invaluable because she has been able to face so many fears. With gentle support and positive reinforcement she was encouraged to try new things. With the backup of her mentor she has really come out of her shell and is proud of herself for her achievements, most of which she would probably not have attempted."

"MAPS has helped her. She is more confident, is a little more brave, and I think she will at least face future challenges head-on."

Mentor Quote: A mentor who volunteered with MAPS said, "Volunteering for MAPS has given me great satisfaction. Seeing a young person grow and achieve their full potential is an honour. I have learned new life skills, patience, listening skills and how to problem solve without giving advice, to name just a few."

Group Activity Quote: A mentee who participated in a MAPS group activity said, "It took me away from reality and put me into my own world."

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2023

Achievements and Performance 2022/2023 (Continued)

Youth Engagement and Participation

Although we have for over five years supported young people through our Young Commissioners work, during 2022-23 we extended our reach to include youth engagement and participation across the borough, with particular emphasis and informed by the Sutton Local Safeguarding Children Partnership (LSCP).

A dedicated worker has been actively involved in promoting and enhancing youth involvement in various activities including attending Joint School Council Meetings and visiting London Council with a young person to address concerns about VAWG (Violence Against Women and Girls). We have set up a Youth Engagement Leads Network Meetings, with plans to hold these quarterly with partners including different youth engagement leads from Children In Care Council, Young Carers, Timeout, Advocacy4All, People Arise Now, CAS and Cognus. We are playing an active role in promoting the Anti-Racism Youth Forum to encourage young people to participate in anti-racism initiatives and the new SEND (Special Educational Needs and Disabilities) strategy, organized by Barnardo's.

We held a youth summit in late 2022 where 55 young people discussed with professionals creating a 3-year plan and their thoughts and concerns. They agreed with borough leads the youth led three key themes of Safety, Inequalities, and Health and ideas to take this forward with a youth board for Sutton.

Young Commissioners:

There are 18 active Young Commissioners from various schools in Sutton, including Glenthorne High School, Cheam High School, Nonsuch High School, Carshalton High School for Girls, Carshalton High School for Boys, Sutton Grammar School, Wilsons School, Overton Grange High School, St. Philomena's School, and one Young Carer with additional needs. The group have met regularly, often weekly or biweekly with additional activities, informing local authority on services and supporting areas such as safety campaigns and undertaking 14 various events including litter picking, with other social outreach meetings during school holidays.

Marketing

Marketing during 2022-23 has encompassed a range of activities aimed at promoting both our core infrastructure work and delivery of volunteer services. This supports our recruitment of volunteers while generating interest, awareness, and providing details on our impact. Volunteer Centre Sutton developed new leaflets and posters including social media for the new community programmes and was key in supporting events and new areas such as the film made by the BBC for Comic Relief.

We have 3,905 subscribers to our monthly Volunteering Opportunities newsletter, 677 subscribers to our monthly Volunteer Centre Sutton news round-up (primary audience is volunteer coordinators, key voluntary sector contacts and key stakeholders and partners) and 692 subscribers to our MAPS Supporters newsletter (primary audience is our MAPS Mentors and sector professionals). Our social media accounts continue to grow steadily, with Facebook at 2,379 likes, Twitter 2,368 followers and Instagram 939 followers.

Overall, marketing plays a crucial role in understanding customer needs, creating value for Volunteer Centre Sutton, building our brand equity, improving our profile and customer awareness.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2023

Achievements and Performance 2022/2023 (Continued)

Quality Standards

The charity holds and continually reviews the following quality standards:

- Volunteer Centre Quality Accreditation
- Disability Confident Employer
- Advocacy Quality Performance Framework
- The Queen's Award for Voluntary Service
- C4EO – Centre For Excellence and Outcomes (MAPS is validated by C4EO as leading to improved outcomes for children, young people and their families)
- Project Oracle
- London Youth Bronze award

Related Parties and Partnership Work

The charity works alongside both national and local policy and Volunteer Centre Sutton is a member of the National Council for Voluntary Organisations and London Plus, Greater London Volunteering and London Youth. As a key stakeholder within Sutton we work and partner extensively with the London Borough of Sutton, as well as other key partners, schools, health and the voluntary sector. Voluntary sector partners include Community Action Sutton, Citizens Advice Sutton, Age UK Sutton, Sutton Carers Centre, Advocacy 4 All and Homestart, amongst other local charities. Since Covid we have developed our work around health attending network meetings supporting the local clinical commissioning groups and Primary Care Networks. We are a member of the senior leadership team, borough resilience forum and the Sutton Local Children and Adult Partnership board.

Our partnership work has grown in 2022-23 and we have continued to develop stronger working relationships across sectors, including small groups. We aim to carry on providing flexible and responsive work and our partnership with Community Action Sutton continues to deliver with Infrastructure and Capacity building and the consortium Together For Sutton, supports residents with information, advice and guidance. Volunteer Centre Sutton provides services with Children Looked After and Leaving Care Advocacy streams as well as Mentoring for Children Looked After and Leaving Care.

Volunteer Centre Sutton will remain focussed on extending our partnerships with other organisations, continuing to grow our health and community work with new health programmes planned for 2023 and ensuring we robustly evidence our impact and outcomes. With regards to future plans, funding will remain critical and we will in 2023-24 place more emphasis on raising funds, including the launch of our new vision and mission as part of our revised strategy. We completed a new fundraising strategy in 2022 and this will be linked closely to our revised vision and plans. Our funding streams still show a high percentage of government funding and we aim to increase our grants, donations and other areas of funding as part of our goal to increase our total overall income for the charity.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2023

FINANCIAL REVIEW

Volunteer Centre Sutton has continued to develop and deliver new high-quality services. The charity, with the aid of sound financial management and the support of both its staff and volunteers, generated a positive financial outcome for the period in part due to sourcing different local external funding streams.

Principal Funding Sources

The principal funding source for the charity is the London Borough of Sutton. Funds are received from a range of departments with the main source of income in 2022/23 being the Voluntary Community Social Enterprise Fund (VCSEF). Additional funding from other sources includes other government funded contracts, grants and trusts. The most significant funders 2022-23 being:

- Henry Smith for Sutton Befrienders
- Children in Need for Mentoring children in alternative care
- Comic Relief for Sports Buddy
- Greater London Authority for Young Londoners Mentoring
- Garfield Weston for core unrestricted funds

Aside from income generated from statutory funders and charitable trusts, Volunteer Centre Sutton is grateful for the financial support provided by individuals and corporate donations.

Reserves Policy

The Management Committee has examined the charity's requirements for reserves in the light of the main risks to the organisation. It has established a policy whereby the unrestricted funds should be between three to six months of core expenditure. Budgeted core expenditure for 2022/23 is £309,000 and so the balance of £131,262 held as general unrestricted funds lies within these parameters. The reserves are needed to meet the working capital requirements of the charity, and the Management Committee is confident that at this level it would be able to continue to meet its current liabilities in the event of a significant drop in funding.

Designated Funds

The Management Committee has designated the following unrestricted funds for the purposes described:

- The Management Committee has considered the cost of a potential move following the end of lease and maintaining the building and has designated £70,073 for this purpose.
- With several funding streams possibly coming to an end in 2023-24 and uncertainty about future funding, the Management Committee considers it prudent to have sufficient funds as a contingency to cover redundancy payments and has designated £45,568 for this purpose.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Volunteer Centre Sutton was a charitable company limited by guarantee incorporated on the 8th August 1995 and registered as a charity on 5th September 1995. The charity became in October 2019 a Charitable Incorporated Organisation, which established the objects and powers of the charitable company and is governed under its reviewed constitution. In the event of the company being wound up, members are required to contribute an amount not exceeding £2.

Recruitment and Appointment of Management Committee

The members of the company are also charity trustees for the purposes of charity law and under the charity constitution are known as members of the management committee. Under the requirements of the Constitution and objects within, the members of the management committee are elected to serve for a period of three years. They may stand for election for three consecutive terms of three years, after which they must stand down but can stand for re-election after a period of twelve months.

The trustees seek to ensure that the various groups of service users, volunteers, voluntary and community sector groups and the local population are appropriately reflected through the diversity of the trustee body and have recently recruited new trustees to ensure inclusivity.

Trustees Induction and Training

All potential new trustees are interviewed by the Chair, checked through the Disclosure and Barring Service and references obtained. They are provided with information including:

- The obligations of trustees,
- The Memorandum and Articles of Association,
- A copy of the latest audited accounts,
- The organisation's strategic plan, and
- A copy of the latest Annual Review.

They spend time with the Chief Executive Officer who explains Volunteer Centre Sutton's expectations of its trustees and its various service delivery areas. Following this, an induction programme is arranged, offering the opportunity to meet with staff to discuss the work of Volunteer Centre Sutton and to develop a clear understanding of how each area of service delivery contributes to the aims of the whole organisation. Training courses are offered where appropriate, including training in diversity, safeguarding and governance.

Organisational Structure

Volunteer Centre Sutton has a Management Committee of four to twelve trustees who are members of the Centre. They meet once every two months and are responsible for the strategic direction and policy of the charity. At present, the Committee has eight trustees from a variety of professional backgrounds relevant to the work of the charity. One of the trustees is the Company Secretary.

A scheme of delegation is in place and day-to-day responsibility for the provision of the services rests with the Operation Management Team. The Chief Executive Officer is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The Operation Managers have responsibility for the day-to-day service delivery of Volunteer Centre Sutton, individual supervision of the staff team and ensuring that the team continues to develop skills and working practices in line with good practice.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2023

Risk Management

The members of the Management Committee of Volunteer Centre Sutton regularly review the Charity's activities and policies in line with the Charity Commission's key questions around Governance.

The major risks to which the charity is exposed are identified and addressed through a risk management process that is reviewed and is ratified by the Management Committee at Board Meetings. The processes by which these are addressed are set out in a wide range of policies and procedures that are reviewed and amended as appropriate and ratified by the full Management Committee.

External risks to funding have led to the development of a revised strategic and funding strategy which will allow for the development to set needs and diversification of funding and activities. Internal financial control risks are minimized by the implementation of procedures for authorisation of all transactions and projects.

Procedures are in place to ensure compliance with health and safety legislation by Volunteer Centre Sutton staff, volunteers, service users and visitors with the appropriate risk register reviewed by the trustee board.

Public Benefit

The trustees have considered the Charity Commission's general guidance on public benefit. Our main activities and who we try help are set out in this report. Our objects and all our charitable activities are undertaken to further our charitable purposes for the public benefit.

Responsibilities of the Management Committee

The members of the Management Committee (who are also directors of Sutton Borough Volunteer Bureau for the purposes of company law) are responsible for preparing the Management Committee's 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 Management Committee 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 the year.

In preparing those financial statements, the Management Committee is required to:

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP FRS102,
- 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, and
- prepare the financial statements on an ongoing concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2023

The Management Committee is responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable it to ensure that the financial statements comply with the Companies Act 2006. The Management Committee is 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.

Members of the Management Committee

Members of the Management Committee, who are directors for the purpose of Company Law and trustees for the purpose of Charity Law, who served during the year and up to the date of this report are set out on Page 3.

Statement as to Disclosure of Information to Auditors

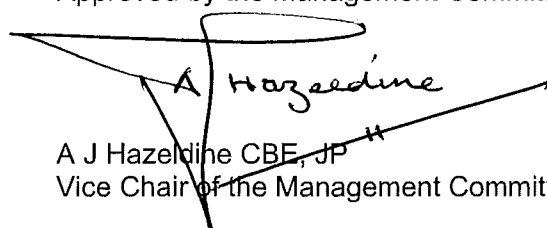
So far as the directors are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditors are unaware, and each director has taken all the steps that they ought to have taken as a director in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

Myrus Smith was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Management Committee on 26/1/2024 .


A J Hazeldine CBE, JP
Vice Chair of the Management Committee

**INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF
SUTTON BOROUGH VOLUNTEER BUREAU**

Opinion

We have audited the financial statements of Sutton Borough Volunteer Bureau (the 'charity') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2023, and of its incoming resources and application of resources 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 Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Report of the Charity Trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
SUTTON BOROUGH VOLUNTEER BUREAU**

/Cont'd...

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements which give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under Section 145 of the Charities Act 2011 and report in accordance with regulations made under Section 154 of that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
SUTTON BOROUGH VOLUNTEER BUREAU**

/Cont'd...

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

2024

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Total Unrestricted funds £	Total Restricted funds £	Total Funds 2023 £	Total Funds 2022 £
Income					
Donations and legacies	2	4,359	769	5,128	1,216
Charitable activities	3	144,725	436,783	581,508	581,490
Other trading activities	4	1,998	2,428	4,426	2,877
Investments	5	815	-	815	9
Other	6	17,850	-	17,850	1,283
Total		<u>169,747</u>	<u>439,980</u>	<u>609,727</u>	<u>586,875</u>
Expenditure					
Raising funds	7	48,706	7,372	56,078	56,461
Charitable activities	8	125,175	456,729	581,904	466,167
Total		<u>173,881</u>	<u>464,101</u>	<u>637,982</u>	<u>522,628</u>
Net income/(expenditure)	12	(4,134)	(24,121)	(28,255)	64,247
Transfers between funds	19 & 20	<u>(6,631)</u>	<u>6,631</u>	<u>-</u>	<u>-</u>
Net movement in funds	19 & 20	<u>(10,765)</u>	<u>(17,490)</u>	<u>(28,255)</u>	<u>64,247</u>
Reconciliation of funds					
Fund balances brought forward	19 & 20	<u>257,668</u>	<u>132,336</u>	<u>390,004</u>	<u>325,757</u>
Fund balances carried forward	19 & 20	<u><u>£246,903</u></u>	<u><u>£114,846</u></u>	<u><u>£361,749</u></u>	<u><u>£390,004</u></u>

All income and expenditure is derived from continuing activities.

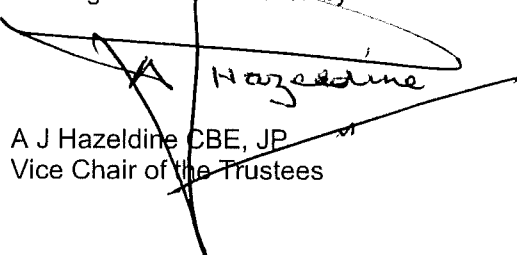
The notes on pages 20 to 29 form part of these financial statements.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

BALANCE SHEET AS AT 31 MARCH 2023

	Notes	2023	2022
		£	£
FIXED ASSETS			
Tangible assets	15	-	-
CURRENT ASSETS			
Debtors	16	17,412	43,914
Cash at bank and in hand		382,327	405,561
		<u>399,739</u>	<u>449,475</u>
CREDITORS: Amounts falling due within one year	17	<u>37,990</u>	<u>59,471</u>
NET CURRENT ASSETS		<u>361,749</u>	<u>390,004</u>
NET ASSETS	21	<u>£361,749</u>	<u>£390,004</u>
FUNDS			
Unrestricted funds - General funds		131,262	126,449
- Designated funds		115,641	131,219
	19	<u>246,903</u>	<u>257,668</u>
Restricted funds	20	<u>114,846</u>	<u>132,336</u>
TOTAL FUNDS		<u>£361,749</u>	<u>£390,004</u>

The financial statements were approved and authorised for issue by the Board of Trustees on 26/1/2024 and signed on their behalf by


A J Hazeldine CBE, JP
Vice Chair of the Trustees

The notes on pages 20 to 29 form part of these financial statements.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
Net cash generated from operating activities (see below)	(24,049)	62,209
Cash flow from investing activities		
Interest received	815	9
Increase in cash in the year	(23,234)	62,218
Cash brought forward	405,561	343,343
Cash carried forward	<u>£382,327</u>	<u>£405,561</u>
Analysis of cash		
Cash at bank	<u>£382,327</u>	<u>£405,561</u>
	2023 £	2022 £
Reconciliation of net income to net cash flow from operating activities		
Operating surplus on ordinary activities	(28,255)	64,247
Adjustments for non-cash items:		
(Increase)/Decrease in debtors	26,502	(23,448)
Increase/(Decrease) in creditors	(21,481)	21,419
	(23,234)	62,218
Adjustment for investing activities		
Interest receivable	(815)	(9)
Net cash generated from operating activities	<u>£(24,049)</u>	<u>£62,209</u>

The notes on pages 20 to 29 form part of these financial statements.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

Basis of preparation

Sutton Borough Volunteer Bureau (the 'charity') is a Charitable Incorporated Organisation ('CIO'), registered in England and Wales and constitutes a public benefit entity as defined by FRS 102. The address of the registered office is given in the charity information on page 1 of these financial statements.

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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and UK Generally Accepted Accounting Practice. The financial statements have been prepared on the going concern basis and under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest pound.

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.

Contract income is recognised as the charity earns the right to consideration through the performance of its services.

No amount is included in the financial statements for volunteer time in line with the SORP.

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 is classified under the following activity headings:

- Costs of raising funds which comprise those costs associated with seeking donations and grants
- Expenditure on charitable activities which comprises the costs of running 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. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support them. Support costs are apportioned to each activity on the basis of staff time.

Fund accounting

Unrestricted general funds are those funds which 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 specific 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.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES/cont'd...

Fixed assets and depreciation

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

Computer equipment 2 years straight line

Assets purchased as part of a specific project funded through restricted funds are written off in the year of purchase.

Leases

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

Pensions

The centre makes contributions on behalf of staff to a defined contribution pension scheme. Contributions payable to the pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. DONATIONS AND LEGACIES

	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
Donations	<u>£4,359</u>	<u>£769</u>	<u>£5,128</u>	<u>£1,216</u>

All of the £1,216 recognised in 2022 related to unrestricted funds.

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
Grants and contracts	<u>£144,725</u>	<u>£436,783</u>	<u>£581,508</u>	<u>£581,490</u>

Of the £581,490 recognised in 2022, £219,220 related to unrestricted funds and £362,270 related to restricted funds.

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
Trading fundraising	<u>£1,998</u>	<u>£2,428</u>	<u>£4,426</u>	<u>£2,877</u>

Of the £2,877 recognised in 2022, £2,189 related to unrestricted funds and £688 related to restricted funds.

5. INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
Bank interest	<u>£815</u>	<u>£Nil</u>	<u>£815</u>	<u>£9</u>

All of the £9 recognised in 2022 related to unrestricted funds.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

6. OTHER INCOME

	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
Miscellaneous	<u>£17,850</u>	<u>£Nil</u>	<u>£17,850</u>	<u>£1,283</u>

7. COST OF RAISING FUNDS

	Direct Costs £	Support Costs £	Total 2023 £	Total 2022 £
Fundraising activities	36,995	5,997	42,992	38,677
Trading fundraising	<u>7,374</u>	<u>5,712</u>	<u>13,086</u>	<u>17,784</u>
	<u>£44,369</u>	<u>£11,709</u>	<u>£56,078</u>	<u>£56,461</u>

Of the £56,078 expenditure recognised in the year (2022: £56,461), £48,706 (2022: £38,677) was charged to unrestricted funds and £7,372 (2022: £17,784) was charged to restricted funds.

8. EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Costs £	Support Costs £	Total 2023 £	Total 2022 £
Leading by Example	101,188	34,526	135,714	149,219
Empowering Others	296,987	65,834	362,821	245,977
Digital Inclusion	29,687	7,555	37,242	23,830
Sustainable Delivery	<u>35,064</u>	<u>11,063</u>	<u>46,127</u>	<u>47,141</u>
	<u>£462,926</u>	<u>£118,978</u>	<u>£581,904</u>	<u>£466,167</u>

Of the £581,904 expenditure recognised in the year (2022 : £466,167), £125,175 (2022 : £153,909) was charged to unrestricted funds and £456,729 (2022 : £312,258) was charged to restricted funds.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. ANALYSIS OF DIRECT COSTS

	Raising Funds £	Charitable Activities £	Total 2023 £	Total 2022 £
Wages, social security and other staff related costs	44,369	413,594	457,963	374,146
Project costs	-	30,302	30,302	19,033
Volunteer expenses	-	19,030	19,030	13,500
	<u>£44,369</u>	<u>£462,926</u>	<u>£507,295</u>	<u>£406,679</u>

10. ANALYSIS OF SUPPORT COSTS

	Raising Funds £	Charitable Activities £	Total 2023 £	Total 2022 £
Wages and salaries	1,984	37,486	39,470	48,267
Premises costs	3,532	47,860	51,392	34,458
Printing and publications	557	1,672	2,229	654
Office costs	1,987	12,002	13,989	14,531
Professional fees and other costs	3,649	14,596	18,245	13,442
Governance costs (note 11)	-	5,362	5,362	4,597
	<u>£11,709</u>	<u>£118,978</u>	<u>£130,687</u>	<u>£115,949</u>

11. GOVERNANCE COSTS

	Total 2023 £	Total 2022 £
Wages and Salaries	2,398	2,125
Audit fees	2,964	2,296
Annual General Meeting costs	-	176
	<u>£5,362</u>	<u>£4,597</u>

12. NET INCOME/(EXPENDITURE)

Net income/(expenditure) for the year is stated after charging:

	2023	2022
- Auditor's remuneration (Audit services)	£2,964	£2,296
- Operating lease rentals	£8,697	£17,059
	<u></u>	<u></u>

13. TRUSTEES REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2022: £Nil).

Travelling expenses amounting to £13 were reimbursed to 1 trustee during the year (2022 : £32).

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

14. STAFF COSTS

	Total 2023 £	Total 2022 £
Wages and salaries	452,171	378,107
Social security costs	31,135	25,999
Pension costs	12,507	11,319
Staff expenses	4,021	3,890
	<u>£499,834</u>	<u>£419,315</u>

No employee received total employee benefits (excluding employer's pension costs) over £60,000 in either year.

The average number of employees analysed by function was:

	2023 Number	2022 Number
Direct charitable activities	20	14
Raising funds	1	1
Management and administration	2	2
	<u>23</u>	<u>17</u>

The total amount of employee benefits received by key management personnel was £130,136 (2022 : £120,131).

Under FRS 102 employee benefits include gross pay, benefits in kind, employer's national insurance and employer's pension costs.

15. TANGIBLE FIXED ASSETS

	Computer equipment £
Cost	
At 1 April 2022 and at 31 March 2023	<u>24,125</u>
Depreciation	
At 1 April 2022 and at 31 March 2023	<u>24,125</u>
Net book value	
At 31 March 2023	<u>£Nil</u>
At 31 March 2022	<u>£Nil</u>

16. DEBTORS

	2023 £	2022 £
Trade debtors	1,506	756
Prepayments and accrued income	15,906	43,158
	<u>£17,412</u>	<u>£43,914</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17. CREDITORS – amounts falling due within one year

	2023 £	2022 £
Accruals	22,509	48,322
Trade creditors	106	-
Other creditors	5,397	4,861
Taxation and social security costs	9,978	6,288
	<u>£37,990</u>	<u>£59,471</u>

18. OPERATING LEASE COMMITMENTS

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2023 £	2022 £
Due within:		
One year	14,000	23,527
Two to five years	24,500	40,946
More than five years	-	5,500
	<u>£38,500</u>	<u>£69,973</u>

19. UNRESTRICTED FUNDS

	2023 £	2022 £
General funds		
Balance brought forward at 1 April 2022	126,449	100,790
Net income/(expenditure)	(4,134)	31,331
Transfer (to)/from restricted funds	(6,631)	(5,672)
Transfer (to)/from designated funds	15,578	-
	<u>£131,262</u>	<u>£126,449</u>
Designated funds		
Re-organisation and redundancy costs		
Balance brought forward at 1 April 2022	45,568	45,568
Transfer from general funds	-	-
	<u>£45,568</u>	<u>£45,568</u>
Relocation costs and refurbishment		
Balance brought forward at 1 April 2023	85,651	85,651
Transfer from/(to) general funds	(15,578)	-
	<u>£70,073</u>	<u>£85,651</u>
Balance carried forward at 31 March 2023	<u>£115,641</u>	<u>£131,219</u>
	<u>£246,903</u>	<u>£257,668</u>
Total unrestricted funds carried forward at 31 March 2023		

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

20. RESTRICTED FUNDS

				2023	2022
				£	£
2023					
Balance brought forward at 1 April 2022				132,336	93,748
Net income/(expenditure)				(24,121)	32,916
Transfer from unrestricted funds				6,631	5,672
				<u>£114,846</u>	<u>£132,336</u>
Balance carried forward at 31 March 2023					
				<u>£114,846</u>	<u>£132,336</u>
The balance carried forward on restricted funds comprised:	1 April 2022	Income	Expenditure	Project Transfer	31 March 2023
	£	£	£	£	£
Bridge The Gap Mentoring - Young Londoners	14,275	37,598	51,873	-	-
CAS – Ukraine Outreach	-	16,764	16,921	-	(157)
Child Protection - Advocacy for All	(1,199)	8,180	6,981	-	-
Children in Need - Mentoring	6,807	48,244	49,583	-	5,468
Groundwork London UK - HK Welcome Integration	-	1,955	1,955	-	-
Healthwatch Sutton – Core20 Health Connectors	-	52,689	1,247	-	51,442
Healthwatch Sutton – Health & Equality Fund	-	20,644	2,553	-	18,091
Henry Smith	-	58,500	45,667	-	12,833
LBS Community Space & Environment	-	50,000	50,000	-	-
LBS Suicide Prevention	-	5,000	-	-	5,000
MAPS Mentoring LAC & Leaving Care	2,853	10,000	12,853	-	-
MAPS Schools – Games Aid	35,558	5,800	29,553	-	11,805
MAPS Schools - Glenthorne School	2,102	6,500	6,773	-	1,829
Department of Levelling Up - Hong Kongers	30,814	24,899	61,010	-	(5,297)
Infrastructure – Garfield Weston	20,000	-	26,477	6,477	-
Sports Buddy - Comic Relief	3,463	35,187	26,347	-	12,303
Sutton Together (MIC) via CAS	-	54,847	55,001	154	-
Voluntary Sector Investment Brokerage - CAS	17,663	3,173	19,307	-	1,529
	<u>£132,336</u>	<u>£439,980</u>	<u>£464,101</u>	<u>£6,631</u>	<u>£114,846</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

20. RESTRICTED FUNDS/continued...

Comparative information is as follows

2022			2022 £		2021 £
Balance brought forward at 1 April 2021			93,748		66,681
Net income/(expenditure)			32,916		26,201
Transfer from unrestricted funds			5,672		866
			<u>£132,336</u>		<u>£93,748</u>
Balance carried forward at 31 March 2022			<u>£132,336</u>		<u>£93,748</u>
The balance carried forward on restricted funds comprised:	1 April			Project	31 March
	2021	Income	Expenditure	Transfer	2022
	£	£	£	£	£
Bridge The Gap Mentoring - Young Londoners	16,754	47,356	49,835	-	14,275
Child Protection - Advocacy for All	(108)	32,910	34,001	-	(1,199)
Children in Need - Mentoring	6,030	46,790	46,013	-	6,807
Health COVID Response - CCG Vaccine Hub Volunteer	4,476	5,775	10,251	-	-
Hill House Food Hub Volunteer Response	4,131	-	4,131	-	-
LBS - Inclusion Spot Purchasing Mentoring	(406)	-	-	406	-
MAPS	1,804	-	1,804	-	-
MAPS Mentoring LAC & Leaving Care	642	40,000	37,789	-	2,853
Open Doors – City Bridge Trust	13,244	-	18,510	5,266	-
MAPS Schools – Games Aid	100	57,189	21,731	-	35,558
MAPS Schools - Glenthorne School	3,011	6,500	7,409	-	2,102
PCN Vaccine Hub/Schools Testing Volunteer Co-ordinator	-	10,694	10,694	-	-
Department of Levelling Up - Hong Kongers	-	35,341	4,527	-	30,814
Infrastructure – Garfield Weston	-	20,000	-	-	20,000
Comic Relief S – Sports Buddy	-	16,317	12,854	-	3,463
RSVP	2,675	-	2,675	-	-
The Big Give Campaign	2,586	-	2,586	-	-
Voluntary Sector Investment Brokerage - CAS	38,809	44,086	65,232	-	17,663
	<u>£93,748</u>	<u>£362,958</u>	<u>£330,042</u>	<u>£5,672</u>	<u>£132,336</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

20. RESTRICTED FUNDS/continued...

The surpluses on restricted funds arise because of timing differences where funding has been received in advance of expenditure and will be utilized over the duration of the relevant projects.

The restricted funds recognised in these accounts were provided for the following purposes:

Befriending Plus - LBS	Befriending for lonely and socially isolated people.
Bridge The Gap Mentoring – Young London	Involves offering vulnerable people 1:1 mentoring and parents home-based peer support.
Call, Catch up, Connect - BLF	Befriending for vulnerable adults by Big Lottery Reaching Communities Fund.
Child Protection - Advocacy for All	Independent Advocacy service for all looked after children, leavers and those on CP plans funded by LBS
LBS- Inclusion Spot Purchasing	Offering inclusion 1:1 mentoring.
MAPS	MAPS Management funded through project transfers.
MAPS Alternative Care –	Mentoring for children in alternative care funded by BBC
Children in Need	CIN including young carer support.
MAPS Inclusion – GamesAid	Supports children and young people aged 10-16 with multiple needs who are experiencing mental or emotional distress.
MAPS Mentoring – LBS, LAC & LC	Mentoring and Peer Support for Looked after Children and Leaving Care.
MAPS Schools - Glenthorne School	One-to-one mentoring within school.
MAPS Schools City Bridge	Provide one-to-one mentoring support for children and young people within schools.
Open Doors - City Bridge	Open Doors supports Sutton organisations and the community to develop and to deliver volunteering for hard to reach people, including people with additional needs.
PCN Vaccine Hub/Schools	Provided support with vaccinations and school testing for Covid.
RSVP	Rewarding and Supporting Volunteer Participation.
The Big Give Campaign	Supporting local young care leavers through pilot mentoring support and skills-based training activities.
London Community Foundation 3	Provided essential support and new systems/equipment for Covid response.
London Plus Covid emergency fund	Provided networking and essentials during Covid.
City Bridge Trust - Covid Support	Essential support for Covid pandemic.
Health Covid Response - CCG	Provides support to vaccination hubs and health.
Hill House Response – LBS	Provided support for food and essentials during Covid.
LBS – Covid Response	Recruitment and management of Covid volunteers.
LBS-Covid response out of hours	Provided out of hours support across Sutton.
Voluntary Sector Investment	Brokerage support for extra hours and capacity within Covid.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Funds £	Designated Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
2023					
Current assets	169,252	115,641	114,846	399,739	449,475
Current liabilities	(37,990)	-	-	(37,990)	(59,471)
	<u>£131,262</u>	<u>£115,641</u>	<u>£114,846</u>	<u>£361,749</u>	<u>£390,004</u>

Comparative information is as follows:

	General Funds £	Designated Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
2022					
Current assets	185,920	131,219	132,336	449,475	363,809
Current liabilities	(59,471)	-	-	(59,471)	(38,052)
	<u>£126,449</u>	<u>£131,219</u>	<u>£132,336</u>	<u>£390,004</u>	<u>£325,757</u>

22. CONTINGENT ASSETS

The charity has been awarded some multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The amount of such contingent assets is £1,701,935, to be received from 2023/24.

23. RELATED PARTY TRANSACTIONS

There were no transactions with related parties in 2023 or 2022.

Accounts

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation Model)
(Registered Charity No: 1048978)
(Company No: CE019319)

**REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation)
(Registered Charity No: 1048978)
(Company No: CE019319)

Report of the Charity Trustees for the year ended 31 March 2022

Contents

	Page
Report of the Charity Trustees	1 - 13
Report of the Auditors	14 - 16
Statement of Financial Activities	17
Balance Sheet	18
Cash Flow Statement	19
Notes forming part of the financial statements	20 - 29

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation)
(Registered Charity No: 1048978)
(Company No: CE019319)

Report of the Charity Trustees for the year ended 31 March 2022

The Management Committee presents its report and audited financial statements for the year ended 31 March 2022.

Reference and administrative information

Charity Name: Sutton Borough Volunteer Bureau
Operational Name: Volunteer Centre Sutton
Charity No: 1048978
Company Registration No: CEO 19319
Registered office and operational address: 216-220 High Street, Sutton, Surrey SM1 1NU

Two existing trustees stepped down this year and we would like to thank them for their service and support to us and to the community in Sutton. We are delighted to welcome five new trustees who joined us late in 2021 and early 2022.

Management Committee

Mr D Ohry - Chair
Mr A Hazeldine CBE, JP - Vice Chair
Mrs Y McPhee JP - Company Secretary
Mr M Ogazi – Treasurer
Mr D Prince
Mr J Finch - resigned 26/01/2021
Ms M Pearce - resigned 20/06/2021
Mr N Davies – commenced 01/09/2021
Mrs B Waite – commenced 01/12/2021
Mr M Wyatt – commenced 01/02/2021
Miss C Eve – commenced 03/01/2022
Mr V Basak – commenced 07/02/2022

Senior Management Team

Mrs A Maullin - Chief Executive Officer
Mrs H Blythe - Sustainable Delivery Manager
Mrs L Storey - Mentoring Manager
Miss M Rocco - Volunteer Development Manager
Mrs G Millings - Sutton Befriending Manager until 24/02/2022
Mrs I Jordon - Sutton Befriending Manager from 01/03/2022

Auditors

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

Bankers

Barclays Bank plc
43 High Street
Sutton, Surrey
SM1 1DR

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2022

Objects of the Volunteer Centre Sutton

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 the community in the area of benefit by the promotion of a voluntary service and for these purposes but not otherwise the Charity shall:-

- a) advise and guide persons willing to volunteer
- b) advise and guide organisations using volunteers, particularly those being members of the Charity.

Sutton Borough Volunteer Bureau has been supporting people and communities within the London Borough of Sutton for nearly 60 years. In 1995 we became a registered charity with the aim to support those most in need by using the power of volunteers. Volunteer Centre Sutton changed from being a registered charity and is now a Charitable Incorporated Organisation (CIO) from October 2019.

Our strategic objectives:

- **People led:** Ensure that everything we do is led by and involves people. We aim to involve and be led by people within the community to inform us of their needs and utilise their power, enabling people to volunteer and develop programmes. We are developing a model of active citizenship so the people of Sutton have a strong voice, involved in collaboration and we celebrate people and maximise volunteering through the use of people.
- **Share Knowledge:** We will be known for sharing and building knowledge to support both individuals and organisations. Volunteer Centre Sutton leads by example through our high-quality volunteer led programmes and we aim to equip, enable and support diversity within volunteering by sharing our examples and knowledge.
- **Deliver Innovation:** Volunteer Centre Sutton will work with individuals, organisations and partners to identify, create and deliver high quality innovative services to meet the needs of Community, our organisation and provide a sustainable future.
- **Enable Communities:** Through the power of volunteers and services, we will enable community development, social action volunteering and excellence in showing and delivering impact.

Our Vision

Our vision is to 'Inspire community' by unlocking potential through the power of volunteers. As a Volunteer Centre we provide support at a local level for individual volunteers and volunteer involving organisations as well as delivering award winning programmes led by volunteers for the most vulnerable in our community.

Our Mission : Empower People, Strengthen Community

Our Values : Inspiration, Excellence, Inclusivity

In 2022 we will commence a review of our vision and aims to develop a new 5-year strategy to take Volunteer Centre Sutton forward.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2022

Achievements and Performance 2021/2022

Resilience, Support and Growth. These words capture the experience of Volunteer Centre Sutton during the past year. Through the many ups and downs of the COVID-19 pandemic, and the forever changing environment we now find ourselves in, Volunteer Centre Sutton's dedicated, skilled staff and volunteers demonstrated their commitment, resilience and professionalism throughout this year to deliver another excellent set of outcomes and results. We have our existing departments of Brokerage, MAPS and Befriending, however we have extended our reach to support the community with new programmes such as Sports Buddy and Integrating Sutton. The charity remains a responsive organisation, where our first focus is always on the people and communities we support.

Brokerage

Volunteer Centre Sutton's Inspiring Volunteering Team connects people in the London Borough of Sutton who are looking to volunteer with local Voluntary and Community Organisations. Funded by the London Borough of Sutton's Infrastructure and Capacity Building Fund, Volunteer Centre Sutton was able to introduce face to face support once again as well as the ability to see people online and through telephone interviews. Volunteer Connect, our online recruitment platform connects people wanting to volunteer with an expanded range of volunteer opportunities in Sutton.

This year was not business as usual for VCS Brokerage Team as we had to both work through the post Covid-19 challenges, supporting as many organisation's to re-establish themselves with recruitment and delivery of services, and at the same time we have still delivered services to support the community in the rebuild phase, post Covid. There were many Sutton residents who were concerned over their mobility and confidence to be out and about in the community.

VCS Brokerage Team carried on the hard work from the previous year to provide support where it was needed most. A total of 1,457 volunteers were supported to connect into roles across the borough.

119 residents were provided 1 to 1 individual volunteer sessions to help individuals find the perfect role for them. We also ensured people with additional needs were supported, providing inclusivity and diversity to support them in their chosen volunteering. Partnering with Orchard Hill college we were able to support over 10 young people.

Volunteer Centre Sutton carried on the support to the NHS with 56 health champions reaching over 2000 residents. Volunteers carried on the much-needed support to the local vaccination programme, helping to provide 20,896 Covid Boosters to local patients.

In addition to the health support, 28 volunteer shoppers remained matched with individuals post Covid, supporting those immobile who needed help. 113 residents were supported to complete benefit form applications, resuming our partnership work with Citizens Advice Sutton to help people ensure they received adequate benefits.

Good Practice in Volunteer Management

Volunteer Centre Sutton support local Organisation's and small groups in all areas of good practice for volunteer recruitment and management. Volunteer Centre Sutton currently has 582 organisation's registered on our Volunteer Connect database, an increase of 31 from 2020 with an additional 26 small groups supported. 77 Organisations were provided with direct 1 to 1 support to assist them to build and respond post Covid, with new guidance and best practice templates and help to remain flexible. 193 new volunteer roles were advertised on volunteer connect and we held 18 in person events to promote volunteering at our new offices.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2022

Achievements and Performance 2021/2022 (Continued)

With part restrictions during the year and concerns still over Covid, we were not able to resume twelve months of full, normal services, however we have supported people with flexible working both virtual and face to face when safe to do so, offering the ability to support organisations and individuals in a format that helped people. We have promoted and further developed our toolkit for organisations, taking on more digital opportunities on best practice volunteer management and recommenced our volunteer network for Volunteer managers to meet regularly. Volunteer managers appreciated the opportunity to meet face to face, talk about the future and the challenges that they face and we aim to grow this network even further in 2022-23.

Volunteers Week 2021

We held our first main face to face event during Volunteers Week 1-7 June 2021, for the first time since the pandemic, and in our new home above the Sound Lounge. We ran a drop-in day for the general public with over 40 residents visiting to discuss volunteering with staff thanking them over a cup of tea, as well as planned "meet the public" slots for organisations wanting to recruit volunteers. We supported our partner organisations to promote themselves and volunteering with all these events well attended due to successful promotion across various marketing channels and via social media.

Marketing

This has been an extremely busy year with marketing as the scope of marketing and the communications work expanding to include fundraising activity and additional projects.

Following on from a successful Volunteers Week in June, we also ran our first ever Christmas appeal "Light Up Christmas" with over 220 gifts donated by the public for many of our vulnerable children & young people, isolated and lonely adults and elderly people. After a very successful campaign staff spent the day wrapping up all the gifts, writing cards and delivering the presents to identified residents of Sutton, many who don't receive any gifts over this period.

Our monthly volunteering newsletter is aimed at members of the public who are interested in volunteering and hearing about the latest volunteering opportunities. At the end of March 2022, we had 1,582 subscribers, a small increase from 1,443 at the end of March 2021. The average open rate is 43.3% and the average click rate is 5.3%. 54% of subscribers (according to Mailchimp) have an engagement rate of "often" which is defined as subscribers who are highly engaged and often open and click our emails. Here is a recent example of the newsletter: <https://mailchi.mp/vcsutton.org.uk/volunteering-is-in-full-bloom-march-newsletter>

We have also developed a separate newsletter for organisations and voluntary sector partners, and all our key external contacts. The aim of this regular newsletter is to showcase our current work and also build and maintain our external relationships. Here is a recent example: <https://mailchi.mp/vcsutton/new-job-alerts-plus-the-new-sutton-consortium-our-new-integrating-sutton-project-funding-success-for-sutton-befrienders-plus-our-latest-news>. At the end of March 2022, we had 640 subscribers. The average open rate is 24.9% and the average click rate is 2.6%. 43% of subscribers (according to Mailchimp) have an engagement rate of "often" which is defined as subscribers who are highly engaged and often open and click our emails.

The original mailing list for this newsletter was solely for volunteer managers/coordinators and solely to promote training and workshops we were running. We have expanded the audience and also the type of content and we will in 2022 breakdown the mailing list into different categories of contacts so that we can be more targeted with the content we are sending and improve our engagement rates.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2022

Achievements and Performance 2021/2022 (Continued)

Facebook page (<https://www.facebook.com/VolunteerCentreSutton>) reached 53,988 (the number of people who saw any content from our page or about our page) from April 2021 to March 2022. This is down from 84,143 the previous year. There could be many reasons for this, such as in the previous year we were in the height of the pandemic, in lockdown for large parts of the year so people possibly spending more time online, and our posts, especially ones appealing for covid support, were more engaging. However, we should also look at both the frequency of posting (too much being a factor), what we're sharing and aim for quality over quantity. There tends to be an overreliance on social media for volunteer recruitment, especially Facebook, where we are in danger of "over-posting" resulting in low engagement. In 2022 we are going to assess how we recruit volunteers, not just focussing recruitment however also on other messages such as raising awareness about our work, connecting with our own volunteers and supporting fundraising initiatives.

Instagram account <https://www.instagram.com/volunteeringsutton/> has enabled us to reach new, especially younger audiences, as well as interact with the charities more active on this platform. Our Twitter account (<https://twitter.com/VCSutton1>) tweets earned 155.6K impressions from April 2021 to March 2022, down from 328.3K impressions April 2020 – March 2021. Our engagement rate has ranged from 1.3% to 2.7%.

Once we have increased our capacity in brokerage, we will do more to evaluate the effectiveness of our volunteering newsletter, processes and media. The whole process of how we are promoting volunteering to the general public needs to be revisited post-covid as so much has changed, and what we did pre-covid is potentially different to what the future needs now are.

The MAPS project has its own dedicated newsletter, and social media platforms (Facebook: <https://www.facebook.com/MAPSmentoring>; Twitter: <https://twitter.com/MAPSmentoring>; Instagram: <https://www.instagram.com/mapsmentoringadvocacy/>). All are produced and managed in collaboration with the MAPS team. The Supporters of MAPS newsletter is primarily intended as a monthly communication tool to engage our current mentors, but it is also intended to showcase the work of the MAPS team, and the mailing list includes MAPS funders, key professionals, schools and education contacts. A recent example looks at our Tesco promotion with MAPS: <https://mailchi.mp/4b272f0f1e1e/world-mental-health-day-vote-for-maps-at-tesco-4860686>. At the end of March 2022, we had 720 subscribers. The average open rate is 32.9% and the average click rate is 2.2%. 34% of subscribers (according to Mailchimp) have an engagement rate of "often" which is defined as subscribers who are highly engaged and often open and click our emails, however 47% are "rarely" engaged, something we will analyse further. We have also run several social media campaigns to highlight the work of MAPS, to connect with our funders and to demonstrate the scope of young people we support including National Care Leavers Week, Mental Health Awareness Month, Children in Need Day and Young Carers Action Day.

Sutton Befrienders own Facebook page (<https://www.facebook.com/SuttonBefrienders>) is managed jointly with the Sutton Befrienders team. As with MAPS we use social media to highlight the work we do such as Befriending Week (1-7 November), showing the impactful work that volunteers provide to Sutton residents.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2022

Achievements and Performance 2021/2022 (Continued)

Sutton Befrienders

2021/22 proved to be another challenging year as the Coronavirus outbreak was still affecting some of our services. However, during the year our volunteers provided a much needed valuable social connection with the very grateful residents of Sutton.

We were able to provide one to one Befriending and recommenced many of our walking groups in a safe way. Through the help of our Befrienders, we supported 140 isolated adults above 18 years of age with care needs, providing 10,608 befriending hours in 2021-2022.

In total we have over 100 active volunteers who support all our Befriending work and we have recruited and trained 45 new befriending volunteers, to help us with constant new referrals. The recruitment and training will be ongoing with most months, new training for Befrienders.

We ran 130 weekly organised walks between April 2021 and March 2022, providing over 3000 hours of social connect for 80 people (walkers).

For the project in total for the year (befriending and walking) volunteers provided 13,068 hours of time to support people to reduce isolation and help to engage back into the community.

Feedback from our clients: "She's an amazing lady. She did an amazing job in my life. She's changed my life in so many ways. I was so stressed and afraid of so many things. My stress levels are much, much, much better. I'm not afraid of everything now and regularly go out. She encouraged me in so many ways and I appreciate it so, so much".

"You chose someone very different to me but we get on so well and have so much in common."

"She is very kind and patient and makes me laugh and happy".

"I feel I am now able to talk and try to make friends with other people".

Our outcomes indicate improvements for all our clients within areas such as confidence, community engagement, self-esteem, and reduced isolation and loneliness. People surveyed said that having a befriender made them feel part of a caring community, with increases in feeling more able to cope. Clients said that the help by volunteers has enabled them to gain courage to go out again after Covid and lift their spirits over a difficult time.

MAPS (Mentoring, Advocacy and Peer Support)

MAPS is an early intervention program delivering one-to-one mentoring and advocacy support, working with vulnerable children and young people with multiple and complex needs. This year, MAPS has connected with and supported over 275 children over 8 years of age. Of those 120 children and young people are supported through our long-term Mentoring service and 155 children and young people through our Advocacy programme that allows young people to have a voice.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2022

Achievements and Performance 2021/2022 (Continued)

Our trained volunteer mentors continue to provide weekly meetings and activities to support our young people. This year, we have delivered three rounds of volunteer mentor training, recruiting 59 new MAPS volunteer mentors and we further developed our Advocacy mentor's training to increase the number of volunteers we can support. Training evaluation feedback continues to be very positive. This was evident through our training evaluation scores which averaged a high 4 out of 5 for overall experience. A comment from January 22 trainee "Training was really helpful, went in not knowing what to expect, the way it was run was excellent, the flow of content covered and different sessions was really good and worked, its hard bringing together a large group but you managed to make it very inclusive."

Our Advocacy team have worked hard this year to overcome barriers from Covid and workload was compounded by long term sick leave but they showed great resilience and worked together to make sure we continued to provide a good service developing new relationships while maintaining those already existing with Children Services and we continue to hit our target number of referrals.

Our mentoring team worked with more young people this year than last year and successfully created a new pathway called Esteem 21 to support those children and young people with identified mental health concerns. It is an exciting new project that has seen us again partner with HomeStart to provide a family approach to mentoring. Our Bridge the Gap pilot utilised this holistic approach and was very successful and has been greatly received by children services and clients alike. Everyone sees the value in supporting the whole family, including siblings, it helps grow healthy relationships, builds resilience, aspirations and positivity. We welcomed to mentoring 3 new team members who are covering Child Looked After and Leaving Care, the new Esteem 21 pathway and a returning past staff member to lead on Young Carers.

This second year of Covid has produced another difficult year with exceptional demand as referrals from social workers and professionals are at an all-time high and the intensity of the work has required the team to show great flexibility again this year. It is widely acknowledged that our young people are in a mental health crisis, and this is reflected in the volume of referrals we are turning away. Young people we worked with during the year included 51% of our mentoring mentee's parents have mental health needs, 33% with Domestic Violence involvement and 28% have substance misuse. A third of our young people are self-harming and are under the Children's and Adolescence Mental Health Service. It is imperative that we build a community around these children to safeguard them. During the pandemic restrictions, our volunteer mentors were often the only person our vulnerable young people saw outside the family home keeping them heard, seen, and not hidden! We will keep up our weekly sessions and our volunteer mentors continue to honour their mentoring commitments and successfully with our help, put measures in place ensuring we continue to always deliver a quality, full service for young people.

Our Rada scores, which use a scale where the children regularly share how they are feeling during mentoring, saw stability and/or improvement in all areas of their life.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2022

Achievements and Performance 2021/2022 (Continued)

Feedback from all continues to be positive:

Mentee - "I've been inside all the time so the going out with my mentor had been great. When I'm with her I don't really have any worries. It's good to talk to someone who understands. I've talked about my emotions a lot and how I feel. I talk to people at school now without feeling embarrassed".

Family - "We were made to feel like a family member not just a user of service".

Social worker - "I have seen significant improvement in A's confidence, self-esteem, school attendance, positive outlook, and communication skills. I have observed a real development in A's ability to express her wishes confidently in a setting with different professionals, which I attribute to the ongoing mentoring support".

Taking the lead from all our young people by listening to their responses from reviews and questionnaires we put on events throughout the year. This included working around the pandemic hosting various activities such as the visit to London Zoo, Go-karting, High Ropes, and the Theatre, but equally valued the opportunity to get out for walk and talks during the restriction periods. Our group activities create a warm friendly environment to enable our mentoring pairs to mix while promoting wider knowledge for our mentees, new skills and social development so we are delighted to see their return. MAPS formed a new partnership with the Good Shepherd Church to provide mentoring pairs the opportunity to have cooking sessions using their kitchen which has been very popular with young people.

This year we changed all our questionnaires and surveys to Microsoft office forms which showed a huge growth in responses particularly in our young person's surveys. It good to see they scored MAPS a 4.96 average rating out of 5 for how well they felt supported by us and 84% of Children surveyed said MAPS helped them improve confidence and self-esteem.

One young person said:

"My mentor was very helpful and changed my life".

It's been another year with many highs and lows, but throughout MAPS remained true to their ethos and delivered a professional service with great outcomes, prompting positive feedback from funders, mentors, our young people and their families.

Quality Standards

The charity holds and continually reviews the following quality standards:

- Volunteer Centre Quality Accreditation
- Investing in Volunteers
- Disability Confident Employer
- Advocacy Quality Performance Framework
- The Queen's Award for Voluntary Service
- C4EO – Centre For Excellence and Outcomes (MAPS is validated by C4EO as leading to improved outcomes for children, young people and their families)
- Project Oracle

Working on the following for completion in 2022:

- London Youth Bronze award

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2022

Achievements and Performance 2021/2022 (Continued)

Related Parties, Partnership Work and Future Plans

The charity works alongside both national and local policy and Volunteer Centre Sutton is a member of the National Council for Voluntary Organisations and NAVCA, National Association of Voluntary and Community Action. Regionally, we are a key stakeholder with London Plus, Greater London Volunteering and London Youth. As a key stakeholder within Sutton we work and partner extensively with the London Borough of Sutton, as well as other key partners, Community Action Sutton, Citizens Advice Sutton, Age UK and Homestart, amongst other local charities. Since Covid we have strengthened our work around health supporting the local clinical commissioning groups, PCNs and CCGs. We are a member of the senior leadership team, working with key partners within the voluntary sector and London Borough of Sutton.

Our partnership work has developed and grown in 2021 as a result of our response during Covid and we have continued to develop stronger working relationships across the London Borough of Sutton, other sectors and a variety of partners, new and old. We aim to carry on providing flexible and responsive work due to meet the needs of the borough, to support the phase of rebuild. Our partnership with Community Action Sutton continues to grow in the delivery of Infrastructure and Capacity building within Sutton and we are part of the consortium for Together For Sutton, aiming to bring together 6 local charities with Community Action Sutton as the key strategic lead partner.

Through MAPS our partnership with both Advocacy for All to deliver Advocacy provision and with Homestart, with youth mentoring, has extended and developed further, providing a holistic approach to support more young people and their families within the community.

We have commenced two new projects: Integrated Sutton, supporting newly arrived residents from Hong Kong to integrate into Sutton life and community. We aim to assist with volunteer roles, workshops and provide volunteer buddies. Our second new project that we have commenced is Community Spaces with the aim to support the local various 'friends of' park groups, including litter picking, park and environmental volunteers.

With regard to future plans, funding restrictions will remain critical and we will in 2022-23 place more emphasis on raising funds, completing a review of our organisational strategy, including updates with marketing and fundraising. Our funding streams still show a high percentage of public sector funding and we will aim to increase our grants, donations and other areas of funding. Volunteer Centre Sutton will remain focussed on how we extend our partnerships with other organisations, grow our new sector work within health and education and review our delivery strategies to ensure we evidence our impact and work.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2022

FINANCIAL REVIEW

Volunteer Centre Sutton has continued to plan and develop services, with identified areas of growth. The charity, with the aid of sound financial management and the support of both its staff and volunteers, generated a positive financial outcome for the period in part due to external funding streams.

Principal Funding Sources

The principal funding source for the charity is the London Borough of Sutton. Funds are received from a range of departments with the main source of income in 2021/22 being the Voluntary Community Social Enterprise (VCSEF Fund). Additional funding from other sources include other government funded contracts, grants and trusts. The various funders support the organisation's service delivery, and we aim to further diversify our income streams going forward. The most significant funders 2021-22 being:

- The National Lottery Reaching Communities for Sutton Befrienders Call Catch Up, Connect
- Children in Need for mentoring children in alternative care
- Greater London Authority for Young Londoners mentoring

Aside from income generated from statutory funders and charitable trusts, Volunteer Centre Sutton is grateful for the financial support provided by individuals and corporate donations such as Games Aid.

Reserves Policy

The Management Committee has examined the charity's requirements for reserves in the light of the main risks to the organisation. It has established a policy whereby the unrestricted funds should be between three to six months of core expenditure. Budgeted core expenditure for 2022/23 is £309,000 and so the balance of £126,449 held as general unrestricted funds lies within these parameters. The reserves are needed to meet the working capital requirements of the charity, and the Management Committee is confident that at this level it would be able to continue to meet its current liabilities in the event of a significant drop in funding.

Designated Funds

The Management Committee has designated the following unrestricted funds for the purposes described:

- The Management Committee has considered the cost of a potential move following the end of lease and maintaining the building and has designated £85,651 for this purpose.
- With several funding streams possibly coming to an end in 2022-23 and uncertainty about future funding, the Management Committee considers it prudent to have sufficient funds as a contingency to cover redundancy payments and has designated £45,568 for this purpose.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Volunteer Centre Sutton was registered as a charity on 5th September 1995 and became a Foundation Charitable Incorporated Organisation on 25th October 2019. The charity is established under a Constitution which sets out the objects and powers of the organisation and its governance. In the event of the charity being wound up, members are required to contribute an amount not exceeding £2.

Recruitment and Appointment of Management Committee

The members of the Charitable Incorporated Organisation (CIO) are also charity trustees for the purposes of charity law and under the charity constitution are known as members of the management committee. Under the requirements of the Constitution and objects within, the members of the management committee are elected to serve for a period of three years.

The trustees seek to ensure that the various groups of service users, volunteers, voluntary and community sector groups and the local population are appropriately reflected through the diversity of the trustee body and have recently recruited new trustees to ensure inclusivity.

Trustees Induction and Training

All potential new trustees are interviewed by the Chair, checked through the Disclosure and Barring Service and references obtained. They are provided with information including:

- The obligations of trustees,
- A current version of the Constitution of the CIO,
- A copy of the latest Trustees' Annual Report and audited accounts,
- The organisation's strategic plan, and
- A copy of the latest Annual Review.

They spend time with the Chief Executive Officer who explains Volunteer Centre Sutton's expectations of its trustees and its various service delivery areas.

Following this, an induction programme is arranged, offering the opportunity to meet with staff to discuss the work of Volunteer Centre Sutton and to develop a clear understanding of how each area of service delivery contributes to the aims of the whole organisation.

Training courses are offered where appropriate, including training in diversity, safeguarding and governance.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2022

Organisational Structure

Volunteer Centre Sutton has a Management Committee of four to twelve trustees who are members of the CIO. They meet bi-monthly and are responsible for the strategic direction and policy of the charity. At present, the Committee has ten trustees from a variety of professional backgrounds relevant to the work of the charity. A trustee is the Company Secretary.

A scheme of delegation is in place and day-to-day responsibility for the provision of the services rests with the Operation Management Team. The Chief Executive Officer is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The Operation Managers have responsibility for the day-to-day service delivery of Volunteer Centre Sutton, individual supervision of the staff team and ensuring that the team continues to develop skills and working practices in line with good practice.

Remuneration of Key Management Personnel

The remuneration of the charity's key management personnel is set by the Board of Trustees, taking into account the charity's financial position and the amount paid for comparable roles in comparable organisations.

Risk Management

The members of the Management Committee of Volunteer Centre Sutton regularly review the Charity's activities and policies in line with the Charity Commission's key questions around governance.

The major risks to which the charity is exposed are identified and addressed through a risk management process that is reviewed and is ratified by the Management Committee at Board Meetings. The processes by which these are addressed are set out in a wide range of policies and procedures that are reviewed and amended as appropriate through staff consultation and by sub-committees and ratified by the full Management Committee.

External risks to funding have led to the development of a strategic and funding plan which will allow for the diversification of funding and activities. Internal financial control risks are minimized by the implementation of procedures for authorisation of all transactions and projects.

Procedures are in place to ensure compliance with health and safety legislation by Volunteer Centre Sutton staff, volunteers, service users and visitors. All Volunteer Centre Sutton staff and volunteers have written risk assessments relating to individual roles at Volunteer Centre Sutton and these are reviewed regularly through staff supervision and ratified by the Management Committee. The overview of risk assessment is led by an advisor (a former trustee) with appropriate skills.

Public Benefit

The trustees have considered the Charity Commission's general guidance on public benefit. Our main activities and who we try to help are set out in this report. Our objects and all our charitable activities are undertaken to further our charitable purposes for the public benefit.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2022

Responsibilities of the Board of Trustees

The trustees who are also members of the CIO, as written in the Constitution, are responsible for preparing the Report of the Charity Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the charity trustees are required to:

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP 2019,
- make judgments 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, and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Charity Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. The Charity Trustees are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Charity Trustees

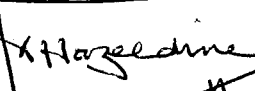
Charity Trustees, who are also Members of the CIO, who served during the year and up to the date of this report, are set out on Page 1.

Auditors

Myrus Smith was re-appointed as the charity's auditors during the year and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in 2019).

Approved by the Trustees on 9th January 2023


A J Hazeldine CBE, JP
Vice Chair of the Management Committee

**INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF
SUTTON BOROUGH VOLUNTEER BUREAU**

Opinion

We have audited the financial statements of Sutton Borough Volunteer Bureau (the 'charity') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022, and of its incoming resources and application of resources 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 Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Report of the Charity Trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
SUTTON BOROUGH VOLUNTEER BUREAU**

/Cont'd...

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements which give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under Section 145 of the Charities Act 2011 and report in accordance with regulations made under Section 154 of that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
SUTTON BOROUGH VOLUNTEER BUREAU**

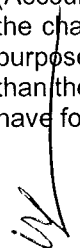
/Cont'd...

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

9th January 2023

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Total Unrestricted funds £	Total Restricted funds £	Total Funds 2022 £	Total Funds 2021 £
Income					
Donations and legacies	2	1,216	-	1,216	424
Charitable activities	3	219,220	362,270	581,490	581,993
Other trading activities	4	2,189	688	2,877	2,592
Investments	5	9	-	9	1,419
Other	6	1,283	-	1,283	-
Total		<u>223,917</u>	<u>362,958</u>	<u>586,875</u>	<u>586,428</u>
Expenditure					
Raising funds	7	38,677	17,784	56,461	41,069
Charitable activities	8	153,909	312,258	466,167	480,712
Total		<u>192,586</u>	<u>330,042</u>	<u>522,628</u>	<u>521,781</u>
Net income/(expenditure)	12	31,331	32,916	64,247	64,647
Transfers between funds	19 & 20	(5,672)	5,672	-	-
Net movement in funds	19 & 20	<u>25,659</u>	<u>38,588</u>	<u>64,247</u>	<u>64,647</u>
Reconciliation of funds					
Fund balances brought forward	19 & 20	<u>232,009</u>	<u>93,748</u>	<u>325,757</u>	<u>261,110</u>
Fund balances carried forward	19 & 20	<u><u>£257,668</u></u>	<u><u>£132,336</u></u>	<u><u>£390,004</u></u>	<u><u>325,757</u></u>

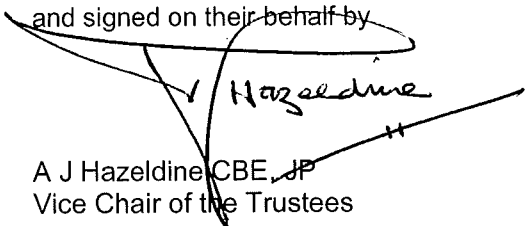
All income and expenditure is derived from continuing activities.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

BALANCE SHEET AS AT 31 MARCH 2022

	Notes	£	2022	£	£	2021	£
FIXED ASSETS							
Tangible assets	15			-			-
CURRENT ASSETS							
Debtors	16		43,914			20,466	
Cash at bank and in hand			405,561			343,343	
			<u>449,475</u>			<u>363,809</u>	
CREDITORS: Amounts falling due within one year	17		<u>59,471</u>			<u>38,052</u>	
NET CURRENT ASSETS				<u>390,004</u>			<u>325,757</u>
NET ASSETS	21			<u>£390,004</u>			<u>£325,757</u>
FUNDS							
Unrestricted funds - General funds				126,449			100,790
- Designated funds				131,219			131,219
	19			<u>257,668</u>			<u>232,009</u>
Restricted funds	20			<u>132,336</u>			<u>93,748</u>
TOTAL FUNDS				<u>£390,004</u>			<u>£325,757</u>

The financial statements were approved and authorised for issue by the Board of Trustees on 9th January 2023 and signed on their behalf by


A J Hazeldine CBE, JP
Vice Chair of the Trustees

The notes on pages 20 to 29 form part of these financial statements.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
Net cash generated from operating activities (see below)	62,209	73,139
Cash flow from investing activities		
Interest received	9	1,419
Increase in cash in the year	62,218	74,558
Cash brought forward	343,343	268,785
Cash carried forward	<u>£405,561</u>	<u>£343,343</u>
Analysis of cash		
Cash at bank	<u>£405,561</u>	<u>£343,343</u>
	2022 £	2021 £
Reconciliation of net income to net cash flow from operating activities		
Operating surplus on ordinary activities	64,247	64,647
Adjustments for non-cash items:		
(Increase)/Decrease in debtors	(23,448)	(8,573)
Increase/(Decrease) in creditors	21,419	18,484
	62,218	74,558
Adjustment for investing activities		
Interest receivable	(9)	(1,419)
Net cash generated from operating activities	<u>£62,209</u>	<u>£73,139</u>

The notes on pages 20 to 29 form part of these financial statements.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

Basis of preparation

Sutton Borough Volunteer Bureau (the 'charity') is a Charitable Incorporated Organisation ('CIO'), registered in England and Wales and constitutes a public benefit entity as defined by FRS 102. The address of the registered office is given in the charity information on page 1 of these financial statements.

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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and UK Generally Accepted Accounting Practice. The financial statements have been prepared on the going concern basis and under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest pound.

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.

Contract income is recognised as the charity earns the right to consideration through the performance of its services.

No amount is included in the financial statements for volunteer time in line with the SORP.

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 is classified under the following activity headings:

- Costs of raising funds which comprise those costs associated with seeking donations and grants
- Expenditure on charitable activities which comprises the costs of running 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. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support them. Support costs are apportioned to each activity on the basis of staff time.

Fund accounting

Unrestricted general funds are those funds which 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 specific 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.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES/cont'd...

Fixed assets and depreciation

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

Computer equipment 2 years straight line

Assets purchased as part of a specific project funded through restricted funds are written off in the year of purchase.

Leases

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

Pensions

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. DONATIONS AND LEGACIES

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
Donations	<u>£1,216</u>	<u>£Nil</u>	<u>£1,216</u>	<u>£424</u>

All of the £424 recognised in 2021 related to unrestricted funds.

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
Grants and contracts	<u>£219,220</u>	<u>£362,270</u>	<u>£581,490</u>	<u>£581,993</u>

Of the £581,993 recognised in 2021, £116,500 related to unrestricted funds and £465,493 related to restricted funds.

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
Trading fundraising	<u>£2,189</u>	<u>£688</u>	<u>2,877</u>	<u>£2,592</u>

All of the £2,592 recognised in 2021 related to restricted funds.

5. INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
Bank interest	<u>£9</u>	<u>£Nil</u>	<u>£9</u>	<u>£1,419</u>

All of the £1,419 recognised in 2021 related to unrestricted funds.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

6. OTHER INCOME

	Unrestricted £	Restricted £	Total 2022 £	Total 2021 £
Miscellaneous	<u>£1,283</u>	<u>£Nil</u>	<u>£1,283</u>	<u>£Nil</u>

7. COST OF RAISING FUNDS

	Direct Costs £	Support Costs £	Total 2022 £	Total 2021 £
Fundraising activities	33,579	5,098	38,677	27,354
Trading fundraising	<u>7,207</u>	<u>10,577</u>	<u>17,784</u>	<u>13,715</u>
	<u>£40,786</u>	<u>£15,675</u>	<u>£56,461</u>	<u>£41,069</u>

Of the £56,461 expenditure recognised in the year (2021: £41,069), £38,667 (2021: £29,174) was charged to unrestricted funds and £17,784 (2021: £11,895) was charged to restricted funds.

8. EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Costs £	Support Costs £	Total 2022 £	Total 2021 £
Leading by Example	105,108	44,111	149,219	170,099
Empowering Others	207,040	38,937	245,977	246,945
Digital Inclusion	16,940	6,890	23,830	16,107
Sustainable Delivery	<u>36,805</u>	<u>10,336</u>	<u>47,141</u>	<u>47,561</u>
	<u>£365,893</u>	<u>£100,274</u>	<u>£466,167</u>	<u>£480,712</u>

Of the £466,167 expenditure recognised in the year (2021 : £480,712), £153,909 (2021 : £50,723) was charged to unrestricted funds and £312,258 (2021 : £429,989) was charged to restricted funds.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

9. ANALYSIS OF DIRECT COSTS

	Raising Funds £	Charitable Activities £	Total 2022 £	Total 2021 £
Wages, social security and other staff related costs	33,579	340,567	374,146	388,819
Project costs	7,207	11,826	19,033	17,707
Volunteer expenses	-	13,500	13,500	14,140
	<u>£40,786</u>	<u>£365,893</u>	<u>£406,679</u>	<u>£420,666</u>

10. ANALYSIS OF SUPPORT COSTS

	Raising Funds £	Charitable Activities £	Total 2022 £	Total 2021 £
Wages and salaries	9,953	38,314	48,267	38,103
Premises costs	3,446	31,012	34,458	34,091
Printing and publications	58	596	654	2,882
Office costs	1,058	13,473	14,531	11,504
Professional fees and other costs	1,160	12,282	13,442	9,101
Governance costs (note 11)	-	4,597	4,597	5,434
	<u>£15,675</u>	<u>£100,274</u>	<u>£115,949</u>	<u>£101,115</u>

11. GOVERNANCE COSTS

	Total 2022 £	Total 2021 £
Wages and Salaries	2,125	1,934
Audit fees	2,296	3,500
Annual General Meeting costs	176	-
	<u>£4,597</u>	<u>£5,434</u>

12. NET INCOME/(EXPENDITURE)

Net income/(expenditure) for the year is stated after charging:

	2022	2021
- Auditor's remuneration (Audit services)	£2,296	£3,500
- Operating lease rentals	<u>£17,059</u>	<u>£25,421</u>

13. TRUSTEES REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2021: £Nil).

Travelling expenses amounting to £32 were reimbursed to 1 trustee during the year (2021 : £33).

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

14. STAFF COSTS

	Total 2022 £	Total 2021 £
Wages and salaries	378,107	380,920
Social security costs	25,999	31,181
Pension costs	11,319	10,801
Staff expenses	3,890	2,405
	<u>£419,315</u>	<u>£425,307</u>

No employee received total employee benefits (excluding employer's pension costs) over £60,000 in either year.

The average number of employees analysed by function was:

	2022 Number	2021 Number
Direct charitable activities	14	14
Raising funds	1	1
Management and administration	2	2
	<u>17</u>	<u>17</u>

The total amount of employee benefits received by key management personnel was £120,131 (2021 : £130,650).

Under FRS 102 employee benefits include gross pay, benefits in kind, employer's national insurance and employer's pension costs.

15. TANGIBLE FIXED ASSETS

	Computer equipment £
Cost	
At 1 April 2021 and at 31 March 2022	<u>24,125</u>
Depreciation	
At 1 April 2021 and at 31 March 2022	<u>24,125</u>
Net book value	
At 31 March 2022	<u>£Nil</u>
At 31 March 2021	<u>£Nil</u>

16. DEBTORS

	2022 £	2021 £
Trade debtors	756	6,642
Prepayments and accrued income	43,158	13,824
	<u>£43,914</u>	<u>£20,466</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

17. CREDITORS – amounts falling due within one year

	2022 £	2021 £
Accruals	48,322	28,936
Other creditors	4,861	-
Taxation and social security costs	6,288	9,116
	<u>£59,471</u>	<u>£38,052</u>

18. OPERATING LEASE COMMITMENTS

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2022 £	2021 £
Due within:		
One year	23,527	23,527
Two to five years	40,946	64,473
More than five years	5,500	5,500
	<u>£69,973</u>	<u>£93,500</u>

19. UNRESTRICTED FUNDS

	2022 £	2021 £
General funds		
Balance brought forward at 1 April 2021	100,790	63,210
Net income/(expenditure)	31,331	38,446
Transfer (to)/from restricted funds	(5,672)	(866)
Transfer (to)/from designated funds	-	-
	<u>126,449</u>	<u>£100,790</u>
Balance carried forward at 31 March 2022		
Designated funds		
Re-organisation and redundancy costs		
Balance brought forward at 1 April 2021	45,568	45,568
Transfer from general funds	-	-
	<u>£45,568</u>	<u>£45,568</u>
Balance carried forward at 31 March 2022		
Relocation costs and refurbishment		
Balance brought forward at 1 April 2021	85,651	85,651
Transfer from/(to) general funds	-	-
	<u>£85,651</u>	<u>£85,651</u>
Balance carried forward at 31 March 2022		
	<u>£131,219</u>	<u>£131,219</u>
Balance carried forward at 31 March 2022		
	<u>£257,668</u>	<u>£232,009</u>
Total unrestricted funds carried forward at 31 March 2022		

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

20. RESTRICTED FUNDS

				2022 £	2021 £
2022					
Balance brought forward at 1 April 2021				93,748	66,681
Net income/(expenditure)				32,916	26,201
Transfer from unrestricted funds				5,672	866
				<u>£132,336</u>	<u>£93,748</u>
Balance carried forward at 31 March 2022					
The balance carried forward on restricted funds comprised:	1 April 2021 £	Income £	Expenditure £	Project Transfer £	31 March 2022 £
Bridge The Gap Mentoring - Young Londoners	16,754	47,356	49,835	-	14,275
Child Protection - Advocacy for All Children in Need - Mentoring	(108)	32,910	34,001	-	(1,199)
Health COVID Response - CCG Vaccine Hub Volunteer	6,030	46,790	46,013	-	6,807
Hill House Food Hub Volunteer Response	4,476	5,775	10,251	-	-
LBS - Inclusion Spot Purchasing Mentoring	4,131	-	4,131	-	-
MAPS	(406)	-	-	406	-
MAPS Mentoring LAC & Leaving Care	1,804	-	1,804	-	-
Open Doors – City Bridge Trust	642	40,000	37,789	-	2,853
MAPS Schools – Games Aid	13,244	-	18,510	5,266	-
MAPS Schools - Glenthorne School	100	57,189	21,731	-	35,558
PCN Vaccine Hub/Schools Testing Volunteer Co-ordinator	3,011	6,500	7,409	-	2,102
Department of Levelling Up - Hong Kongers	-	10,694	10,694	-	-
Infrastructure – Garfield Weston	-	35,341	4,527	-	30,814
Comic Relief S – Sports Buddy	-	20,000	-	-	20,000
RSVP	2,675	-	2,675	-	3,463
The Big Give Campaign	2,586	-	2,586	-	-
Voluntary Sector Investment Brokerage - CAS	38,809	44,086	65,232	-	17,663
	<u>£93,748</u>	<u>£362,958</u>	<u>£330,042</u>	<u>£5,672</u>	<u>£132,336</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

20. RESTRICTED FUNDS/continued...

Comparative information is as follows

				2021 £	2020 £
2021					
Balance brought forward at 1 April 2020				66,681	76,968
Net income/(expenditure)				26,201	(11,453)
Transfer from unrestricted funds				866	1,166
				<u>£93,748</u>	<u>£66,681</u>
Balance carried forward at 31 March 2021					
The balance carried forward on restricted funds comprised:	1 April 2020	Income	Expenditure	Project Transfer	31 March 2021
	£	£	£	£	£
Befriending Plus - LBS	3,273	1,241	4,514	-	-
Bridge The Gap Mentoring - Young Londoners	8,342	47,356	38,944	-	16,754
Call, Catch Up, Connect - BLF	16,090	27,066	43,503	347	-
Child Protection - Advocacy for All	1,140	32,718	33,966	-	(108)
Children in Need - Mentoring	-	46,301	40,271	-	6,030
City Bridge Trust - COVID Support	-	9,700	9,700	-	-
Health COVID Response - CCG					
Vaccine Hub Volunteer	-	16,200	11,724	-	4,476
Hill House Food Hub Volunteer					
Response	-	27,382	23,251	-	4,131
LBS - COVID Response Volunteers	-	40,011	40,011	-	-
LBS - COVID Response Out of					
Hours Volunteers	-	2,904	2,905	1	-
LBS - Inclusion Spot Purchasing					
Mentoring	860	-	1,266	-	(406)
London Community Foundation					
Wave 3 Befriending	-	38,005	38,005	-	-
London Plus COVID Emergency					
Funding	-	7,000	7,025	25	-
MAPS	(1,868)	1,031	-	2,641	1,804
MAPS Alternative Care - CIN	2,843	-	202	(2,641)	-
MAPS Inclusion - GamesAid	(494)	-	-	494	-
MAPS Mentoring LAC & Leaving					
Care	9,021	40,000	48,379	-	642
Open Doors – City Bridge Trust	7,191	38,700	32,647	-	13,244
MAPS Schools – City Bridge Trust	11,639	-	11,539	-	100
MAPS Schools - Glenthorne School	3,383	6,500	6,872	-	3,011
PCN Vaccine Hub/Schools Testing					
Volunteer Co-ordinator	-	36,642	36,642	-	-
RSVP	2,675	-	-	-	2,675
The Big Give Campaign	2,586	-	-	-	2,586
Voluntary Sector Investment					
Brokerage - CAS	-	49,328	10,519	-	38,809
	<u>£66,681</u>	<u>£468,085</u>	<u>£441,884</u>	<u>£866</u>	<u>£93,748</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

20. RESTRICTED FUNDS/continued...

The surpluses on restricted funds arise because of timing differences where funding has been received in advance of expenditure and will be utilized over the duration of the relevant projects.

The restricted funds recognised in these accounts were provided for the following purposes:

Befriending Plus - LBS	Befriending for lonely and socially isolated people.
Bridge The Gap Mentoring – Young London	Involves offering vulnerable people 1:1 mentoring and parents home-based peer support.
Call, Catch up, Connect - BLF	Befriending for vulnerable adults by Big Lottery Reaching Communities Fund.
Child Protection - Advocacy for All	Independent Advocacy service for all looked after children, leavers and those on CP plans funded by LBS
LBS- Inclusion Spot Purchasing	Offering inclusion 1:1 mentoring.
MAPS	MAPS Management funded through project transfers.
MAPS Alternative Care –	Mentoring for children in alternative care funded by BBC
Children in Need	CIN including young carer support.
MAPS Inclusion – GamesAid	Supports children and young people aged 10-16 with multiple needs who are experiencing mental or emotional distress.
MAPS Mentoring – LBS, LAC & LC	Mentoring and Peer Support for Looked after Children and Leaving Care.
MAPS Schools - Glenthorne School	One-to-one mentoring within school.
MAPS Schools City Bridge	Provide one-to-one mentoring support for children and young people within schools.
Open Doors - City Bridge	Open Doors supports Sutton organisations and the community to develop and to deliver volunteering for hard to reach people, including people with additional needs.
PCN Vaccine Hub/Schools	Provided support with vaccinations and school testing for Covid.
RSVP	Rewarding and Supporting Volunteer Participation.
The Big Give Campaign	Supporting local young care leavers through pilot mentoring support and skills-based training activities.
London Community Foundation 3	Provided essential support and new systems/equipment for Covid response.
London Plus Covid emergency fund	Provided networking and essentials during Covid.
City Bridge Trust - Covid Support	Essential support for Covid pandemic.
Health Covid Response - CCG	Provides support to vaccination hubs and health.
Hill House Response – LBS	Provided support for food and essentials during Covid.
LBS – Covid Response	Recruitment and management of Covid volunteers.
LBS-Covid response out of hours	Provided out of hours support across Sutton.
Voluntary Sector Investment	Brokerage support for extra hours and capacity within Covid.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Funds £	Designated Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
2022					
Current assets	185,920	131,219	132,336	449,475	363,809
Current liabilities	(59,471)	-	-	(59,471)	(38,052)
	<u>£126,449</u>	<u>£131,219</u>	<u>£132,336</u>	<u>£390,004</u>	<u>£325,757</u>

Comparative information is as follows:

	General Funds £	Designated Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
2021					
Current assets	138,842	131,219	93,748	363,809	280,678
Current liabilities	(38,052)	-	-	(38,052)	(19,568)
	<u>£100,790</u>	<u>£131,219</u>	<u>£93,748</u>	<u>£325,757</u>	<u>£261,110</u>

22. CONTINGENT ASSETS

The charity has been awarded some multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The amount of such contingent assets is £238,783, to be received from 2022/23.

Accounts

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation Model)
(Registered Charity No: 1048978)
(Company No: CE019319)

REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation)
(Registered Charity No: 1048978)
(Company No: CE019319)

Report of the Charity Trustees for the year ended 31 March 2021

Contents

	Page
Report of the Charity Trustees	2 - 17
Report of the Auditors	18 - 20
Statement of Financial Activities	21
Balance Sheet	22
Notes forming part of the financial statements	23 - 32

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON
(A Charitable Incorporated Organisation – Foundation)
(Registered Charity No: 1048978)
(Company No: CE019319)

Report of the Charity Trustees for the year ended 31 March 2021

The Trustees present their report and audited financial statements for the year ended 31 March 2021.

Reference and administrative information

Charity Name: Sutton Borough Volunteer Bureau
Operational Name: Volunteer Centre Sutton
Registered as a Charity: 05/09/1995
Charity No: 1048978
Registered as a Charitable Incorporated Organisation - Foundation Model 25/10/2019
Company No: CE019319
Registered office and operational address: 216-220 High Street, Sutton, Surrey SM1 1NU

Trustees

Mr Deepak Ohry - Chair
Mr Anthony Hazeldine CBE, JP - Vice Chair
Mrs Yvonne McPhee JP - Secretary
Mr Michael Ogazi - Treasurer
Mr James Finch
Ms Melissa Pearce
Mr Duncan Prince

Senior Management Team

Mrs A Maullin - Chief Executive Officer
Mrs H Blythe - Sustainable Delivery Manager
Mrs P Stanley - Volunteer Development Manager until July 2020
Mrs Louise Storey - Mentoring Manager
Miss Marta Rocco - Volunteer Development Manager from August 2020

Auditors

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

Bankers

Barclays Bank plc
43 High Street
Sutton, Surrey
SM1 1DR

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Objects of the Volunteer Centre Sutton

The objects for which the Charity is established are to promote and undertake voluntary work and activities to advance education, health, social services, community development, culture, sport, environmental improvement and for other charitable purposes for the benefit of the community in the area of the London Borough of Sutton and surrounding areas, and in furtherance of these objectives:

- a) To recruit, advise, guide and provide central information and support services for persons willing to undertake voluntary service and activities.
- b) To advise, guide and provide a central information service and recruiting agency for organisations using volunteers, particularly those being members of the Centre.
- c) To strengthen the community of the London Borough of Sutton through excellence in all aspects of volunteering.

Sutton Borough Volunteer Bureau has been supporting people and communities within the London Borough of Sutton for over 50 years. In 1995 we became a registered charity with the aim to support those most in need by using the power of volunteers. Volunteer Centre Sutton changed from being a registered charity to a Charitable Incorporated Organisation (CIO) from October 2019.

Our strategic objectives:

- **People led:** Ensure that everything we do is led by and involves people. We aim to involve and be led by people within the community to inform us of their needs and utilise their power, enabling people to volunteer and develop programmes. We will develop a model of active citizenship so the people of Sutton have a strong voice, involved in collaboration and we celebrate people and maximise volunteering through the use of people.
- **Share Knowledge:** We will be known for sharing and building knowledge to support both individuals and organisations. Volunteer Centre Sutton leads by example through our high-quality volunteer led programmes and we aim to equip, enable and support diversity within volunteering by sharing our examples and knowledge.
- **Deliver Innovation:** Volunteer Centre Sutton will work with individuals, organisations and partners to identify, create and deliver high quality innovative services to meet the needs of Community, our organisation and provide a sustainable future.
- **Enable Communities:** Through the power of volunteers and services, we will enable community development, social action volunteering and excellence in showing and delivering impact.

Our Vision

Our vision is to 'Inspire community' by unlocking potential through the power of volunteers. Volunteer Centres provide support at a local level for individual volunteers and volunteer involving organisations.

Our Mission : Empower People, Strengthen Community

Our Values : Inspiration, Excellence, Inclusivity

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Achievements and Performance 2020/2021

Brokerage

Volunteer Centre Sutton's Inspiring Volunteering Team connects people in the London Borough of Sutton who are looking to volunteer with local Voluntary and Community Organisations who need volunteers to support their charities. Funded by the London Borough of Sutton's Infrastructure and Capacity Building Fund, Volunteer Centre Sutton offers 1-1 interviews and Volunteer Connect, an online recruitment platform, to connect people wanting to volunteer with volunteering opportunities in Sutton.

This year was not business as usual for VCS Brokerage Team. The Covid-19 Pandemic has created many challenges to the day-to-day activities of Volunteer Centre Sutton. Government restrictions meant that most people were not allowed to meet face to face. A good part of Sutton residents could not leave their homes to go to work, do their shopping, meet their friends and family. For some time during the year, many services were strained, working beyond their full capacity, or completely unable to even open their doors. It was certainly a very unusual year for the Voluntary Sector.

VCS Brokerage Team stepped up to provide relief and emergency response to Sutton residents. A total of 3,069 local people registered with Volunteer Centre Sutton to volunteer – an increase of 461%. 2,641 of those registered to volunteer for Covid-19 related roles. Through several in-house projects coordinated by the VCS Brokerage Team according to local need, we managed 1,527 volunteers – an increase of 664% of our usual in-house volunteer numbers.

Volunteer Centre Sutton currently has 547 organisations registered on our Volunteer Connect database, 10 of which were newly registered this year. The number of live opportunities fluctuates during the year but at the end of the year we were advertising 81 regular volunteering roles. We believe the lower number is due to many organisations who were not able to adapt their volunteering roles during restrictions imposed during the Covid-19 pandemic. However, we actively matched 1,738 volunteers, with more than 30 roles provided by the local authority and other local organisations, all part of the Sutton Emergency Response effort.

Direct Delivery of Covid Related Work

Volunteer Centre Sutton was instrumental in supporting and directly managing various programmes in partnership with the local authority, voluntary sector colleagues and thousands of volunteers responding to Covid from March 2020 onwards. This essential support helped the most vulnerable and isolated with key essentials of their everyday lives.

- As part of the triage of support, we assisted with taking calls from residents and organisations to direct people to the right service and help. Staff and volunteers took 5,085 calls for essential food, medicine and various support.
- Supporting the local authority at Westcroft, a key food distribution centre, Volunteer Centre Sutton supplied 344 volunteers to pack and deliver weekly food parcels for 12 weeks to those people shielding and vulnerable, not able to leave their homes.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Achievements and Performance 2020/2021 (Continued)

- After providing support at Westcroft we partnered with Community Action Sutton, Age UK and Sutton Carers Centre to set up and deliver a community hub at Hill House, supported by 144 volunteers, to carry on the weekly food distribution. This expanded into the delivery of hot food, fruit and vegetables, children's toys and even Christmas parcels, all donated and supported by local residents.
- Volunteers delivered 391 individual prescription medications to isolated residents.
- 6,788 items of personal protection equipment was delivered by 31 volunteers for 12 weeks, supporting 23 local GP practices. Volunteers made face masks when masks were in short supply for residents and volunteers and we had one volunteer who arranged shipment of PPE from China to be distributed to local care homes.
- After delivery stopped to those shielding officially by the government, we set up with the help of 135 volunteers, delivery of 750 weekly shopping trips to support those people still in need, those anxious or unable to shop for themselves; this work is carrying on.
- In December 2020, working with the National Health Service, Clinical Commissioning Group and local Primary Care networks, we recruited over 200 volunteers to support and deliver help to people to receive vaccinations at Nonsuch park, the main Sutton site. 27,000 Pfizer vaccinations were delivered with the help of 186 volunteers who worked 10,524 hours with over 2,000 shifts.

The work we delivered to support Covid response has remained in place as we move into the next phase. The work and impact showed the flexibility of staff, volunteers and key partners, all showing the impact volunteering and VCS can provide to help communities and individuals. Currently we are supporting schools with over 30 volunteers to help with test and trace, volunteers within groups to support sessions around anxiety and bereavement, weekly essential shopping and the ongoing work to support the NHS and CCG in the vaccination roll out and communications.

Good Practice in Volunteer Management

Volunteer Centre Sutton support Volunteer and Community Organisations in all areas of good practice for volunteer recruitment and management. Due to government restrictions during the Covid-19 pandemic, and many organisations unable to provide their regular services, Volunteer Centre Sutton decided to stop holding best practice forums. Instead, we have created an extensive toolkit for organisations on best practice volunteer management, available online to support a hybrid model of working for both face to face and virtual methods.

Form Filling Project

We worked in partnership with Citizen's Advice Sutton to provide a free service to help support benefit claimants who have additional needs, to fill in their forms. We recruited volunteers who were trained by Citizen's Advice Sutton before starting their role. This pilot project has proved to be very popular and many of the clients said they could not have completed the forms without help and that our volunteers had been excellent.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Achievements and Performance 2020/2021 (Continued)

Due to the government restrictions during the Covid-19 pandemic, we were forced to pause the project from March 2020 until November 2020 when we resumed form filling sessions over the phone or respecting strict Covid-19 safety protocol, with 5 active volunteers who helped 14 people to fill in their benefits applications.

Open Doors

Open Doors supports Sutton organisations and the community to develop and to deliver volunteering for hard to reach people, including people with additional needs.

Volunteering has a rich history in the London Borough of Sutton, with thousands of local residents offering their time and skills to volunteer. As well as the many existing volunteers, there are some members of the community who would like to volunteer but may face barriers that they need help to overcome.

The Open Doors project has been developed to help hard to reach groups and people with additional needs to overcome those barriers and be able to volunteer. The project also supports and trains organisations to widen their volunteering programmes, providing volunteering opportunities for all.

This year, Open Doors supported 70 volunteers into volunteering. In partnership with Orchard Hill Trust and London borough of Sutton, we supported 7 young people with additional needs as litter pickers at local parks; 6 young people with learning difficulties were involved in gardening volunteer project at Wallington Library.

During the Christmas Period, Open Doors ran a Pen pal project, in partnership with a local college, where students with learning difficulties wrote letters addressed to residents of a local residential home. Students enjoyed it and so did the residents!

Due to the government restrictions during the Covid-19 pandemic this year, many organisations were unable to provide volunteering opportunities. We worked with 15 new organisations, including small groups, to enable them to understand best practice and include volunteers with additional needs. We are also in the process of developing a volunteer management toolkit based on Open Doors learnings, designed specifically around practical solutions to help organisations to provide meaningful and fulfilling roles to volunteers with additional needs.

Volunteers Week 2020

Due to the Covid pandemic and the lockdown in June 2020, our normal Volunteers Week activities needed to change. We were not able to do face to face promotions and we focused the week around thanking volunteers. We had had a large number of people who put themselves forward to volunteer, an additional 3,069 volunteers during the first three months, with many undertaking essential support with services to local residents in need. Our main aim was to thank and celebrate the impact volunteers were making and so we shared a variety of online social media tweets, facebook and various communications, thanking volunteers and volunteer led organisations.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Achievements and Performance 2020/2021 (Continued)

Marketing

Marketing and communications has played a vital role in the work of the Volunteer Centre in 2020-2021. This year was dominated by Covid-19 and the need to deploy several hundred volunteers to deliver services both directly managed by Volunteer Centre Sutton and those managed in partnership with external partners.

Without our website and social media presence, it would not have been possible to recruit the 1,800+ volunteers in March 2020. This huge pool of volunteers has been involved in food box packing and delivery through the Sutton Council Westcroft Food Hub, and Hill House Community Hub, PPE delivery, prescription medication collection and delivery, wellbeing calls, neighbourhood shoppers, Nonsuch Mansion Vaccine site and numerous other tasks throughout the year.

Our social media presence has grown hugely in the past year, which demonstrates how our public profile has grown, but also the role that Volunteer Centre Sutton has played during the pandemic. When we have urgently needed to recruit volunteers, or source scarce PPE for staff and volunteers (especially in the first few months of the pandemic), or ask for donations of pet food, we have had a huge response. One of the highlights was when our volunteers' gazebo was stolen from Nonsuch Park. Our Facebook post asking for help to locate it (or source a replacement) was shared so often that it reached 34.7K people, and we were inundated with kind offers from the community.

Our Facebook page (<https://www.facebook.com/VolunteerCentreSutton>) reached 84,143 which is the number of people who saw any content from our page or about our page between April 2020 – March 2021. Our Twitter account (<https://twitter.com/VCSutton1>) tweets earned a total of 328.3K impressions between April 2020 – March 2021. We have significantly increased the profile of our Instagram account (<https://www.instagram.com/volunteeringsutton/>) which has enabled us to reach new (especially younger) audiences as well as interact with the charities more active on this platform.

Our monthly volunteering newsletter has shown enormous growth in subscribers from a starting point of 392 at the end of March 2020 to 1,443 at the end of March 2021, which is an increase of 268%. This vastly increased reach makes us more attractive to organisations wishing to promote their roles. This newsletter is aimed at members of the public who are interested in volunteering and hearing about the latest volunteering opportunities. The open rate average is over 50% (which compares to an industry standard of 24%). Here is a recent example: <https://mailchi.mp/vcsutton.org.uk/spring-volunteering-opportunities>

We have also developed a separate newsletter for organisations and voluntary sector partners, and all our key external contacts. The aim of this regular newsletter is to showcase our current work and also build and maintain our external relationships. Here is a recent example: <https://mailchi.mp/db38d3f06039/do-you-want-to-help-shape-the-future-of-volunteering-in-sutton-take-our-short-survey>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Achievements and Performance 2020/2021 (Continued)

The MAPS project has its own dedicated newsletter, and social media platforms (Facebook: <https://www.facebook.com/MAPSmentoring>; Twitter: <https://twitter.com/MAPSmentoring>; Instagram: <https://www.instagram.com/mapsmentoringadvocacy/>). All are produced and managed in collaboration with the MAPS team. The Supporters of MAPS newsletter is primarily intended as a monthly communication tool to engage our current mentors, but it is also intended to showcase the work of the MAPS team, and the 700+ mailing list includes MAPS funders, key professionals, schools and education contacts. Here is a recent example: <https://mailchi.mp/494f022e10aa/1-7-february-childrens-mental-health-week-752722>. We have run several recruitment campaigns for new volunteer mentors this year which has enabled the MAPS team to run 4 training sessions and recruit and train 71 new mentors.

Sutton Befrienders also has its own Facebook page (<https://www.facebook.com/SuttonBefrienders>) which is managed jointly with the Sutton Befrienders team. We have also launched a Befriending Bulletin this year, which is a regular newsletter intended just for our Befriending volunteers, as one of the ways in which we regularly engage and communicate with them: <https://mailchi.mp/f5ac27aa5507/your-befriending-coronavirus-roadmap-explained>. We have run several dedicated social media campaigns this year including World Friendship Day (30 July) where we sent a gift of tea and biscuits to all our befriending pairs, Befriending Week (1-7 November) where we shared photos and stories of our befriending pairs. Sutton Befrienders now also has its own short film which is used for funding applications as well as part of new volunteer training (see <https://youtu.be/E6tGKF3fRTU>). As with MAPS, we have run several recruitment campaigns for new volunteer befrienders this year which has enabled Sutton Befrienders to recruit and train 66 new volunteers this year.

We led and developed a Covid-19 appeal for donations in Spring 2020, on behalf of the key voluntary sector partners (Community Action Sutton, Age UK Sutton, Home-Start Sutton and Sutton Carers' Centre) which involved creating the messaging, developing the list of asks and coordinating donation drop-off points. This was very successful and was repeated with a Christmas theme in November 2020.

We hosted and organised a virtual "Thank You Volunteers" event in October 2020, with guest speakers including Councillor Trish Fivey, Mayor of Sutton and the leader of Sutton Council, Councillor Ruth Dombey. This event was not just about Volunteer Centre Sutton thanking our volunteers but was about bringing together the whole Sutton voluntary sector to thank all volunteers. You can watch a recording of the event here: <https://vcsutton.org.uk/inspiration/thank-you-sutton-volunteers-ev/>.

For the 2nd year running we worked in partnership with Sutton Council, Sutton Housing Partnership and Community Action Sutton to run the Sutton Community Awards. From the earliest planning stages through to the main event, comms representatives from each of the 4 organisations worked together to deliver the event. This was enormously challenging as we had to pivot from running a physical awards ceremony to a virtual one whilst ensuring that the event still carried sufficient fanfare. You can watch a recording of the event here: <https://youtu.be/xAAiC874Q5s>

For Volunteers' Week (1-7 June 2020), we were limited in what we could run due to Covid restrictions but we ran a social media campaign thanking volunteers, both those active at the time with Covid support but also regular volunteers who were unable to volunteer at the time because of shielding or because their organisation's volunteering programme was suspended.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Achievements and Performance 2020/2021 (Continued)

It has been an extremely challenging year, with the need to be reactive vastly outweighing the ability to forward plan marketing and communications work, with “normal service” suspended. We have also had to balance the need to recruit and engage with a much greater number of volunteers, with the need to keep our longstanding volunteers feeling valued and engaged with. We now have a really strong profile across our various platforms to do both, as well as be the lead for volunteering in the borough.

Sutton Befrienders 2020 - 2021

The story of our project and the Impact we make.

2020/21 proved to be a challenging year as the Coronavirus outbreak had a widespread impact on our befriending service and due to this, we had to adapt our services, how we worked and respond to the changing environment. We moved from traditional face to face befriending to telephone and socially distanced befriending. We also expanded our service in many practical ways, with support such as a general check-in to ensure basic needs like food and medication were being met, plus essential services to help people overcome their day to day challenges.

In response to the pandemic, we were fortunate that a large number of Sutton residents stepped forward to volunteer. We managed to move our training online so we have been able to still adequately and safely train and support a large number of volunteers.

During 2020 we had a surge in new referrals, especially for people with mental health issues.

A highlight of the year was Sutton Befriending winning the award for the Sutton Outstanding Volunteering Group and a further 4 of our volunteers being short listed under the categories of Outstanding Volunteer and Community Champion, and one of them winning.

What did we do?

From April 2020 – March 2021 we have supported 159 Befriending pairs. This equates to approximately over 7,500 calls over the year.

We supported 119 people through our groups and activities.

In early 2020, prior to Covid lockdown, our activities included over 1,245 separate attendances where people enjoyed our activity sessions.

- Group Walks – 94 organised walks, 73 individual walkers, with approx. 1100 attendances in total.
- Intergenerational Playgroups – 10 sessions, 10 individuals attending, with approx. 100 attendances in total.
- Baking & Craft Sessions – 2 sessions, 10 individual attending, with approx. 20 attendances in total.
- Bingo Lunch before Lockdown occurred – 1 session, 10 individual attending, with approx. 10 attendances in total.
- Men's Group – 1 session, 15 individuals attending, with approx. 15 attendances in total.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Achievements and Performance 2020/2021 (Continued)

Service Users

We improved outcomes for all our clients within areas such as confidence, community engagement, self-esteem, and reduced isolation and loneliness.

75% of our clients we surveyed said that having a befriender made them feel part of a caring community.

65% reported feeling more confident or having increased self-esteem.

90% of our service users said that being involved with Sutton Befrienders has had a great deal or a lot of impact on them.

Over 65% said that they felt a great deal or a lot less lonely as a result of having a Befriender.

Here is just some of the amazing feedback we have received this year from the people we support.

"I was surprised at the depth of conversation with my befriender. Sutton Befrienders is a really excellent organisation."

"Knowing someone is going to call. It's the only person I speak to. I don't see anyone for weeks at a time."

"I feel like it's the only person who cares."

"I really enjoying talking to someone. It helps my memory and lifts my mood. It improves my day"

"Sutton Befrienders are the best. You guys are great, if all the boroughs can emulate your example everyone in London will be smiling."

"Without my befriender phoning me I would feel really lonely and even depressed"

"Every week it is a very special time allocated to me by the befriender. When it is cancelled, it's like something is missing that week."

"I am truly grateful for your support and care offered to me. As a result, my week is more meaningful, as I have something to look forward to each week come rain or sunshine. It is incentive for me to get out of my bed and put on something nice because of my meeting with me befriender regardless of my feelings."

"Having a Befriender makes me feel part of a caring community. It is nice that someone so different is not indifferent to an old invalid. It has added interest to my life and helped me to still feel part of the world, contributing my experiences and knowledge. Thank you for the introduction. I did not expect such a good outcome"

"Most of my friends have passed away so seeing my befriender and talking to her on the phone. I am not alone."

"Not living in this part of London and my husband passing away, I lost my confidence a little but since having my friend that has come back."

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Achievements and Performance 2020/2021 (Continued)

MAPS (Mentoring, Advocacy and Peer Support)

This year MAPS has connected with and supported over 200 children and young people in Sutton by providing mentoring and advocacy support that not only allows young people to have a voice, but creates space for them to reflect, aid problem-solving, feel empowered and build confidence and resilience.

In mentoring this year, funding we received allowed us to support 80 children - but given the issues the Covid-19 pandemic brought with it, the team felt it was necessary to step up and take on extra cases, with 93 out of a total of 106 referrals taking up the service. As a team, we were concerned our young people could become hidden during lockdown and it was vital in terms of safeguarding that we were open to working with as many children as we could, while continuing to deliver a full service. Our support was in great demand, but unfortunately team passion and adrenaline alone was not sustainable and - without extra funding - we were forced to turn away referrals every week for several months.

Due to lockdown, the office was closed and we had to quickly adapt to new ways of working remotely which was challenging. The team had to be creative and learn and develop new skills while working from home and their resilience, passion and flexibility while doing so was outstanding. We moved all aspects of our service online and fully supported mentors and families with the transition. Our excellent communication allowed us to continue working with Children Services to ensure the most vulnerable children were seen and supported as needed.

During these incredibly difficult times we would often be the only person the young person saw outside of their home. Going to school and seeing friends and family was no longer allowed and the regular safety nets usually keeping young people safe were closed off. As a result, we found some of our young people disengaged and did not want virtual sessions or walking meetings, but the majority welcomed mentoring and benefited greatly. Our RADA scores, which use a scale where the children regularly share how they are feeling during mentoring, saw stability and/or improvement in all areas of their life. Feedback from our mentees also continues to be positive. A young carer mentee told us that he feels 'happy to be himself' with his mentor and walking meetings have allowed him to get to know his local area so much more. He met his mentor every single week, despite lockdown.

It has been widely documented the difficulties Covid has brought to young carers and to know we are still able to be there for them throughout the pandemic is both a privilege and a pleasure. MAPS has made sure our young people stay safe and continues to do so.

This year we also partnered with the Leaving Care Team and used funds raised to run a leaving care peer mentoring pilot. Taking the lead from our young people in care and listening to their concerns, we saw an opportunity to further support them. After many shared their extreme worries about what will happen to them when they become adults, we designed a peer program to train up care leavers, who had already successfully transitioned into independent living, to mentor those with similar life experiences at a younger age. We hoped it would give us the opportunity to empower the younger children with first-hand knowledge, while simultaneously providing the opportunity to teach the older care leavers new skills. While training was completed, we were unfortunately unable to move forward with the program remotely due to the vulnerability of those involved. Sessions needed to take place face-to-face with team members present in order to guide and safeguard appropriately. We hope that in the future we will be able to find funding to finish and deliver this pilot successfully.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Achievements and Performance 2020/2021 (Continued)

Over the last 12 months, we have continued to host various activities, with virtual 'Mash Up' - our monthly social event comprising of gaming, quizzes, bingo, treasure hunts and more. In between lockdowns, easing restrictions allowed us to also hold picnics and take groups to crazy golf. Albeit limited for obvious reasons, our group events were still enjoyed and met with great feedback from all involved. With lockdown easing, we have an event itinerary in place, starting with a trip to Go Ape - a high rope climbing venue - in mid-May. We want to encourage our young people to get back into the community and try new experiences to help build both confidence and resilience. Many are cautious, but along with their mentor, who they trust, we plan to help them find the courage to do so.

Our trained volunteer mentors creatively continue to provide weekly meetings and activities to support our young people. This year, we have delivered four rounds of training, recruiting 71 new MAPS volunteer mentors - 300 per cent more than last year. The team redesigned the training to be delivered virtually which was a huge task, but they all worked together to do so in a fun and informative way and to an excellent standard. This was evident through our training evaluation scores which averaged a high 4 out of 5 for overall experience. Comments included: 'Superbly put together; The passion and drive you all have is very clear; The training was well structured and covered a huge amount, it was professional and the content interesting and relevant.'

In Advocacy, we met and exceeded our funding target of 120, with the team supporting an extra 31 young people to take our total to 151 young people, with months to go before contract ends. Request for service is at a record high as, understandably, Covid impacts the disadvantaged more and increases their level of need. The issues and situations we are hearing in advocacy have been challenging and it's difficult for staff to hear. This is further compounded by a close staff member sadly being on long term sick leave. Not being in the office to provide emotional support for each other has been tough, and despite access to clinical supervision, the team is impacted while working in our own homes and dealing with this alone. Despite this, however, through determination and compassion, we have supported huge numbers of young people and not only helped them to feel listened to, but guided them to take control and ensure their voices are heard. Our relationship and partnership with children services remains great and secures good safeguarding measures. We often receive great feedback from social workers and chairs at conference.

At the beginning of this financial year, we welcomed our Young Carers stream funded by Children in Need and closed the year with successful funding from GamesAid and the Local Authority. With this money we will support mental health and work together with HomeStart to deliver a holistic support package to each family.

Covid has negatively impacted our young people and the complex needs of those we work with remains high, with many safeguarding issues materialising. This year, 54 per cent of our mentoring parents have mental health needs, 56 per cent have Domestic Violence involvement and 54 per cent have substance misuse. More than a third of our young people are self-harming, 26 per cent have substance or alcohol misuse and 23 per cent have been sexually exploited. Devastatingly, these figures have increased in all areas from last year. Our young people have been forced to deal with these issues at home, away from the safety of school - this is why our mentors have been so valuable to help mitigate isolation and the problems the pandemic has brought with it. It is imperative that we continue to build a community around these children to safeguard them.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Achievements and Performance 2020/2021 (Continued)

Children involved with mentoring evaluated their progression using our RADA tool, with results showing that they have maintained or improved in all areas of their life while attached to the project.

Figures show support stayed the same (scoring 8), empowerment improved (from 7 to 8), boundaries and expectations stayed the same (7), constructive use of time improved (6 to 8), commitment to learning improved (7 to 8), positive values improved (7 to 8), social competencies improved (7 to 8) and positive identity improved (7 to 9).

Our biggest areas of improvement this year were constructive use of time and positive identity, with both factors increasing by 20 per cent. When you look at the stats provided above and consider how difficult this year has been due to the Covid pandemic - wow, what incredible work. What the team and our mentors have helped our young people achieve is amazing and they should be truly proud. These RADA scores are the children's own scores they provided and the fact that they feel this improvement shows MAPS has made a difference.

I know this past year has been overwhelming and challenging to say the least, but how wonderful that throughout the pandemic - and with such complex level of need - our young people are not just getting by, they are thriving as shown in the feedback we personally received from them.

'Mentoring has helped me express myself better, I used to get moody if something didn't go my way, now I don't. I am a better person at home and at school and I haven't been excluded since the summer'

'I was happy that I could talk and always be myself around you'

'I know the area where I live more. It makes me feel happy'

From Mum - 'The whole family has seen a positive change. He is more able to talk about his feelings and is beginning to control his anger in an appropriate way. His relationship with everyone in the family has improved dramatically. In the past he would be extremely aggressive and would not listen to instructions, he will now talk about his feelings and if he's unable to articulate them he can tell me he can't'

From School - 'She feels safe and able to speak about how she feels, mentoring is a positive relationship which is good for her and she has enjoyed building a rapport with her mentor'

To summarise, it's been another roller-coaster year with many highs and lows, but throughout we have remained true to our ethos and delivered a professional service with great outcomes, prompting positive feedback from funders, mentors, our young people and their families.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Achievements and Performance 2020/2021 (Continued)

Quality Standards

The charity holds and continually reviews the following quality standards:

- Volunteer Centre Quality Accreditation
- Investing in Volunteers
- Disability Confident Employer
- Advocacy Quality Performance Framework

Other Awards achieved:

- The Queen's Award for Voluntary Service
- C4EO – Centre For Excellence and Outcomes (MAPS is validated by C4EO as leading to improved outcomes for children, young people and their families)

Working on the following for completion in 2021:

- Project Oracle
- London Youth Bronze award

Related Parties

In so far as it is complementary to the charity's objects, the charity is guided by both national and local policy. At a national level, Volunteer Centre Sutton is a member of the National Council for Voluntary Organisations. Regionally, we are a key stakeholder with London Plus, Greater London Volunteering. When the Covid pandemic started we represented Sutton as part of the Voluntary Community Emergency Partnership, sharing insight from Sutton and bringing information back into Sutton. We also worked with various other regional and national agencies with the Covid relief plans. We are a member of the senior leadership team, working with key partners within the voluntary sector and London Borough of Sutton, which have been brought together to respond swiftly to pandemic and urgent matters of the needs of the borough.

Partnership Working and Future Plans

Our partnership work has developed and grown in 2020 as a result of our links around Covid and we have continued to develop stronger working relationships across the London Borough of Sutton, other sectors and a variety of partners, new and old. We aim to carry on providing flexible and responsive work due to meet the needs of the borough, both short term with the Covid rebuild and into the future.

Our partnership with Community Action Sutton continues to grow in the delivery of Infrastructure and Capacity building within Sutton.

Through MAPS we partner with Advocacy for All to deliver Advocacy provision for Sutton and with Homestart, through our mentoring, providing a holistic approach to support for young people and their families.

Our own projects and Covid delivery have shown the direct impact volunteers make for individuals, groups and the community and this work has been through the success of trusting, strong relationships with a wide variety of partners. In January 2021 we moved office into new premises called Market House, 216-220 High Street, Sutton. We aim to utilize, establish ourselves and grow this venue working with key partnerships to both increase our profile and further develop new innovative direct delivery programmes to expand the reach and impact for people within the borough.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

With regards to future plans, funding restrictions will remain critical as in 2020 the funds available were only short term and even in 2021, there appears limited long term funding available. This has put strains on our Income generation for 2021-22, however we have revised and are working on updating our Income Generation plan for 2021 onwards to reflect the changing needs and opportunities for the future. Volunteer Centre Sutton will remain focussed on how we extend our partnerships with other organisations, grow our new sector work within health and education and review our delivery strategies to ensure we evidence work based on our new strategic objectives.

FINANCIAL REVIEW

Responding to the needs of the Covid pandemic we had a growth in time limited resources and time-limited funding, Volunteer Centre Sutton has continued to plan and develop services. The charity, with the aid of sound financial management and the support of both its staff and volunteers, generated a very positive financial outcome for the period in part due to external funding streams.

Principal Funding Sources

The principal funding source for the charity is the London Borough of Sutton. Funds are received from a range of departments with the main source of income in 2020/21 being the Voluntary Community Social Enterprise (VCSEF Fund). Additional funding from other sources supports the organisation's service delivery and enhances the financial security by diversifying the funding base, the most significant funders being:

- The National Lottery Reaching Communities for Sutton Befrienders Call Catch Up, Connect
- Children in Need for mentoring children in alternative care
- Greater London Authority for Young Londoners mentoring

Aside from income generated from statutory funders and charitable trusts, Volunteer Centre Sutton is grateful for the financial support provided by individual and corporate donations such as Games Aid.

Reserves Policy

The Management Committee has examined the charity's requirements for reserves in the light of the main risks to the organisation. It has established a policy whereby the unrestricted funds should be between three to six months of core expenditure. Budgeted core expenditure for 2021/22 is £248,673 and so the balance of £83,024 held as general unrestricted funds lies within these parameters. The reserves are needed to meet the working capital requirements of the charity and the Management Committee is confident that at this level it would be able to continue to meet its current liabilities in the event of a significant drop in funding.

Designated Funds

The Management Committee has designated the following unrestricted funds for the purposes described:

- The Management Committee has considered the cost of running and maintaining the new office building and has designated £85,651 for this purpose.
- With several funding streams possibly coming to an end in 2021 and uncertainty about future funding, the Management Committee considers it prudent to have sufficient funds as a contingency to cover redundancy payments and has designated £45,568 for this purpose.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Volunteer Centre Sutton was registered as a charity on 5th September 1995 and became a Foundation Charitable Incorporated Organisation on 25th October 2019. The charity is established under a Constitution which sets out the objects and powers of the organization and its governance. In the event of the charity being wound up, members are required to contribute an amount not exceeding £2.

Recruitment and Appointment of Management Committee

The charity trustees of the Charitable Incorporated Organisation (CIO) are also its only members as set out in its Constitution and they are elected to serve for a period of three years after which they must stand down but can stand for re-election at the next Annual General Meeting. A charity trustee who has served for three consecutive terms may not be reappointed for a fourth consecutive term but may be reappointed after an interval of at least one year.

In selecting individuals for appointment as charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.

The trustees seek to ensure that the various groups of service users, volunteers, voluntary and community sector groups and the local population are appropriately reflected through the diversity of the trustee body.

Trustees Induction and Training

All potential new trustees are interviewed by the Chair, checked through the Disclosure and Barring Service and references obtained. They are provided with information including:

- The obligations of trustees,
- A current version of the Constitution of the CIO,
- A copy of the latest Trustees' Annual Report and audited accounts.
- The organisation's strategic plan, and
- A copy of the latest Annual Review.
- They spend a half day with the Chief Executive Officer who explains Volunteer Centre Sutton's expectations of its trustees and its various service delivery areas.
- Following this, an induction programme is arranged, offering the opportunity to meet with staff to discuss the work of Volunteer Centre Sutton and to develop a clear understanding of how each area of service delivery contributes to the aims of the whole organisation.
- Training courses are offered where appropriate.

Organisational Structure

Volunteer Centre Sutton has a Trustee Board of five to twelve trustees who are the only members of the CIO. They meet bi-monthly and are responsible for the strategic direction and policy of the charity. At present, the Board has seven trustees from a variety of professional backgrounds relevant to the work of the charity. A trustee is the Secretary.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

A scheme of delegation is in place and day-to-day responsibility for the provision of the services rests with the Operation Management Team. The Chief Executive Officer is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The Operation Managers have responsibility for the day-to-day service delivery of Volunteer Centre Sutton, individual supervision of the staff team and ensuring that the team continues to develop skills and working practices in line with good practice.

Remuneration of Key Management Personnel

The remuneration of the charity's key management personnel is set by the Board of Trustees, taking into account the charity's financial position and the amount paid for comparable roles in comparable organisations.

Risk Management

The Board of Trustees of Volunteer Centre Sutton regularly reviews the charity's activities and policies in line with the Charity Commission's key questions around governance.

The major risks to which the charity is exposed are identified and addressed through a risk management process that is updated at least bimonthly and is ratified by the trustees at every Board Meeting. The processes by which these are addressed are set out in a wide range of policies and procedures that are reviewed and amended as appropriate through staff consultation and by sub-committees and ratified by the full Trustee Board every two years.

External risks to funding have led to the development of a strategic and funding plan which will allow for the diversification of funding and activities. Internal financial control risks are minimized by the implementation of procedures for authorisation of all transactions and projects.

Procedures are in place to ensure compliance with health and safety by Volunteer Centre Sutton staff, volunteers, service users and visitors. All Volunteer Centre Sutton staff and volunteers have written risk assessments relating to individual roles at Volunteer Centre Sutton and these are reviewed regularly through staff supervision and ratified by the charity trustees. The overview of risk assessment is led by an advisor (a former trustee) with appropriate skills.

In response to Covid 19, Volunteer Centre Sutton completed an additional risk register with management plan and guidance that is regularly reviewed by management and trustees. The offices have been made Covid secure with cleaning and other protocols in place for both staff and volunteers.

Public Benefit

The trustees have considered the Charity Commission's general guidance on public benefit. Our main activities and who we try help are set out in this report. Our objects and all our charitable activities are undertaken to further our charitable purposes for the public benefit.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

Report of the Charity Trustees for the year ended 31 March 2021

Responsibilities of the Board of Trustees

The trustees who are also members of the CIO, as written in the Constitution, are responsible for preparing the Report of the Charity Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the charity trustees are required to:

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP 2019,
- make judgments 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, and
- prepare the financial statements on an ongoing concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Charity Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed.. The Charity Trustees are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Charity Trustees

Charity Trustees, who are also Members of the CIO, who served during the year and up to the date of this report, are set out on Page 1.

Auditors

Myrus Smith was re-appointed as the charity's auditors during the year and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in 2019).

Approved by the Trustees on 26 January 2022

A J Hazeldine CBE, JP
Vice Chair of the Management Committee

INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF SUTTON BOROUGH VOLUNTEER BUREAU

Opinion

We have audited the financial statements of Sutton Borough Volunteer Bureau (the 'charity') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021, and of its incoming resources and application of resources 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 Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Report of the Charity Trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
SUTTON BOROUGH VOLUNTEER BUREAU**

/Cont'd...

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements which give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under Section 145 of the Charities Act 2011 and report in accordance with regulations made under Section 154 of that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF
SUTTON BOROUGH VOLUNTEER BUREAU**

/Cont'd...

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

27 January 2022

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Total Unrestricted funds £	Total Restricted funds £	Total Funds 2021 £	Total Funds 2020 £
Income					
Donations and legacies	2	424	-	424	-
Charitable activities	3	116,500	465,493	581,993	387,447
Other trading activities	4	-	2,592	2,592	1,748
Investments	5	1,419	-	1,419	2,027
Other	6	-	-	-	330
Total		<u>118,343</u>	<u>468,085</u>	<u>586,428</u>	<u>391,552</u>
Expenditure					
Raising funds	7	29,174	11,895	41,069	53,834
Charitable activities	8	50,723	429,989	480,712	373,792
Total		<u>79,897</u>	<u>441,884</u>	<u>521,781</u>	<u>427,626</u>
Net income/(expenditure)	12	38,446	26,201	64,647	(36,074)
Transfers between funds	19 & 20	(866)	866	-	-
Net movement in funds	19 & 20	37,580	27,067	64,647	(36,074)
Reconciliation of funds					
Fund balances brought forward	19 & 20	194,429	66,681	261,110	297,184
Fund balances carried forward	19 & 20	<u>232,009</u>	<u>93,748</u>	<u>325,757</u>	<u>£261,110</u>

All income and expenditure is derived from continuing activities.

The notes on pages 23 to 32 form part of these financial statements.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

BALANCE SHEET AS AT 31 MARCH 2021

	Notes	£	2021	£	£	2020	£
FIXED ASSETS							
Tangible assets	15			-			-
CURRENT ASSETS							
Debtors	16		20,466			11,893	
Cash at bank and in hand			343,343			268,785	
			<u>363,809</u>			<u>280,678</u>	
CREDITORS: Amounts falling due within one year	17		<u>38,052</u>			<u>19,568</u>	
NET CURRENT ASSETS				325,757			261,110
NET ASSETS	21			<u>£325,757</u>			<u>£261,110</u>
FUNDS							
Unrestricted funds - General funds				100,790			63,210
- Designated funds				131,219			131,219
	19			<u>232,009</u>			<u>194,429</u>
Restricted funds	20			<u>93,748</u>			<u>66,681</u>
TOTAL FUNDS				<u>£325,757</u>			<u>£261,110</u>

The financial statements were approved and authorised for issue by the Board of Trustees on 26 January 2022 and signed on their behalf by

A J Hazeldine CBE, JP
Vice Chair of the Trustees

The notes on pages 23 to 32 form part of these financial statements.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

Basis of preparation

Sutton Borough Volunteer Bureau (the 'charity') is a Charitable Incorporated Organisation ('CIO'), registered in England and Wales and constitutes a public benefit entity as defined by FRS 102. The address of the registered office is given in the charity information on page 1 of these financial statements.

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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and UK Generally Accepted Accounting Practice. The financial statements have been prepared on the going concern basis and under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest pound.

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.

Contract income is recognised as the charity earns the right to consideration through the performance of its services.

No amount is included in the financial statements for volunteer time in line with the SORP.

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 is classified under the following activity headings:

- Costs of raising funds which comprise those costs associated with seeking donations and grants
- Expenditure on charitable activities which comprises the costs of running 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. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support them. Support costs are apportioned to each activity on the basis of staff time.

Fund accounting

Unrestricted general funds are those funds which 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 specific 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.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES/cont'd...

Fixed assets and depreciation

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

Computer equipment 2 years straight line

Assets purchased as part of a specific project funded through restricted funds are written off in the year of purchase.

Leases

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

Pensions

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2. DONATIONS AND LEGACIES

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
Donations	<u>£424</u>	<u>£Nil</u>	<u>£424</u>	<u>£Nil</u>

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
Grants and contracts	<u>£116,500</u>	<u>£465,493</u>	<u>£581,993</u>	<u>£387,447</u>

Of the £387,447 recognised in 2020, £113,500 related to unrestricted funds and £273,947 related to restricted funds.

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
Trading fundraising	<u>£Nil</u>	<u>£2,592</u>	<u>£2,592</u>	<u>£1,748</u>

All of the £1,748 recognised in 2020 related to restricted funds.

5. INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
Bank interest	<u>£1,419</u>	<u>£Nil</u>	<u>£1,419</u>	<u>£2,027</u>

All of the £2,027 recognised in 2020 related to unrestricted funds.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

6. OTHER INCOME

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Desk and room rental	-	-	-	200
Miscellaneous	-	-	-	130
	<u>£Nil</u>	<u>£Nil</u>	<u>£Nil</u>	<u>£330</u>

All other income in 2020 was unrestricted.

7. COST OF RAISING FUNDS

	Direct Costs £	Support Costs £	Total 2021 £	Total 2020 £
Fundraising activities	16,177	11,177	27,354	29,732
Trading fundraising	11,895	1,820	13,715	24,102
	<u>£28,072</u>	<u>£12,997</u>	<u>£41,069</u>	<u>£53,834</u>

Of the £41,069 expenditure recognised in the year (2020: £53,834), £29,174 (2020: £26,923) was charged to unrestricted funds and £11,895 (2020: £26,911) was charged to restricted funds.

8. EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Costs £	Support Costs £	Total 2021 £	Total 2020 £
Leading by Example	124,912	45,187	170,099	219,478
Empowering Others	210,626	36,319	246,945	90,723
Digital Inclusion	12,761	3,346	16,107	20,440
Sustainable Delivery	35,703	11,858	47,561	43,151
	<u>£384,002</u>	<u>£96,710</u>	<u>£480,712</u>	<u>£373,792</u>

Of the £521,781 expenditure recognised in the year (2020 : £373,792), £88,579 (2020 : £113,555) was charged to unrestricted funds and £433,292 (2020 : £260,237) was charged to restricted funds.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

9. ANALYSIS OF DIRECT COSTS

	Raising Funds £	Charitable Activities £	Total 2021 £	Total 2020 £
Wages, social security and other staff related costs	16,177	355,458	371,635	264,714
Project costs	11,895	5,812	17,707	21,451
Volunteer expenses	-	14,140	14,140	17,711
	<u>£28,072</u>	<u>£375,410</u>	<u>£403,482</u>	<u>£303,876</u>

10. ANALYSIS OF SUPPORT COSTS

	Raising Funds £	Charitable Activities £	Total 2021 £	Total 2020 £
Wages and salaries	-	46,695	46,695	59,014
Premises costs	6,392	27,699	34,091	33,522
Printing and publications	950	1,932	2,882	2,776
Office costs	3,835	7,670	11,504	9,089
Professional fees and other costs	1,820	7,281	9,101	14,007
Governance costs (note 11)	-	5,434	5,434	5,342
	<u>£12,996</u>	<u>£96,711</u>	<u>£109,707</u>	<u>£123,750</u>

11. GOVERNANCE COSTS

	Total 2021 £	Total 2020 £
Wages and Salaries	1,934	1,842
Audit fees	3,500	3,500
	<u>£5,434</u>	<u>£5,342</u>

12. NET INCOME/(EXPENDITURE)

Net income/(expenditure) for the year is stated after charging:

	2021	2020
- Auditor's remuneration (Audit services)	£3,500	£3,500
- Operating lease rentals	<u>£25,421</u>	<u>£25,421</u>

13. TRUSTEES REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2020: £Nil).

No travelling expenses were reimbursed to any trustee in 2021. Travelling expenses amounting to £46 were reimbursed to 1 trustee in 2020.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

14. STAFF COSTS

	Total 2021 £	Total 2020 £
Wages and salaries	380,920	291,433
Social security costs	31,181	18,979
Pension costs	10,801	7,819
Staff expenses	2,405	3,362
	<u>£425,307</u>	<u>£321,593</u>

No employee received total employee benefits (excluding employer's pension costs) over £60,000 in either year.

The average number of employees analysed by function was:

	2021 Number	2020 Number
Direct charitable activities	14	12
Raising funds	1	1
Management and administration	2	3
	<u>17</u>	<u>16</u>

The total amount of employee benefits received by key management personnel was £130,650 (2020 : £128,345).

Under FRS 102 employee benefits include gross pay, benefits in kind, employer's national insurance and employer's pension costs.

15. TANGIBLE FIXED ASSETS

	Computer equipment £
Cost	
At 1 April 2020 and at 31 March 2021	<u>24,125</u>
Depreciation	
At 1 April 2020 and at 31 March 2021	<u>24,125</u>
Net book value	
At 31 March 2021	<u>£Nil</u>
At 31 March 2020	<u>£Nil</u>

16. DEBTORS

	2021 £	2020 £
Trade debtors	6,642	-
Prepayments and accrued income	13,824	11,893
	<u>£20,466</u>	<u>£11,893</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

17. CREDITORS – amounts falling due within one year

	2021 £	2020 £
Accruals	28,936	15,379
Taxation and social security costs	9,116	4,189
	<u>£38,052</u>	<u>£19,568</u>

18. OPERATING LEASE COMMITMENTS

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Due within:		
One year	23,527	23,527
One and five years	64,473	88,000
More than five years	5,500	5,500
	<u>£93,500</u>	<u>£117,027</u>

19. UNRESTRICTED FUNDS

	2021 £	2020 £
General funds		
Balance brought forward at 1 April 2020	63,210	76,565
Net income/(expenditure)	38,446	(24,621)
Transfer (to)/from restricted funds	(866)	(1,166)
Transfer (to)/from designated funds	-	12,432
	<u>£100,790</u>	<u>£63,210</u>
Balance carried forward at 31 March 2021		
Designated funds		
Re-organisation and redundancy costs		
Balance brought forward at 1 April 2020	45,568	42,500
Transfer from general funds	-	3,068
	<u>£45,568</u>	<u>£45,568</u>
Balance carried forward at 31 March 2021		
Relocation costs and refurbishment		
Balance brought forward at 1 April 2020	85,651	101,151
Transfer from/(to) general funds	-	(15,500)
	<u>£85,651</u>	<u>£85,651</u>
Balance carried forward at 31 March 2021		
Balance carried forward at 31 March 2021	<u>£131,219</u>	<u>£131,219</u>
Total unrestricted funds carried forward at 31 March 2021	<u>£232,009</u>	<u>£194,429</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

20. RESTRICTED FUNDS

				2021 £	2020 £
2021					
Balance brought forward at 1 April 2020				66,681	76,968
Net income/(expenditure)				34,793	(11,453)
Transfer from unrestricted funds				10,038	1,166
				<u>£111,512</u>	<u>£66,681</u>
Balance carried forward at 31 March 2021				<u>£111,512</u>	<u>£66,681</u>
The balance carried forward on restricted funds comprised:	1 April 2020	Income	Expenditure	Project Transfer	31 March 2021
	£	£	£	£	£
Befriending Plus - LBS	3,273	1,241	4,514	-	-
Bridge The Gap Mentoring - Young Londoners	8,342	47,356	38,944	-	16,754
Call, Catch Up, Connect - BLF	16,090	27,066	43,503	347	-
Child Protection - Advocacy for All	1,140	32,718	33,966	-	(108)
Children in Need - Mentoring	-	46,301	40,271	-	6,030
City Bridge Trust - COVID Support	-	9,700	9,700	-	-
Health COVID Response - CCG					
Vaccine Hub Volunteer	-	16,200	11,724	-	4,476
Hill House Food Hub Volunteer					
Response	-	27,382	23,251	-	4,131
LBS - COVID Response Volunteers	-	40,011	40,011	-	-
LBS - COVID Response Out of Hours Volunteers	-	2,904	2,905	1	-
LBS - Inclusion Spot Purchasing					
Mentoring	860	-	1,266	-	(406)
London Community Foundation					
Wave 3 Befriending	-	38,005	38,005	-	-
London Plus COVID Emergency Funding	-	7,000	7,025	25	-
MAPS	(1,868)	1,031	-	2,641	1,804
MAPS Alternative Care - CIN	2,843	-	202	(2,641)	-
MAPS Inclusion - GamesAid	(494)	-	-	494	-
MAPS Mentoring LAC & Leaving Care	9,021	40,000	48,379	-	642
Open Doors – City Bridge Trust	7,191	38,700	32,647	-	13,244
MAPS Schools – City Bridge Trust	11,639	-	11,539	-	100
MAPS Schools - Glenthorne School	3,383	6,500	6,872	-	3,011
PCN Vaccine Hub/Schools Testing					
Volunteer Co-ordinator	-	36,642	36,642	-	-
RSVP	2,675	-	-	-	2,675
The Big Give Campaign	2,586	-	-	-	2,586
Voluntary Sector Investment					
Brokerage - CAS	-	49,328	10,519	-	38,809
	<u>£66,681</u>	<u>£468,086</u>	<u>£441,884</u>	<u>£866</u>	<u>£93,748</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

20. RESTRICTED FUNDS/continued...

Comparative information is as follows

				2020	2019
				£	£
2020					
Balance brought forward at 1 April 2019				76,968	181,176
Net income/(expenditure)				(11,453)	(104,477)
Transfer from unrestricted funds				1,166	269
				<u>£66,681</u>	<u>£76,968</u>
Balance carried forward at 31 March 2020					
The balance carried forward on restricted funds comprised:	1 April 2019	Income	Expenditure	Project Transfer	31 March 2020
	£	£	£	£	£
Befriending Plus - LBS	5,602	1,961	4,290	-	3,273
Bridges - City Bridge Trust	(577)	-	-	577	-
Bridge The Gap Mentoring - Young Londoners	-	23,678	15,336	-	8,342
Call, Catch Up, Connect - BLF	19,639	53,035	54,395	(2,189)	16,090
Citizens Commissioning	3,025	-	3,025	-	-
Child Protection – Advocacy for All	993	36,912	36,060	(705)	1,140
LBS - Inclusion Spot Purchasing Mentoring	-	7,757	6,897	-	860
MAPS	11,849	4,653	19,426	1,056	(1,868)
MAPS Advocacy - LBS	1,943	-	6,679	4,736	-
MAPS Alternative Care - CIN	1,939	29,982	28,820	(258)	2,843
MAPS Inclusion - GamesAid	(494)	-	1,452	1,452	(494)
MAPS Mentoring - LBS	2,890	-	2,974	84	-
MAPS Mentoring LAC & Leaving Care	6,289	40,000	37,184	(84)	9,021
Open Doors – City Bridge Trust	8,439	38,800	39,548	(500)	7,191
MAPS Schools – GamesAid	19	21,115	8,043	(1,452)	11,639
MAPS Schools - Glenthorne School	6,610	6,500	9,232	(495)	3,383
MAPS Young Carers - BLF	2,888	-	1,832	(1,056)	-
RSVP	5,914	-	3,239	-	2,675
The Big Give Campaign	-	11,302	8,716	-	2,586
	<u>£76,968</u>	<u>£275,695</u>	<u>£287,148</u>	<u>£1,166</u>	<u>£66,681</u>

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

20. RESTRICTED FUNDS/continued...

The surpluses on restricted funds arise because of timing differences where funding has been received in advance of expenditure and will be utilized over the duration of the relevant projects.

The restricted funds recognised in these accounts were provided for the following purposes:

Befriending Plus - LBS	Befriending for lonely and socially isolated people.
Bridge The Gap Mentoring – Young London	Involves offering vulnerable people 1:1 mentoring and parents home-based peer support.
Call, Catch up, Connect - BLF	Befriending for vulnerable adults by Big Lottery Reaching Communities Fund.
Child Protection - Advocacy for All	Independent Advocacy service for all looked after children, leavers and those on CP plans funded by LBS
LBS- Inclusion Spot Purchasing	Offering inclusion 1:1 mentoring.
MAPS	MAPS Management funded through project transfers.
MAPS Alternative Care –	Mentoring for children in alternative care funded by BBC
Children in Need	CIN including young carer support.
MAPS Inclusion – GamesAid	Supports children and young people aged 10-16 with multiple needs who are experiencing mental or emotional distress.
MAPS Mentoring – LBS, LAC & LC	Mentoring and Peer Support for Looked after Children and Leaving Care.
MAPS Schools - Glenthorne School	One-to-one mentoring within school.
MAPS Schools City Bridge	Provide one-to-one mentoring support for children and young people within schools.
Open Doors - City Bridge	Open Doors supports Sutton organisations and the community to develop and to deliver volunteering for hard to reach people, including people with additional needs.
PCN Vaccine Hub/Schools	Provided support with vaccinations and school testing for Covid.
RSVP	Rewarding and Supporting Volunteer Participation.
The Big Give Campaign	Supporting local young care leavers through pilot mentoring support and skills-based training activities.
London Community Foundation 3	Provided essential support and new systems/equipment for Covid response.
London Plus Covid emergency fund	Provided networking and essentials during Covid.
City Bridge Trust - Covid Support	Essential support for Covid pandemic.
Health Covid Response - CCG	Provides support to vaccination hubs and health.
Hill House Response – LBS	Provided support for food and essentials during Covid.
LBS – Covid Response	Recruitment and management of Covid volunteers.
LBS-Covid response out of hours	Provided out of hours support across Sutton.
Voluntary Sector Investment	Brokerage support for extra hours and capacity within Covid.

SUTTON BOROUGH VOLUNTEER BUREAU
Operating as
VOLUNTEER CENTRE SUTTON

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Funds £	Designated Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
2021					
Current assets	138,842	131,219	93,748	363,809	280,678
Current liabilities	(38,052)	-	-	(38,052)	(19,568)
	<u>£100,790</u>	<u>£131,219</u>	<u>£93,748</u>	<u>£325,757</u>	<u>£261,110</u>

Comparative information is as follows:

	General Funds £	Designated Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
2020					
Current assets	82,778	131,219	66,681	280,678	329,646
Current liabilities	(19,568)	-	-	(19,568)	(32,462)
	<u>£63,210</u>	<u>£131,219</u>	<u>£66,681</u>	<u>£261,110</u>	<u>£297,184</u>

22. CONTINGENT ASSETS

The charity has been awarded some multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The amount of such contingent assets is £239,552, to be received from 2020/21.