



Volunteer Centre  
Kensington and Chelsea

# Annual Report

Empowering our  
community to realise  
its full potential.

Year **2022-23**



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Volunteer Centre Kensington & Chelsea, along with many of its peers, continued to face a challenging environment this year as the repercussions of lockdowns, international upheavals and the developing Cost of Living crisis affected us all. As researched by projects such as Vision for Volunteering, the impact on volunteering was notable, with declining participation and satisfaction arising in part from growing financial pressures. Yet this testing landscape presented opportunities for VCKC: it played to our expertise in helping organisations shape more attractive and flexible opportunities for volunteers, as well as supporting those with barriers to accessing the benefits of volunteering. Our role as a local infrastructure body has also grown, with statutory partners increasingly relying on organisations like VCKC to coordinate community responses to crises.

This was, therefore, a year of achievement, but also of consolidation for Volunteer Centre Kensington & Chelsea. Both were enabled significantly by the arrival of our new Operations Manager, Liz Woodman, in April 2022. Liz oversaw the commissioning of a new digital platform as part of a wider improvement in HR systems, including a new internal appraisal process. We selected Time to Spare (now Plinth) to provide a new platform for us to handle, monitor and respond to requests from new volunteers or volunteering organisations. Improvements to our other IT systems, physical environment, and to the volunteer drop-in room were also made. We invested in ongoing reflective practice support for our caseworkers, recognising the challenges to their mental health of working with clients with more and more complex needs and fewer opportunities to address those needs systematically, making them more unwell, less capable of managing their needs alone, and more likely to seek help from our team in a crisis – homelessness, suicidality, and food insecurity just three common examples.

In light of the increasing complexity of our clients' lives and our operating environment, we began to develop a plan for a partial restructuring of our team this year, which you can read about in more detail later in our report.

The sharp increase in prices taking its toll on local people also affected our team, meaning that we had to increase salaries significantly to give our staff some chance of meeting their basic needs, but with our income made up of grants and public sector contracts we couldn't hope to raise salaries in line with inflation, and so our ability to attract new staff was further tested, not least as the gap between our salaries and those of our statutory colleagues' increased. Staffing was perhaps the biggest challenge this year, not only for us, but for many of our key partners.

None of this prevented the Volunteer Centre from playing its small, but important part



in helping local people and organisations to make Kensington & Chelsea a better place to live, work and learn. We started the year chairing working groups of voluntary and statutory partners coordinating support for newly arrived Ukrainians, as the first Afghan bridging hotel was being closed. In July we helped draft a proposal for a community-led recovery approach for the North Kensington Health Partners, and in August we drafted a multi-sector response to the Council's Mental Health Strategy consultation. In September our CEO, Michael Ashe, was asked to chair a new borough Cost of Living group (under the aegis of the Community Resilience Group we helped establish ahead of the first lockdown), and just before Christmas to co-chair the borough's first Cost of Living Summit alongside the Council's Director for Communities. Our commitment to community-led development meant that Michael was also asked to facilitate the co-design of the Council's Customer Service Standards with a group of residents and officers.

All of this shows the responsiveness and effectiveness of our approach to working with our community and their organisations, the power of multi-sector partnerships based on trust and shared principles, and the dedication of our small team. We aim to be a hyper-local enabler and facilitator of voluntary community participation for the collective good. Following our community's lead and taking opportunities to collaborate and build capacity has delivered much positive change since we opened in 1969. It's an approach which has become particularly essential since the fire at Grenfell Tower.

We are very grateful to those who gave us the financial means to support our community and thank the Royal Borough of Kensington & Chelsea who provided the largest share of those resources this year, alongside North West London NHS (through Kensington & Chelsea Social Council), the Henry Smith Charity, the Kensington & Chelsea Foundation, Julia and Hans Rausing, the Charles Hayward Foundation, and in particular the Campden Charities, who supported us this year through the loss of a dear colleague. As ever, I would like to thank our staff and my trustee colleagues for their dedication, hard work and resilience, without which the Volunteer Centre could not continue its valuable work.



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



**CHARITY NUMBER**

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**COMPANY NUMBER**

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**REGISTERED OFFICE**

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**BOARD OF TRUSTEES**

Anne-Hélène Biosse-Duplan

Chair

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Jennifer Clarke

Maria-Iuliana Dinu

Bashir Hassan

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Vice-Chair

Marley Obi

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Treasurer

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Company Secretary

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**AUDITORS**

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Sutton SM1 4BW

# REPORT OF TRUSTEES

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The trustees present their annual report and the financial statements for the year ended 31 March 2023. 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.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

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### 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 Resourcing. 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 considers insights from its HR advisers, local and regional peers, and regional and national infrastructure bodies. 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 professional responsibilities.

## Involvement of Volunteers

Against a challenging background for volunteering UK-wide and in Kensington & Chelsea this year, we continued to enjoy fantastic support from our Core volunteers, our Community and Maternity Champions, and Wellbeing befrienders. Although recruitment challenges led to the temporary suspension of our Market Ambassadors and Operation Cup of Tea activities, our ability to offer low-commitment volunteering placements was sustained with our support for projects like the K&C Mutual Aid Clothes Bank, and one-off events like the Jubilee tea at the Town Hall and support for the Queen's funeral.

## Related Parties

VCKC does not have branches or subsidiaries.



# OBJECTIVES, MISSION, VISION AND VALUES

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## Principal Objectives

VCKC'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

Kensington & Chelsea is a place in which everyone is able to volunteer, contributing to the community and their own wellbeing.

## Mission

VCKC empowers individuals and communities to develop themselves through rewarding volunteering, promoting positive change in Kensington & Chelsea.

## Core Values

### Valuing People

We treat everyone with care, integrity and respect - empowering them to realise their potential and make a positive difference in the community.

### Collaboration

We connect and empower communities to come together using local resources to meet local needs.

### Knowledge

We use our local understanding to help organisations and groups adopt good practices and champion accessible and rewarding volunteering.

### Creativity

We are a catalyst for local impact, with volunteers, partners and the community, taking opportunities, acting decisively to tackle the causes of shared problems.



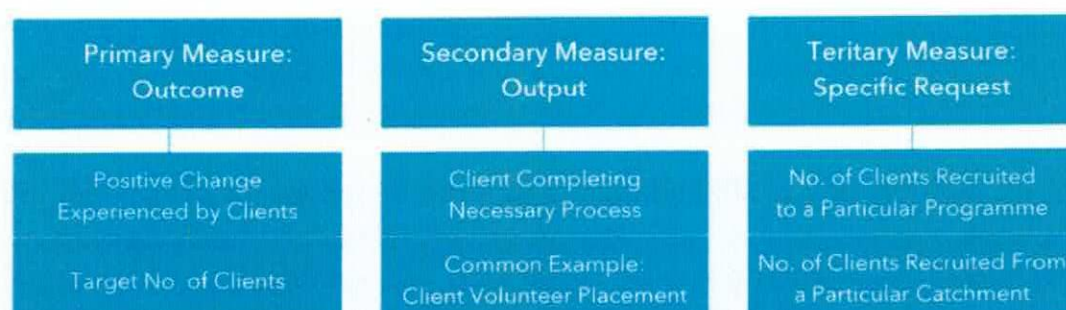
The Volunteer Centre is both an infrastructure organisation working with other public benefit organisations and a direct delivery organisation supporting individuals directly on a one-to-one basis through its own programmes. The main activities and programmes are:

- Core Services
- Community Champions
- Specialist Services

## Measuring Effectiveness

Currently, measures of success vary 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. The staged implementation of the digital Client Relationship Management (CRM) platform Time to Spare (now Plinth) will be helpful in providing the base data required across the organisation.

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 our Operations Manager, Liz Woodman, who joined us in April 2022, deliver a wide range of support to the local community and its voluntary sector.

*Liz says: "I believe that volunteering changes lives! Not only do volunteers help charities and the wider community, but volunteering can also have such a positive impact on the volunteer themselves. I have benefited myself from volunteering since I was really young and continue to volunteer every week."*

Our brokerage service, led by our Volunteering Officer, 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. Since resuming face to face appointments for potential volunteers post-pandemic, the number of volunteer registrations has increased – with online zoom appointments still available for those who are unable to attend in person. This year the number of advertised roles also increased, with over 100 active opportunities on average each month in over 40 different organisations, and 86 brand new opportunities in total. Volunteer Centre Kensington & Chelsea placed an excellent 1,078 unique volunteers this year. This included 186 people who identified as being concerned about their mental health, and 254 people identifying as isolated or lonely and who, by connecting with the Volunteer Centre, received the support they needed to volunteer.

## Key Volunteering Events

Working with The Kensington and Chelsea Over 50s Forum, VCKC recruited and then coordinated a large group of volunteers at the Tea for the Queen event, enabling more than 400 older people from the local community to celebrate the Queen's Platinum Jubilee with their peers. This involved recruiting and managing 118 volunteers from 3-5 June, covering set up days and the event itself. We looked after 20 more volunteers who showed up on the day, and ten Councillors. 80 Scouts and other uniformed volunteers gave their time alongside us.

*One guest commented: "I would have stayed alone at home, watching the celebrations on the TV with no one to speak to. Thank you for making my day so special in meeting people and having fun."*

We also received correspondence from the Leader of the Council, Cllr Elizabeth



Campbell: *"What an amazing turnout we had on Sunday at the Queen's Platinum Jubilee celebrations and what a turnout of volunteers! Please could you thank them for me because they were absolutely brilliant".* She went on to say: *"I know it was a huge amount of work both to organise and to deliver but you have given so much pleasure to so many people."* We also received a number of really positive messages from volunteers who took part. Feedback from the participants and volunteers at the event was really positive, and there were also some valuable lessons learnt for future events.

In September 2022, following the death of Her Majesty the Queen, we recruited 50 local residents in double quick time to volunteer as hosts to help with the funeral arrangements in the borough, alongside Council staff.

We worked with our sister organisation, Kensington & Chelsea Social Council to deliver two Networking and Recruitment Fairs, on 25 February and 4 March, as part of the K&C Together week. The aim of these events was to allow local people, especially from groups least likely to be reflected in local VCS teams, to meet organisations looking for volunteers, trustees, or staff members. We recruited 13 local volunteers to participate alongside our paid staff, setting up, taking down, looking after visitors and running our own stall.

## Supporting Volunteer-Involving Organisations

We worked with local volunteer-involving organisations throughout the year, giving advice on how to recruit and support volunteers and ensure that their placements are accessible, inclusive and safe. We also continued to offer volunteering health checks to organisations – helping to identify and develop the relevant policies and procedures that need to be in place for their volunteers.

In January, Liz delivered our first training session on Good Practice in Volunteer Management since the pandemic, in partnership with KCSC. It was a great success, and really well attended with 26 participants. The feedback was very encouraging - every attendee reported that they had benefited from participating and that they would recommend the course to others: *"I found the session to be very informative... and if I can be honest, it was probably the most enjoyable online training session that I have been a part of."*

At the end of her first year with the organisation Liz commented: *"I feel privileged to be working in this amazing borough and in this superb organisation, supporting the team to promote volunteering as a force for change and social good."*



## Flexible Volunteer and Community Development

Street-based work, led until September 2022 by Outreach Officer, Terry Kabengele, had to be put on hold in the second part of the year. Initially, this was the result of the challenge of recruiting a new colleague to work part-time, including on Saturdays, to oversee our K&C Ambassadors project. Our three years of funding from the Kensington & Chelsea Foundation's Isolation and Loneliness programme came to an end in November, which encouraged us to sit down with our long-standing partners in the Council's Markets Office and re-focus on supporting Portobello Road and Golborne Road markets on Saturdays (more on that in next year's report). In the meantime, we didn't stop enabling people to volunteer for the first time in Kensington & Chelsea, and while our street-based work was on hiatus, our work with new arrivals continued, whether through intermediaries like the K&C Clothes Bank, or directly by recruiting people in the asylum system to volunteer with us. This cohort experiences poor mental health at a level that is far higher than the general population, as a result of the experiences that have driven them to leave their country of origin, their journey to the UK, and the poor conditions they experience once they arrive. Months or years living in a hotel room, uncertain whether they will be accepted as refugees or not, is another major driver of mental ill-health, which for many, especially those arriving without family and friends, is exacerbated by loneliness and isolation. Not everyone wants to take part in community life as a volunteer, and not everyone is ready, but everyone is welcome, and we are proud to help.



*Meet Adam, one of our Volunteer Market Ambassadors!*





The Community Champions programme recruits and supports volunteers to improve awareness of Public Health campaigns, strengthen healthy behaviours and 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, working with the residents of Lancaster West and Silchester estates in Notting Dale ward, is one of six across Kensington and Chelsea. Here, Ewa gives an overview of the year.

## Our Neighbourhood

*"So much is happening here"* is a phrase we often hear from those who are new to Notting Dale. In this densely populated area with a close knit, active community supported by many local projects and organisations, it is actually quite challenging to keep up with all the local initiatives, events and activities.

The area has long had high rates of poverty and inequity, a key factor in the Grenfell fire, changing the lives of many in the most dramatic ways. In these circumstances it is not surprising that there is a lot of political awareness and activism amongst Notting Dale residents. It is humbling to see how the community comes together to face adversity, often despite a vast complexity of local relationships.

After the fire and then the Covid-19 pandemic, residents and those who support them are now dealing with falling incomes as prices rise, which has a devastating impact on the already strained finances of many people. Not having enough to meet basic needs is frightening and community support is just as important at such times as public services.

This is just part of the pressure on people's mental wellbeing. The impact of the fire is still a huge factor, but there are also everyday challenges that build up over time. Health, relationships, housing, money. There are many initiatives trying to address these issues, some more successful than others, but the problem remains and most residents asked about local challenges talk first about housing and mental health.

Whatever we say about Notting Dale, it will never be 100% accurate and reflective of all



points of view, simply because the area is very diverse. What we know for sure is that working there is an extremely rewarding experience and we feel privileged to be able to support the local community.

## Our Work

In 2022-2023 our project had 18 Community and Maternity Champions volunteers, who together completed 936 volunteering hours, reaching 2,027 residents.

Our team ran a variety of free regular activities, such as women-only yoga classes, outdoor walking and exercise sessions, meditation and chair-based exercise classes (delivered in partnerships with AgeUK K&C).

In the summer we supported two trips, to Bournemouth and Margate. In the winter we visited some local attractions such as the Gate Theatre, London Coliseum, Royal Albert Hall, Kensington Palace and Hampton Court. As strong as the local community can be, it's important to its members' health to be enabled to experience the world beyond, and to do so with pride and self-belief.

We delivered our part of the Community Protects campaign around Covid-19 prevention as well as the Right Care one, focused on making the most of available NHS services, and starting with the most appropriate one for the particular need. The campaigns were delivered in interesting ways that reflected local priorities and interests, for example through quizzes that the Champions ran with residents during local community events.

Maternity Champions delivered local buggy walks for parents of young children, each ending with a nice coffee and a chat to help develop mutual support networks and promote those feelings of normality and being in control that can seem elusive when you have a new child, especially if it's your first. They also supported Magic Mums at Rugby Portobello Trust, offered breastfeeding peer support and promoted sustainability at their Nappy Natters and Baby Stuff Swap event. Before Christmas, they were busy distributing toys, gifted to us by SMART, to local children.

As always, we did a lot of signposting, this year mainly in the context of increasing poverty. We helped residents get debt advice, Council Tax support, warm spaces, free meals and other forms of very practical assistance. Employability services were very much in demand, too. One side effect of this increasing crisis was a new language to talk about poverty, and lenses to look at it as a systemic, structural problem rather than an individual one, which seems to have reduced stigma and made



it easier to both ask for, and offer, help.

Our weekly clothes upcycling class for women and girls was this year's highlight. Set up as a way of promoting sustainable fashion, it became a safe and supportive space for sharing, and for intergenerational connections. Participants found the sewing and embellishing very calming and therapeutic, and the whole atmosphere of the sessions just let the conversations flow. This became the most important outcome of the project, though not something that was initially included in our planning. It showed us once again that, if we provide the basic safe and welcoming space, groups can grow organically towards whatever light makes sense for them. Everyone is both a giver and a receiver, which changes the 'user' and 'provider' dynamics for the better.

## Our Role

One of the aims of the new Place-Based Partnership model of health collaboration is to deliver services in a new, more community-friendly way. If Champions projects work best when they undermine 'user' and 'provider' roles in favour of community-led mutual support, where do they fit in this new collaboration? Our work backs and complements service delivery in many ways, and we see ourselves as a network of connectors. Sometimes we connect people and services, and sometimes we connect people with each other by providing time and space for them to meet and start talking. When we help people join activities or receive assistance, we don't mean sharing a leaflet; we mean picking them up from their doorstep and going with them on their journey. Part of our role is to know what is happening and to offer a level of granularity with which decision-makers are often not familiar. By sharing our insights with our Public Health and NHS colleagues, little by little we influence both big decisions and everyday practice.

Everything we do is based on relationships, underpinned by trust and respect. These relationships have taken years to build and we see them as a huge asset, enabling us to promote prevention and early intervention, to residents and decision-makers, without stereotyping either local people or professionals. Working on a small scale, we are well positioned to take risks and try new approaches to improve results.





## Case Studies

*"I have found the upcycling group to be an emotionally nourishing, joyful activity. A space where a touch of magic happens each week. I do not think the benefits of this group should be underestimated. There is a subtle yet powerful therapeutic and connective element to this activity held with wisdom by the facilitators, Isis and Ilaria. From the outset there is no pressure to engage, simply an invitation to turn up as yourself, be and get creative in whatever form that shows up as. I've witnessed people spanning all ages conversing, sharing their experiences, working independently yet sitting side by side supporting each other, hearing each other. It seems the people who attend this group are invested in their special creative projects, the generosity of the facilitators and look forwards to this group every weekday evening. It is uplifting and joyful to see others who might experience isolation in the community come together, be welcomed, and have the opportunity to be part of a micro community such as this - in this I can see that it may offer a special subtle life line weaving together to work through loneliness, share stories through the medium of material, kindness and togetherness."*

- "L" (a local resident)

*"Attending the buggy walk was the highlight of my week. It allowed me to get out of the house with my toddler and enjoy the fresh air outside (...) I was also pregnant when attending these walks and they gave me much needed exercise. Most importantly, seeing the other mums and spending time with them has been amazing. Drinks and snacks at Panella were the perfect ending to our walks. It was an opportunity to sit down and rest, bond with the other mums and share experiences. A huge thank you for making the walks so enjoyable. Your presence and attitude made the buggy walk what it is. We all shared many laughs and interesting conversations. I look forward to returning in spring with my daughter and new son."*

- "S" (a local resident)



*"Whilst in my previous hostel, I was working in a restaurant in East London. I found it difficult finding work local to me and I was struggling with the commute to work, finances as well as the physical and mental strain I took on. I opened up to Jaya about my situation and from that moment on, she consistently supported, encouraged and gave me hope that I would find a job that I enjoyed, local to my living address. Jaya also sent me several local job opportunities, until I finally found a receptionist role at a fantastic children, youth and family community centre."*

- "N" (a local resident)

*"When I started going to Jaya's yoga classes, I was dealing with dehumanizing conditions, abuse, discrimination and racism at the hostel lived in at the time. Starting yoga classes with Jaya became a lifeline, as it was a place that I could reconnect with myself and feel like a human being again. Jaya's teaching style, allowed for me to define my own journey in yoga and take time in getting to know my body again and getting to appreciate what my body could accomplish in a yoga class. Jaya was a light in my life, in a time when I was not conscious of my surroundings due to the stress, anxiety and depression I was facing. Jaya's classes were always a gateway for me to connect to the community, her classes were inclusive and a range of members of the community from different backgrounds, who like myself, had not had the privilege of attending yoga classes before. Jaya's classes, discussions and affirmations connected us students together and reminded us that we are brothers and sisters in the community and highlighted the significance of us empowering ourselves through our yoga and meditation practices."*

- "K" (a local resident)



We set out below, on page 19, our plans for integrating our “casework” activities into a single multidisciplinary team with the aim of improving outcomes for local people, creating an even more effective working environment for our team, and reducing risk. We report here on the work of the three programmes that are the subject of this restructuring process – Wellbeing, InsideOut, and Employment.

## Wellbeing

Our Wellbeing team provides 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. We work on individual development plans, build skills and support recovery through tailored volunteering placements. Clients are able to work together to evaluate and improve the programme, and contribute to designing and delivering activities for other clients.

Holistic learning in a supportive community environment enables clients to engage on their terms. Each client is different and every success counts, whether this is trying something new, learning a new fact or skill, building relationships, or starting a longer-term placement. With our incredible volunteers, we are developing new connections with clients who are otherwise often isolated from civil society and community organisations.

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 link workers, VCS organisations, Adult Social Care, and local NHS mental health trusts, as well as accepting self-referrals.

Through VCKC, clients are enabled to develop their soft and workplace skills, improve their knowledge and confidence, reduce isolation and improve their social networks. They can also increase their independence, secure volunteering placements and some are able to work towards paid employment. This year we supported 138 disabled people and people with mental health needs.

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. Earlier this year, we organised a volunteering open evening for the Natural History Museum at the Volunteer Centre, so that volunteering opportunities



at the Museum would be more accessible to the local community. As a result, some of our Wellbeing clients signed up and are now volunteering at the Museum.

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 the 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.

The Wellbeing programme is delivered by our Wellbeing Coordinator, Louisa Schepes, and our Wellbeing Officer, ETTY Dunn-Howe. The programme was supported this year by the Royal Borough of Kensington & Chelsea, the North West London NHS Integrated Care Board (via Kensington & Chelsea Social Council), and Julia and Hans Rausing.

This year we have also started to target young disabled residents of Kensington and Chelsea, and those with mental health needs, with employability support. This new programme, which we call Supported Access, includes developing personalised progress plans centred on employment goals, to make the transition to paid work. Local people aged 16-25 take part in their choice of CV and interview workshops, one-to-one support, and help with finding suitable volunteering, work and training opportunities.





Our Wellbeing programme activities include:

- **Welfare check calls:** We offer welfare calls, texts and emails to clients who feel isolated and/or anxious
- **Volunteering Placements:** We match clients to tailored and supportive volunteering placements with external organisations. We also create opportunities within our own organisation for people to volunteer. This involves taking time to work with clients to develop an idea, and then to develop their skills, knowledge and confidence, backed with ongoing supervision. Opportunities with volunteer-involving organisations are only slowly returning to pre-pandemic levels, nonetheless we are pleased to have facilitated 73 volunteering placements this year for disabled people and people with mental health needs
- **Wellbeing and Self-Care Workshops:** Our programme of Wellbeing and Self-Care workshops connects us with partner organisations to develop and deliver joint sessions of different kinds. We deliver workshops to help build self-care skills and improve mental health, such as Understanding Anxiety, Wellbeing in Nature, and Mindfulness and Relaxation Tips
- **Social and Creative Workshops and Trips:** To counteract our clients' isolation and anxiety, we offer creative and social workshops, including our evening Wellbeing Art workshops. Our trips to accessible opera performances at the English National Opera and Opera Holland Park were particularly popular this year, and also provided informal opportunities for people to meet and for us to have informal chats around wellbeing and self-care, which are often more fruitful than formal approaches
- **Gardening Group:** We offer a gardening group in partnership with W11, the Lancaster West estate team. Wellbeing volunteers help to keep a community space welcoming and beautiful while learning about plants and gardening techniques from an experienced gardener. This is also an opportunity for people to get to know each other and build connections in a positive, safe, supportive environment
- **Wellbeing for Interviews Workshops:** Last year, Etty 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. This year we have delivered these workshops in partnership with our friends at the Playground Theatre



- **Digital Connection Support:** We are able to provide some of our clients with smart phones and/or internet access. We also provide 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, to access information, attend appointments, and to stay in touch with friends and family
- **Wellbeing Walks:** Mindfulness in Nature walks, group walks in local parks and along the canal, and with Summer picnics, helping to keep people connected to the programme and each other, and to encourage their ownership of the programme
- **Other 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 example, to advice agencies for housing and debt case work, and to talking therapy

## Wellbeing Case Study

C was first referred in June 2021 to the Wellbeing team's programme. She experiences complex PTSD and ADHD, along with disabling pain in her shoulders and knees which can be incapacitating at times. She often felt extremely distressed and isolated, and was looking for social connection, meaningful activity and emotional support. She wanted to engage with activities outside of her therapy sessions to build her resilience and stability.

During the Pandemic, when many of the workshops were virtual to protect vulnerable clients from the virus, C led some of Wellbeing's online Cook and Chat workshops from her kitchen. She taught a group to make a regional dish that she grew up with. She also took part in Wellbeing's online art workshops. C shared with the group during one of these virtual art workshops how art was helping her during lockdown, showing us sketches she had drawn to express difficult emotions. This sparked healthy conversations around different strategies the group were using and helped people to make new connections. C shared afterwards that learning to draw the Mandalas in particular were a great way to de-stress, the repetitive patterns offering a welcome distraction that felt calming.

When the lockdown restrictions eased, C started to attend our Wellbeing programme of wellbeing walks and trips, including a trip to the London Wetlands Centre for their



Wellbeing training, and to Holland Park Opera for a special relaxed performance and sensory tour.

C teaches part-time, and while we were first working with her, she was experiencing some difficulties at work with some challenging relationship dynamics. One aspect of the Wellbeing program C has benefitted from is the opportunity to talk through these issues over the phone. We have also helped to make a referral for art therapy. C has also received some one-to-one support from Wellbeing to apply for her Personal Independence Payments (PIP) to supplement her part time work, as her mental health and physical disability means she is unable to work full time. Receiving this benefit was a great reassurance for C, who had been experiencing food poverty, to the detriment of her mental and physical health. C is now excelling in her paid position, supporting children and young adults with disabilities with their IT skills. Receiving these payments has also helped C to engage with and excel in her volunteering positions.

It is now C's second year as a client working with the Wellbeing programme. Through the ongoing support of the Wellbeing team C has taken on two long term volunteering placements that are invaluable to the Kensington and Chelsea community.

C is a regular volunteer at the Goldfinger Trust's People's Kitchen project and has progressed to become an integral part of the meal preparation team, helping to prepare food and set up a free meal for isolated residents to share together at the Panella restaurant at the base of the Trellick Tower. C's second placement involves advising a community organisation on their allotment for young adults with disabilities. In this role, C has helped to set up a garden which is helping to teach their service users about plants, sustainability and healthy eating. C is quickly taking on more responsibility in this role, also helping to support the organisation's events and educational workshops.

C is a great example of how wellbeing support can empower adults with physical and mental health disabilities to contribute to their community, in turn providing wellbeing support for others from a place of understanding and empathy.

*C shares: "Being part of Wellbeing at the Volunteer Centre has meant that I can work. And it is also very important to me that I can work without taking medication for my mental health. I realised during the pandemic that I was so isolated and needed help. Although I have lived in Kensington for many years, I knew almost nobody. That is when I reached out to the Volunteer Centre. The most important thing for me is to be able to feel part of a community. I never had that before I joined Wellbeing at the Volunteer Centre. Now, there are places where I can go that people know me, and I have fulfilment and responsibility and am understood."*



## Inside Out

Our resettlement programme, InsideOut, funded by the Henry Smith charity until 2025, 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, volunteering, work experience and employment, and so increase their capacity to re-integrate into their local community.

Our InsideOut Coordinator, Jason Hudson, has worked closely with the staff of HMPS Downview this year, helping support women leaving custody, completing Through the Gate interventions for some of those with the most complex needs. This includes escorting them to their Probation office and, in many cases, taking them to their local Job Centre Plus. This has given Jason lots of experience of the increasing barriers faced by those leaving custody homeless, and of the ineffectiveness of some of the services that are responsible for supporting people at risk in the community on the day of their release.

InsideOut also introduced the hairdressing salon chain Headmasters to the established HMPS Downview styling programme, where women are trained to a professional hair care standard, getting them ready to work in the community. Headmasters' Head of Recruitment and Chief Operating Officer attended the salon inside HMPS Downview and were amazed to see the standard of training the women were receiving. They spent the afternoon discussing working options with the women in the salon, and Headmasters offered three women paid Release on Temporary License placements in the community. This was a massive success and the prison have now asked InsideOut to do the same for Downview's beauty salon!

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 like updating and improving their CVs. 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.

Training opportunities have increased a lot this year, but we have also seen an increase



in clients requiring food bank referrals, financial support, and those turning down job opportunities because they wouldn't earn enough to cover their rent and other living cost (some getting into so much debt that they lose their home). As a result, we are seeing an increase in the number of clients looking for part-time positions so they would still be entitled to Housing Benefit.

Other support included holding mock interviews to get clients used to the recruitment process, signing them up with GPs, referrals for clients with mental ill-health due to compounding factors like poverty, Universal Credit cuts, and increasing energy costs. Ensuring all clients have key documents like birth certificates and driving licences, enabling them to claim welfare benefits, secure paid and unpaid work, and connect to further support. Various Prison Service resettlement teams, wing officers, and offender managers are making referrals to InsideOut for help with offenders who are homeless at their time of release. Referral pathways have been established and improved with organisations including CRC, NHS OXLEAS Foundation Trust, Turning Point, North West London NHS, and the Forward Trust.

### Inside Out Case Study

MZ was referred to InsideOut from HMPS Downview. She was sent to prison for three and a half years after taking part in a street robbery. When I met with MZ she had been studying to be a seamstress in custody and had clearly found her talent and passion. HMPS Downview is an unusually resettlement-focused prison, and thanks to some of the senior officers, many of the facilities and programmes give the detained there a real chance of living better independent lives upon release. When MZ was released from custody she was confident in her skills, but afraid that her criminal record would prevent her from making a new start in her chosen career. Together, we looked at her circumstances realistically and agreed on a plan. MZ wanted to start her own clothing range, but that would take time, some luck and months of hard work. We started off with a disclosure letter that would allow her to apply for admin jobs whilst pursuing her dream. We worked on her CV, creating several formats so that MZ could customise them to her applications. After about a week MZ was already attending interviews, but didn't feel like she had the confidence to discuss her convictions. We did some mock interviews and supported her with other exercises until she was comfortable in explaining the circumstances that led to her conviction to potential employers. This really built her confidence and took some of the nerves away when she was interviewing. Then finally, four job applications in, MZ was offered a job as a receptionist for a local housing organisation.

MZ is still working with InsideOut and receiving ongoing support, taking steady steps towards her dream of starting her own business.



## Employment

The sudden passing of our colleague and Head of Employability, Ola Omikunle, on 27 April 2022, affected us all and we endeavoured to support one another and honour her memory. The team, and particularly our Office Systems Coordinator, Mohamud Mohamud, stepped forward to communicate the news to our Employability clients (many of whom had known Ola, and received intensive support from her, over years) and to help as many of them as possible to reach their next goal or milestone. We received considerable support in this, and a good deal of flexibility, from our colleagues at Campden Charities, led by Mandy Ala, their Grants Director. Mandy had worked closely with Ola for longer than almost everyone in our team. Campden Charities have continued to provide generous support to us and the programme during this challenging period of change.

While putting our clients first, we also agreed as a team that we should take the chance to reflect on Ola's practice, the way that had shaped Employability over many years, and how we might learn from our experiences further to improve results for our clients in the longer term. This review also considered the delivery, from August 2022, of a new Council contract to shape pathways to employment for young disabled people, young learning-disabled people, and young people with poor mental health (see Supported Access in Wellbeing section above). The section of this report covering our plans for restructuring our specialist services gives more detail about our reflective process and conclusions.

## Employment Case Study

S moved to the UK from Europe in 2015 with her husband and her new-born son. She came to the Volunteer Centre at the end of February 2022 - she wanted help finding employment working as a teaching assistant, and planned to work with Ola. Unfortunately, S didn't have the qualifications in Childcare that she would need, or a CV, as she didn't feel that she could build a compelling CV using only her experience as a full-time mother. S began working with Jason after Ola passed away. They worked on her CV, then approached a number of primary schools in Kensington and Chelsea, sending the CV and a cover letter to see if they would support S as a voluntary teaching assistant whilst she studied a work-based qualification (NVQ) funded by VCKC. None of the schools we approached were willing to give S the chance she needed to get into the career that would allow her to manage two young children whilst working in line with her vocation.

S really needed to find employment, as her family was struggling financially, so we changed our approach. We focused on getting S employed in a retail company that would allow S to secure a paid role that was flexible enough that she could work while her two children were at school. Jason told S about a jobs fair taking place in Shepherd's Bush. She went along and spoke to staff from Lacoste, who were very impressed with her CV and how she presented herself. They offered her a part-time role working around her husband's schedule and child care.

This was a great short-term fix, S did some research and found a funded level one childcare qualification. S has come back to Jason for continued support in finding her a teaching assistant role.

*"Thank you some much for all of your support and time continuing to supporting me!"*

- "S" (a local resident)



*An Employment Support Hub Meeting*



Recent crises in our borough, including the Grenfell Tower fire, the pandemic, three distinct rounds of new arrivals, and the sharply increased inflation and poverty of the last two years, have highlighted the critical role of small informal groups/networks and charities in identifying and meeting needs quickly, resulting in an increased reliance of statutory services on them. This has in turn increased the importance of the Volunteer Centre's role as a local infrastructure organisation, with statutory services asking us to participate in the coordination of crisis responses involving these groups, while helping them to make sure they have their basic volunteering systems in place, including volunteering policies, safeguarding practice, and training). VCKC was particularly active in two areas this year: Cost of Living and New Arrivals

## The Grenfell Tower Fire

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 period of this report includes the fifth anniversary of the fire, and key stages of the public enquiry. The disaster response literature makes clear this period of time after a disaster is often very hard on those directly affected, the wider community, and the people trying to provide support to those people.

The trustees are conscious at all times of the need to act transparently, with compassion, and to take as much time and flexibility 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 Volunteer Centre has a continuing role in supporting community advocates and their voluntary involvement in the strategic and tactical response to the fire, in the social and economic context in which the fire happened. This includes the demands of local people that money allocated and spent in the name of those affected by the disaster should deliver value for money to those affected, and that it should be spent in a way that improves their long-term outcomes, and their ability to direct and improve their own lives for years to come.

## Cost Of Living

In August, our CEO, Michael Ashe, agreed to chair a newly created workstream of the Community Resilience Group, the multi-sector coordination space we helped establish in March 2020 to respond to the pandemic. This new sub-group focused on the combination of rising costs and shrinking incomes which has been dubbed the Cost of Living Crisis, as poverty and inequality rose sharply nationwide. We have referred in



previous annual reports to the social determinants of health and the effect they have on people's ability to maintain a normal existence, including their ability to give their care and time to people around them as volunteers, to manage long-term health conditions, secure paid work, and avoid isolation and loneliness.

Meeting fortnightly, the Cost of Living group (CoL) has explored a number of delivery models, electing ultimately to build on the capacity of a small number of existing food banks and connecting them with advice services, recording all the interactions and feedback from people using the services to see what difference the approach was making and for whom. The action of the CoL partnership was supported by many others, including our colleague from Kensington and Chelsea Social Council, Catherine Watling, who coordinated the borough's food banks and the major food donors - Felix Project and City Harvest - or schemes such as Cash First initiative, jointly funded by the K&C Foundation and RBKC.

The CoL worked in partnership with RBKC to hold a Cost of Living Summit in December, co-chaired by their Director of Communities, Moira Ugoji, and our CEO. By bringing together multi-sector partners, and attended by the Council's new Chief Executive, Maxine Holdsworth, and their lead member for Communities, Sof McVeigh, the Summit was a chance to emphasise the centrality of poverty and inequality as key to resident outcomes, the necessity of a partnership approach to tackle structural problems, and the importance of the voluntary sector in bringing people and institutions together in a common effort.

## New Arrivals

Our work with people in the asylum system, and with a range of other groups newly arrived in the UK because of a crisis in their country of origin, changed again this year. Owing to differences in funding streams, the successful multi-sector borough response to the Afghan evacuation was unfortunately not replicated to address the arrival of large numbers of Ukrainians in our borough, drawn in particular to the trusted Ukrainian Social Club and St Mary's Supplementary School, which are located in K&C.

After months of helping to chair and coordinate multi-sector meetings around these new arrivals, and with the capacity of parts of the local authority lower than the voluntary sector at times, we found that we could not sustain our involvement and had to step back from our role, after discussions with RBKC and VCS colleagues and Ukrainian volunteers. We continued to support the K&C Clothes Bank and other groups helping newly arrived Ukrainians, and we provided insight to statutory decision-makers.



This was not a step that we took lightly, but we note with satisfaction that the Council has now addressed this under-resourced situation, investing substantially in a new “No Recourse to Public Funds” team and providing capacity to work directly in hotels and with newly arrived populations and the community organisations supporting them.

## Restructuring

The Volunteer Centre has grown organically from its core brokerage offer in response to the demands of local people and organisations, within the constraints of the funding available, since it opened in 1969. As described above in the Specialist Services section, we now have three projects – InsideOut, Employment and Wellbeing, which target people with relatively complex requirements. All three share a methodology (the creation and implementation of a development plan with the client, built around volunteering and experiential learning, backed by an offer of practical support that includes training, mentoring, coaching and advice) and expect to work with most of their clients over a period of months.

The combination of events described under Employment in this report enabled us to give more consideration this year to a multi-disciplinary structure for case work programmes (outside of Community Champions) which would increase opportunities for joined-up working and enhance the resilience of our organisation. We instigated a process of collective reflection which resulted in the decision not to appoint a Head of Employment to succeed our departed colleague. Instead, we decided to recruit an Employment Officer to meet our contractual obligations and minimise disruption. We will report next year on the design and implementation of the new multi-disciplinary Specialist Services team.

When we considered the future of our specialist services, we also looked at the effectiveness and efficiency of other parts of the organisation. This led to a review of the Communications function, and a consultation on the size of the role. When it was agreed to reduce the role to a part-time one, reflecting the resources available and our communications priorities, the full-time role became redundant and our long-serving Communications Lead, Eunice Ackerson, left for pastures new. Moska Saidy joined us to make the transition to the part-time Communications role and brought her own innovative approach to the post, going from strength to strength in the second half of the year.



The Charity's income was £533,752 in the year ended 31 March 2023 (£491,840, 31 March 2022). The total expenditure was £487,100 in the year to 31 March 2023 (£506,669, 31 March 2022). The general fund balance (unrestricted funds) carried forward on the 31 March 2023 was £246,945, whilst £20,300 of restricted funds were also carried forward. This compares to an unrestricted balance of £209,038 carried forward on 31 March 2022, and a restricted balance of £11,555.

As trustees we take seriously our responsibility to deploy the funds we hold in trust in support of our charitable objectives. As set out in detail in the earlier sections of our report, a key challenge this year has been filling professional vacancies for which we had secured funding. This is the principal cause of the increase in both our restricted and unrestricted reserves. A significant amount of our restricted reserve represents funds received from RBKC for the delivery of our Supported Access project, some milestones of which we were not able to meet because of these professional vacancies. We set out below our developing approach to mitigating this risk. We remain committed to investing in our capacity to deliver our charitable objectives, in particular in our people, but also our systems and resources, and will designate funds accordingly as appropriate.



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 the internal 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 – safeguarding, data protection – are reviewed annually and our others at least every other year. Outside of disaster response, principal risks and mitigation strategies are:

## Staff Recruitment

Along with many employers in Kensington and Chelsea, the Volunteer Centre is facing a difficult recruitment market. 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. We will also consider the use, as appropriate, of short-term contracts and intermediaries like recruitment agencies in order to mitigate this risk. We recognise that there is a balance to be struck between adapting our recruitment practice in order to reduce disincentives to applicants and the need to ensure we follow processes that ensure equality of opportunity and safe recruitment.

## Core and Programme Funding

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 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.

## System capacity to deliver the information necessary to enable managers and trustees to perform effectively

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



is currently simplifying and integrating its systems, and investing in resources to support this process.

## Succession Planning

The Volunteer Centre regularly reviews its organisational structure to promote collaboration between all programmes and organisational resilience. Following the successful recruitment of an Operations Manager, central record keeping practice (including supervision and appraisal) has been enhanced as have our processes to give easy access to information to all staff, including more individual empowerment for decision making.

## Disintermediation and changes in the volunteering environment

As noted above, our data, and that of national and regional actors in volunteering, suggests that there has been a fundamental shift in regular volunteering post pandemic, with many older people not returning to volunteer, many younger people not yet volunteering regularly, and many potential volunteers seeking much more flexible or specific roles in order to manage constraints in their lives like work, childcare, and education. One-off and event-based volunteer numbers have recovered much more quickly post-pandemic, emphasising the importance of flexibility to volunteers, and perhaps also reflecting the nature of much of the pandemic volunteering. With the Cost of Living crisis, financial barriers to volunteering have also become more apparent.

In mitigation, the Volunteer Centre has made considerable structural improvement to its communications planning, with greater clarity of objectives and audiences, better matching of audiences to channels, and regularity of content, all of which enable our Communications Officer and wider team to be more proactive and to take opportunities at a hyper-local level. We are more methodical in platforming our partners and ensuring we have mutually supportive endorsements. Next steps include developing the capacity of our Core team to adapt further the range and accessibility of local volunteering placements.

## Safeguarding

We note that changes in the external environment have led to more clients reporting thoughts, intentions or abuse which our policies and procedures mandate we deal with



as safeguarding incidents. Responding appropriately to each incident is often intensive and urgent work, which can be very challenging for our small team. 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. We are also involved in collective work on VCS Safeguarding capacity and practice with our VCS and statutory partners.

## STRATEGIC PERFORMANCE

Following a detailed Theory of Change development process set out in our previous report, the Volunteer Centre's strategy this year tracked the three outcomes derived from its mission, namely ensuring that volunteering is:

- Accessible to everyone
- Enriches the lives of volunteers
- Enriches our local community

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

As demonstrated in this report, we have continued to make progress in the areas we identified last year:

- a) An enhanced drive on identifying and collaboratively supporting people with barriers to volunteering
- b) A more proactive approach to training identification and delivery through individual supervision



## STRATEGIC PERFORMANCE

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- c) More social opportunities, including with the trustees, to enrich the environment for internal collaboration
- d) A collective process of systems development for the new CRM, integrating staff and trustees, keeping things simple and centring on effectiveness
- e) Distribution of partnership development and outreach work across the whole team

## RESERVES POLICY

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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 2023 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

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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.



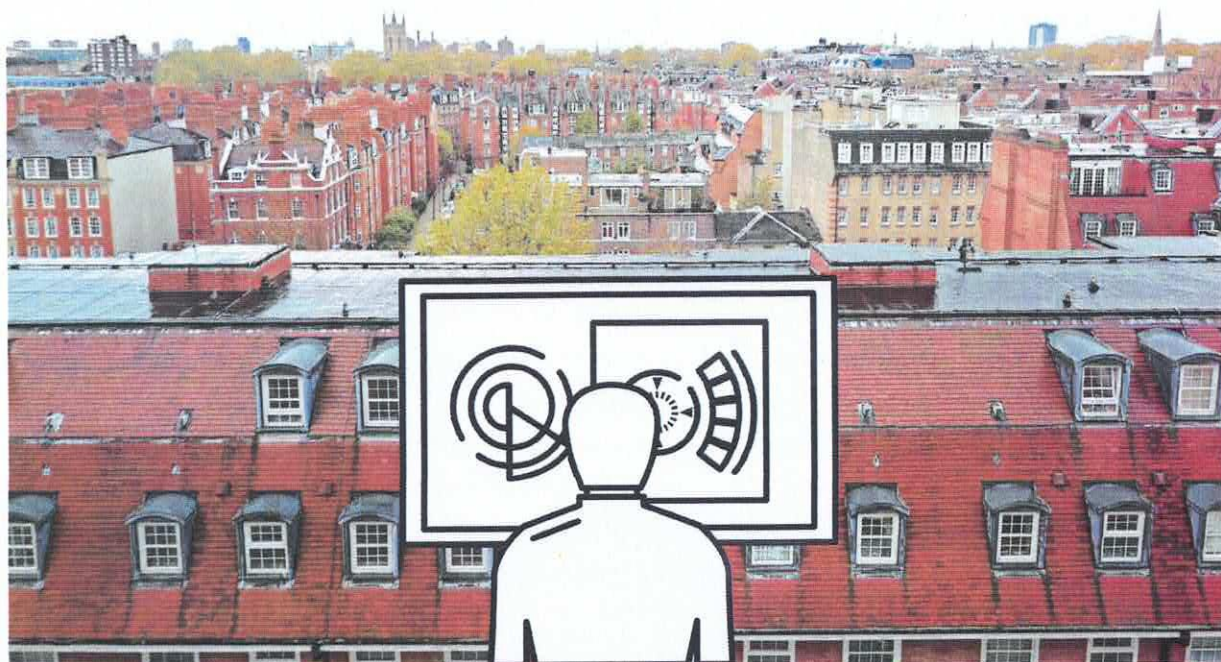
To achieve success in our multi-year strategy, we committed to five specific objectives:

- 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. As our legacy systems for supporting client journey have become less useable, it has taken us more time to review and record our impact. Correcting this will be a very high priority for the year ahead, building on the selection of a digital system provider this year. Our 1:1 support for individual volunteers and organisations continues to be of a high standard, providing excellent qualitative feedback, but this needs to be supplemented, consistently and efficiently, with enhanced quantitative data to give us a clearer picture of our achievements and priorities for improvement.
- 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 made some concrete steps by re-starting direct training for our volunteer-involving partners, and we stepped up our 1:1 support to increase the number of volunteering roles as well as the accessibility of some of them. Our peer-group involvement, convening and facilitation work, raised our profile, generating more requests for volunteering support and more referrals.
- 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. Having made good progress in the previous year around employment, we found this year more difficult due to recruitment challenges. We promptly adapted our organisation structure, but our other services couldn’t wholly make up for this gap in capacity. They continued to enable clients to overcome barriers to both volunteering and paid work in significant numbers, and influenced statutory services to take a more joined up approach, too.
- 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. We are delighted to have been asked to take a leading role in the borough’s response to the Cost of Living crisis, to have been able to bring our partners together to create shared recommendations around healthcare, to have facilitated the co-design of RBKC’s



Service Standards, and most of all to have delivered our first best practice training course since the pandemic! We are proud of the many collaborations we are part of, learning with and from our peers and partners, and the opportunities thus created to tackle the structural barriers to wellbeing, access and inclusion.

- Aim to be a high trust 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. Improving our appraisal process so that it connects more directly with our organisational strategy and objectives, and provides a systematic input to understand where team members are at, has helped us move this objective forward, as has the introduction of a digital HR system. Both staff and volunteer handbooks have been updated to further develop the systems to underpin our high trust culture. Team members have been encouraged and supported to take a leading role internally, and to represent the Volunteer Centre externally, demonstrating the organisation's trust in them





At the time of writing this report, and having given consideration to internal and external factors, the financial position of the charity (including the level of its reserves), the ability to continue to raise sufficient funding for its operations, and the uncertain economic situation, the Volunteer Centre Kensington & Chelsea is financially sustainable and a going concern.

While inflation levels not seen in decades are 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. Some funders are also making adjustments for inflation. At the time of writing we expect to finish the year to 31 March 2024 with a surplus, partly on account of some extra fundraising successes and opportunities, but primarily because of delays in hiring as a result both of the organisational restructuring and a difficult recruitment market. The restructuring, when completed, will result in a more cohesive way of working and better results for local people and organisations.

Hiring is the primary risk to the organisation at the moment, as general recruitment market conditions as well as the high costs of living in London and the salary constraints of charities, are proving to be challenges in recruiting people of the right experience.

As mentioned above, we have a robust risk management process in place: we review the changes to the risk register at Board meetings twice each year at a minimum and update it as necessary as we address existing, or identify new, risks. Our core policies are updated to reflect internal processes and/or legal and regulatory changes, and reviewed at least annually.

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 13 December 2024 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 31<sup>st</sup> MARCH 2023

### **Opinion**

We have audited the financial statements of Volunteer Centre Kensington & Chelsea (the 'charitable company') for the year ended 31 March 2023 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 2023, 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 31<sup>st</sup> MARCH 2023

### **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 38, 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 31<sup>st</sup> MARCH 2023

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](http://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



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

**STATEMENT OF FINANCIAL ACTIVITIES**  
**(Incorporating Income and Expenditure Account)**

**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2023**

	Notes	Unrestricted Funds £	Restricted Funds £	2023 Total £	2022 Total £
<b>Income</b>					
Donations and grants	2	300	-	300	49
Charitable activities	3	262,157	268,556	530,713	490,910
Investments	4	2,739	-	2,739	881
<b>Total</b>		<u>265,196</u>	<u>268,556</u>	<u>533,752</u>	<u>491,840</u>
<b>Expenditure</b>					
Charitable activities	5	176,413	306,687	483,100	506,669
<b>Total</b>		<u>176,413</u>	<u>306,687</u>	<u>483,100</u>	<u>506,669</u>
<b>Net income/(expenditure)</b>	9	88,783	(38,131)	50,652	(14,829)
Transfer between funds	14	(46,876)	46,876	-	-
<b>Net movement in funds</b>		<u>41,907</u>	<u>8,745</u>	<u>50,652</u>	<u>(14,829)</u>
<b>Reconciliation of funds</b>					
Total funds brought forward	14	209,038	11,555	220,593	235,422
<b>Total funds carried forward</b>	14	<u>£250,945</u>	<u>£20,300</u>	<u>£271,245</u>	<u>£220,593</u>

All income and expenditure derive from continuing activities.

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



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

**BALANCE SHEET**

AS AT 31<sup>ST</sup> MARCH 2023

	Notes	2023		2022	
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible fixed assets	11		-		278
<b>CURRENT ASSETS</b>					
Debtors	12	45,233		38,918	
Cash at bank and in hand		<u>275,288</u>		<u>222,840</u>	
		320,521		261,758	
<b>CREDITORS:</b> Amounts falling due within one year	13	<u>49,276</u>		<u>41,443</u>	
<b>NET CURRENT ASSETS</b>			<u>271,245</u>		<u>220,315</u>
<b>NET ASSETS</b>	15		<u>£271,245</u>		<u>£220,593</u>
<b>FUNDS</b>					
Restricted	14		20,300		11,555
Unrestricted	14				
General Funds			247,389		204,038
Designated Funds			<u>3,556</u>		<u>5,000</u>
	14		<u>£271,245</u>		<u>£220,593</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 2023/12/13 and signed on its behalf by:



**Anne-Helene Biosse Duplan – Chair**



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

**CASH FLOW STATEMENT**

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2023

	Notes	2023 £	2022 £
<b>Cash flows from operating activities</b>			
Net movement in funds		50,652	(14,829)
Adjustments for:			
Depreciation	9	278	279
Interest receivable	4	(2,739)	(881)
(Increase)/Decrease in debtors		(6,315)	(17,699)
(Decrease)/Increase in creditors		7,833	16,916
<b>Net cash (used in)/provided by operating activities</b>		<u>49,709</u>	<u>(16,214)</u>
<b>Cash flows from investing activities</b>			
Interest received	4	2,739	881
Purchase of tangible fixed assets		-	-
<b>Net cash (used in)/provided by investing activities</b>		<u>2,739</u>	<u>881</u>
<b>Change in cash and cash equivalents</b>		52,448	(15,333)
Cash and cash equivalents brought forward		<u>222,840</u>	<u>238,173</u>
<b>Cash and cash equivalents carried forward</b>		<u><u>£275,288</u></u>	<u><u>£222,840</u></u>
<b>Analysis of cash and cash equivalents</b>			
Cash at bank and in hand		<u><u>£275,288</u></u>	<u><u>£222,840</u></u>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2023

**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 31<sup>ST</sup> MARCH 2023**

/contd...

<b>DONATIONS AND GRANTS</b>	Unrestricted funds	Restricted funds	Total 2023	Total 2022
Donations	<u>£300</u>	<u>£Nil</u>	<u>£300</u>	<u>£49</u>
All of the £49 recognised in 2022 related to unrestricted funds.				
<b>INCOME FROM CHARITABLE ACTIVITIES</b>	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
<b>Volunteer Brokerage</b>				
Royal Borough of Kensington and Chelsea	133,287	-	133,287	128,287
Kensington and Chelsea Social Council	-	-	-	6,328
The Kensington and Chelsea Foundation	11,667	-	11,667	-
National Lottery Awards For All	-	-	-	-
Consulting and training fees	1,607	-	1,607	1,000
Camden Charities	3,120	-	3,120	-
<b>Employment</b>				
Camden Charities	60,000	-	60,000	108,000
<b>Well-being</b>				
Royal Borough of Kensington and Chelsea	-	30,000	30,000	30,000
Tudor Trust	-	-	-	30,000
Kensington and Chelsea Social Council	-	46,268	46,268	43,841
Julia and Hans Rausing Trust	-	7,500	7,500	-
Other	-	-	-	1,000
<b>Resettlement Scheme</b>				
City Bridge Trust	-	-	-	35,500
Henry Smith	-	51,600	51,600	-
Charles Hayward	-	10,000	10,000	-
<b>Ambassadors</b>				
Kensington & Chelsea Foundation	-	-	-	28,333
<b>Good Neighbours</b>				
<b>Community Champions</b>				
Royal Borough of Kensington and Chelsea	52,476	24,000	76,476	56,000
Kensington & Chelsea Social Council	-	11,554	11,554	6,026
West London Clinical Commissioning Group	-	-	-	5,000
Training and Consultancy	-	-	-	-
Other	-	2,884	2,884	1,002
<b>Covid Related Grants</b>	-	-	-	10,593
<b>SEND Volunteering Project</b>				
Royal Borough of Kensington and Chelsea	-	84,750	84,750	-
	<u>£262,157</u>	<u>£268,556</u>	<u>£530,713</u>	<u>£490,910</u>

Of the £490,910 recognised in 2022, £301,208 related to unrestricted funds and £189,702 to restricted funds.

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2023  
/contd...

4. INVESTMENT INCOME	Unrestricted funds	Restricted funds	Total 2023	Total 2022
Bank interest	<u>£2,739</u>	<u>£Nil</u>	<u>£2,739</u>	<u>£881</u>

All of the £881 received in 2022 related to unrestricted funds.

5. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct costs	Support costs	Total 2023	Total 2022
Volunteering services	<u>£345,157</u>	<u>£137,943</u>	<u>£483,100</u>	<u>£506,669</u>

Of the £506,669 expenditure recognised in 2022, £265,341 was charged to unrestricted funds and £241,328 was charged to restricted funds.

6. ANALYSIS OF DIRECT COSTS	2023 £	2022 £
Staff costs	305,768	342,879
Other direct costs	<u>39,389</u>	<u>21,653</u>
	<u>£345,157</u>	<u>£364,532</u>

7. ANALYSIS OF SUPPORT COSTS	2023 £	2022 £
Staff costs	66,063	65,215
Office costs	38,936	47,636
Premises costs	25,178	22,239
Governance costs (see Note 8)	<u>7,766</u>	<u>7,047</u>
	<u>£137,943</u>	<u>£142,137</u>

8. GOVERNANCE COSTS	2023 £	2022 £
Audit and accounts fees	3,288	2,909
Trustees meetings and insurance	783	495
Staff costs	<u>3,695</u>	<u>3,643</u>
	<u>£7,766</u>	<u>£7,047</u>



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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2023  
/contd...

9. NET INCOME/(EXPENDITURE) FOR THE YEAR	2023	2022
The net income for the year is stated after charging:		
Operating lease rentals	£25,178	£22,239
Depreciation of tangible fixed assets	£278	£279
Auditor's remuneration – audit services	£2,500	£2,409
– non audit services	£788	£500
	<u>£28,744</u>	<u>£25,427</u>

During the year Trustees received no remuneration (2022: £Nil) or reimbursed expenses (2022: £Nil).

10. STAFF COSTS AND NUMBERS	2023	2022
Staff costs were as follows:	£	£
Wages and salaries	309,890	340,240
Social security costs	26,499	29,223
Pension costs	16,807	18,611
	<u>£353,196</u>	<u>£388,074</u>
Recruitment and training costs	2,717	2,232
Freelance fees	19,613	21,431
	<u>£375,526</u>	<u>£411,737</u>

The average monthly number of employees during the year was 10 (2022: 11).

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

	2023 No.	2022 No.
Charitable activities	7.9	9.4
Support activities	0.8	0.8
	<u>8.7</u>	<u>10.2</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 £55,295 (2022: £62,343). Under FRS 102, employee benefits includes gross salaries, employer's national insurance, employer's pension contributions and benefits in kind.

A redundancy payment of £5,493 (2022 : £Nil) is included in wages for one employee.

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2023

/contd...

**11. FIXED ASSETS**

Computer  
Equipment  
£

Cost:	
Balance at 1 April 2022	1,114
Additions	-
	<u>1,114</u>
Balance at 31 March 2023	<u>1,114</u>
Depreciation:	
Balance at 1 April 2022	836
Charge for the year	278
	<u>1,114</u>
Balance at 31 March 2023	<u>1,114</u>
Net book value:	
At 31 March 2023	£Nil
At 31 March 2022	<u>£278</u>

**12. DEBTORS**

	2023 £	2022 £
Trade debtors	43,610	38,017
Prepayments and accrued income	1,623	817
Other debtors	-	84
	<u>£45,233</u>	<u>£38,918</u>

**13. CREDITORS – Amounts falling due within one year**

	2023 £	2022 £
Trade creditors	8,134	320
Accruals and deferred income	41,142	41,123
	<u>£49,276</u>	<u>£41,443</u>

**Deferred income analysis**

	2023 £	2022 £
As at 1 April 2022	36,828	18,500
Additions during the year	25,443	36,828
Amounts released to income	(36,828)	(18,500)
As at 31 March 2022	<u>£25,443</u>	<u>£36,828</u>

Deferred income of £25,443 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 31<sup>ST</sup> MARCH 2023  
/contd...

**14. MOVEMENT IN FUNDS**

	Brought Forward £	Income £	Expenditure £	Transfers Between Funds £	Carried Forward £
<b>2023</b>					
<b>Restricted funds</b>					
Community Champions	922	38,438	107,977	68,617	-
Well-being	10,633	83,768	114,932	20,531	-
Resettlement Scheme	-	61,600	72,528	10,928	-
SEND Volunteering Project	-	84,750	11,250	(53,200)	20,300
<b>Total restricted funds</b>	<u>11,555</u>	<u>268,556</u>	<u>306,687</u>	<u>48,876</u>	<u>20,300</u>
<b>Unrestricted funds</b>					
General	204,038	265,196	176,413	(45,432)	247,389
Designated	5,000	-	-	(1,444)	3,556
	<u>209,038</u>	<u>265,196</u>	<u>176,413</u>	<u>(48,876)</u>	<u>250,945</u>
<b>TOTAL FUNDS</b>	<u>£220,593</u>	<u>£533,752</u>	<u>£483,100</u>	<u>£Nil</u>	<u>£271,245</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 £
<b>2022</b>					
<b>Restricted funds</b>					
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	-
<b>Total restricted funds</b>	<u>982</u>	<u>189,702</u>	<u>241,328</u>	<u>62,199</u>	<u>11,555</u>
<b>Unrestricted funds</b>					
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>
<b>TOTAL FUNDS</b>	<u>£235,422</u>	<u>£491,840</u>	<u>£506,669</u>	<u>£Nil</u>	<u>£220,593</u>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2023

/contd...

<b>15. ANALYSIS OF NET ASSETS BETWEEN FUNDS</b>	Unrestricted Funds £	Restricted Funds £	Total Funds £
Fixed assets	-	-	-
Current assets	274,778	45,743	320,521
Current liabilities	(23,833)	(25,443)	(49,276)
At 31 March 2023	<u>£250,945</u>	<u>£20,300</u>	<u>£271,245</u>

Comparative information for the previous financial year is as follows:

	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>

**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 £Nil (2022: £2,869), 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.

**20. CONTINGENT ASSETS**

The charitable company has been awarded multi-year grants with specified or implied timeframes which preclude recognition of the full amount.

The total amount of contingent assets at 31 March 2023 was £453,570.