

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

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

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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

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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

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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.

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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.

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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.

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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>

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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.

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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.

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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."

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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.

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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.

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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.

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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
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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.

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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
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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
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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	<u>37,580</u>	<u>27,067</u>	<u>64,647</u>	<u>(36,074)</u>
Reconciliation of funds					
Fund balances brought forward	19 & 20	194,429	66,681	261,110	297,184
Fund balances carried forward	19 & 20	<u><u>232,009</u></u>	<u><u>93,748</u></u>	<u><u>325,757</u></u>	<u><u>£261,110</u></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		<u>325,757</u>	<u>261,110</u>
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
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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
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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
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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.

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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>

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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>

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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					
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>

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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>

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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.

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NOTES TO THE FINANCIAL STATEMENTS
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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.