

2021-22



VOLUNTEER CENTRE KENSINGTON & CHELSEA

ANNUAL REPORT



Empowering our community to realise their full potential

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The Volunteer Centre's ability to adapt and respond to rapid shifts in its operating environment was tested further this year, as was that of many of our partners. This put considerable pressure on our paid staff and volunteers, including the trustees who provide strategic direction and accountability, and encouraged us to make the most of wider support networks: the local people we do it all for, the great partners we lean on, and the donors who help us pay for it all. I'm really proud of the way we made the most of our resources and what we achieved together.

The pandemic continued to cast a long shadow throughout the reporting year – it's easy to forget that non-essential shops were still closed at the start of April 2021. We were able to reopen the office more regularly with a skeleton staff from that point, exploring the balance between being accessible for some of the most marginalised parts of the community and keeping our team safe and well, both physically and psychologically.

It became increasingly apparent that our challenges were widely shared and there would be long-term consequences, including in the extent to which people feel able to make and sustain volunteering commitments. One-off and short-term volunteering did decrease compared to the same points in the first year of the pandemic, but remained high compared to pre-pandemic levels, in contrast with longer-term placements which have remained significantly lower. We continued working with the Institute of Volunteering Research and local pandemic volunteers in an effort to understand motivations, barriers and future challenges to volunteering in the borough and regularly reviewed the Volunteer Centre's strategy (including in formulating our own Theory of Change) to respond to those and other changes in our environment. Externally, we were pleased to be involved at all levels of our borough's response to the pandemic, as demonstrated by vaccine-related commissions from both our local NHS and Public Health colleagues.

Our team built new relationships with organisations keen to support our work while developing those with existing funders. The Henry Smith Charity agreed to fund our support for people with criminal records and forensic mental health diagnoses until 2025. The Royal Borough of Kensington & Chelsea increased its contribution to volunteering infrastructure via its new Voluntary Sector Support Fund, and we won their tender to be the Community Champions provider for Notting Dale ward until 2026. Our local NHS partners, through the Kensington & Chelsea Social Council, invested further in our wellbeing expertise, funding yoga and walking groups, gardening and play-reading in support of the ability of people living in North Kensington to maintain and improve their mental and physical health themselves. I wish to thank all of them, along with the City Bridge Trust, the Tudor Trust, the Kensington & Chelsea Foundation and Campden Charities, for their fantastic support and contributions to the results we enabled people to achieve this year.

We said goodbye to the longest serving member of our team, Andrew Croxford, our Chief Operating Officer, after almost 25 years. Andrew had a huge influence on our organisation and the people that work in and with it. He was the first person to raise his hand to organise a major event, like the 50th anniversary at the V&A that was such a success in 2019. InsideOut, the programme Andrew developed that champions the resettlement of people with criminal records continues to be a jewel in the Volunteer Centre's crown, and a great legacy for Andrew. We were deeply saddened by the sudden passing of Ola Omikunle, another long-serving staff member and the leading light of our New Opportunities programme, who was a mentor, a coach, a teacher and a friend to her many clients, and us all. The Volunteer Centre is a unique team – thank you to all those who made it that way during the year.

Anne-Hélène Biosse-Duplan
Chair of the Board of Trustees

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1076392

COMPANY NUMBER

03725459

REGISTERED OFFICE

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London W10 5XL

BOARD OF TRUSTEES

Anne-Hélène Biosse-Duplan

Chair

Joseph Carim

(resigned 10 March 2022)

Victoria Clark

Jennifer Clarke

Maria-Iuliana Dinu

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Muskaan Khurana

Vice-Chair

Michael Pearson

Rossana Rocchini

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The trustees present their annual report and the financial statements for the year ended 31 March 2022. The trustees confirm that the financial statements comply with current statutory requirements, the memorandum and articles of association and the recommendations in 'Accounting & Reporting by Charities: Statement of Recommended Practice' (issued in October 2019).

The Volunteer Centre Kensington & Chelsea (abbreviated 'VCKC' and known as the 'Volunteer Centre') was founded in 1969 and incorporated under a memorandum of association on the 5th of July 1999. It is governed under its articles of association.

Role

The trustees, for purposes of the Companies Act, are also the Directors of the charity. During the year the trustees have had no beneficial interests in, or contracts with, the VCKC.

Trustee Appointment, Induction and Training

The Board of Trustees makes appointments to the Board at its discretion. The Board endeavours to ensure that its membership contains people with a broad mix of skills and experiences and that the backgrounds of the members reflect a balance that is appropriate to the charity's mission and activities. Trustees receive induction and training, and both formal and informal opportunities for learning during their term.

In addition to the opportunities for skills and knowledge development provided by scheduled meetings of the Board and its committees, specific training sessions are arranged as required.

Organisational Structure

The organisation is overseen by a voluntary Board of Trustees who are responsible for strategic planning and reviewing policy and are accountable for the Volunteer Centre's resources. The Board has three committees: Finance; Policy, Procedure and Personnel; and Funding Development. Each committee has specific terms of reference and can co-opt non-trustee members possessing relevant skills and experiences. The respective Chairs are appointed by the Board. Day-to-day running of the Charity is delegated to the Chief Executive who operates within defined terms of reference and authority, leading a team of paid staff and volunteers.

Pay and Remuneration of Staff

VCKC's pay policy aims to offer fair pay to attract and retain appropriately qualified staff to lead, manage, support and deliver its aims. VCKC's trustees are responsible for setting remuneration levels for its senior staff - the Chief Executive Officer and Operations Manager. In order to inform the setting of appropriate pay for these staff, VCKC commissioned an independent benchmarking report in 2017. It has implemented the recommendations made in the report. Staff salaries are increased annually, as far as possible in line with inflation. They are formally revised where it is appropriate to reflect changes in their professional responsibilities.

Involvement of Volunteers

As restrictions related to the pandemic eased, the Volunteer Centre was able gradually to return its face-to-face services to something close to the pre-pandemic levels. This began with our Community and Maternity Champions, running and supporting activities in Notting Dale as well as supporting other Champions projects with one-off events. A couple of our administrative volunteers were able to return in person, and they were joined by some excellent new recruits. Operation Cup of Tea ran more frequently, deploying volunteers at regular venues and in support of specific events. The Volunteer Centre collaborated with Mutual Aid K&C in coordinating and recruiting volunteers for events in support of new arrivals in the borough, developing and growing this element of our work that began in the previous reporting period.

Related Parties

VCKC does not have branches or subsidiaries.

Principal Objectives

The Volunteer Centre's main objectives, in accordance with its governing document, are:

- To promote the value and impact that volunteering and community involvement can have in responding to the needs of local communities
- To encourage people to volunteer from all walks of life and backgrounds
- To encourage volunteering and work experience in the voluntary sector as a way of facilitating employment and combating social exclusion
- To undertake and arrange voluntary work in education, social services and similar charitable activities that benefit residents of the Royal Borough of Kensington and Chelsea and other parts of London

Vision

Volunteering that is accessible to everyone and that enriches the lives of the volunteers and their local communities.

Mission

To connect volunteers and volunteer-involving organisations and support them in order to build experiences that are mutually rewarding.

Core Values

Respect
Innovation
Partnership
Empowerment

To treat people with care and integrity
To be creative in order to make the biggest impact
To work with others for change and social good
To help people realise their potential

Activities

The Volunteer Centre is both an infrastructure organisation working with other public benefit organisations and a direct delivery organisation supporting individuals directly on a one-to-one basis through its own programmes. The main activities and programmes are:

Core Services • Wellbeing • Community Champions • Resettlement • Employment

Measuring Effectiveness

Currently, measures of success vary significantly from programme to programme, based in each case on the design of the programme (including input from clients, staff, trustees, partners and the corpus of good practice) in light of any requirements specified by a programme's funder(s) and negotiation with them during any application process. VCKC is working towards setting a handful of outcomes, underpinned by its Theory of Change framework, that will be common across all its programmes, one benefit of which will be to enable trustees and staff to assess more easily the changes achieved by VCKC as a whole. We engaged an Office Systems Consultant in January to create a specification for our system requirements, taking account of our pandemic experience and learning, and to review the alternative approaches to provision of a monitoring, evaluation and learning system that would meet those requirements affordably. We are busy turning that specification into a new system.

Our primary measures are set in terms of outcomes - did clients achieve the positive change anticipated when they joined the programme - with targets for the number of clients achieving the outcomes over a particular reporting period. Secondary measures are set in terms of outputs - did clients complete a process or get to a milestone that we consider necessary to achieve a desirable outcome. For example, an output measure common to all our programmes is that a client is placed as a volunteer with an organisation of their choosing. Tertiary measures are sometimes used at the specific request of a funder; for example, the number of clients recruited to a particular programme, or recruited from a particular catchment.

With funding from the Royal Borough of Kensington and Chelsea, our Core Services team of paid staff and volunteers, led by Sheona Alexander, our Operations Manager, until December 2021, delivers a wide range of support to the local community and its voluntary sector.

Our brokerage service, led by our Volunteer Services Administrator, Angela Weir, offers support to people who want to give their time, while working closely with organisations seeking to increase their volunteering capacity and develop inclusive and supportive volunteering programmes. During the pandemic we suspended delivery of volunteer management training and our more formal group learning forums, pivoting to facilitated networking backed by 1:1 tailored advice, as this was a better fit for the demands of our community. We made some gradual progress towards re-establishing training provision and forums during the year, including an Introduction to Volunteering workshop and a Volunteer & Jobs Fair in November, in partnership with the Kensington & Chelsea Social Council.

Many charities were still far from business as usual as far as volunteering was concerned during this period. As waves of vaccine campaigns that had started in the previous period continued, the Volunteer Centre developed new relationships with different parts of our local NHS, particularly our GP Federation, and recruited hundreds of suitable volunteers for vaccine clinics with local GP surgeries and health centres. By the time that work had become somewhat routine at the end of summer 2021, we had to shift our sights to the three hotels accommodating around 800 Afghan evacuees, and to building an impressively integrated approach with local residents, charities, RBKC and the NHS. Once again, the demands of rapid learning and innovation had barely had time to become part of the new normal when, at the start of March 2022 we became aware that the Ukrainian Social Club on Holland Park Avenue was a magnet for displaced Ukrainians from all over the UK. Their incredible volunteers were in need of considerable support. Central government policy in this area encouraged RBKC to try to handle the large numbers of desperate new arrivals as part of business as usual, rather than as a new programme of work with dedicated human and financial resources, an approach that had worked so well for the Afghan evacuees. Combined with a lack of reliable data about the numbers of arrivals, and the need to help the Ukrainian volunteers to stay afloat as much as the people they were supporting, this made the borough's response more fraught and disjointed than it might have been, given our successful collaborations of a few months earlier. Working across the bi-borough, resources have since been found to support a team responding to these new arrivals in a strategic and holistic way.

We are streamlining the process of gathering data to enable us to manage our programmes more effectively by establishing a new client relationship management system. It continues to be very labour intensive to follow up on placements, both with volunteers and the organisations we have brokered placements with, in order to confirm the match is a success. Where we can't reliably determine a placement has taken place we don't count it in our statistics, creating a constant risk of under-reporting which we are keen to minimise with more efficient and systematic capturing of data. Despite reduced long-term placements, a range of mass mobilisations, including the K&C Christmas Collective and new arrivals initiatives, enabled the Core team to broker 808 placements this year.

Over the past 12 months the number of advertised roles has increased, with more face-to-face roles and a substantial reduction in virtual volunteering, but numbers of people looking for regular voluntary roles and the number of roles available remain well short of pre-pandemic levels. We believe that being able to restart face-to-face appointments for enquirers has increased our capacity to include those parts of the community who experience barriers to volunteering, though it has not had a great impact on placement numbers overall. This mirrors feedback from our sister Volunteer Centres both in London and beyond.

Flexible Volunteering and Community Development

Street-based outreach, led during the year by Outreach Officer, Terry Kabengele, was a key part of our work, which we've adapted over time to support major events and respond to the latest exceptional challenges faced by local people. These have included the 2011 riots, 2012 Olympics and the fire at Grenfell Tower in 2017. Street-based outreach enables us to meet and connect with people who might otherwise experience significant barriers to volunteering, linking with public services, or even building and maintaining relationships. We offer people the time and space to talk on their own terms, the opportunity to give some of their time on a low-commitment basis, as well as signposting to sources of help and support. Our work continued to be funded by the Royal Borough of Kensington and Chelsea and the Kensington & Chelsea Foundation's Isolation and Loneliness programme this year.

Our K&C Ambassadors - a team of volunteers that are passionate about the borough, its community, diverse history and culture, and support local events, campaigns and celebrations across RBKC, were largely unable to work in their usual way during the pandemic. Our much loved Saturday programme on Portobello Road and Golborne Road markets restarted in December 2021. Operation Cup of Tea, our street-based intervention for local people to stop, decompress and talk about local issues and opportunities over a hot drink, ran at a range of venues across the borough, both on a regular basis at locations including Chelsea Library and Tavistock Square, and at specific events (like the clothing distribution in Earl's Court in July). We were willing to adapt our approach to suit the circumstances, taking the intervention wherever we might meet people disconnected from the wider community and have a chance to make that initial contact that might lead to a volunteering opportunity, support from a public service, or simply an improvement in wellbeing.

Case Study

G was having a difficult time after the pandemic. He suffered from post-traumatic stress disorder following the loss of a loved one to Covid-19, compounded by the loss of his job. During an Operation Cup of Tea session, he was approached by one of our experienced volunteers who spoke with him at length. According to the survey he filled in, G was feeling lonely and isolated. He signed up for volunteering and, after discussing his options with us, decided to seek help from two of our local partners, Mind and Turning Point. G started to volunteer with us at Operation Cup of Tea and at a local food bank. At his last supervision as a volunteer, G said he felt better and relieved, and that Operation Cup of Tea had helped him greatly. He added that he thought it should never stop its activities.

We work with every client to understand their requirements and help them to develop clear goals, then to review their experience and learn from them. We work on individual development plans, build skills and support recovery through volunteering placements. We provide an ongoing, comprehensive package of support to clients, tailored to each individual's needs, designed and delivered with them. Training, workshops, community events and other types of group work run in parallel with one-to-one support. Clients are able to work together to evaluate and improve the programme, and contribute to designing and delivering wellbeing interventions for other clients.

We work with people who have mental health needs or are physically or learning disabled. Many participants have diverse support needs; most live in Kensington and Chelsea, a few in its immediate environs. We receive referrals from a network of partners, including GPs, social prescribing navigators, VCS organisations, Adult Social Care, and local NHS mental health trusts, as well as accepting self-referrals.

The Wellbeing programme is delivered by our Head of Wellbeing, Louisa Schepes, and our Wellbeing Officer, Ety Dunn-Howe (who started in September 2021, succeeding our previous Wellbeing Officer, Iona Sutherland). The programme was supported this year by the Royal Borough of Kensington and Chelsea's Adult Social Care department, the North West London Clinical Commissioning Group (NWLCCG), and the Tudor Trust.

Clients develop their soft and workplace skills, improve their knowledge and confidence, reduce isolation and improve social networks; they increase their independence, secure volunteering placements and some work towards employment. This year we supported 97 people with mental health needs to build their self-care capacity.

We work in partnership to help build the capacity of not-for-profit organisations to engage and support volunteers with additional needs and to create and adjust opportunities for them. Since the start of the pandemic we have worked with a growing number of clients who are experiencing increasing poverty, food insecurity and homelessness, making it harder for them to improve their health and to maintain their involvement in our programmes. Our team has developed their knowledge and skills in providing practical support to clients in these circumstances, and in connecting them to sources of relevant expertise, which helps them maintain their process of recovery while addressing their other needs.

Throughout the year we have maintained a flexible approach, adapting our service delivery to take account of changing Covid-19 regulations and of local infection peaks. Our programme includes:

- **Welfare check calls:** We have continued welfare calls to clients who feel isolated and/or anxious, particularly over the months when there were more Covid-19 restrictions
- **Telephone befrienders:** We have continued to recruit and train volunteer telephone befrienders. These are matched with clients who are feeling particularly lonely and isolated. Befrienders can now see some clients face-to-face

- **Volunteering Placements:** We have continued to match clients to tailored and supportive volunteering placements with external organisations. Due to the pandemic, some of our established placements were not available for part or all of this year. As a result, we have continued to create more opportunities within our own organisation for people to volunteer – for example, facilitating online workshops and Wellbeing Walks. This has involved taking time to work with clients to develop an idea, and then to develop their skills, knowledge and confidence, and ongoing supervision. We have now started to reconnect with organisations who offered pre-pandemic volunteering opportunities. We have facilitated 60 volunteering placements this year for disabled people and people with mental health needs
- We now have a mixed in-person and online programme of Wellbeing and Self-Care workshops, linking up with other organisations to develop and deliver joint sessions. We have delivered workshops to help build self-care skills and aid recovery, such as Healthy Eating, Stress Management, and Mindfulness and Relaxation Tips, and plan to continue with our blended learning and activity programme
- **Online Social and Creative Workshops:** To counteract our clients' isolation and anxiety, we have also continued with our creative and social workshops, including Wellbeing Art and Cook and Chat, to help people to maintain their physical as well as mental health. We now have in person art workshops once per month
- **Gardening Groups:** In partnership with W11, the Lancaster West Estate team, and Residents Association we have started two gardening groups. Wellbeing volunteers help to keep a community space looking welcoming and beautiful while learning about plants and gardening techniques from an experienced gardener. This is also a space for people to get to know each other and build connections in a positive, safe, low pressure environment
- **Wellbeing for Interviews Workshops:** Etty has created a series of workshops with a self-care approach to job hunting and interviews, focussing on confidence-building and stress management, delivered face-to-face at the Volunteer Centre
- **Digital Connection Support:** We were able to provide some of our clients with smart phones and/or internet access. We have also provided clients with help over the phone and face-to-face to use their phones, tablets and laptops to access and use email, Zoom and Microsoft Teams, enabling them to stay in touch with loved ones and with opportunities near and far
- **Wellbeing Walks:** We have continued with our Mindfulness in Nature walks, group walks in local parks and along the canal, and with summer picnics
- **English National Opera:** We have started to develop a partnership with ENO Engage, taking clients to see *Così fan Tutte* in March this year. For many in the group it was their first experience of a live opera, and they said they found it a wonderful and uplifting experience. We were offered wheelchair accessible seats and additional support for learning disabled clients, and are planning to visit again in the autumn

- Additional support: Phone calls to those with additional mental health needs to provide them with self-care tips, build resilience and help them keep engaged with counselling services, and also to remind them to attend activities they have expressed an interest in; signposting and forward referrals for housing, debt and job-seeking advice

Case Study

K came into our Wellbeing programme as a self-referral. Their friend called ahead with K's permission, to find out what support and volunteering was available. K was struggling with a lot of anxiety, finding phone calls particularly difficult at that time.

During this phone call, we reassured K's friend that our programme would be supportive of K's additional needs. We explained the workshops we had on offer and the empathy and understanding we employ to support clients to engage with our programme on their own terms. We agreed that K's friend would pass on our email and the information and reassurance we had shared, to empower K to contact us if they wanted to get involved.

Later that evening K sent us an email and we organised a registration appointment at our offices as they felt more comfortable face-to-face. A key part of our Wellbeing programme involves adapting to support the needs of our clients, rather than trying to get them to fit in with us. In this case, this included saying yes when K asked if their friend could accompany them to the registration meeting.

K was very nervous during the registration, seeking support from their friend at several points. We talked about the support they would like so that they could apply for jobs and how their anxiety affected them. K was told about some upcoming workshops we would be running to help people with anxiety prepare for interviews, which K wanted to get involved in. We also talked about referrals we could make, if K would like some additional mental health support from Community Living Well and a peer support charity.

K shared how anxious they had been about coming to the registration meeting, and the anxiety they had experienced on the journey that day. We ended the meeting by re-focussing on what an achievement it was that K had attended the meeting; it was a big step and we thanked K for sharing some emotional context to the struggles they were experiencing.

K attended the Wellbeing Approach to Interviews Workshops and sent this message a few weeks later:

"...I now have a job since Monday. I'm doing admin for a company in the City so I can't attend weekday appointments between 9am-7pm. I wanted to give you the good news tomorrow after my first week was complete, but at this point I'm giving it to you now. What I achieved is also thanks to you and the approach to interviews course. Thank you so much from the bottom of my heart..."

The Community Champions programme recruits and supports volunteers to identify barriers to health and wellbeing in the places they live. They work together and in partnership with public services to develop ways to overcome these barriers and deliver sustainable solutions to health, housing and social care issues. Champions show how local people can work with statutory services and voluntary organisations to improve outcomes.

The Volunteer Centre's Community Champions project, led by Ewa Kasjanowicz, our Community Champions Manager, supported by Project Coordinator Jaya Murray, working with the residents of Lancaster West and Silchester estates in Notting Dale ward, is one of six across Kensington and Chelsea.

Most of Champions' regular activities continued, including yoga, origami and art classes, a diabetes support group facilitated by local GPs and several very popular groups focusing on mental wellbeing.

The Community Champions project continues to be very well received in Notting Dale and beyond, building on existing strong relationships with local organisations and residents. These relationships are based on mutual trust, respect and, in many cases, on genuine friendship, which enables the project to deliver its outcomes in a way that is both impactful and enjoyable.

This year 16 Champions, enabled and empowered by our professional team, worked with 1262 residents across all age groups, through a number of events, outings and regular activities. Ewa was involved in shaping two local public health campaigns - Community Protects, which focuses on a better understanding of Covid-19 and other vaccination options, and Better Care, promoting more effective use of NHS services. Both campaigns are still being run through sharing information and collecting feedback from residents.

The project successfully applied for additional funding from Public Health, KCSC and Change4Life, which made it possible to hire a project coordinator one day a week and run some new activities, such as women-only yoga and an outdoor walking and exercise group. We are especially proud of the yoga class, which is attended by a group of very vulnerable women recruited from Lancaster West estate or referred to the project by their GPs. It is heart-warming to see how they benefit from weekly practice. Following the fantastic feedback received, Champions were offered even more funding to run an additional class, which started in April 2022.

It's a great privilege to work with inspiring and charismatic people, paid and unpaid, who make the project effective and dynamic. One of them, Robert, was formally recognised this year, receiving a Mayor's Award for his individual contribution to the community. As part of his work with Community Champions, he runs popular monthly events, bringing people together and mixing nature, poetry, music, stories and meditation.

Case Study

Each team member has a unique mixture of strengths, quirks and challenges. This combination of traits inevitably shape the projects we deliver, so being managed in a way that feels supportive is key. Ewa says:

I have anxiety. Sometimes it's a real challenge, but it also helps me to be better at my job, as I have lived experience to draw on and I can empathise without making too many assumptions. The support I receive from my manager is invaluable. As there is no stigma involved, I feel that I can talk openly and if I struggle, simply ask for help without the fear of judgement. It is not only about me overcoming certain barriers. It is in fact turning difficulties into superpowers. Many residents of Notting Dale ward, the area I serve, struggle with various mental health problems. Often by sharing my own experience, I manage to normalise it for them and I know that of several people who decided to seek medical help as a result. Perhaps I would not have had courage to do it if I had experienced stigma and hostility in my work environment.

Our InsideOut programme, funded this year by the City Bridge Trust, helps people with criminal convictions re-integrate into the local community. We prioritise ex-offenders with complex needs and at higher risk once released from custody, including older people, those living with addiction, institutionalised offenders, and people with mental health issues. We offer a tailored, one-to-one service – every client makes a Personal Development Plan, identifying their needs and the personal and professional goals they want to achieve. With the support we provide clients gain skills, knowledge and confidence, access to a wide range of essential services, work experience and employment, and so increase their capacity to re-integrate into their local community.

Our InsideOut Coordinator, Jason Hudson, has spent a lot of time this year promoting the InsideOut project to the probation service and others that are working with people in custody. It has been a very slow process, as prison and probation services have just been completely restructured. The new CFO4 contracts mean that a lot of the larger providers of support for our clients are competing rather than collaborating, disrupting effective partnerships and making it harder to work holistically. Despite these challenges, we have made new relationships with partner charities like the Bounce Back Foundation and renewed old ones with, for example with Fine Cell Work and the NHS wellbeing hub in Euston.

Jason maintained regular contact with all our InsideOut clients and provided a lot of emotional support. In addition to tackling isolation and loneliness amongst our clients, Jason also helped them focus on practical activities; updating and improving their CVs and doing mock interviews, signing up with GPs and dentists, arranging eye tests, ensuring all clients have key documents like birth certificates and driving licences.

The response of HM Prison Service to the pandemic – moving to skeleton staffing of prisons, locking prisoners in their cells for as long as possible, and preventing external support from entering – created additional long-term wellbeing issues for those confined and those working with them, and prevented pre-release activities that can make a big difference to our clients' resettlement goals. A huge backlog of security and identity checks for anyone who wants access to prisons or offender-management systems was also created. Most support services were still operating on a very limited basis a year after the initial lockdown. Various Prison Service resettlement teams are, nonetheless, very keen to make referrals to InsideOut and pathways have been established with various organisations including CRC, National Probation Service, NHS OXLEAS Foundation Trust, North West London NHS, UTurn Recovery, The Nehemiah Project, and the Forward Trust.

Training opportunities have increased a lot this year in comparison with last. InsideOut has a partnership with Bounce Back and the No Going Back programme. We work with the clients they refer, enabling them to become ready for work, and we refer clients to them that fit their criteria. Working in partnership in this way enabled five of our clients to start new paid jobs in the last quarter. Bounce Back has offered some of our clients funding for training that is normally beyond their means, including PTS training, 360 digger, banksman training, painting and decorating, drylining, and HGV driver training, together with information around funding and courses available to them after going through the criminal justice system. Disclosure advice was as important as ever, as some clients have no knowledge of the process for disclosing their offences, but cannot make progress towards paid work and independence without taking this fundamental step.

In spite of the continuing pandemic lockdown when both the Prison Service and Probation were largely closed to us, Jason worked with 68 clients during the year. He enabled 24 clients to secure volunteering placements appropriate to their developmental goals and licensing conditions, and supported 13 to gain and retain paid jobs. The year ahead will be one in which we revivify key networks used previously to connect prepared and well-motivated clients to skills, knowledge and confidence development, work experience, and vacancies for paid employment.

Case Study

SC was referred to InsideOut after being released from custody and offered a placement in a rehabilitation centre in south west London. There SC started to get his life back together free of addiction and with the right level of support and guidance around him. SC went through a three-month programme and graduated with flying colours, but then he had to make some more decisions. SC referred himself to InsideOut for support in career advice and volunteering. He used to be a bricklayer and had had his own company, but lost them when he was sent to prison. He wasn't sure if he could return to his trade - health problems meant that it would be extremely difficult for him, his Blue Bricklaying CSCS card had expired and would be difficult to get back due to the course criteria, and he would also have to be in work on site to be assessed which he couldn't do without the CSCS card so he was stuck in a vicious circle.

We approached some charity shops in his local area and secured a volunteering position as soon as the lockdown lifted enough for shops to open. SC "liked having something productive to do at long last" and took on a key role in the shop. He was well liked by all, which gave SC a lot of confidence to grow while continuing to progress in recovery. We met every week to discuss his options and his progress. The restrictions of the pandemic and its long tail made it hard going, so we set small targets and worked on finding support to strengthen his recovery. We started by setting up a WhatsApp group for anyone in recovery who could just join the chat and get support, recovery tips and information despite the challenges of being isolated by pandemic restrictions. We also had sessions where we would work on confidence building, CV and disclosure letters and then started to move onto more work-related sessions. We looked at starting a new business, not as a bricklayer, but something new. We explored the options open to him, drawing on the existing skills he had in the building industry. After some months working together, SC was approached to do some part-time work as a handyman. This really gave him the push to make some choices around what kind of work he wanted.

SC started his own glazing company toward the end of 2021 and his company is growing from strength to strength. We keep in touch, and he knows he has support he can rely on if he should need it.

The New Opportunities Project, led by our Head of Employability, Ola Omikunle, assisted during the year by our Employment Support Administrator, Mohamud Mohamud, is a high quality, individually tailored programme that supports local residents into work, training, volunteering or work experience, delivered in partnership with the Campden Charities. Our clients' circumstances vary widely, from teenagers to those close to retirement, people who have been unemployed for many years or have never worked, those without the qualifications or experience who need to secure sustainable employment, including recently qualified graduates and people wanting to move into management jobs. Some clients have experienced chronic ill health that has kept them out of the workforce for a long time.

This was the second year in which we worked to adapt our practice to substantial periods of pandemic restrictions and the dislocating effects that have persisted after the primary restrictions were removed. Where job vacancies were still available, we assisted with sourcing them and gave clients hands-on help, when possible, with applications. We were able to get 16 residents into paid work. 9 clients were supported into new volunteering and work-experience placements. We enabled 24 clients get into education, and 66 to take up training opportunities.

New Opportunities clients are amongst the most marginalised members of the local community and have less resilience than most as a result of surviving on very low incomes for long periods of time. This affects their physical and psychological health and the strength of their relationships and social networks. When key assets like the fridge, cooker or bed wear out, it means not being able to replace them. It means that many small things that make life worth living are rare or impossible – a day at the seaside, or a trip to Kew Gardens. So, as well as helping clients to make steps towards paid work by enabling them to develop their skills, knowledge and confidence in a work environment, or be ready with a solid CV or good interview technique, New Opportunities often works first with clients and their families to raise self-esteem and widen horizons by taking them out of the borough for a few hours, showing rather than telling them that they have as much worth as anyone else, and as much to contribute to the economic and social life of the borough. We delivered 11 COVID-compliant educational or wellbeing trips during the year, both within London and beyond.

This complex of challenges is typical for New Opportunities clients. This is one of the reasons that our partnership with Campden Charities is so vital – the Charities not only fund New Opportunities, they also work with each household themselves, providing grants for white goods, beds and carpets, tools for a new job, or help with transport to work costs to help with cashflow until the first earnings arrive. This holistic approach which builds the capacity of the whole household, rather than fixing just one of their symptoms at a time, has been a key driver of our shared success over many years. The Campden Charities graciously supported 15 of our clients in this reporting period, enabling people to work towards greater independence backed with grants tailored to their individual and family circumstances. We agreed to deepen our partnership in 2022-23 by welcoming the Charities' staff to work alongside us at our offices, making it easier for us to refer clients to them, and for the clients to take steps towards independence more rapidly.

We are deeply saddened to be writing this year's report on the programme without its leading light. Ola passed away suddenly at the end of April having worked on the programme since joining VCKC in 2006. She enabled and empowered hundreds and hundreds of people affected by poverty, inequality and marginalisation to develop themselves, secure and maintain paid and unpaid work, create new, nourishing relationships, and so build better lives for themselves and their loved ones. The foundation of Ola's method was an understanding that we need love and self-esteem to grow.

We can increase our self-esteem by setting goals for ourselves and achieving them, and when we start from a difficult position we might need a mentor, a coach, a teacher, or a friend to take the journey with us. Ola was able to be all of those things when that was what the person she was working with needed, showing that she had faith in each person's ability to change their life for the better, and committed to sticking with them through the challenges and set-backs we all experience.

The immediate and longer-term effects of the disaster at Grenfell Tower from the limited perspective of VCKC are described in previous annual reports, and in much broader and more comprehensive terms in "A Journey of Recovery", the Public Health report following the fire.

The trustees are conscious at all times of the need to act transparently and to take as much time as necessary to deliver value for money, to those affected directly by the fire, the wider community, and the public in general, as well as to specific funders.

The direct and indirect effects of the pandemic have highlighted to local people and institutions the ongoing consequences of inequalities of income and wealth in the borough. These effects have included: the digital divide, preventing some people making the transition to online activity, including in education, because they lack the means to do so; large scale food insecurity; homelessness and inadequate housing. All these effects have in turn contributed to stark health inequalities, with poor people dying decades before their more affluent neighbours and much more likely to live in poor health in the meantime.

In responding to the pandemic and now the "cost of living" crisis, our team has tried to remember and apply some of the lessons from the fire and its aftermath, for example, the importance of early planning in which local people are involved and in which the reality of their experience is reflected. The urgency of focusing on these social determinants of health, and doing so in a way that empowers local people, allied with positive feedback from local people and organisations, has encouraged us to invest more of our time and resources in convening, facilitation and support for co-production. Consensus has been built around the crucial role of the community itself as both the fount of prevention and early intervention work, and of poverty and inequality as both causes of poor health and of barriers to improvement. The Volunteer Centre is pleased to have been able to play a role in developing this consensus across community, voluntary and statutory partners, and to have found a wide range of opportunities to advocate for and to make these changes alongside those same partners.

As we described in our previous annual report, the role that the Volunteer Centre played in enabling local volunteers to support people newly arrived in Kensington & Chelsea and seeking asylum was both a source of immediate results for those people and the volunteers supporting them, and also an investment in our skills, knowledge and relationships that had greater impact when people evacuated from Afghanistan began arriving in the borough in September 2021. This contribution helped us secure a crucial grant for both our infrastructural and direct delivery work from RBKC's Voluntary Sector Support Fund, starting in October 2021, which in turn enabled us to continue to make a difference and lend a hand when Ukrainians began arriving in earnest in March 2022.

Initially we helped connect leading volunteers and community organisations with relevant expertise – first in empowering people seeking or granted asylum status, and then with a wider range of knowledge around access to public services more generally. Then we worked to bring local authority officers on board and build relationships between them and the volunteers and community organisations. This increased the ability of the civil society actors to influence public policy and practice in ways that improved outcomes for very vulnerable people living out of suitcases – children and adults were more likely to get palatable, nutritious food regularly and less likely to be expected to drink contaminated water or see rodents in their bedrooms. It gave RBKC colleagues far greater insight into the reality of life in the contingency hotels in Earl's Court, helped get NHS colleagues involved in targeted vaccination work, and meant that families got access to health visitors and got their children into local schools after an extended period completely cut off from education.

In the late spring and summer of 2021, we were able to contribute in other ways – matching a donor with second-hand laptops to find families who could make use of them, and helping source volunteers for increasingly complex events. This led to a big clothing and essentials distribution event at St Luke's Earl's Court on 24 July which we helped to organise and at which we ran an Operation Cup of Tea session that encouraged the newly arrived to stop and talk and think about volunteering (as a way of connecting, staying mentally healthy, and developing skills, knowledge and confidence that could help them to live independently once their immigration status was regularised).

This was crucial preparation for the Afghan evacuation. As with the placement of new arrivals in Earl's Court in August 2020, the initial response to hundreds of evacuees arriving in Kensington & Chelsea was ad hoc and somewhat chaotic because the Council was not immediately aware, and then uncertain what its approach should be to around 760 evacuees in three Bridging Hotels, 262 of them children. Fortunately, the community-led coalition responding to new arrivals was clear about what was needed – a consistent, reliable, delivery of its statutory duties by the local authority, closely coordinated with the civil society coalition to do the rest – connecting evacuees with the community and its institutions, helping with practicalities like English classes for those that needed them, clothing and other essentials until welfare benefit payments were in place, and advice on housing and employment opportunities.

Happily, the Volunteer Centre, with trust earned from work with good people on both sides, was able to play a key advocacy and advisory role, and then an ongoing one in amongst the best responses to the evacuees of any district in the UK. At the September clothing and essentials event, again at St Luke's, we helped oversee the mobilisation of 130 volunteers and saw members of almost every evacuee household in the borough.

By mid-November the coalition had largely completed its objective of helping evacuees to settle in their temporary accommodation, ensuring all their basic needs were being met consistently and that education, health and employment opportunities were in place. Although the intensity of the effort could be stepped down at that point, the work continued in other forms and led to a range of ongoing collaborations. Through dedication and bloody-mindedness, some of the volunteers were able to set up a clothes bank, first hosted as a temporary project for a month at the Church of Latter Day Saints (serving more than 1,400 people), and then in a disused part of the Town Hall's underground carpark, where it continues, despite the odds, to serve new arrivals, at least 100 people each week, now principally Ukrainians, as well as Afghans and people seeking asylum. We were able to help secure cash and in-kind donors for the clothes bank and be a suitable recipient for funds, since the clothes bank has no paid staff or bank account of its own. Distribution events have also continued, with 65 volunteers deployed at one on 5 March, this time combining clothing and essentials with wellbeing sessions, reaching a range of new arrivals as well as a small number of homeless local people.

This work also led directly to the first meeting coordinating support for new arrivals from Ukraine, held on 17 March. With the main Ukrainian Social Club, a Ukrainian supplementary school, and the consulate all based in the borough, Kensington & Chelsea became much more of a focal point for these displaced people than most of us had suspected. Our initial hope that the response would share a lot of features with the Afghan one was gradually extinguished, leaving many of the partners and many new Ukrainian volunteers disillusioned by the gap between public rhetoric and public policy. Central government did not back local authorities with substantial additional resources to deal with these new arrivals, leading RBKC decision-makers to take a "business-as-usual" approach wherever possible. Voluntary and community organisations, already overstretched by the pandemic, many of them unable to fill key vacancies and struggling to cope with the wellbeing needs of their teams, stepped forward to help, but weren't able to sustain a consistent involvement without additional resources. This included the Volunteer Centre, which chaired the coordinating meetings during the first weeks. This struggle was mirrored to a significant degree in the statutory sector, providing clear lessons about the importance not only of coordination of efforts by residents, voluntary and statutory actors, but the backing for these joint programmes with appropriate resources. Early coordination did achieve many benefits, helping to link the Social Club and its volunteers to a range of valuable partners, information and practical support.

The Charity's income was £491,840 in the year ended 31 March 2022 compared to £543,732 in the year ended 31 March 2021. The total expenditure was £506,669 in the year to 31 March 2022 compared to £495,584 in the year ended 31 March 2021. The general fund balance (unrestricted funds) carried forward on the 31 March 2022 was £209,038, whilst £11,555 of restricted funds were also carried forward. This compares to an unrestricted balance of £234,440 carried forward on 31 March 2021, and a restricted balance of £982.

As trustees we take seriously our responsibility to deploy the funds we hold in trust in support of our charitable objectives. We designated £25,000 of the surplus that we reported in our previous annual accounts for investment in the Charity's capacity to deliver those objectives in the current reporting year. £20,000 of that sum was invested in improving our IT systems, telephony and website (the remainder retained for investment in training). This planned reduction in our unrestricted reserves had the effect of moving our budget performance in this year from a small surplus to a small deficit.

Risk Management

The Board reviews risks to the effective operation and sustainability of the Volunteer Centre regularly, assessing the major risks that the charity is exposed to at the finance committee meeting prior to every trustee meeting as we address existing (or identify new) risks. The risk register is updated at least twice annually and appropriate systems and procedures are established to mitigate internal control risks and external risks that the charity faces. Our policies are updated to reflect internal processes and legal and regulatory changes as and when they occur. Our core policies, such as safeguarding and data protection, are reviewed annually and our others at least every two years.

Outside of disaster response, principal risks and mitigation strategies are:

Inability to Secure Core and Programme Funding

The Volunteer Centre invests appropriate time in performance management and quality assurance to ensure that it is effective. Demonstrable effectiveness is key to securing and sustaining funding for its work. Time is also invested in understanding the needs of our clients - volunteers and volunteer-involving organisations - supporting client participation, and reflecting this in our work. The Volunteer Centre maintains good working relationships with a range of current and prospective funders, building mutual understanding and helping to identify shared objectives. The Volunteer Centre also participates effectively in bidding consortia, a recent success being a Supported Access application, in partnership with RBKC, for young people with special educational needs and/or disabilities. The Board's sub-committee, charged with the co-ordination of the development of funding convenes in advance of, and reports, its work to the trustees at each full Board meeting.

Insufficient system capacity for effective performance

The Volunteer Centre gathers data on its performance from regular monitoring of its work with clients, from periodic generation of case-studies based on client and staff experience, from surveys of staff and trustees, and from its routine financial processes. It retains this data (in compliance with its regulatory obligations) and reports it internally to staff and trustees, and externally to funders, regulators and the wider public (again subject to compliance with regulatory obligations). The Volunteer Centre does not yet have a single integrated system for capturing, retaining and interrogating this data, making these processes inefficient and subject to more error than necessary. In order to reduce the risk of error or a material oversight, the Volunteer Centre is simplifying and integrating its systems, and investing in resources to support this process.

Lack of Succession Planning

Recent staff turnover has highlighted the need for the Volunteer Centre to put in place more robust processes and rely more on systems and less on individuals. Organisational structure and current reporting lines have been reviewed and a way forward identified which will deliver enhanced collaboration between all programmes and improved organisational resilience. Supported by the successful recruitment of an Operations Manager, central record keeping (for example, to ensure consistency of practice in relation to supervision and appraisal) is being put in place, as well as actions to document processes and give easy access to information to all staff, including more individual empowerment for decision making.

Disintermediation and changes in the volunteering environment

During the pandemic, the niche in which the Volunteer Centre operates as a broker – between individuals seeking volunteering and VCS organisations recruiting volunteers – was disrupted. Many local people got together at neighbourhood level and organised themselves using digital tools, raising questions about the centrality of VCS organisations as a conduit for local social action. In parallel, national NGOs and online start-ups sought to use the pandemic to increase their reputations and incomes, either by claims to scale, speed or to accessibility. The Volunteer Centre invested in its strengths – local relationships, local knowledge, the capacity to respond to individual requirements, and a commitment to local people and organisations – in order to maintain its niche. Providing a wide range of facilitation and enablement support to mutual aid associations helped us to cement our value to local people at a time when large campaigns led to hundreds of thousands of volunteers being registered nationally without any prospect of deployment. Likewise, our local relationships and knowledge allowed us to build new relationships quickly as different phases of the pandemic required mass volunteering while many traditional volunteer programmes were suspended, but to pivot to supporting the re-opening of those programmes as mass volunteering was no longer demanded. Nevertheless, the pandemic showed that the Volunteer Centre must also develop the systems to work flexibly and effectively (and the capacity to deploy, as well as to recruit, at scale) during a crisis, either alone or via robust partnership arrangements. The renewed commitment this year of local statutory funders such as RBKC and the NHS shows that the Volunteer Centre demonstrated its value to its ecosystem. We must however continue to consider our strategic response to the reduction in long-term volunteering placements, a challenge also experienced by our sister Volunteer Centres in London and beyond.

Staff Recruitment

The Volunteer Centre is facing a difficult recruitment market which makes it challenging to staff new programmes. We are, therefore, seeking to capitalise on the success of recent new hires, paying particular attention to candidate targeting, the attractiveness of the position being offered and the activation of personal networks.

Safeguarding

We recognise that changes in the external environment are increasing risk to the safety of both our clients and our team. A greater proportion of our clients, and people in their households, neighbourhoods and workplaces, are experiencing a gap between the resources available to them and the resources required to maintain wellbeing, dignity and independence. This creates additional risk for them directly, and indirectly as the pressure manifests in mental health and behaviour – for example, we have experienced an increase in clients reporting suicidal thoughts and intentions, and an increase in clients reporting abuse directed at them. Responding appropriately to each incident in line with our policies and procedures is often intensive and urgent work, and as a small team it can be very challenging to maintain high quality for our clients as a whole while supporting a person requiring direct emergency assistance and help to coordinate with several other agencies, for example, a learning disabled client requiring advocacy, immediate temporary accommodation and personal care following a report of domestic abuse. Both staff and trustees have received additional training around safeguarding, our policy has been externally audited by colleagues from our local authority safeguarding team, and we have arranged monthly clinical supervision for the members of the team whose work frequently involves responsibility for cases with a significant safeguarding element.

Strategic Performance

As the pandemic hit in 2020, the trustees worked with the whole staff team in an attempt at understanding the rapidly changing operating environment and responding to it both tactically and strategically. Having addressed its most immediate priority of securing income for its core programmes with multi-year grants and contracts, the Volunteer Centre set out to analyse the changed landscape, in particular the impact of new actors such as local mutual aid associations. This was achieved in collaboration with the Institute of Volunteering Research at the University of East Anglia, leading to a detailed report for discussion by the trustees at their regular meeting in March 2021. The trustees' response to that report has driven a process of discussion and discovery, analysis and reflection throughout the current year, regularly reviewing the outputs with the staff team.

The Board elected to frame the findings of this exercise by focusing on the three cornerstones of the Volunteer Centre's mission, namely ensuring that volunteering:

- is accessible to everyone
- enriches the lives of volunteers
- enriches our local community

This was done through the development of a Theory of Change for the Volunteer Centre, encompassing each of the above three drivers of our activities, as well as identifying key outputs and outcomes. This analysis was supported by an assessment and mitigation scheme for our strategic risks. The majority of elements in both the Theory of Change and risk documents were, happily, already either in place or being developed, and we worked collectively in small joint staff/trustee groups to consider how improvements could best be made, gaps filled, and opportunities taken. This led us to four areas in which to concentrate our efforts:

1. Tailoring delivery in response to a mutual understanding of individual needs and circumstances
2. Meeting people and groups where they are in ways that prioritise and respect those with limited capacity
3. Developing and maintaining simple systems and tools that connect and combine easily and effectively
4. Making and taking opportunities for collaboration within our team

Examples of actions taken immediately in response to this strategic planning process include: an enhanced drive on identifying and collaboratively supporting people with barriers to volunteering; a more proactive approach to training identification and delivery through individual supervision; more social opportunities, including with the trustees, to enrich the environment for internal collaboration; a collective process of systems development for the new CRM, integrating staff and trustees, keeping things simple and centring effectiveness; distribution of partnership development and outreach work across the whole team.

Reserves Policy

The Board has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be equal to at least 3 months of the charity's total expenditure. This reserve is intended to ensure that the charity can continue to operate in the event of an emergency, or a sudden cut in funding. The level of reserves available to the charity at 31 March 2022 was above the target. The Board keeps under review the extent to which existing activities and expenditure could be curtailed, should circumstances require such action.

Investment Policy

The unrestricted funds in reserve fluctuate and can be called upon temporarily to meet immediate cash flow needs. They are held in higher yield savings accounts with UK banks at levels protected by the Financial Services Compensation Scheme.

To achieve success in our multi-year strategy, we committed to five specific objectives:

- Develop our “Volunteer Journey” model to offer a tailored, flexible, personalised service to potential volunteers across all our programmes and provide them with opportunities with local organisations which correspond to their goals and needs. The impact of the pandemic on external partners slowed our progress on this objective, but we have taken decisive steps towards having the basic systems we need in place to track and manage performance and support an effective, integrated volunteer journey for all our clients
- Offer resources and training to, and develop and manage relationships with, local organisations to improve their capacity to involve volunteers and shape targeted and rewarding volunteer roles. Enhance connections with and between hyper-local organisations to this end. We have achieved a lot in respect of this objective this year, led principally by our Chief Executive. In welcoming a highly experienced Operations Manager to the Volunteer Centre, we have increased the team’s capacity to share in this valuable work, helping to ensure the Chief Executive retains sufficient capacity to discharge his other duties, and to manage the risk of his incapacity or departure
- Continue to (i) offer dedicated long-term specialist support to ensure access for all to life changing experiences through volunteering and (ii) build a track record around employment and community contribution as a result of volunteering. The Volunteer Centre was able to build on its rapid adaptation during the pandemic to achieve this objective this year, offering a hybrid model of remote and face-to-face services to those of its clients facing higher barriers. While delivery was affected by the sudden loss of a dear staff member and a difficult recruitment environment, this rapid adaption allowed the Centre to secure an important new contract, supporting young disabled people and those with mental health needs
- Provide volunteering best practice advice and training to individuals and organisations. Participate in local groups and forums, acting as an advocate of voluntary action as well as a connector, a facilitator of partnerships, a trusted intermediary and contributor to social capital. This is another objective that we excelled at this year and the arrival of our new Operations Manager has ensured that those critical activities are now shared with our Chief Executive
- Aim to be a high trust and learning environment, supported by accredited systems, with open communication and effective feedback between team members, such that Volunteer Centre team members understand their roles, how they connect to our strategy and feel motivated, supported and valued. After a year dedicated to supporting our vulnerable clients and our local ecosystem, we made the decision to shift management time to internal priorities in the short-term, rebuilding relationships and systems dislocated by largely remote working and the prioritisation of delivery at the cost of maintaining our back office. This temporary focus has paid off with most of our staff now happily re-engaged with daily office life

While this has been another year of successes for the Volunteer Centre, we must continue to learn and adapt to the state of “permacrisis” we seem destined to live in for the foreseeable future, rebuilding and preserving the strength of our staff and volunteers and the resilience of our organisation. Only then can we deliver in the role our clients and community need us to play to enable and empower their individual futures and collective social action.

At the time of writing this report, and having given consideration to internal and external factors (including the financial position of the Charity and its level of reserves, the ability to continue to raise sufficient funding for the operations and the changes to the operating environment), the trustees of Volunteer Centre Kensington & Chelsea have concluded that it is financially sustainable and able to continue to operate on a going concern basis for the foreseeable future.

Allowing for the investment of designated funds raised during the pandemic into the modernisation of our IT and telephony systems, both to make them more effective and to reduce ongoing operating costs, the Charity made a small surplus in this reporting year. While inflation levels not seen in decades are certainly making it harder to plan and to operate, the charity continues to attract funders thanks to the concrete benefits it brings to the local community. At the time of writing we expect to be able to cover the small budgeted deficit through additional fundraising opportunities and cost efficiencies. Investment in our capacity continues. The trustees have prioritised the team's wellbeing and skills, recognising that they are the Charity's major assets. The trustees have also prioritised the Charity's monitoring, evaluation and learning systems, and improvements in support for the client journey. The staff, led by the CEO, are continuing to look at ways to become more effective and some recent changes in the team have created the opportunity to integrate the way the team operates and interacts, which we believe will result in a more cohesive way of working and better results for local people and organisations.

We have robust processes in place to continue to offer services if there was to be another lockdown due to a pandemic or other unforeseen circumstance. The IT updates made in the last couple of years are making it possible for the team to work and interact with each other and with local people remotely.

The trustees (who are also directors of Volunteer Centre Kensington & Chelsea for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

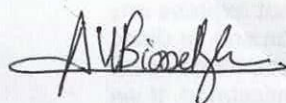
The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies. Approved by the Board of Trustees on 28 November 2022 and signed on its behalf, by:

Anne-Hélène Biosse-Duplan
Chair



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

VOLUNTEER CENTRE KENSINGTON & CHELSEA
(A company limited by guarantee)FOR THE YEAR ENDED 31st MARCH 2022**Opinion**

We have audited the financial statements of Volunteer Centre Kensington & Chelsea (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including 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 charitable company's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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 charitable company 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 charitable company'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 other information comprises the information included in the trustees report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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 MEMBERS OF:

VOLUNTEER CENTRE KENSINGTON & CHELSEA (A company limited by guarantee)

FOR THE YEAR ENDED 31st MARCH 2022

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 29, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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 MEMBERS OF:

VOLUNTEER CENTRE KENSINGTON & CHELSEA
(A company limited by guarantee)FOR THE YEAR ENDED 31st MARCH 2022

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; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- 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 is available 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 charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.


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

19 Dec 2022

VOLUNTEER CENTRE KENSINGTON & CHELSEA
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	Unrestricted Funds £	Restricted Funds £	2022 Total £	2021 Total £
Income					
Donations and grants	2	49	-	49	218
Charitable activities	3	301,208	189,702	490,910	543,413
Investments	4	881	-	881	101
Total		<u>302,138</u>	<u>189,702</u>	<u>491,840</u>	<u>543,732</u>
Expenditure					
Charitable activities	5	<u>265,341</u>	<u>241,328</u>	<u>506,669</u>	<u>495,584</u>
Total		<u>265,341</u>	<u>241,328</u>	<u>506,669</u>	<u>495,584</u>
Net income/(expenditure)	9	36,797	(51,626)	(14,829)	48,148
Transfer between funds	14	(62,199)	62,199	-	-
Net movement in funds		<u>(25,402)</u>	<u>10,573</u>	<u>(14,829)</u>	<u>48,148</u>
Reconciliation of funds					
Total funds brought forward	14	<u>234,440</u>	<u>982</u>	<u>235,422</u>	<u>187,274</u>
Total funds carried forward	14	<u>£209,038</u>	<u>£11,555</u>	<u>£220,593</u>	<u>£235,422</u>

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes form part of the financial statements.

VOLUNTEER CENTRE KENSINGTON & CHELSEA
(A company limited by guarantee)

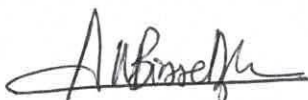
BALANCE SHEET

AS AT 31ST MARCH 2022

	Notes	£	2022	£	£	2021	£
FIXED ASSETS							
Tangible fixed assets	11			278			557
CURRENT ASSETS							
Debtors	12	38,918			21,219		
Cash at bank and in hand		<u>222,840</u>			<u>238,173</u>		
		261,758			259,392		
CREDITORS: Amounts falling due within one year	13	<u>41,443</u>			<u>24,527</u>		
NET CURRENT ASSETS				<u>220,315</u>			<u>234,865</u>
NET ASSETS	15			<u>£220,593</u>			<u>£235,422</u>
FUNDS							
Restricted	14			11,555			982
Unrestricted	14						
General Funds				204,038			209,440
Designated Funds				<u>5,000</u>			<u>25,000</u>
	14			<u>£220,593</u>			<u>£235,422</u>

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the Board of Trustees on 28th November 2022 and signed on its behalf by:



Anne-Helene Biosse Duplan – Chair

The notes form part of the financial statements.

VOLUNTEER CENTRE KENSINGTON & CHELSEA
(A company limited by guarantee)

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Net movement in funds		(14,829)	48,148
Adjustments for:			
Depreciation	9	279	2,502
Interest receivable	4	(881)	(101)
(Increase)/Decrease in debtors		(17,699)	10,239
(Decrease)/Increase in creditors		16,916	5,624
Net cash (used in)/provided by operating activities		(16,214)	66,412
Cash flows from investing activities			
Interest received	4	881	101
Purchase of tangible fixed assets		-	-
Net cash (used in)/provided by investing activities		881	101
Change in cash and cash equivalents		(15,333)	66,513
Cash and cash equivalents brought forward		238,173	171,660
Cash and cash equivalents carried forward		£222,840	£238,173
Analysis of cash and cash equivalents			
Cash at bank and in hand		<u>£222,840</u>	<u>£238,173</u>

The notes form part of these financial statements.

VOLUNTEER CENTRE KENSINGTON & CHELSEA
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022

1. ACCOUNTING POLICIES

Basis of accounting

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity.

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.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

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.

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 on charitable activities comprises the costs associated with delivering volunteering services and activities.

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 those activities. Support costs are apportioned on the basis of staff time.

Fund accounting

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

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

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

Tangible fixed assets and depreciation

Tangible assets costing more than £1,000 are capitalised. Depreciation is provided so as to write off the cost of each asset over its estimated useful life at the following annual rates:

Fixtures and fittings	25% straight line
Computer equipment	25% straight line

Leases

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

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged to the Statement of Financial Activities in the year 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 the Statement of Financial Activities.

VOLUNTEER CENTRE KENSINGTON & CHELSEA
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022
/contd...

2. DONATIONS AND GRANTS	Unrestricted funds	Restricted funds	Total 2022	Total 2021
Donations	£49	£Nil	£49	£218
All of the £218 recognised in 2021 related to unrestricted funds.				
3. INCOME FROM CHARITABLE ACTIVITIES	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
Volunteer Brokerage				
Royal Borough of Kensington and Chelsea	128,287	-	128,287	135,066
Kensington and Chelsea Social Council	6,328	-	6,328	7,700
National Lottery Awards For All	-	-	-	-
The Greater London Authority	-	-	-	-
Westway Trust	-	-	-	-
Consulting and training fees	1,000	-	1,000	400
Employment				
Campden Charities	108,000	-	108,000	129,500
Well-being				
Royal Borough of Kensington and Chelsea	-	30,000	30,000	30,000
Tudor Trust	-	30,000	30,000	30,000
West London Clinical Commissioning Group	-	-	-	-
Kensington and Chelsea Social Council	-	43,841	43,841	27,190
Other	-	1,000	1,000	-
Resettlement Scheme				
City Bridge Trust	-	35,500	35,500	57,500
Ambassadors				
Kensington & Chelsea Foundation	-	28,333	28,333	-
Royal Borough of Kensington and Chelsea	-	-	-	10,000
Community Champions				
Royal Borough of Kensington and Chelsea	47,000	9,000	56,000	62,146
The Kensington and Chelsea Foundation	-	-	-	10,410
Kensington & Chelsea Social Council	-	6,026	6,026	-
West London Clinical Commissioning Group	-	5,000	5,000	5,000
Training and Consultancy	-	-	-	-
Other	-	1,002	1,002	-
Covid Related Grants	10,593	-	10,593	38,501
	<u>£301,208</u>	<u>£189,702</u>	<u>£490,910</u>	<u>£543,413</u>

Of the £543,413 recognised in 2021, £384,813 related to unrestricted funds and £158,600 to restricted funds.

VOLUNTEER CENTRE KENSINGTON & CHELSEA
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022
/contd...

4. INVESTMENT INCOME	Unrestricted funds	Restricted funds	Total 2022	Total 2021
Bank interest	<u>£881</u>	<u>£Nil</u>	<u>£881</u>	<u>£101</u>

All of the £101 received in 2021 are unrestricted funds.

5. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct costs	Support costs	Total 2022	Total 2021
Volunteering services	<u>£364,532</u>	<u>£142,137</u>	<u>£506,669</u>	<u>£495,584</u>

Of the £495,584 expenditure recognised in 2021, £236,034 was charged to unrestricted funds and £259,550 was charged to restricted funds.

6. ANALYSIS OF DIRECT COSTS	2022 £	2021 £
Staff costs	342,879	356,854
Other direct costs	<u>21,653</u>	<u>15,613</u>
	<u>£364,532</u>	<u>£372,467</u>

7. ANALYSIS OF SUPPORT COSTS	2022 £	2021 £
Staff costs	65,215	66,799
Office costs	47,636	27,950
Premises costs	22,239	20,555
Governance costs (see Note 8)	<u>7,047</u>	<u>7,813</u>
	<u>£142,137</u>	<u>£123,117</u>

8. GOVERNANCE COSTS	2022 £	2021 £
Audit and accounts fees	2,909	3,545
Trustees meetings and insurance	495	542
Staff costs	<u>3,643</u>	<u>3,726</u>
	<u>£7,047</u>	<u>£7,813</u>

VOLUNTEER CENTRE KENSINGTON & CHELSEA
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022
/contd...

9. NET INCOME/(EXPENDITURE) FOR THE YEAR

2022 2021

The net income for the year is stated after charging:

Operating lease rentals	£22,239	£19,332
Depreciation of tangible fixed assets	£279	£2,502
Auditor's remuneration – audit services	£2,409	£2,845
– non audit services	£500	£700
	<u> </u>	<u> </u>

During the year Trustees received £Nil remuneration (2021: £Nil) or reimbursed expenses (2021: £Nil).

10. STAFF COSTS AND NUMBERS

2022 2021

Staff costs were as follows:

£ £

Wages and salaries	340,240	356,090
Social security costs	29,223	30,722
Pension costs	18,611	19,429
	<u> </u>	<u> </u>
	388,074	406,241
Recruitment and training costs	2,232	1,249
Freelance fees	21,431	19,889
	<u> </u>	<u> </u>
	£411,737	£427,379
	<u> </u>	<u> </u>

The average monthly number of employees during the year was 11 (2021: 12).

The average number of full-time equivalent employees during the year was as follows:

2022 2021
No. No.

Charitable activities	9.4	10.1
Support activities	0.8	0.8
	<u> </u>	<u> </u>
	10.2	10.9
	<u> </u>	<u> </u>

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

Total employee benefits received by key management amounted to £62,343 (2021: £104,904). Under FRS 102, employee benefits includes gross salaries, employer's national insurance, employer's pension contributions and benefits in kind.

VOLUNTEER CENTRE KENSINGTON & CHELSEA
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022
/contd...

11. FIXED ASSETS

	Computer Equipment £
Cost:	
Balance at 1 April 2021	13,298
Additions	-
Disposals	(12,184)
Balance at 31 March 2022	<u>1,114</u>
Depreciation:	
Balance at 1 April 2021	12,741
Charge for the year	279
Depreciation on disposal	(12,184)
Balance at 31 March 2022	<u>836</u>
Net book value:	
At 31 March 2022	<u>£278</u>
At 31 March 2021	<u>£557</u>

12. DEBTORS

	2022 £	2021 £
Trade debtors	38,017	20,400
Prepayments and accrued income	817	819
Other debtors	84	-
	<u>£38,918</u>	<u>£21,219</u>

13. CREDITORS – Amounts falling due within one year

	2022 £	2021 £
Trade creditors	320	2,624
Accruals and deferred income	41,123	21,833
Other creditors	-	70
	<u>£41,443</u>	<u>£24,527</u>

Deferred income analysis

	£
As at 1 April 2021	18,500
Additions during the year	36,828
Amounts released to income	(18,500)
As at 31 March 2022	<u>£36,828</u>

Deferred income of £36,828 included above relates to grant income received during the year but relating to future accounting periods.

VOLUNTEER CENTRE KENSINGTON & CHELSEA
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022
/contd...

14. MOVEMENT IN FUNDS

	Brought Forward £	Income £	Expenditure £	Transfers Between Funds £	Carried Forward £
2022					
Restricted funds					
Community Champions	-	21,028	68,106	48,000	922
Well-being	982	104,841	95,190	-	10,633
K&C Ambassadors	-	28,333	28,333	-	-
Grenfell response	-	-	-	-	-
Resettlement Scheme	-	35,500	49,699	14,199	-
Total restricted funds	<u>982</u>	<u>189,702</u>	<u>241,328</u>	<u>62,199</u>	<u>11,555</u>
Unrestricted funds					
General	209,440	302,138	245,341	(62,199)	204,038
Designated	25,000	-	20,000	-	5,000
	<u>234,440</u>	<u>302,138</u>	<u>265,341</u>	<u>(62,199)</u>	<u>209,038</u>
TOTAL FUNDS	<u>£235,422</u>	<u>£491,840</u>	<u>£506,669</u>	<u>£Nil</u>	<u>£220,593</u>

Each of the above restricted funds is described in detail in the Trustees' Annual Report. Transfers have been made from general funds to cover deficits on restricted funds.

Comparative information for the previous financial year is as follows:

	Brought Forward £	Income £	Expenditure £	Transfers Between Funds £	Carried Forward £
2021					
Restricted funds					
Community Champions	-	15,410	96,846	81,436	-
Well-being	-	87,190	86,208	-	982
K&C Ambassadors	10,000	10,000	20,000	-	-
Grenfell response	-	-	1,739	1,739	-
Resettlement Scheme	-	46,000	54,757	8,757	-
Total restricted funds	<u>10,000</u>	<u>158,600</u>	<u>259,550</u>	<u>91,932</u>	<u>982</u>
Unrestricted funds					
General	177,274	385,132	236,034	(116,932)	209,440
Designated	-	-	-	25,000	25,000
	<u>117,274</u>	<u>385,132</u>	<u>236,034</u>	<u>(91,932)</u>	<u>234,440</u>
TOTAL FUNDS	<u>£187,274</u>	<u>£543,732</u>	<u>£495,584</u>	<u>£Nil</u>	<u>£235,422</u>

VOLUNTEER CENTRE KENSINGTON & CHELSEA
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022
/contd...

**15. ANALYSIS OF NET ASSETS
BETWEEN FUNDS**

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Fixed assets	278	-	278
Current assets	213,375	48,383	261,758
Current liabilities	(4,615)	(36,828)	(41,443)
At 31 March 2022	<u>£209,038</u>	<u>£11,555</u>	<u>£220,593</u>

Comparative information for the previous financial year is as follows:

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Fixed assets	557	-	557
Current assets	239,910	19,482	259,392
Current liabilities	(6,027)	(18,500)	(24,527)
At 31 March 2021	<u>£234,440</u>	<u>£982</u>	<u>£235,422</u>

16. COMPANY STATUS

Volunteer Centre Kensington & Chelsea is a private company (No. 03725459) incorporated in Great Britain and registered in England and Wales. The company is limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the Company being wound up. The address of the registered office is given in the Legal and Administrative Information on page 4.

17. TAXATION

As a registered charity, Volunteer Centre Kensington & Chelsea is exempt from taxation under Part 11 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Chargeable Gains Act 1992.

18. OPERATING LEASE COMMITMENTS

Total future minimum lease payments due under non-cancellable operating leases amount to £2,869 (2021: £4,767), all of which falls due within one year.

19. RELATED PARTIES

There were no transactions with related parties during the year or the previous year.

VOLUNTEER CENTRE KENSINGTON & CHELSEA

(A Company Limited By Guarantee)



020 8960 3722



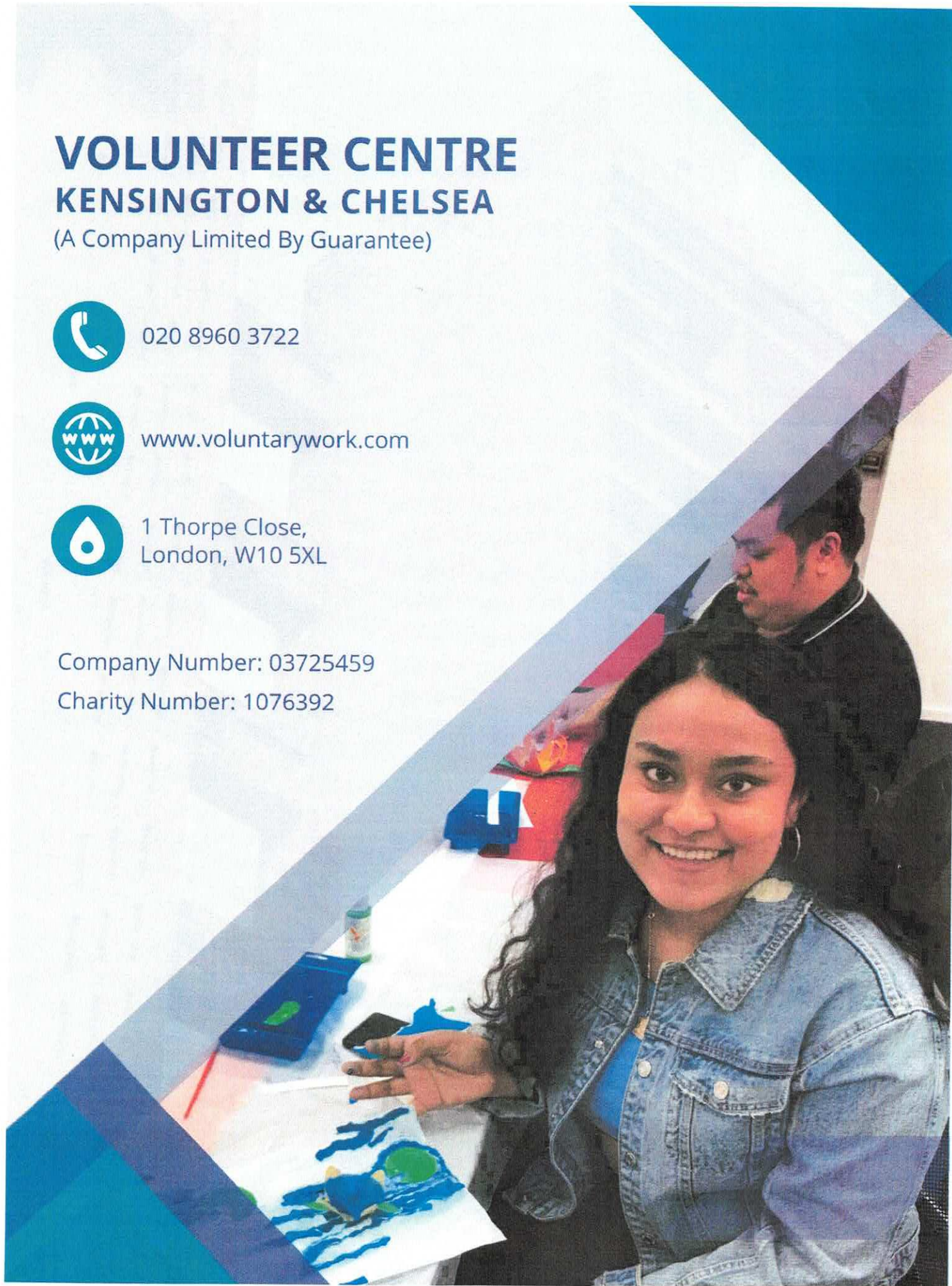
www.voluntarywork.com



1 Thorpe Close,
London, W10 5XL

Company Number: 03725459

Charity Number: 1076392



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