

VOLUNTEER CENTRE GREENWICH

England & Wales · Charity number 1081369

Details

Other names	VOLUNTEERS GREENWICH, VOLUNTEER CENTRE GREENWICH
Status	Registered
Legal form	Charitable company
Company number	03832423
Registered	2000-06-30
Register	View on the Charity Commission register

Contact

Address	Equitable House 1st Floor 7 General Gordon Square London SE18 6FH
Phone	02083173817
Email	info@volunteersgreenwich.co.uk
Website	www.vcgreenwich.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY IN THE AREA OF BENEFIT BY ASSOCIATING TOGETHER VOLUNTEERS AND ORGANISATIONS IN A COMMON EFFORT TO ADVANCE EDUCATION, PROTECT HEALTH, RELIEVE POVERTY, SICKNESS AND DISTRESS, IN PARTICULAR, BUT NOT EXCLUSIVELY BY:(A) ADVISING AND SUPPORTING PERSONS WILLING TO VOLUNTEER (B) PROMOTING VOLUNTEERING AND COMMUNITY INVOLVEMENT (C) PROVIDING CENTRES (D) ADVISING AND SUPPORTING ORGANISATIONS WHICH INVOLVE AND ARE WILLING TO INVOLVE VOLUNTEERS AND THEIR CHARITABLE ACTIVITIES.

Activities: Volunteer Centre Greenwich exists to promote the value of volunteering in the Royal Borough of Greenwich and ensure equality of access to volunteering for all people.

Classification

- **How:** Provides Human Resources, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** ENGLAND AND IN PARTICULAR THE LONDON BOROUGHS
- Greenwich

Finances

Period end	Income	Expenditure	Assets	Employees
2025-09-30	£334,781	£303,294	-	-
2024-09-30	£327,386	£317,811	-	-
2023-09-30	£325,371	£348,092	-	-
2022-09-30	£390,398	£366,924	-	-
2021-09-30	£321,443	£290,177	-	-
2020-09-30	£244,332	£233,283	-	-

Trustees

Name	Role	Appointed
Adebola Oluwakemi Akin-Odidi		2026-02-16
Alexandra Booth		2025-03-13
Christopher Grigsby		2021-07-29
Deborah Anne Wallis		2016-04-28
Dorcas Omolabake Adejumo		2026-02-23
Francesca MacVean		2026-03-19
John Stephen Giuseppe Cowley		2025-06-27
Kate Askew		2015-03-25
Melanie Taylor		2020-01-29
Sarah Joseph		2021-10-26
Satvinder Rai		2026-04-28

VOLUNTEER CENTRE GREENWICH

England & Wales - Charity number 1081369

Accounts

VOLUNTEER CENTRE GREENWICH

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

**REPORT OF THE BOARD OF TRUSTEES AND ACCOUNTS
YEAR ENDED 30 SEPTEMBER 2025**

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

VOLUNTEER CENTRE GREENWICH

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VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2025

The Board of Trustees presents its report and audited financial statements for the year ended 30 September 2025.

Reference and Administrative Information

Charity Name: Volunteer Centre Greenwich

Charity Registration Number: 1081369

Company Registration Number: 3832423

Registered Office and
Operational Address: Equitable House
1st Floor
7 General Gordon Square
London SE18 6FH

<u>Board of Trustees</u>	Jonathan Fricker	Chair (till May 25)
	Chris Grigsby	Chair (from May 25)
	Melanie Taylor	Vice Chair
	Deborah Wallis	Treasurer
	Kate Askew	
	Sarah Joseph	
	William Wilson	
	Duc Nuygen	
	Alexandra Booth	(from March 2025)
	John Cowley	(from June 25)
	Omar Hijab	(from June 25)

Company Secretary Michelle Martin

<u>Senior Management Team</u>	Michelle Martin	Chief Executive
	Liz Cutajar	Operations and Projects Manager
	Nadine Fulker	Training and Development Lead

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

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES YEAR ENDED 30 SEPTEMBER 2025

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Structure, Governance and Management

Governing Document

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

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

Recruitment and Appointment of Board of Trustees

The Directors of the Company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Articles of Association the members of the Board of Trustees are elected to serve for a term of three years and a maximum of nine years after which they may stand for re-election after standing down for one year.

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

Trustee Induction and Training

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

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

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

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

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Trustee Induction and Training /cont'd...

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

Risk Management

The Board of Trustees has undertaken a review of the principal risks to which the charity is exposed and has established systems and controls to mitigate those risks.

External risks relating to the sustainability of funding for core functions have prompted a response, including the diversification of income streams, the development of consultancy and training services, and a reduction in expenditure. However, income generation from training and consultancy has declined significantly, largely due to organisations and beneficiaries facing financial constraints and being unable to meet the costs of accredited training. This remains a key area of focus for VCG as part of the review and development of its new five-year strategic plan.

Internal risks are managed through the ongoing refinement of procedures to ensure consistent quality and effective delivery across all operational areas of the charitable company. Risk oversight is maintained by the Board of Trustees through the use of a robust risk assessment framework, which is reviewed regularly to ensure its continued effectiveness.

Organisational Structure

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

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

Related Parties

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

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FOR THE YEAR ENDED 30 SEPTEMBER 2025
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Objectives and Activities

Our vision

Lives and communities positively changed through volunteering.

Our mission

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

Volunteer Centre Greenwich aims to do this by:

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

Volunteer Centre Greenwich achieves the above by:

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

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REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2025 /contd...

Achievements and Performance

Financial Review

The Charity's income for the year ended 30 September 2025 was £334,781 (2024: £327,386). Total expenditure for the year was £303,294 (2024: £317,811), resulting in a net surplus for the year.

Unrestricted funds carried forward at 30 September 2025 were £65,484 (2024: £46,419). Restricted funds relating to ongoing projects totalled £22,084 at the year end (2024: £9,662).

During the financial year, VCG experienced the closure of its Young People's Project following the cessation of funding. However, the Charity secured significant new and continued funding, including:

- A further three years' funding from The Henry Smith Charity for the Supported Volunteering Project.
- An additional year of funding from Public Health to continue delivery of the Emotional Well-Being Project.
- Funding through the Integrated Care Board (ICB), managed by the Royal Borough of Greenwich, to deliver the volunteering element of the Women and Girls Pilot Project.
- Funding from Charities Together supporting a six-borough, nine-partner initiative to transform volunteering in the NHS.
- Funding from Mencap to host and manage a Community Connector role.
- Smaller grants to address digital inequality and to provide volunteer Wayfinders supporting the closure of the Cutty Sark DLR station.

As a result of careful financial management and successful income generation, VCG added £19,065 to its reserves during the year. The Charity generated £5,420 in earned income and achieved £3,297 in bank interest.

Although VCG continues to generate some unrestricted income, this remains below pre-pandemic levels. In light of sector-wide funding reductions and a decline in organisations able to purchase accredited courses — together with the significant resources required to deliver them — VCG took the strategic decision to step down as an accredited training provider. The Charity is now focusing on expanding its portfolio of workshop-based training.

VCG extends its sincere thanks to all funders and partners for their continued support.

Reserves Policy

The Board undertakes a 'risk assessment' approach to setting a reserves level. This ensures that the continuing work and commitments of the Volunteer Centre are safeguarded and include contingencies for redundancy, long term sickness, associated maternity leave costs and any legal costs incurred if the organisation should be wound up. Key future developments in line with the

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Strategic Plan have also been assessed. This process is undertaken each year to ensure that the correct level of reserves determined, is based on the current obligations and requirements of the organisation.

It was concluded that for 2025-26 the range level of free reserves held by the Volunteer Centre to meet these obligations needed, plus a wind-up cost reserve figure, to be £47,958 - £64,927. The unrestricted free reserves as at 30 September 2025 were £65,484.

Central Volunteer Centre Activities

Volunteer Centre Greenwich's two core strands are to support its 868 member volunteer-involving organisations and to signpost local residents to volunteering opportunities within those organisations.

The service continues to focus on outreach and community engagement across the borough, while also enhancing the support offer to members by increasing access to volunteering opportunities.

Work has been undertaken to develop a network of connections with community venues to engage local residents, enabling access to community groups and service users who may benefit from volunteering and training opportunities.

Volunteer Advisors have been recruited and trained in Making Every Opportunity Count (MEOC), Information, Advice and Guidance, Safeguarding and GDPR. This enables them to provide supportive engagement, signposting or referring local people not only to training and volunteering roles, but also to wider services and community groups that can offer a more holistic impact.

VCG continues to offer one-to-one appointments for individuals seeking volunteering opportunities at its centrally located office. Appointment availability has increased to six sessions every Tuesday, enabling support for a greater number of residents.

Through this delivery model, VCG engaged with 2,705 individuals during the reporting period via a range of activities including events, talks and one-to-one appointments. This resulted in signposting to 373 volunteering opportunities, with 206 individuals receiving face-to-face support appointments.

Volunteer Management Best Practice Training

VCG continues to deliver the core elements of its Volunteer Management Best Practice training at no cost to volunteer-involving organisations (VIOs). The funding environment remains challenging and operating costs continue to rise; however, VCG recognises the importance of maintaining high standards of volunteer management across the borough and is committed to ensuring that cost does not present a barrier to access.

In addition, VCG delivers specialist training sessions on Dealing with Difficult Volunteers and Volunteers and the Law.

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Volunteers' Week and Recognition 100 and 250 Awards

National Volunteers' Week takes place annually from the first Monday in June and celebrates the outstanding contributions made by volunteers. VCG marked Volunteers' Week with a launch event in Woolwich town square, followed by a roadshow of events across the borough. These activities enabled VCG to promote member organisations' volunteering opportunities, engage with local residents, and culminated in a celebratory event, *Recognition 250*.

VCG's Recognition Award Scheme, now well established, comprises two awards: *Recognition 100* and *Recognition 250*. *Recognition 100* is a postal award recognising volunteers who have contributed 100 hours or more to their organisation and to services across the borough. Nominations are submitted by registered member organisations. This year, 95 volunteers received a certificate and a letter of thanks from the Worshipful Mayor of Greenwich and Volunteer Centre Greenwich.

In addition, 14 member organisations nominated 27 volunteers to attend the *Recognition 250* Award Ceremony. Delivered in collaboration with Mycenae House, the event was held in the main hall with access to the gardens, recognising those volunteers who have contributed 250 hours or more of their time. Awards were presented by Councillor Linda Bird, Deputy Mayor of Greenwich, and Councillor Sandra Bauer. The celebration included afternoon tea and live piano music provided by volunteer pianist, Jaden Brown. Each awardee received a framed photograph with the Mayor of Greenwich, along with a framed certificate, as a lasting recognition of their dedication and contribution to their organisation and the Royal Borough of Greenwich.

Bridging Divides

During this reporting period, VCG's primary focus has remained on providing comprehensive membership services to our member organisations. Support has included one-to-one meetings offering guidance on policies and procedures, role descriptions, risk assessments, and the provision of templates and promotional materials for volunteering roles. Volunteering opportunities have been actively promoted through VCG's volunteer database, increasing interest in member organisations' roles and contributing to the engagement of **1,581 new volunteers**.

Membership has continued to grow, with **93 new organisations** joining during this period, bringing total membership to **876 organisations**, including an increase in Global majority led groups. Direct one-to-one support was provided to **44 member organisations**.

As part of our core services, VCG has continued to support ESOL (English for Speakers of other languages) learners by delivering outreach sessions designed to build confidence and English-language skills through volunteering. VCG has maintained a strong presence across the borough, attending events in Thamesmead, Greenwich, and Woolwich to strengthen connections with local groups and service providers. Additional outreach included participation at Woolwich Job Centre, GLLaB (Greenwich Local Labour and Business) Job Fair, Charlton Athletic Community Trust Job Fair and The Nest in Thamesmead.

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Volunteer Management Workshops and Volunteer Managers' Forums were delivered both online and face-to-face, providing members with up-to-date guidance, networking opportunities and support to ensure the delivery of high-quality volunteer programmes.

VCG continues to host volunteer coffee mornings, offered both online and in person, providing opportunities for volunteers to explore current roles, meet the team and tour the office. By offering online and evening sessions, a wider range of participants can access volunteering opportunities, helping to remove barriers for those who prefer face-to-face discussions over completing application forms.

Monthly newsletters are sent to all volunteers, highlighting new opportunities and support services across the borough. Volunteer roles and information are also promoted across VCG's six social media platforms, helping to reach a broader audience and make volunteering opportunities more accessible.

Efforts to expand volunteering within the NHS have strengthened our database and partnerships. VCG has supported NHS partners with recruitment processes, providing guidance to reduce barriers and enable more individuals to access NHS volunteering opportunities.

In partnership with Metro, GAVS and Lewisham and Greenwich NHS Trust, VCG delivered workshops focused on malaria awareness within the Royal Borough of Greenwich. These workshops explored barriers faced by local communities in accessing prevention and treatment services and supported the co-design of awareness-raising approaches through promotional materials and campaigns. 15 Global Majority organisations participated, helping to increase awareness across the borough.

Quote from a member organisation for support provided on volunteer recruitment:

"I must tell you we are getting some wonderful volunteers through your database, it is really helping support our recruitment process, especially as we are about to open the night shelter on the 27th October which runs to the end of March, and we rely on our volunteers for the support to our homeless guests."

Greenwich Homeless Project

Community Referral Platform

The Community Referral Platform enables organisations to promote their services, activities, and groups to local residents and other organisations. The platform continues to grow, with an increasing number of organisations with both existing VCG members and new organisations signing up.

There are currently **83 activities** available to the public, including community groups, support groups, mental health services, exercise and fitness classes, youth centres, coffee and chat, and more. Our platform helps to tackle loneliness and isolation with the pathway allowing residents of the Royal Borough of Greenwich to self-refer directly to these services, improving access and supporting earlier engagement.

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REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2025

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Emergency Planning

VCG continues to support a coordinated approach to emergency planning between the voluntary and community sector and the Royal Borough of Greenwich (RBG). A survey is issued to all new members registering with VCG to ensure we continue to build comprehensive data on the vital assets, skills, and resources that the voluntary, community and faith sector (VCFS) can provide in the event of an emergency.

The Chief Executive continues to attend Borough Resilience Forum meetings and works in partnership with the Emergency Planning Team. A regular newsletter is circulated to all members, providing up-to-date information from Borough Resilience Forum meetings, along with relevant guidance and training opportunities. In addition, VCG worked with VCFS organisation, Unity Works, to produce an Easy Read version of the Emergency Booklet for residents.

VCG also secured funding to offer and facilitate, in conjunction with RBG's Emergency Planning Team, an extreme heat tabletop exercise for the sector, which was attended by 15 organisations. The exercise included a presentation from the Met Office, which provided valuable insights into anticipated weather changes over the coming years, including higher temperatures and increased rainfall, and the associated risks of flooding. Following this exercise, a VCFS Emergency Planning Steering Group was established, with two meetings held during this period.

The Chief Executive was invited to present at City Hall on VCG's journey of collaboration with the Royal Borough of Greenwich and the Emergency Planning Unit, having been highlighted as an example of good practice.

DLR – Wayfinders

In partnership with Visit Greenwich and funded by the Royal Borough of Greenwich (RBG), VCG was commissioned to recruit and manage a team of trained volunteers to provide tourist signposting support during the temporary closure of the Cutty Sark DLR station. The Wayfinders are based at the Greenwich DLR London exit, with the scheme established in August 2025.

VCG recruited 21 volunteers to support shifts running from Friday to Sunday, between 10.00am and 6.00pm. During this reporting period, volunteers contributed a total of 248 hours across 62 shifts and engaged with and supported 1,602 visitors.

One Wayfinder volunteer reflected on their experience, stating:

"Volunteering as a Wayfinder Volunteer on a sunny Saturday afternoon (9 August) was a great experience for me. Loads of visitors came to the DLR station in Greenwich every five minutes. Greenwich is my home and I hope every visitor has a great and positive experience when coming here."

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Training and Consultancy

This year saw the conclusion of training delivered under the Adult and Community Learning contract. VCG focused on providing accredited training for project delivery volunteers, as well as workshop-based training for member organisations. Accredited training delivered during this period included courses within the *Learning Group: Preparation for Life and Work*:

1. **Mentoring – Level 2**
2. **Customer Service – Level 2**
3. **Employability – Level 1**

VCG continues to deliver a comprehensive training and development programme to support volunteer-involving organisations (VIOs) ensuring that best practice is adopted, high standards are maintained, and volunteers have a positive experience.

This year, VCG delivered volunteer management training covering:

- *Managing and Recruiting Volunteers*
- *Good Practice Policies*
- *Inclusive Volunteering*
- *Screening Volunteers*
- *Supervising and Supporting Volunteers*
- *Dealing with Difficult Volunteers*

In addition to group sessions, VCG provided tailored training for individual organisations. The National Army Museum received volunteer management training, while The Carers Centre received Introduction to Mentoring, Safeguarding Training, and Professional Boundaries sessions.

Through these combined programmes, VCG has continued to strengthen volunteer engagement, enhance organisational capacity, and develop volunteers' skills to support their ongoing contribution to the borough.

Project Work

Community Connector Project

The Community Connector project is a specialist initiative hosted by Volunteer Centre Greenwich in partnership with National Mencap. The project is led by a Community Connector - an individual with a learning disability - who provides a voice for other people with a learning disability living in Greenwich and works to develop opportunities that support happier, healthier lives.

This project has informed and enhanced VCG's own practices for supporting staff with learning disabilities, ensuring that processes are inclusive and reasonable adjustments are consistently made.

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Over the past year, the Community Connector has contributed to planning the *Mencap Our Active Community* project in Greenwich, engaging with people in the community to listen to their ideas, share experiences and help improve access to activities.

The project has also focused on mapping the local offer for people with learning disabilities, identifying gaps and developing solutions. A series of Community Connector Forums have been held across different borough locations, providing a platform for individuals with learning disabilities to share challenges, experiences, and recommendations for improving access to activities.

In addition, the project has worked with local organisations to provide seed funding, enabling them to deliver tailored activities for the learning disability community. Through these efforts, the Community Connector project has strengthened participation, inclusion, and representation for people with learning disabilities across Greenwich.

Emotional and Well-being Support Project (EWB)

Funding for the Emotional Wellbeing Support Project was successfully renewed in recognition of its impact, having supported 131 referrals up to March 2025. Greenwich Public Health agreed to continue funding the project for a further year, from April 2025 to March 2026. Since the commencement of the new funding period, the project has already received 86 referrals, demonstrating sustained and increasing demand for the service.

The project continues to empower individuals through weekly one-to-one support delivered by trained volunteer Emotional Wellbeing Advisors. This support has enabled service users to rebuild confidence, reduce feelings of loneliness and isolation and reconnect with their local communities. Individuals have consistently reported improvements in confidence, social connection and mental wellbeing.

Up to April 2025, the project exceeded expectations by delivering 50 wellbeing activities and has delivered a further 23 activities during the current funding period. These activities have included walking sessions and other group-based activities, with the service offer continuing to expand. New activities introduced include dance sessions at The Plumstead Centre, renewed visits to Mycenae House for group activities and mindfulness practice, alongside established art, cookery, yoga and wellbeing sessions. Collectively, these activities have contributed to increased feelings of optimism, relaxation and self-confidence among participants.

The *Walk and Talk* sessions have remained particularly popular, with an average weekly attendance of 14 participants and a further nine individuals attending at least once during the year. Sessions have included walks along the River Thames, visits to local parks, and guided foraging walks.

The project also offers training opportunities that develop volunteers' skills and enhance future employment prospects. By April 2025, 22 new volunteers had been recruited, bringing the total number of active volunteers to 48. Since April, a further 14 volunteers have been recruited and trained.

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REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2025

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Feedback from volunteers who have left the service has been overwhelmingly positive, with many expressing satisfaction with their role and the support provided. Encouragingly, a significant number indicated they would be interested in returning to the project in the future should opportunities arise.

The project continues to be highly valued by partner organisations and referrers. During the year, a referrer visited the service to shadow the project and provided the following feedback:

"I am so grateful that Greenwich residents have access to this service. It is such a blessing. I am very appreciative of how efficient the service and service's communication are with the residents. This is the only befriending service that I know of in the borough, and this service has always brought so much consistency to residents who may be struggling with social isolation and their well-being. Thank you so very much to Volunteer Centre Greenwich for all the support provided to the residents throughout the years. Your service has filled a huge void, and I only hope it can continue for the long-term." (Greenwich Mental Health)

The Emotional Wellbeing Support Project continues to deliver strong and measurable outcomes for residents, volunteers, and the wider community. With rising referral numbers, high levels of engagement, positive wellbeing outcomes, and consistently strong stakeholder feedback, the project clearly addresses a critical gap in local provision. Continued expansion of activities and a strong focus on volunteer development place the project in an excellent position to sustain and grow its impact in the years ahead.

Public Health

VCG was initially commissioned to support the Neighbourhood Inequality Development work across the Royal Borough of Greenwich. This work focuses on building the capacity of local projects and organisations by developing their volunteer management programmes through volunteer engagement and best practice training.

While initial work began in this area, VCG was subsequently asked to consult on a new *Specialist Community Champions* volunteering role. In this initiative, Champions raise awareness of cancer in the community to encourage increased uptake of screening appointments. VCG is now supporting the recruitment, management, and training of volunteers for this programme, while also developing a range of engagement locations to start conversations with residents and provide vital information about cancer and cancer pathways.

Supported Volunteering Projects

Henry Smith Funded Supported Volunteering Project

In November, Volunteer Centre Greenwich received funding from the Henry Smith Charity to continue delivery of the Supported Volunteering Project for a further three years, building on work delivered over the previous six years. While earlier funding focused on older adults with a learning disability or autism, this new funding round has expanded the project's reach to support individuals aged 18 and over living in the Royal Borough of Greenwich.

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The project has a strong employment focus, with VCG accessing specialist employment support for this element. During this year, 24 individuals were supported, with 13 successfully securing volunteering placements. Notably, one participant who was furthest from the job market has already progressed into paid employment.

The project continues to build on established pathways that support individuals to achieve their goals, underpinned by an expanding team of committed volunteer mentors. This year, a further eight mentors were recruited and trained, each of whom has been successfully matched with a mentee. The project has also continued to work closely with community groups to develop and secure bespoke volunteering roles for individuals with learning disabilities and autism.

To further enhance employability, the project delivered a customer service course and developed a series of employability workshops covering topics such as online job searching and Microsoft Teams interviews, enabling individuals to gain experience of real-world recruitment processes. These workshops will be delivered during the final quarter of the year.

Royal Borough of Greenwich Funded Supported Volunteering Project

This year marked the second year of funding from the Royal Borough of Greenwich to support adults with a learning disability, including individuals with more complex needs. The partners on this project are Volunteer Centre Greenwich, Unity Works, and Greenwich Mencap, with each organisation playing a distinct role in improving employability, social connection, and mental wellbeing.

Volunteer Centre Greenwich's role within the partnership is to recruit, train, and support a team of volunteer mentors who work one-to-one with individuals to help them identify goals and progress towards them. The project supports the creation of bespoke volunteering roles within organisations, alongside opportunities in areas such as gardening, community libraries, and administration. During this year, ten mentors supported 11 individuals with a learning disability, including five people with more complex needs.

A key element of the project is supporting individuals to access community-based activities and build confidence. As part of this, participants have taken part in weekly walking groups, art activities, and community cookery sessions, helping to strengthen social connections and improve wellbeing.

Volunteer Centre Greenwich continues to play a valuable role within the Royal Borough of Greenwich's offer for adults with a learning disability. Through attendance at the Learning Disability Partnership Board and the Autism Strategy Group, project staff work to enhance life experiences for adults with a learning disability or autism across the borough.

In September, the project achieved reaccreditation for the Mentoring Quality Mark, demonstrating the high standard of delivery within Volunteer Centre Greenwich's Supported Volunteering Project.

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Volunteering Without Barriers

This new initiative brings together nine core delivery partners - King's College Hospital Charity, Bexley Voluntary Service Council (BVSC), Volunteer Centre Greenwich, Guy's and St Thomas' NHS Foundation Trust, South London and Maudsley NHS Foundation Trust, Oxleas NHS Foundation Trust, Lewisham and Greenwich NHS Trust, Community Links Bromley and the South East London Integrated Care System - to reshape the landscape of volunteering across South East London.

The project aims to align health and care priorities, improve the volunteer experience and foster inclusivity through the development of a *Volunteering without Barriers* model. This model will co-create flexible volunteering opportunities through the introduction of a single volunteer register and a 'volunteering passport', breaking down organisational silos, supporting diverse communities, and addressing health inequalities. It will also ensure a more consistent and positive experience for volunteers, while enabling innovative approaches to the recruitment, support and deployment of volunteers to be adopted and shared across the partnership.

To date, all partner organisations have been surveyed to understand existing processes, and volunteers have either completed a survey or participated in focus groups to provide valuable feedback on their experiences. This work has informed a review of volunteer roles across the sector, using a 'pyramid' approach to determine the level of training and checks required, based on the level of responsibility and risk assessment of the role. The partnership is also progressing work to standardise approaches to volunteer recruitment.

Women and Girls Project

The Women and Girls Health Ambassador Programme, funded by Public Health, was launched in March 2025. The programme aims to support women and girls across the Royal Borough of Greenwich, with a particular focus on marginalised communities experiencing the greatest health inequalities. Its objectives are to foster open and informed conversations about women's health, raise awareness of the Women's Health Hub, and signpost individuals to appropriate local services.

To deliver this, 32 women were successfully trained as Health Ambassadors, with nine volunteers taking on Lead Ambassador roles. Lead Ambassadors focused on researching relevant community events and identifying groups to engage with to promote the programme. Outreach activity included contacting over 700 Volunteer Centre Greenwich member organisations and community groups to raise awareness of the initiative. This generated significant interest, with many organisations responding positively and arranging ambassador visits to women's groups and community events.

A range of information and outreach resources were developed, supporting ambassadors to attend 33 community events across Greenwich. Activities included providing guidance on accessing the online Women's Health Hub, delivering workshops, and giving presentations and talks on women's health. Feedback was collected at each event to support ongoing monitoring, ensuring the

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2025

/contd...

programme remained responsive to community needs and effectively reached women most at risk of health inequalities.

The Ambassadors have successfully built meaningful connections with women in local communities, increasing awareness of available support and improving access to the Women's Health Hub. In its first two quarters, the Women and Girls Health Ambassador Programme has made strong progress, demonstrating successful volunteer recruitment and retention, strengthened community partnerships, and wide-reaching engagement with women across the borough. The programme is not only improving awareness and access to women's health support but is also generating valuable insight that is helping to shape local health service provision. Strong foundations are now in place for continued growth, impact, and long-term sustainability.

Woolwich Front Room (WFR)

This project, funded by the National Lottery until June 2026, provides weekly support to enable individuals to access a range of volunteering opportunities. The project recruits, trains and supports wellbeing advisers who are available on site two days per week to assist participants with practical tasks, including form completion and signposting to other sources of support.

During this year, the project delivered 78 wellbeing activities, including walking groups, coffee and chat sessions, art sessions, IT support ("Know Your Device"), chair-based exercise, yoga, mindfulness, and games sessions. Seven coffee and chat sessions were hosted during this period. The project has maintained a strong presence at Woolwich Front Room, supporting 195 individuals through advice, guidance, or participation in activities. The ongoing drop-in provision, offering advice on engaging with volunteering, continues to be a valued addition to VCG's services.

The project has also continued to support individuals with their ICT (information and communication technology) needs, providing ongoing one-to-one, personalised support to help participants build confidence and understanding in using their devices. A total of 48 people were signposted to other support services.

Additionally, a local artist provided expert guidance and support to the art group, working with participants over several weeks to create a range of artworks.

Young Greenwich

The Young People's Project, funded by Young Greenwich in 2024, was designed to support young people aged 16–19 who were not in employment, education, or training (NEET) in the Royal Borough of Greenwich. The aim of the project was to equip participants with the skills, experience, and confidence needed to begin a career within the hospitality and tourism sector. Originally planned to support 15 young people, the project delivered tailored mentoring, industry-relevant training, and access to meaningful work experience opportunities.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2025

/contd...

To deliver the programme, a team of skilled business mentors with direct experience in hospitality and tourism was recruited, supported, and managed. Strong partnerships were established with Visit Greenwich and key employers, including Thames Clippers, the InterContinental London, The O2 and The O2 Arena, enabling participants to access high-quality work experience placements. The project also worked closely with Young Greenwich partners to support effective referrals and collaborated with charities and sector-based organisations to create volunteering opportunities that enhanced employability and skills development.

During the delivery period, the project also provided two additional barista training courses, supporting six young people to gain practical, industry-relevant skills that further strengthened their employability within the hospitality sector.

The project concluded in April 2025 and received a total of 31 referrals. Of these, 17 young people actively engaged with the programme and were successfully matched with business mentors who provided ongoing guidance and support. By the end of the project, all participants achieved positive progression outcomes: six secured paid employment, four enrolled in college courses, two returned to education, and five engaging in volunteering placements designed to build skills, confidence, and work readiness.

In addition to measurable education and employment outcomes, participants reported improved understanding of workplace expectations and employability skills. Many also highlighted increased confidence, self-worth, and a stronger sense of connection to their local community, demonstrating the wider social value of the project.

Overall, the Young People's Project successfully met its objectives and demonstrated the effectiveness of mentoring, partnership working, and targeted skills development in supporting young people to progress towards sustainable education, training, and employment pathway.

How Our Activities Achieve Public Benefit

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

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

In line with our aims and objectives, VCG supports registered voluntary and community groups to publicise their volunteering opportunities and advises on good practice when involving volunteers.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2025 /contd...

This ensures a high-quality, diverse range of volunteering opportunities is available for the local residents of Greenwich.

We also offer training and consultancy input to organisations wishing to develop volunteering and have been actively involved in supporting their volunteering programmes in the borough.

Our statistics show that our services have:

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

Plans for Future Periods

VCG is preparing to commence the development of its new five-year Strategic Plan, which will set the organisation's future direction. A review of delivery under the current five-year plan and subsequent two-year extension has been completed, and a strategic planning day involving Trustees and staff is scheduled for 24 February 2026. This session will provide an opportunity to reflect on the previous period and to consider emerging opportunities, risks, and external factors, alongside their impact on VCG, its member organisations, and local residents.

As part of ongoing strategic decision-making, VCG has taken the decision to withdraw as an accredited training centre. This reflects an assessment that the staff and tutor resources required increasingly outweighed demand, particularly in the context of reduced funding available to member organisations.

VCG will explore how best to utilise existing resources and technology, alongside feedback from member organisations, to ensure that services are delivered where they are most needed and provide the greatest level of support.

The organisation will continue to operate a hybrid working model, which has proven effective for VCG, its members, partners and other stakeholders.

Accessibility remains a core consideration across all of VCG's work, and the organisation will continue to offer a range of engagement methods to ensure inclusivity.

VOLUNTEER CENTRE GREENWICH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 30 SEPTEMBER 2025
/contd...

VCG remains committed to securing funding to sustain and develop its core and project activity, enabling the organisation to meet its charitable aims and objectives and support future development in line with the new Strategic Plan.

Trustees' Responsibilities Statement

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of 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 2019 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

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

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

VOLUNTEER CENTRE GREENWICH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 30 SEPTEMBER 2025
/contd...

Auditors

A resolution to appoint Kingston Burrowes Audit Ltd as auditors will be put to the Annual General meeting.

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

Approved by the Board of Trustees on 30/4/2026 and signed on its behalf by:


Chris Grigsby (Chair)
Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF VOLUNTEER CENTRE GREENWICH

Opinion

We have audited the financial statements of Volunteer Centre Greenwich (the 'charitable company') for the year ended 30 September 2025 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 30 September 2025, 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.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF VOLUNTEER CENTRE GREENWICH

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 pages 19 and 20, 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.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF VOLUNTEER CENTRE GREENWICH

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

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

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

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



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

9-6-2026

VOLUNTEER CENTRE GREENWICH

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 30 SEPTEMBER 2025

		Unrestricted Funds	Restricted Funds	2025	2024
	Note	£	£	£	£
Income from:					
Donations and grants	2	0	66,977	66,977	73,712
Charitable activities	3	5,420	259,087	264,507	252,312
Investment income		3,297	0	3,297	1,362
Total		8,717	326,064	334,781	327,386
Expenditure on:					
Raising funds	4	15,012	0	15,012	14,817
Charitable activities	5	43,832	244,450	288,282	302,994
Running costs charged to funders	5	(33,768)	33,768	0	-
Total		25,076	278,218	303,294	317,811
Net income	9	(16,359)	47,846	31,487	9,575
Transfers between funds		35,424	(35,424)	0	-
Net movement in funds		19,065	12,422	31,487	9,575
Reconciliation of funds:					
Total funds brought forward	15	46,419	9,662	56,081	46,506
Total funds carried forward	15	65,484	22,084	87,568	£56,081

All income and expenditure is derived from continuing activities.
The SOFA includes all gains and losses recognised during the period.

The notes form part of these financial statements.

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

BALANCE SHEET
AS AT 30 SEPTEMBER 2025

	Notes	2025	2024
		£	£
Fixed assets			
Tangible Fixed Assets	12	-	-
Current assets			
Debtors	13	27,172	44,221
Cash at Bank		190,738	106,363
		<u>217,910</u>	<u>150,584</u>
Creditors: amounts			
falling due within one year	14	<u>130,342</u>	<u>94,503</u>
Net current assets		<u>87,568</u>	<u>56,081</u>
Net assets	16	<u>£87,568</u>	<u>£56,081</u>
Funds:			
Unrestricted funds			
- General fund	15	65,484	46,419
Restricted Funds	15	<u>22,084</u>	<u>9,662</u>
Total funds	15	<u>£87,568</u>	<u>£56,081</u>

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

Approved by the directors and trustees on 30/4/2026 and signed on their behalf.



Deborah Wallis
Trustee and Treasurer

The notes form part of these financial statements.

VOLUNTEER CENTRE GREENWICH

Company No. 3832423 (England & Wales)

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 SEPTEMBER 2025**

	Notes	2025 £	2024 £
Net cash inflow/(outflow) from Operating activities	17	81,078	82,261
Cash flow from investing activities			
Investment income		<u>3,297</u>	<u>1,362</u>
Net cash provided by investing activities		3,297	1,362
Change in cash and cash equivalent in the year		84,375	83,623
Cash at bank brought forward		<u>106,363</u>	<u>22,740</u>
Cash at bank carried forward		<u>£190,738</u>	<u>£106,363</u>

The notes form part of these financial statements.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2025

1. Accounting policies

General information and basis of preparation

Volunteer Centre Greenwich is a private company (No. 03832423) limited by guarantee registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the "Reference and Administrative Information" on page 2 of these financial statements.

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

Going Concern

The trustees consider that it is appropriate to prepare the financial statements on a going concern basis under the historical cost convention. This assumes that the charity will generate sufficient income and reduce its expenditure such that it will continue to increase the surplus.

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

Income recognition

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

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

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

Expenditure recognition

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

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2025

/contd...

Expenditure recognition /contd...

Expenditure is classified under the following activity headings:

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

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

Fund accounting

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

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

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

Tangible fixed assets and depreciation

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

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

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

Leases

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

Pensions

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

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

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 impairments are recognised in expenditure.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2025

/contd...

2. Donations and grants

	Unrestricted	Restricted	Total 2025 £	Total 2024 £
R B of Greenwich Public Health – Emergency planning	-	14,477	14,477	14,400
City Bridge Trust – Core	-	52,500	52,500	54,269
Donations	-	-	-	5,043
	<u>0</u>	<u>66,977</u>	<u>66,977</u>	<u>£73,712</u>

Of the £73,712 recognised in 2024, £5,043 was in respect of unrestricted funds and £68,669 was restricted funds.

3. Income from charitable activities

	Unrestricted £	Restricted £	Total 2025 £	Total 2024 £
Volunteering and Training Services				
Royal Borough of Greenwich	-	47,797	47,797	45,000
R B of Greenwich – Befriending	-	42,028	42,028	52,128
R B of Greenwich – Young Greenwich	-	16,180	16,180	16,180
R B of Greenwich – Women & Girls	-	32,000	32,000	-
Training and consultancy fees etc.	5,420	-	5,420	7,187
ACL – SFA Training	-	-	-	50,000
Kings – Volunteering without barriers	-	15,976	15,976	-
Lottery – Woolwich Front Room	-	10,000	10,000	3,333
MENCAP – Community Champions	-	8,752	8,752	-
The Supported Volunteering Project				
London Plus	-	-	-	5,000
R B of Greenwich – HAS SV	-	35,571	35,571	35,084
Henry Smith – 24/27	-	50,783	50,783	38,400
	<u>£5,420</u>	<u>£259,087</u>	<u>£264,507</u>	<u>£252,312</u>

Of the £252,312 recognised in 2024, £12,187 was unrestricted funds and £240,125 was restricted funds.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2025

/contd...

4. Cost of raising funds

	Direct Costs	Support Costs	Total 2025	Total 2024
Fundraising activities	£12,168	£2,844	£15,012	£14,817

All of the £14,817 expenditure recognised in 2024, was charged to unrestricted funds.

5. Cost of charitable activities

	Direct Costs	Support Costs	Total 2025	Total 2024
Volunteering services	£237,594	£50,688	£288,282	£302,994

Of the £302,994 expenditure recognised in 2024, £40,444 was charged to unrestricted funds and £262,550 was charged to restricted funds.

Running costs of £33,768 (2024: £35,473) were recharged to restricted funds.

6. Analysis of direct costs

	2025 £	2024 £
Wages and salaries	212,008	228,394
Freelance & consultancy fees	3,293	19,007
Staff, volunteer training and recruitment	8,521	1,609
Travel / subsistence costs	4,596	2,908
Equipment purchased	4,943	755
Volunteers' Week	2,252	1,208
Other direct costs	1,981	2,371
	<u>237,594</u>	<u>£256,252</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2025 /contd...

7. Analysis of support costs

	2025	2024
	£	£
Office costs	26,347	23,568
Premises costs	11,081	11,685
Publicity & promotions	4,880	3,501
Governance costs (see 8 below)	8,380	7,988
	<u>50,688</u>	<u>£46,742</u>

8. Governance costs

	2025	2024
	£	£
Wages and salaries	4,867	4,937
AGM costs	217	385
Audit fees	3,296	2,666
	<u>8,380</u>	<u>£7,988</u>

9. Net income

The net income for the year is stated after charging:

	2025	2024
Auditor's remuneration	3,296	£2,666
Operating lease rentals	<u>11,081</u>	<u>£11,685</u>

10. Trustees' remuneration and expenses

No trustees received nor waived any remuneration during the year (2024: none).

No trustees were reimbursed any expenses during the year (2024: none).

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2025 /contd...

11. Staff costs

	2025	2024
	£	£
Wages and salaries	207,656	219,441
Social security costs	11,894	15,795
Other pension costs	9,493	10,437
	<u>229,043</u>	<u>£245,673</u>

There were no employees who received total employee benefits (excluding employer pension costs) of more than £60,000, in the year to 30 September 2025 (2024 – None).

The total employee benefits received by key management were £101,490 (2024 : £98,424).

Under FRS102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

The average number of employees during the year was 8 (2024:8).

12. Tangible fixed assets

	Computer Equipment £
Cost:	
At 1 October 2024 and at 30 September 2025	<u>16,840</u>
Depreciation:	
At 1 October 2024 and at 30 September 2025	<u>16,840</u>
Net Book Value:	
At 31 October 2024 and at 30 September 2025	<u><u>-</u></u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2025

/contd...

13. Debtors

	2025	2024
	£	£
Due within one year		
Grants receivable	22,827	39,325
Prepayments	4,345	4,896
	<u>27,172</u>	<u>£44,221</u>

14. Creditors:

	2025	2024
	£	£
Amounts falling due within one year:		
Trade creditors	7,811	1,237
Deferred grant income (analysis below)	113,015	84,971
Accruals and other creditors	9,516	8,295
	<u>130,342</u>	<u>£94,503</u>
Deferred income analysis		
Balance brought forward at 1 October 2024	84,971	12,800
Additions in the year	113,015	84,971
Amounts released to incoming resources	(84,971)	(12,800)
	<u>113,015</u>	<u>84,971</u>
Balance carried forward at 30 September 2025	<u>113,015</u>	<u>84,971</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2025

/contd...

15. Movement in funds	At 1 Oct 2024	Income	Expenditure	Transfers between Funds	At 30 Sept 2025
	£	£	£	£	£
2025					
Restricted Funds					
Volunteering & Training Services					
Royal Boro of Greenwich - core	(143)	47,798	(47,655)	0	0
RBG – Befriending	5,485	42,028	(37,088)	(3,275)	7,150
RBG – Public Health Emergency	0	14,477	(10,142)	(4,125)	210
RBG – Young Greenwich	1,857	16,180	(14,705)	(3,332)	0
RBG – Women & Girls	0	32,000	(24,689)	(3,550)	3,761
Kings NHS – Vol Without Bar.	0	15,976	(11,494)	(1,625)	2,857
Lottery – Woolwich Front Room	1,289	10,000	(8,209)	0	3,080
MENCAP – Comm. Connector	0	8,752	(6,973)	(1,250)	529
Supported Volunteering Project					
Henry Smith 24/27	-	50,783	(36,485)	(8,750)	5,548
RBG HAS SV	2,118	35,570	(28,376)	(9,517)	(205)
City Bridge Trust - core	(944)	52,500	(52,402)	0	(846)
Total restricted funds	<u>9,662</u>	<u>326,064</u>	<u>(278,218)</u>	<u>(35,424)</u>	<u>22,084</u>
Unrestricted funds					
General Fund	<u>46,419</u>	<u>8,717</u>	<u>(25,076)</u>	<u>35,424</u>	<u>65,484</u>
Total funds	<u><u>£56,081</u></u>	<u><u>£334,781</u></u>	<u><u>£(303,294)</u></u>	<u><u>0</u></u>	<u><u>£87,568</u></u>

There was transfers done from Restricted funds to Unrestricted funds of £35,424 with regards to Management Fee and Internal Courses run by Core.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2025 /contd...

15. Movement in funds /contd...

Comparative information for the movement in funds in the previous year is as follows:

	At 1 Oct 2023	Income	Expenditure	Transfers between Funds	At 30 Sept 2024
	£	£	£	£	£
2024					
Restricted Funds					
Volunteering & Training Services					
RBG - Comm. Support Team	301	45,000	(45,444)	-	(143)
RBG – HAS	31	35,084	(32,997)	-	2,118
RBG – Befriending	(3,620)	52,128	(43,023)	-	5,485
RBG – Public Health Emergency	-	14,400	(14,400)	-	-
RBG – Young Greenwich	-	16,180	(14,323)	-	1,857
ACL – SFA training	51	50,000	(50,058)	7	-
NEW Lottery	-	3,333	(2,044)	-	1,289
The Supported Volunteering Project					
Henry Smith NEW	463	38,400	(38,872)	9	-
Opportunities for All					
CBT Investing in Londoners	(191)	54,269	(55,022)	-	(944)
RBG – Night Hosts	1,727	-	(1,840)	113	-
Total restricted funds	(1,238)	308,794	(298,023)	129	9,662
Unrestricted funds					
General Fund	47,744	18,592	(19,788)	(129)	46,419
Total funds	£46,506	£327,386	£(317,811)	£Nil	£56,081

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

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2025 /contd...

16. Analysis of net assets between funds

Fund Balances at 30 September 2025 are represented by:

	Unrestricted		Restricted	Total
	General	Designated		
	£	£	£	£
Current assets	195,826	0	22,084	217,910
Current liabilities	(130,342)	0	0	(130,342)
As at 30 September 2025	<u>65,484</u>	<u>0</u>	<u>22,084</u>	<u>87,568</u>

Fund balances at 30 September 2024 are represented by:

	Unrestricted		Restricted	Total
	General	Designated		
	£	£	£	£
Current assets	140,922	-	9,662	150,584
Current liabilities	(94,503)	-	-	(94,503)
As at 30 September 2024	<u>£46,419</u>	<u>£Nil</u>	<u>£9,662</u>	<u>£56,081</u>

17. Notes to the Statement of Cash Flows **Reconciliation of (deficit)/surplus to net cash**

	2025	2024
	£	£
(Deficit)/Surplus for the year	31,487	9,575
(Increase)/Decrease in debtors	17,049	7,220
(Decrease)/Increase in creditors	35,839	66,828
Investment income	(3,297)	(1,362)
Net cash outflow from operating activities	<u>£81,078</u>	<u>£82,261</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2025 /contd...

18. Operating Lease Commitments

At 30 September 2025 the total minimum lease payments due under non-cancellable operating leases are as follows:

	2025		2024	
	Land and Buildings £	Other £	Land and Buildings £	Other £
Within one year	4,617	0	3,004	2,975
Within two to five years	-	-	-	-
	<u>£4,617</u>	<u>£0</u>	<u>£3,004</u>	<u>£2,975</u>

19. Taxation

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

20. Related Party Transactions

There were no related party transactions in 2025 or 2024 other than those set out in Note 10.

21. Contingent Assets

The charity has been awarded several multi-year grants but not all of the amounts awarded have been recognised as either income or deferred income. This is because the charity recognises income based on specified or implied timeframes. The amount of funding awarded but not recognised as at 30 September 2025 is £366,078 (2024 : £369,582).

VOLUNTEER CENTRE GREENWICH

England & Wales - Charity number 1081369

Accounts

VOLUNTEER CENTRE GREENWICH

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

REPORT OF THE BOARD OF TRUSTEES AND ACCOUNTS
YEAR ENDED 30 SEPTEMBER 2024

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

VOLUNTEER CENTRE GREENWICH

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VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024

The Board of Trustees presents its report and audited financial statements for the year ended 30 September 2024.

Reference and Administrative Information

Charity Name: Volunteer Centre Greenwich

Charity Registration Number: 1081369

Company Registration Number: 3832423

Registered Office and
Operational Address: Equitable House
1st Floor
7 General Gordon Square
London SE18 6FH

<u>Board of Trustees</u>	Jonathan Fricker	Chair
	Melanie Taylor	Vice Chair
	Deborah Wallis	Treasurer
	Kate Askew	
	Chris Grigsby	
	Sarah Joseph	
	William Wilson	
	Duc Nuygen	(from April 2024)

Company Secretary Michelle Martin

<u>Senior Management Team</u>	Michelle Martin	Chief Executive
	Nadine Fulker	Operations & Services Manager/Training and Development Lead
	Liz Cutajar	Supported Volunteering Project Manager/Operations and Projects Manager

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

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES YEAR ENDED 30 SEPTEMBER 2024

/contd...

Structure, Governance and Management

Governing Document

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

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

Recruitment and Appointment of Board of Trustees

The Directors of the Company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Articles of Association the members of the Board of Trustees are elected to serve for a term of three years and a maximum of nine years after which they may stand for re-election after standing down for one year.

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

Trustee Induction and Training

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

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

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

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

Trustee Induction and Training /cont'd...

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

Risk Management

The Board of Trustees has conducted its own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks. External risks to the future funding for the core functions led to the diversification of funding, development of the consultancy and training provision and reduction in expenditure. However, the ability to generate income through our training and consultancy services was severely impacted during the pandemic. These services are starting to return but as yet are not back to usual levels.

VCG undertook a review of the strategic plan 2019-24 and as the organisation was going to restructure this year it was agreed by the Board of Trustees to extend the current strategic plan for one year to end of September 2025. This would provide time to embed the new structure and review the political climate.

Internal risks are minimised by the continuous improvement of procedures to ensure consistent quality of delivery for all operational aspects of the charitable company. Risk is closely monitored by the Board of Trustees using a robust risk assessment tool which is reviewed on a regular basis.

Organisational Structure

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

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

Related Parties

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

Objectives and Activities

Our vision

Lives and communities positively changed through volunteering.

Our mission

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

Volunteer Centre Greenwich aims to do this by:

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

Volunteer Centre Greenwich achieves the above by:

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

Achievements and Performance

Financial Review

The Charity's income was £327,386 in the year ended 30 September 2024 compared to £325,371 in the year ended 30 September 2023. Total expenditure was £317,811 in the period to 30 September 2024 compared to £348,092 in the year ended 30 September 2023. Unrestricted funds carried forward at 30 September 2024 were £46,419, compared to £47,744 on the previous year, whilst restricted funds for ongoing projects at 30 September 2024 were £9,662.

VCG underwent a restructure in this year to streamline delivery and ensure that services and duties were being delivered effectively. The impacts of the cost of living salary increases over the last two years had an impact, particularly on historic funding. A consultation process with the staff team also saw VCG move away from NJC salary scales and set its own negotiations with the staff team.

This resulted in VCG only using £1,325 of its reserves which was quite an achievement considering the rise in salary and overheads costs.

Income generation is still proving challenging as the economic environment remains challenging.

VCG has some long-term funding secured through The City Bridge Foundation and RBG and has secured three-year funding from Henry Smith for a further three years for The Supported Volunteering project. In addition, we secured funding through Public Health to continue the valuable services of the Emotional Well-Being project, for those isolated due to the cost of living crisis.

Funders have continued to be very supportive during this period.

Reserves Policy

The Board undertakes a 'risk assessment' approach to setting a reserves level. This ensures that the continuing work and commitments of the Volunteer Centre are safeguarded and include contingencies for redundancy, long term sickness, associated maternity leave costs and any legal costs incurred if the organisation should wind up. Key future developments in line with the Strategic Plan have also been assessed. This process is undertaken each year to ensure that the correct level of reserves determined, is based on the current obligations and requirements of the organisation.

It was concluded that for 2024-25 the level of free reserves held by the Volunteer Centre to meet these obligations needed to be £44,087. The unrestricted free reserves as at 30 September 2024 were £46,419.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

Central Volunteer Centre Activities

Volunteer Centre Greenwich is still working to achieve a service that focuses on outreach and engagement within communities across the borough whilst also enhancing our member service offer/provision through access to volunteering opportunities.

Work has been undertaken to develop a network of connections at community venues to engage with local residents, establishing access to community groups and service users who might benefit from access to volunteering and training.

Volunteer Advisors have been recruited and trained in MEOC (Making Every Opportunity Count) and Information, Advice and Guidance to deliver supportive engagement where local people can be signposted or referred to, not only training or volunteering roles but to further services and groups that may provide a more holistic impact to individuals.

This change in model and delivery of service has VCG engaging with 2,320 individuals during this reporting period through a range of activities such as events, talks and one-to-one appointments compared to 954 last year. 270 were face-to-face support appointments.

Bridging Divides

During this reporting period our aim remains to ensure that we provide full membership services to our member organisations by providing one to one support meetings, to advise on policies and procedures, role descriptions, risk assessments, providing templates and promotions for their roles. Promotions go out to our database of volunteers to increase the interest in the organisation's voluntary roles which has seen an increase of 1,037 volunteers.

There has been a large increase in members registering with us, which is due to VCG being a part of the London Simply Connect Portal. This has meant that our members have now increased by 230 organisations giving a total of 745 members which includes a rise in global majority groups. One to one support has been directly provided to 65 organisations.

Within our core services we have provided six outreach sessions of English for Speakers of other Languages (ESOL) classes, to further learners' confidence and English-speaking skills through volunteering. Work has been carried out to establish connections in Thamesmead and Abbey Wood connecting with local groups and established providers such as Peabody, resulting in VCG attending two events to connect with people in those communities. We have done several other events at the Job Centre in Woolwich, Greenwich University, Greenwich Local Labour and Business (GLLaB), Job Fair and Think Tenacity (providing support to the black community with mental health). We have provided Volunteer Management Workshops to our members along with Volunteer Managers Forums for them to receive up-to-date news and information, network with peers and receive direct support.

We continue to run our one-to-one appointments which are now running more effectively with the introduction of the online booking system. Currently this service is being run every Tuesday to full

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

capacity, and work has been taking place to recruit volunteers to provide signposting and triage for residents to engage in volunteering but also other service provisions and training (MEOC model). Volunteers have been trained to provide information, Advice and Guidance on volunteering, training provisions and other services provision across the borough, dependant on individual need.

We have been providing coffee mornings for volunteers to attend so that they can gain insight into current volunteering roles on our database whilst meeting the team and having a tour of the office. We have found that this removes the barriers of application forms and have had feedback from individuals stating that they prefer to come in and see someone to face-to-face to discuss the roles on offer. Monthly newsletters are sent out to all volunteers on our database, which includes all new volunteering opportunities and access to support in the borough.

Our Community Referral Platform has seen an increase in organisations including our registered members and new organisations signing up to the platform which has increased the number of activities now available to the public which range from community groups, support groups, mental health services, exercise and keep fit classes, youth centres and many more. This pathway will enable residents of the Royal Borough of Greenwich to refer themselves directly through to these services.

Quote from a member organisation for support provided on volunteer recruitment:

“This is to say a very big thank you for your support during DChanger 5km Walk. It was a great success, and we were blessed with great weather. We had six volunteers that responded to the invitation. Once again thank you so much!”

Dchanger Charity

Night Time Enterprise Zone

The Council successfully secured Mayor of London’s Night Time Enterprise Zone status for Woolwich. The project was aimed at enlivening Woolwich’s high streets after 6pm with innovative events, public realm interventions and business support to drive the area’s social and economic recovery.

VCG provided the volunteering support for this initiative, recruiting and training a bank of event volunteers.

During the time of this project VCG trained 21 volunteers, and seven events were supported with attendance of 18 volunteers.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

Emergency Planning

Extension funding for six months was received from the GLA to continue to support the coordinated approach to emergency planning between the voluntary and community sector and RBG. This funding enabled the survey to continue and also be revised to include information on climate change. Newsletters are sent to those who have completed the survey to feed back information from the Borough Resilience Forum, guidance and training opportunities and an update on the data collected.

Funding was also secured from Public Health to ensure the survey could continue beyond the GLA funding and keep the data up to date. It also will provide an opportunity for local residents to be recruited as emergency volunteers to support the resources identified from the voluntary and community sector.

Exercise Lemur a tabletop exercise that looks at the effects of a national power outage for several days was facilitated by RBG and Thames Water for the voluntary sector to attend. This highlighted the need for robust planning but also gave the opportunity for the sector to pose key questions for the emergency planning team. Business Community Management planning guidance documents and templates were provided by RBG and a training session.

From this exercise the Voluntary and Community Sector (VCS) Emergency Planning Steering Group was formed, with its first meeting taking place in September 2024. Funding was also secured in August 2024 to form the London Community Emergency Partnership to deliver an extreme heat exercise to the sector next year.

Training and Consultancy

This period saw VCG working towards the end of the Adult and Community Learning contract at the end of June 2024. It has been a successful contract spanning two years of delivering a curriculum of courses covering 13 topics to Royal Borough of Greenwich residents. Courses have been delivered to 520 participants of which 297 are new learners. The achievement rate and pass rate has been consistently high with 100% attendance rate and 100% pass rate in community learning (workshops) delivery and a 98% pass rate and attendance rate in Adult Skills (accredited course).

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

During this reporting period VCG has delivered training to 240 participants of which 134 are new learners in community settings, attaining training that focuses on transferable skills and confidence-building that is both relevant to employment and/or volunteering.

Throughout the duration of this contract learners have benefited from access to training provisions that not only provided skills and knowledge but also developed confidence and self-esteem for people furthest away from employment.

During this period VCG conducted a learner voice survey to measure the impact of our learning provision on individuals.

Represents 32% return rate of new learners across two-year delivery

What our learners say:

Improved my employability

[92%] Updated my CV and used for job application

[91%] Learnt new skills

[71%] Helped me with my volunteering

[72%] Access further training after my course

[85%] Sense of motivation has improved

[61%] I have things to look forward to

Learner comment:

“I have completed all of the VCG courses and it has benefited me in so many ways, not only improving my English skills but giving me the confidence to feel like I can apply for work. Through these courses I have registered with GLLaB for further help with steps to employment. I am also volunteering.”

Volunteer Management Best Practice Training

With the successful work that has taken place in 2022 – 2023, working with volunteer-involving organisations (VIO's) to re-establish their volunteering management programmes after enforced lockdown of the national pandemic, VCG implemented plans to incorporate costs of delivering the core elements of our Best Practice Training with no cost to VIOs.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024

/contd...

VCG recognised that increasing salary and expenditure costs are impacting on our member organisations and that costs for training was a barrier to engagement, reflected in those signing up to attend. It is important to VCG as an infrastructure organisation to make best practice a key priority.

Delivery will commence from 2024/25 and will ensure that all organisations and small projects can access these workshops to maintain the high standards of working with volunteers across all registered member organisations and projects.

Public Health

During this period VCG has just started to work collaboratively with Public Health to support the objectives of the Neighbourhood Inequality Development work across the Royal Borough of Greenwich.

VCG will carry out work to capacity build projects and organisations by developing their volunteer management programmes through volunteer engagement and best practice training.

Recognition 100 and 250 Awards

Through Volunteer Centre Greenwich Recognition Award Schemes (now well established) our registered member organisations were able to nominate their volunteers for the postal recognition award for volunteers that had contributed 100 hours or more to their organisation and services to the borough. 97 volunteers were awarded certificates, receiving a letter from the Worshipful Mayor of Greenwich and Volunteer Centre Greenwich.

15 Member organisations nominated 29 of their volunteers to attend the Recognition 250 Award Ceremony. In collaboration with Mycenae House the awards took place in the beautiful main hall with access to the gardens. The event was a great success with awards presented by Councillor Linda Bird (Deputy Mayor of Greenwich) and Councillor Ann-Marie Cousins. All nominated volunteers enjoyed afternoon tea accompanied by piano music provided by pianists and Jaden Brown. All awardees received a framed photograph with the Mayor of Greenwich to take home along with their framed certificate as a memento of their hard work and dedication to their organisation and the Royal Borough of Greenwich.

Project Work

Supported Volunteering Projects

This year Volunteer Centre Greenwich has run three Supported Volunteering projects, two supporting adults with a learning disability and one supporting young people.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024

/contd...

This was the sixth year of Henry Smith funding, supporting older adults with a learning disability in Greenwich. The project has an employment focus and works in partnership with Unity Works to provide the skills and experience to improve individuals' employability skills. Unfortunately, in July funding for the Henry Smith Project ended. VCG have applied for a further three years of funding, however due to a change in the funding criteria a decision on whether we have been successful has been delayed.

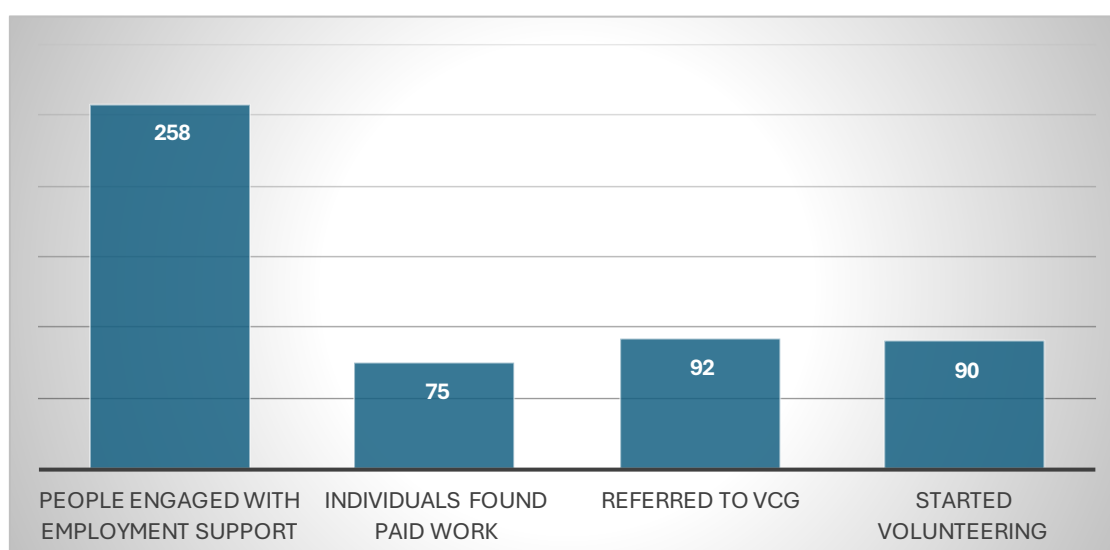
This year has seen a more settled period, with people on the project doing very well in terms of engaging with services, volunteering opportunities and moving into paid employment. 29 individuals have been supported by the project this year.

The project has had some great employment successes, with five individuals furthest from the job market finding paid work. Jobs secured included Quality Checking, working in schools and retail. The long-term support from mentors and project staff in addition to the volunteering experience has led to these positive employment outcomes.

The project has continued to work with community groups to develop and secure bespoke volunteering roles for individuals with learning disabilities and autism. New volunteering roles have been developed and new relationships have been built including with Queen Elizabeth Hospital and the Felix Project.

Using Outcomes Star (an online evaluation tool), we have been able to track progress in soft outcomes and seen, for example, 92% improved social communication and life skills, 80% improved self-worth, increasing individuals' employability.

Over the six years that this project has been funded by Henry Smith:



VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

The Royal Borough of Greenwich Health and Adult Social Care funded project works to support people with more complex needs and those under the age of 25 to access volunteering opportunities with a focus on moving people towards paid employment. This project is in its second year and is run in partnership with Unity Works and Greenwich Mencap. This year the project had 11 new referrals reaching our targets.

The project continues to work on clear pathways to goals with our growing team of committed mentors supporting various mentees on the project.

We showcased a short video featuring our incredible volunteers, sharing their roles and experiences through London Lifelines. The video not only highlighted the vital contributions of our volunteers but also significantly raised the profile of our project. It gained great traction on social media, helping us reach a wider audience and inspire others to get involved.

Feedback from Supported Living Managers, parents and carers continues to be positive:

“We’re very grateful for everything you are doing”

“We cannot believe the change in behaviour since he started with you”.

The strong connections between mentor and mentee have led to several clients now considering employment goals and more independent travel for the first time. Combining the partnership with Unity Works, volunteer work experience, supportive in-house training and one-to-one mentor support with CV writing, literacy support and interview preparation has proved invaluable, with two clients securing paid work.

The project continues to go from strength to strength occupying a valuable space in the Royal Borough of Greenwich Services offer for adults with a learning disability.

Volunteer Centre Greenwich continues to work with other providers of services for adults with a learning disability in the borough and are part of the Challenge Group arising out of the borough-wide consultation and the One Stop Shop providing advice about services available for adults with learning disabilities and their carers.

Deloitte Digital Connect Project

In 2023 VCG, alongside Volunteer Centre Bexley and Lewisham Local, came together to look for funding for a supported volunteering project to support people with mental health. As part of this we wanted to explore if we could create a digital solution to scale help from 12 people a quarter to many more. As a result of this work we were accepted onto the Deloitte Digital Connect Project in 2024 and spent six months following a user-centred design method to find a solution that worked for people with mental health.

We gathered 10 hours of interview data and ran a workshop in partnership with Volunteer Centre Hackney finding that people with lived experience of mental health weren't accessing volunteering through traditional online application forms/database matching tools because they had had a bad experience of volunteering in the past and they wanted to do their due diligence and get to know the charity before they felt that they could apply for roles.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024

/contd...

Participants told us they needed to speak to people who worked at the charity "to get a vibe for how they are" (both volunteers and managers) and see the role in action, to "learn about the support, training, practicalities of what they'd be doing". Video was a great tool for this and so VCG have been working on developing digital content. This research project continues, testing and developing strategies to make volunteering more accessible for all and has been widely shared with the sector.

Emotional and Well-being Support Project (EWB)

This year the Emotional Well-being Support project continued to support individuals in Greenwich who were experiencing loneliness, isolation and poor mental health compounded by many factors including the cost-of-living crisis. To support this work VCG recruited and trained 27 new volunteers, bringing our total to 60 dedicated individuals providing one-to-one befriending support. 132 individuals have benefited from the project throughout the year both with one-to-one support and through participation in wellbeing activities.

Our volunteers participated in wellbeing training, safeguarding adults and "Make Every Opportunity Count" training, equipping them with the knowledge of when, where and how to signpost residents to free, local services and support. Training has empowered volunteers to connect individuals with resources that address their challenges, reducing feelings of loneliness and promoting engagement with community spaces. In addition, the training and experience from volunteering has contributed to employment outcomes for two of our volunteers, showcasing the broader impact of the project.

The project experienced a high demand for referrals, from a variety of sources including the hospital discharge team, Greenwich Mental Health Hub, OXLEAS and Live Well for individuals experiencing a broad range of issues. One of the many success stories this year was one client, who initially sought help due to feelings of loneliness and isolation, has now transitioned into volunteering in a role where they are actively supporting others.



VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

The project maintained its commitment to providing consistent, impactful services to all participants. Regular activities including the popular Woolwich walking sessions, yoga classes, dance sessions and IT support continued to be well attended with participants experiencing all the health benefits these sessions provide.

Some individuals made lifestyle changes to be healthier, learning to cook healthy meals through Greenwich Cooperative Development Agency (GCDA) cookery courses and reducing sugar intake.

Referral feedback on services *“I’d like to comment that the Befriending Service is invaluable to patients we support at the **Greenwich Mental Health Hub**. It can provide space, time, and support that NHS services are so often not able to, and allows our client to be supported on a longer-term basis with their ongoing needs”.*

The project is now a member of the **South London Listens Be Well Network**, a safe space for people to turn to when they feel their mental health is low or they feel isolated. Through this structured support we hope that the project can continue to be a positive force for improved mental health in Greenwich.

Woolwich Front Room (WFR)

VCG has been working with the Woolwich Front Room since 2022 as part of the EWB support project, organising walking sessions and wellbeing activities from this venue. In addition, a VCG staff member has been situated at the Front Room once a week supporting individuals with emotional wellbeing and signposting.

VCG undertook a survey in partnership with WFR to assess the needs of people accessing the venue and how these can be supported going forward. Survey results found that the support people most commonly wanted was activities, wellbeing, volunteering, form filling and support with food/cost of living.

VCG was successful in securing Awards for All funding to build on this work and from June has increased the support to two days per week. This provides access to a range of volunteering opportunities and other support with wellbeing advisers on site. In addition, a walking group, coffee and chat sessions and weekly activities are delivered; these have included art, IT (know your device) and games sessions.

Young Greenwich

The Volunteer Centre Greenwich Young People’s Project has made excellent progress since its launch in April 2024. Funded through Young Greenwich and working in partnership with Visit Greenwich this project has supported 17 young people to move forward with their employment goals. The project’s aim is to support 15 young people aged 16-19 who are not in employment, education or training to move towards employment, with a particular focus on jobs in the tourism/hospitality sectors. Business mentors within these sectors were recruited to provide one-to-one support and industry-specific guidance to the young people. In total the project has recruited 11 volunteer mentors who have undergone mentoring and safeguarding training.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

After a targeted recruitment campaign the project has received referrals from a variety of sources including Charlton Athletic Community Trust (CACT), the Care Leavers team, and alternative provisions. Of the 27 referrals to the project 17 individuals have gone on to be matched with a mentor and supported by the project.

The focus of the mentoring sessions has been on skill-building and confidence development, The outcomes of the mentoring meetings have been promising with individuals making significant progress in their personal and professional development. Training and courses have played a significant role in the success of the participants. Four employability workshops have been delivered, focusing on essential skills and strategies to enhance participants' employability and a Barista Training course was offered as part of the service's commitment to delivering industry-specific training. Three young people attended this training session with The Drury Tea and Coffee company in Woolwich. By completing this course, participants gained both the technical skills and the confidence to pursue job opportunities in the thriving coffee industry as well as walking away with their certificate in Barista Training. This will be repeated in 2025 for some of the other individuals on the project.

The Development Worker has worked with organisations in the borough to develop volunteering opportunities and source work experience placements for these young people to develop the skills necessary to move into paid work.

The combined effects of the mentoring, training, work experience and volunteering has led to three individuals enrolling in additional training courses, marking an important step in their career progression and four individuals securing paid employment!

How Our Activities Achieve Public Benefit

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

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

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

We also offer training and consultancy input to organisations wishing to develop volunteering and have been actively involved in supporting their volunteering programmes in the borough.

Our statistics show that our services have:

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

Plans for Future Periods

A hybrid approach continues to be the working model that VCG is adopting and is working well for both VCG and our members, partners and other stakeholders.

As mentioned VCG has undergone a restructure this year and is looking to identify any gaps or tweaks that may need to be made now that the organisation has had a chance to settle into the new structure whilst also starting some new projects.

VCG has now successfully secured a further three-year grant from Henry Smith to continue the work of the Supported Volunteering Project and was part of a successful partnership bid from the Volunteering for Health Fund. This is a six borough, nine partner initiative that is looking to transform volunteering across the NHS in South East London by removing some of the existing barriers.

In addition, VCG is working with Mencap by hosting a Community Connector role for their Our Active Community programme over the next three years and has just secured funding to support public health and the Women's and Girls' hub through funding from NHS SEL ICB (South East London Integrated Care Board) via the Local Authority. VCG will be recruiting, training and managing a team of ambassadors who will engage with women and girls directly in their communities to start conversations on key themes of women's and girls' health and promote the 'virtual' community hub.

As ever, for all of VCG's work we are mindful of accessibility and will continue to ensure a variety of methods are available to ensure inclusivity.

The organisation remains committed to fundraising to maintain and develop existing core and project work to meet the aims and objectives for future development in line with the charity's objectives and strategic plan.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

Trustees' Responsibilities Statement

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of 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 2019 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

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

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

REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 30 SEPTEMBER 2024
/contd...

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

Opinion

We have audited the financial statements of Volunteer Centre Greenwich (the 'charitable company') for the year ended 30 September 2024 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 30 September 2024, 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.

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

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 pages 18 and 19, 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.

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

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

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

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

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

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

VOLUNTEER CENTRE GREENWICH

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 30 SEPTEMBER 2024

		Unrestricted Funds £	Restricted Funds £	2024 £	2023 £
	Note				
Income from:					
Donations and grants	2	5,043	68,669	73,712	73,728
Charitable activities	3	12,187	240,125	252,312	251,643
Investment income		1,362	-	1,362	-
		<u>18,592</u>	<u>308,794</u>	<u>327,386</u>	<u>325,371</u>
Total					
Expenditure on:					
Raising funds	4	14,817	-	14,817	14,457
Charitable activities	5	40,444	262,550	302,994	333,635
Running costs charged to funders	5	(35,473)	35,473	-	-
		<u>19,788</u>	<u>298,023</u>	<u>317,811</u>	<u>348,092</u>
Total					
Net income	9	(1,196)	10,771	9,575	(22,721)
Transfers between funds		(129)	129	-	-
		<u>(1,325)</u>	<u>10,900</u>	<u>9,575</u>	<u>(22,721)</u>
Net movement in funds					
Reconciliation of funds:					
Total funds brought forward	15	47,744	(1,238)	46,506	69,227
		<u>47,744</u>	<u>(1,238)</u>	<u>46,506</u>	<u>69,227</u>
Total funds carried forward	15	<u>£46,419</u>	<u>£9,662</u>	<u>£56,081</u>	<u>£46,506</u>

All income and expenditure is derived from continuing activities.
The SOFA includes all gains and losses recognised during the period.

The notes form part of these financial statements.

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

BALANCE SHEET
AS AT 30 SEPTEMBER 2024

		2024		2023	
	Notes	£	£	£	£
Fixed assets					
Tangible Fixed Assets	12		-		-
Current assets					
Debtors	13	44,221		51,441	
Cash at Bank		<u>106,363</u>		<u>22,740</u>	
		150,584		74,181	
Creditors: amounts falling due within one year	14	<u>94,503</u>		<u>27,675</u>	
Net current assets			<u>56,081</u>		<u>46,506</u>
Net assets	16		<u><u>£56,081</u></u>		<u><u>£46,506</u></u>
Funds:					
Unrestricted funds					
- General fund	15		46,419		47,744
Restricted Funds	15		<u>9,662</u>		<u>(1,238)</u>
Total funds	15		<u><u>£56,081</u></u>		<u><u>£46,506</u></u>

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

Approved by the directors and trustees on 2025 and signed on their behalf.



.....
Deborah Wallis
Trustee and Treasurer

The notes form part of these financial statements.

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

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 SEPTEMBER 2024

	Notes	2024 £	2023 £
Net cash inflow/(outflow) from Operating activities	17	82,261	(67,746)
Cash flow from investing activities			
Investment income		1,362	-
Net cash provided by investing activities		1,362	-
Change in cash and cash equivalent in the year		83,623	(67,746)
Cash at bank brought forward		22,740	90,486
Cash at bank carried forward		£106,363	£22,740

The notes form part of these financial statements.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024

1. Accounting policies

General information and basis of preparation

Volunteer Centre Greenwich is a private company (No. 03832423) limited by guarantee registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the “Reference and Administrative Information” on page 2 of these financial statements.

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

Going Concern

The trustees consider that it is appropriate to prepare the financial statements on a going concern basis under the historical cost convention. This assumes that the charity will generate sufficient income and reduce its expenditure such that it will continue to increase the surplus.

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

Income recognition

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

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

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

Expenditure recognition

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

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

Expenditure recognition /contd...

Expenditure is classified under the following activity headings:

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

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

Fund accounting

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

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

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

Tangible fixed assets and depreciation

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

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

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

Leases

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

Pensions

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

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

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 impairments are recognised in expenditure.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

2. Donations and grants

	Unrestricted	Restricted	Total 2024 £	Total 2023 £
Opportunities for All				
Royal Borough of Greenwich				
Public Health – Emergency	-	14,400	14,400	-
Night Hosts	-	-	-	5,250
City Bridge Trust – Core	-	54,269	54,269	67,228
RBG Business	-	-	-	-
Donations	5,043	-	5,043	1,250
	<u>£5,043</u>	<u>£68,669</u>	<u>£73,712</u>	<u>£73,728</u>

Of the £73,728 recognised in 2023 £5,080 was in respect of unrestricted funds and £68,648 was restricted funds.

3. Income from charitable activities

	Unrestricted £	Restricted £	Total 2024 £	Total 2023 £
Volunteering and Training Services				
Royal Borough of Greenwich	-	45,000	45,000	43,581
Royal Borough of Greenwich – HAS	-	35,084	35,084	34,832
R B of Greenwich – Befriending	-	52,128	52,128	4,344
R B of Greenwich Young Greenwich	-	16,180	16,180	-
Training and consultancy fees etc	7,187	-	7,187	10,049
ACL – SFA Training	-	50,000	50,000	65,000
Big Lottery – NEW funding	-	3,333	3,333	38,619
The Supported Volunteering Project				
London Plus	5,000	-	5,000	4,693
Henry Smith – NEW	-	38,400	38,400	50,525
	<u>£12,187</u>	<u>£240,125</u>	<u>£252,312</u>	<u>£251,643</u>

Of the £251,643 recognised in 2023, £14,742 was unrestricted funds and £236,901 was restricted funds.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

4. Cost of raising funds

	Direct Costs	Support Costs	Total 2024	Total 2023
Fundraising activities	<u>£12,342</u>	<u>£2,475</u>	<u>£14,817</u>	<u>£14,457</u>

All of the £14,457 expenditure recognised in 2023, was charged to restricted funds.

5. Cost of charitable activities

	Direct Costs	Support Costs	Total 2024	Total 2023
Volunteering services	<u>£256,252</u>	<u>£46,742</u>	<u>£302,994</u>	<u>£333,635</u>

Of the £333,635 expenditure recognised in 2023, £49,018 was charged to unrestricted funds and £284,617 was charged to restricted funds.

Running costs of £35,473 (2023 : £36,420) were recharged to restricted funds.

6. Analysis of direct costs

	2024 £	2023 £
Wages and salaries	228,394	256,025
Freelance & consultancy fees	19,007	18,290
Staff, volunteer training and recruitment	1,609	4,448
Travel costs	2,908	2,699
Computers/equipment purchased	755	1,409
Volunteers week	1,208	2,182
Other direct costs	2,371	4,176
	<u>£256,252</u>	<u>£289,229</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

7. Analysis of support costs

	2024 £	2023 £
Office costs	23,568	24,747
Premises costs	11,685	11,000
Publicity & printing	3,501	3,365
Governance costs (note 8)	7,988	7,400
	<u>£46,742</u>	<u>£46,512</u>

8. Governance costs

	2024 £	2023 £
Wages and salaries	4,937	4,940
AGM costs	385	-
Audit fees	2,666	2,460
	<u>£7,988</u>	<u>£7,400</u>

9. Net income

The net income for the year are stated after charging:

	2024	2023
Auditor's remuneration	£2,666	£2,460
Operating lease rentals	<u>£11,685</u>	<u>£11,000</u>

10. Trustees' remuneration and expenses

No trustees received nor waived any remuneration during the year (2023: none).

No trustees were reimbursed any expenses during the year (2023: none).

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

11. Staff costs

	2024	2023
	£	£
Wages and salaries	219,441	242,720
Social security costs	15,795	18,295
Other pension costs	10,437	12,301
	<u>£245,673</u>	<u>£273,316</u>

There were no employees who received total employee benefits (excluding employer pension costs) of more than £60,000, in the year to 30 September 2024 (2023 – None).

The total employee benefits received by key management were £98,424 (2023 : £109,122).

Under FRS102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

The average number of employees during the year was 8 (2023 : 8).

12. Tangible fixed assets

	Computer Equipment £
Cost:	
At 1 October 2023 and at 30 September 2024	<u>16,840</u>
Depreciation:	
At 1 October 2023 and at 30 September 2024	<u>16,840</u>
Net Book Value:	
At 31 October 2023 and at 30 September 2024	<u>£Nil</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

13. Debtors

	2024	2023
	£	£
Due within one year		
Grants receivable	39,325	42,970
Prepayments	4,896	8,471
	<u>£44,221</u>	<u>£51,441</u>

14. Creditors:

	2024	2023
	£	£
Amounts falling due within one year:		
Trade creditors	1,237	1,437
Deferred grant income (analysis below)	84,971	12,800
Accruals and other creditors	8,295	13,438
	<u>£94,503</u>	<u>£27,675</u>
 Deferred income analysis		
Balance brought forward at 1 October 2023	12,800	25,448
Additions in the year	84,971	12,800
Amounts released to incoming resources	(12,800)	(25,448)
	<u>£84,971</u>	<u>£12,800</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024

/contd...

15. Movement in funds	At 1 Oct 2023	Income	Expenditure	Transfers between Funds	At 30 Sept 2024
2024	£	£	£	£	£
Restricted Funds					
Volunteering & Training Services					
RBG - Comm. Support Team	301	45,000	(45,444)	-	(143)
RBG – HAS	31	35,084	(32,997)	-	2,118
RBG – Befriending	(3,620)	52,128	(43,023)	-	5,485
RBG – Public Health Emergency	-	14,400	(14,400)	-	-
RBG – Young Greenwich	-	16,180	(14,323)	-	1,857
ACL – SFA training	51	50,000	(50,058)	7	-
NEW Lottery	-	3,333	(2,044)	-	1,289
The Supported Volunteering Project					
Henry Smith NEW	463	38,400	(38,872)	9	-
Opportunities for All					
CBT Investing in Londoners	(191)	54,269	(55,022)	-	(944)
RBG – Night Hosts	1,727	-	(1,840)	113	-
Total restricted funds	<u>(1,238)</u>	<u>308,794</u>	<u>(298,023)</u>	<u>129</u>	<u>9,662</u>
Unrestricted funds					
General Fund	<u>47,744</u>	<u>18,592</u>	<u>(19,788)</u>	<u>(129)</u>	<u>46,419</u>
Total funds	<u>£46,506</u>	<u>£327,386</u>	<u>£(317,811)</u>	<u>£Nil</u>	<u>£56,081</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

15. Movement in funds /contd...

Comparative information for the movement in funds in the previous year is as follows:

	At 1 Oct 2022	Income	Expenditure	Transfers between Funds	At 30 Sept 2023
	£	£	£	£	£
2023					
Restricted Funds					
Volunteering & Training Services					
RBG - Comm. Support Team	-	43,581	(43,280)	-	301
RBG – HAS	2,901	34,832	(37,702)	-	31
RBG – Befriending	-	4,344	(7,964)	-	(3,620)
ACL – SFA training	3,105	65,000	(68,054)	-	51
NEW Lottery	1,336	38,619	(39,955)	-	-
The Supported Volunteering Project					
Henry Smith NEW	1,639	50,525	(51,701)	-	463
Opportunities for All					
CBT Investing in Londoners	3,728	63,398	(67,317)	-	(191)
RBG – Night Hosts	-	5,250	(3,523)	-	1,727
RBG – business	1,541	-	(1,541)	-	-
Total restricted funds	14,250	305,549	(321,037)	-	(1,238)
Unrestricted funds					
General Fund	54,977	19,822	(27,055)	-	47,744
Total funds	£69,227	£325,371	£(348,092)	£Nil	£46,506

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

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

16. Analysis of net assets between funds

Fund Balances at 30 September 2024 are represented by:

	Unrestricted		Restricted	Total
	General	Designated		
	£	£	£	£
Current assets	140,922	-	9,662	150,584
Current liabilities	(94,503)	-	-	(94,503)
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
As at 30 September 2024	<u>£46,419</u>	<u>£Nil</u>	<u>£9,662</u>	<u>£56,081</u>

Fund balances at 30 September 2023 are represented by:

	Unrestricted		Restricted	Total
	General	Designated		
	£	£	£	£
Current assets	74,181	-	-	74,181
Current liabilities	(26,437)	-	(1,238)	(27,675)
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
As at 30 September 2023	<u>£47,744</u>	<u>£Nil</u>	<u>£(1,238)</u>	<u>£46,506</u>

17. Notes to the Statement of Cash Flows

Reconciliation of (deficit)/surplus to net cash

	2024	2023
	£	£
(Deficit)/Surplus for the year	9,575	(22,721)
(Increase)/Decrease in debtors	7,220	(29,793)
(Decrease)/Increase in creditors	66,828	(15,232)
Investment income	(1,362)	-
	<u> </u>	<u> </u>
Net cash outflow from operating activities	<u>£82,261</u>	<u>£(67,746)</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024 /contd...

18. Operating Lease Commitments

At 30 September 2024 the total minimum lease payments due under non-cancellable operating leases are as follows:

	2024		2023	
	Land and Buildings £	Other £	Land and Buildings £	Other £
Within one year	3,004	2,975	2,750	2,975
Within two to five years	-	-	-	2,974
	<u>£3,004</u>	<u>£2,975</u>	<u>£2,750</u>	<u>£5,949</u>

19. Taxation

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

20. Related Party Transactions

There were no related party transactions in 2024 or 2023 other than those set out in Note 10.

21. Contingent Assets

The charity has been awarded several multi-year grants but not all of the amounts awarded have been recognised as either income or deferred income. This is because the charity recognises income based on specified or implied timeframes. The amount of funding awarded but not recognised as at 30 September 2024 is £369,582 (2023 : £710,830).

VOLUNTEER CENTRE GREENWICH

England & Wales - Charity number 1081369

Accounts

VOLUNTEER CENTRE GREENWICH

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

REPORT OF THE BOARD OF TRUSTEES AND ACCOUNTS
YEAR ENDED 30 SEPTEMBER 2023

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

VOLUNTEER CENTRE GREENWICH

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VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023

The Board of Trustees presents its report and audited financial statements for the year ended 30 September 2023.

Reference and Administrative Information

Charity Name: Volunteer Centre Greenwich

Charity Registration Number: 1081369

Company Registration Number: 3832423

Registered Office and
Operational Address: Equitable House
1st Floor
7 General Gordon Square
London SE18 6FH

Board of Trustees

Theresa Pini	Chair (until May 23)
Jonathan Fricker	Chair (from May 23)
Jonathan Fricker	Vice Chair (until May 23)
Melanie Taylor	Vice Chair (from May 23)
Deborah Wallis	Treasurer
Kate Askew	
Chris Grigsby	
Sarah Joseph	
William Wilson	

Company Secretary Michelle Martin

Senior Management Team

Michelle Martin	Chief Executive
Nadine Fulker	Operations & Services Manager

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

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES YEAR ENDED 30 SEPTEMBER 2023

/contd...

Structure, Governance and Management

Governing Document

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

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

Recruitment and Appointment of Board of Trustees

The Directors of the Company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Articles of Association the members of the Board of Trustees are elected to serve for a term of three years and a maximum of nine years after which they may stand for re-election after standing down for one year.

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

Trustee Induction and Training

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

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

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

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

VOLUNTEER CENTRE GREENWICH
REPORT OF THE BOARD OF TRUSTEES
FOR THE YEAR ENDED 30 SEPTEMBER 2023
/contd...

Trustee Induction and Training /contd...

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

Risk Management

The Board of Trustees has conducted its own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks. External risks to the future funding for the core functions led to the diversification of funding, development of the consultancy and training provision and reduction in expenditure. However, the ability to generate income through our training and consultancy services was severely impacted during the pandemic. These services are starting to return but as yet are not back to usual levels.

VCG has undertaken a review of the strategic plan 2019-24 to ensure the strategic direction was current in light of the changes to services and ways of working during the pandemic. The plan still continues to build VCG's income generation and resilience.

Internal risks are minimised by the continuous improvement of procedures to ensure consistent quality of delivery for all operational aspects of the charitable company. Risk is closely monitored by the Board of Trustees using a robust risk assessment tool which is reviewed on a regular basis.

Organisational Structure

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

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

Related Parties

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023 /contd...

Objectives and Activities

Our vision

Lives and communities positively changed through volunteering.

Our mission

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

Volunteer Centre Greenwich aims to do this by:

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

Volunteer Centre Greenwich achieves the above by:

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023

/contd...

Achievements and Performance

Financial Review

The Charity's income was £325,371 in the year ended 30 September 2023 compared to £390,398 in the year ended 30 September 2022. Total expenditure was £348,092 in the period to 30 September 2023 compared to £366,924 in the year ended 30 September 2022. Unrestricted funds carried forward at 30 September 2023 were £47,744, compared to £54,977 on the previous year, whilst restricted funds for ongoing projects at 30 September 2023 were (£1,238).

VCG undertook a restructure of the organisation and this resulted in a redundancy hence the reduction in reserves. Income generation is still proving challenging as the economic environment remains challenging.

We have secured five years funding from The City Bridge Foundation and so the organisation does have some secure longer-term funding in place. In addition, we secured funding through Public Health to continue the valuable services that the Emotional Well-Being project for those isolated due to the cost of living crisis. Funders have continued to be very supportive during this period.

Reserves Policy

The Board of Trustees undertakes a 'risk assessment' approach to setting a reserves level. This ensures that the continuing work and commitments of the Volunteer Centre are safeguarded and include contingencies for redundancy, long term sickness, associated maternity leave costs and any legal costs incurred if the organisation should wind up. Key future developments in line with the Strategic Plan have also been assessed. This process is undertaken each year to ensure that the correct level of reserves determined is based on the current obligations and requirements of the organisation.

It was concluded that for 2023-24 the level of free reserves held by the Volunteer Centre to meet these obligations needed to be £54,683. The unrestricted free reserves as at 30 September 2023 were £47,744.

VCG continues to work to increase its unrestricted funds to ensure it can cover these obligations.

Central Volunteer Centre Activities

Work is now taking place to diversify our core services. As we come out of the pandemic it has become more important to work more collaboratively now services have reopened and we have returned to face-to-face provisions. Volunteer Centre Greenwich is working to achieve a service that focuses on outreach and engagement within communities across the borough whilst also enhancing our member service offer/provision through access to volunteering opportunities and training under the VCG's Adult and Community Learning funding.

Work has been undertaken to develop a network of connections at community venues to engage with local residents, establishing access to community groups and service users who might benefit from access to volunteering and training.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023

/contd...

Volunteer Advisors have been recruited and are undergoing training in MEOC (Making Every Opportunity Count) and Information, Advice and Guidance to deliver supportive engagement where local people can be signposted or referred to, not only training or volunteering roles but to further services and groups that may provide a more holistic impact to individuals.

VCG has engaged with 954 individuals during this reporting period through a range of activities such as events, talks and one-to-one appointments. 107 of the 954 were face-to-face support engagements. As our team of volunteers increases our aim is for this number of engagements to increase over the next six months.

Bridging Divides

During this reporting period VCG has been able to fully realise full membership services for Volunteer Involving Organisations with a focus on one-to-one support and advice on both volunteering policies and roles for members. Promotion has been a focused provision aspect during this period to repopulate meaningful volunteering roles across the borough of Greenwich.

There has been an influx of roles and promotions now that services are fully resumed following on from the previous year's adjustment period. Throughout the previous year member organisations' re-opening and online roles transitioned back to face-to-face interactions. During this year, recruitment of volunteers has been important where volunteers and capacity were diminished due to the Covid-19 pandemic and the period of adjustment for organisations returning to service delivery. Throughout this reporting period our membership base has repopulated to 425 members. A full year of targeted recruitment campaigns, one-to-one support and advice has been provided to 22 projects and organisations; five delivering direct services to BAME groups in the Royal Borough of Greenwich.

Our core services are also undertaking the development of a Community/Social Prescribing Platform and we are working with registered member organisations on populating the platform with activities, services, groups and support. This pathway provides direct self-referral without the need of a key worker or support worker so local people can directly engage with services without a referral.

Quote from a member organisation for support provided with urgent volunteer recruitment:

"Just sending you a big thank-you for setting up the "casting call" so quickly for us. There was plenty of interest in the role. We couldn't have done this without your help!"
Hate Crime Co-ordinator

Night Hosts

The Council successfully secured Mayor of London's Night Time Enterprise Zone status for Woolwich. The project is aimed at enlivening Woolwich's high streets after 6pm with innovative events, public realm interventions and business support to drive the area's social and economic recovery. VCG provided the volunteering support for this initiative, recruiting and training a bank of event volunteers.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023 /contd...

Emergency Planning

We received funding from the GLA to support emergency planning in the borough. VCG provides the vital link between the voluntary and community sector and RBG. This will support a coordinated approach from all sectors in the event of any emergency/crisis in Greenwich. An initial survey was conducted to identify resources, skills and assets within the sector that can be utilised in the event of an emergency. Out-of-hours contact numbers also ensure a timely response. Work to continue identifying resources and offer training to the sector continues.

Recognition 100 and 250 Awards

Through Volunteer Centre Greenwich Recognition Award Schemes (now well established) our registered member organisations were able to nominate their volunteers for the postal recognition award for volunteers that had contributed 100 hours or more to their organisation and services to the borough. 70 volunteers were awarded certificates, receiving a letter from the Worshipful Mayor of Greenwich and Volunteer Centre Greenwich.

19 Member organisations nominated 29 of their volunteers to attend the Recognition 250 Award Ceremony. In collaboration with Mycenae House the awards took place in the beautiful main hall with access to the gardens. The event was a great success with awards presented by Councillor Dominic Mbang (Worshipful Mayor of Greenwich) and Councillor Adel Khaireh. All nominated volunteers enjoyed afternoon tea accompanied by piano music provided by pianists Robert Barlitz and Jaden Brown. All awardees received a framed photograph with the Mayor of Greenwich to take home along with their framed certificate as a memento of their hard work and dedication to their organisation and the Royal Borough of Greenwich.

Film Walking Tours

This year saw the film tours come to a close and the dissolution of Envolve Partnerships, the social enterprise for Volunteer Centre Greenwich. The social enterprise was to develop additional activities to generate income for the charity but focus on the impact of the pandemic and current service needs has meant this is not a priority at the current time. Volunteer Centre Greenwich still generates income through its charitable objectives by delivering training and providing consultancy support.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023

/contd...

Consultancy and Training October 2022 - September 2023

October 2022 started the new year of term times delivering our Adult and Community Learning provision. Our programme is evolving, and we have extended our range of workshops to include a three-day workshop in Customer Service and Information, Advice and Guidance and Interpersonal Skills, with an emphasis on small classroom numbers to increase tutor support and provided a conducive environment for learners furthest away from engagement in learning. Our training provision is now accessible by all residents across the borough of Greenwich with minimal entry requirements.

During this reporting period we have worked towards establishing destination and progression for learners through volunteering or referral to next step provisions for our learners.

A total of 286 enrolments, of which 136 new learners who are residents of Greenwich borough have engaged in 2022/23. There is a 100% achievement and retention bringing the total of new learners to 212 over the two years contracted for delivery. VCG is working on bidding for a further commissioning under ACL (Adult and Community Learning) to extend this provision.

What our learners say about the benefits of training with VCG (Your Voice Survey)

Training has helped me improve my employability	39 %
I was able to add my training to my CV or job application	60 %
Training helped me learn new skills I can use in my everyday life	85 %
Training has helped me into paid work	18 %
Training has helped me in my volunteering	57 %
I have gone on to further training after my course/s	57 %
I feel my mental health and wellbeing have improved due my training	50 %
I feel my physical health improved due my training	18 %
I feel my sense of motivation has improved due to training	78 %
I feel that I have things to look forward to in life due my training	42 %
I feel my confidence in my own abilities has improved due to training	71 %
My sense of self-esteem has increased due to training	53 %

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023

/contd...

Project Work

Supported Volunteering Project

This was the 5th year of Volunteer Centre Greenwich delivering the Henry Smith funded Supported Volunteering project, working with older adults with a learning disability or autism in Greenwich. This project has an employment focus and works in partnership with Unity Works. This year 40 individuals were supported by the project. The project saw some great employment successes, with individuals furthest from the job market finding paid work. Jobs secured included Berkley Homes, Bexley Mencap and Smiggles.

The project continues to work on clear pathways to goals with our ever-growing team of committed mentors supporting various mentees on the project. The project has continued to work with community groups to develop and secure bespoke volunteering roles for individuals with learning disabilities and autism.

A second project, supporting younger adults and those with more complex needs to access volunteering, was recommissioned in April 2023, working in partnership with Unity Works and Greenwich Mencap. The project continues to go from strength to strength, occupying a valuable space in the Royal Borough Greenwich offer for adults with a learning disability until 2027.

This year the project has been working more closely with school leavers to provide that ongoing support when young people leave the structure of education. Too often in the past people arrive on the project having left school and then have not engaged in anything meaningful until they found the project.

"I'm so deeply grateful for this group and its workers. My son has been very secluded from the world until joining with you. It has given him a sense of confidence and pride and he can't wait to share information about his day with us and the family. He talks with such joy and enthusiasm about everything he has learnt...it leaves us unconcerned and excited for his future.

We truly appreciate each and everyone involved and thank you for being such caring, supportive people."

Parent quote

Following on from the success of the volunteering gardening opportunity based at Shrewsbury House, the project has developed a new opportunity supporting the community library based in the house. This new role has attracted clients who have greater support needs but with the model that has been set up this has been well managed.

The weekly walking group has remained popular with 12 regulars who come out in all weathers. The walk has used Woolwich Front Room as a space to have refreshments and play board games. The Volunteer Centre continued to produce the 'What's On in Greenwich for People with Learning Disabilities' newsletter following feedback on how valuable the publication was for individuals and their families.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023

/contd...

Supported Volunteering Project /cont'd...

Volunteer Centre Greenwich continues to work with other providers of services for adults with a learning disability in the borough and remain part of the Challenge Group arising out of the borough-wide consultation and the One Stop Shop providing advice about services available for adults with learning disabilities and their carers.

In September the project achieved the nationally recognised quality accreditation mark in mentoring. This award looked at all aspects of the service and Volunteer Centre Greenwich in general and concluded that, "The service is of a high standard with the support and services given".

Emotional and Well-being Support Project

This year the lottery funding for this project ended. However, recognising the key role that the Emotional Wellbeing Support Project plays in supporting the integration of people experiencing isolation into the community, Royal Borough of Greenwich have funded the project until 2025.

In 2022/23 the project supported 121 people, delivering weekly befriending calls from a matched volunteer advisor; regular wellbeing workshops including art, mindfulness, digital support and signposting to any adult living in Greenwich who is experiencing loneliness, isolation, or poor mental wellbeing. In addition, the project continued to run 'walk and talk and coffee and chat' sessions throughout the community.

For many, attending one of the project activities or speaking to a befriender is often the highlight of someone's week. Project users report feeling busier, having the tools to improve their life and opportunities to change their careers, set goals, be around others, gain knowledge and feeling more confident and assertive. *80% of people use the service to reduce loneliness and 90% reported feeling more connected after joining the project.*

This year the project developed links with GCDA with the delivery of a bespoke cookery course and project wellbeing activities delivered in Woolwich Front Room and the walking group using that space. The project also linked with the TFL community project to provide free trips on the DLR, enabling service users to explore more of London.

Year on year, referrals into the project have increased from 97 in 2021-22 to 121 this year as partnerships with the Community Hub, Mind, OXLEAS and Adult Social Care go from strength to strength.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023 /contd...

Emotional and Well-being Support Project /cont'd...

This year the impact of the cost of living crisis has been apparent in both service users and volunteers. 100% of referral partners cited financial concerns, poor mental well-being, and loneliness for their referral. 25% of clients stated that they are experiencing poverty, and the project became a referral partner for Greenwich Foodbanks. As an additional resource, the project collated information on community meal sessions, food support in the borough and Warm Hubs.

A key focus of the past year has been increasing visibility of the project in the community, with wellbeing workshops being delivered in partnership with community centres across Greenwich. To support this, the project developed resources and publicity information translated into community languages and easy-read formats.

This year project staff worked towards achieving a quality mark in befriending. VCG were awarded the Quality in Befriending Award in September which recognised the effort put into ensuring a high-quality experience for both project users and the team of 55 volunteers. The UK Befriending Network assessor reported: ***"It is very clear that the project helps to reduce isolation and loneliness. The Emotional Wellbeing Support Project does a fantastic job in not only addressing mental health and well-being but also adapting to the diverse communities who use the service."***

Young Greenwich

In 2020 Royal Greenwich commissioned an integrated youth programme 'Young Greenwich' which has been delivered in partnership with OXLEAS NHS Foundation Trust and METRO Charity. Young Greenwich is a place for people who want to have fun, meet new friends, learn new skills and fulfil their potential. Young Greenwich is aimed at 10 to 19-year-olds, or up to 25 for those with Special Educational Needs and Disabilities.

Volunteer Centre Greenwich provides a consultancy service by supporting organisation with their volunteering programme. We have supported 11 organisations in writing and developing their volunteering policies and procedures and developing their role descriptions along with advice and support around their volunteering programme. We have also put on Volunteer Management Training.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023 /contd...

How Our Activities Achieve Public Benefit

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

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

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

We also offer training and consultancy input to organisations wishing to develop volunteering and have been actively involved in supporting the volunteering programmes in the borough during the Covid-19 pandemic.

Our statistics show that our services have:

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023

/contd...

Plans for Future Periods

A hybrid approach continues to be the working model that VCG is adopting although more of our face-to-face services have been reintroduced.

VCG successfully secured two grants through the commissioning process with The Royal Borough of Greenwich for four years and was successful with its application to the City Bridge Foundation to be able to continue our core services for a further five years. Securing this longer-term funding does put the organisation on a more secure footing although the cost of living increases, particularly on NJC salary scales, has made a significant impact on the budget and therefore the fundraising target. This year has seen more increases and VCG is going through a restructure to explore the best way to deliver its services and ensure it has the right organisational structure in place. As ever, VCG is mindful of accessibility and will continue to ensure a variety of methods are available to ensure inclusivity.

VCG is also very aware of the impact the cost of living crisis is having on our members and the residents of the borough and is looking at projects to support this. VCG is still trying to seek funding for a Supported Volunteering Project to support those with lived experience of mental health, but has secured funding for a pilot project for NEET (not in education, employment and training) young people. They will be supported with a business mentor, gain volunteering experience linked to tourism and hospitality, followed by work experience and hopefully employment in this industry.

The organisation remains committed to fundraising to maintain and develop existing core and project work to meet the aims and objectives for future development in line with the charity's objectives and strategic plan.

Trustees' Responsibilities Statement

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of 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:

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023 /contd...

Trustees' Responsibilities Statement /contd..

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

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

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

Auditors

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

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

Approved by the Board of Trustees on 14 May 2024 and signed on its behalf by:

Jon Fricker (Chair)
Trustee

REPORT OF THE INDEPENDENT AUDITOR TO THE MEMBERS OF VOLUNTEER CENTRE GREENWICH

Opinion

We have audited the financial statements of Volunteer Centre Greenwich (the ‘charitable company’) for the year ended 30 September 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 30 September 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.

REPORT OF THE INDEPENDENT AUDITOR TO THE MEMBERS OF VOLUNTEER CENTRE GREENWICH

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.

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.

REPORT OF THE INDEPENDENT AUDITOR TO THE MEMBERS OF VOLUNTEER CENTRE GREENWICH

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on pages 15 and 16, 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.

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.

REPORT OF THE INDEPENDENT AUDITOR TO THE MEMBERS OF VOLUNTEER CENTRE GREENWICH

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

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

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

14 May 2024

VOLUNTEER CENTRE GREENWICH

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 30 SEPTEMBER 2023

		Unrestricted Funds £	Restricted Funds £	2023 £	2022 £
	Note				
Income from:					
Donations and grants	2	5,080	68,648	73,728	135,383
Charitable activities	3	14,742	236,901	251,643	255,015
Total		<u>19,822</u>	<u>305,549</u>	<u>325,371</u>	<u>390,398</u>
Expenditure on:					
Raising funds	4	14,457	-	14,457	14,831
Charitable activities	5	49,018	284,617	333,635	352,093
Running costs charged to funders	5	(36,420)	36,420	-	-
Total		<u>27,055</u>	<u>321,037</u>	<u>348,092</u>	<u>366,924</u>
Net income	9	(7,233)	(15,488)	(22,721)	23,474
Transfers between funds		-	-	-	-
Net movement in funds		(7,233)	(15,488)	(22,721)	23,474
Reconciliation of funds:					
Total funds brought forward	15	<u>54,977</u>	<u>14,250</u>	<u>69,227</u>	<u>45,753</u>
Total funds carried forward	15	<u><u>£47,744</u></u>	<u><u>£(1,238)</u></u>	<u><u>£46,506</u></u>	<u><u>£69,227</u></u>

All income and expenditure is derived from continuing activities.

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

The notes form part of these financial statements.

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

BALANCE SHEET
AS AT 30 SEPTEMBER 2023

		2023		2022
	Notes	£	£	£
Fixed assets				
Tangible Fixed Assets	12		-	-
Current assets				
Debtors	13	22,740		21,648
Cash at Bank		51,441		90,486
		<u>74,181</u>		<u>112,134</u>
Creditors: amounts falling due within one year	14	<u>27,675</u>		<u>42,907</u>
Net current assets			<u>46,506</u>	<u>69,227</u>
Net assets	16		<u><u>£46,506</u></u>	<u><u>£69,227</u></u>
Funds:				
Unrestricted funds				
- General fund	15		47,744	54,977
Restricted Funds	15		<u>(1,238)</u>	<u>14,250</u>
Total funds	15		<u><u>£46,506</u></u>	<u><u>£69,227</u></u>

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

Approved by the directors and trustees on 14 May 2024 and signed on their behalf.

.....
Deborah Wallis
Trustee and Treasurer

The notes form part of these financial statements.

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

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 SEPTEMBER 2023

	Notes	2023 £	2022 £
Net cash inflow/(outflow) from Operating activities	17	(39,045)	9,589
Cash at bank brought forward		<u>90,486</u>	<u>80,897</u>
Cash at bank carried forward		<u><u>£51,441</u></u>	<u><u>£90,486</u></u>

The notes form part of these financial statements.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2023

1. Accounting policies

General information and basis of preparation

Volunteer Centre Greenwich is a private company (No. 03832423) limited by guarantee registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the “Reference and Administrative Information” on page 2 of these financial statements.

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

Going Concern

The trustees consider that it is appropriate to prepare the financial statements on a going concern basis under the historical cost convention. This assumes that the charity will generate sufficient income and reduce its expenditure such that it will continue to increase the surplus.

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

Income recognition

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

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

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

Expenditure recognition

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

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2023

/contd...

Expenditure recognition /contd...

Expenditure is classified under the following activity headings:

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

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

Fund accounting

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

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

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

Tangible fixed assets and depreciation

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

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

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

Leases

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

Pensions

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

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

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 impairments are recognised in expenditure.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2023

/contd...

2. Donations and grants

	Unrestricted	Restricted	Total 2023 £	Total 2022 £
Opportunities for All				
Royal Borough of Greenwich				
Public Health - Vaccination	-	-	-	62,566
Night Hosts	-	5,250	5,250	-
City Bridge Trust – Core	3,830	63,398	67,228	47,817
RBG Business	-	-	-	25,000
Donations	1,250	-	1,250	-
	<u>£5,080</u>	<u>£68,648</u>	<u>£73,728</u>	<u>£135,383</u>

Of the £135,383 recognised in 2022 £Nil was in respect of unrestricted funds and £135,383 was restricted funds.

3. Income from charitable activities

	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
Volunteering and Training Services				
Royal Borough of Greenwich	-	43,581	43,581	42,161
Royal Borough of Greenwich – HAS	-	34,832	34,832	34,620
R B of Greenwich – Befriending	-	4,344	4,344	-
Training and consultancy fees etc	10,049	-	10,049	12,286
ACL – SFA Training	-	65,000	65,000	60,000
Befriending -DOH	-	-	-	-
Befriending – Big Lottery	-	-	-	-
Big Lottery – NEW funding	-	38,619	38,619	50,846
The Supported Volunteering Project				
Job Centre Plus Flexible Fund	-	-	-	5,777
London Plus	4,693	-	4,693	-
Henry Smith – NEW	-	50,525	50,525	49,325
	<u>£14,742</u>	<u>£236,901</u>	<u>£251,643</u>	<u>£255,015</u>

Of the £255,015 recognised in 2022, £12,286 was unrestricted funds and £242,729 was restricted funds.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2023 /contd...

4. Cost of raising funds

	Direct Costs	Support Costs	Total 2023	Total 2022
Fundraising activities	<u>£12,351</u>	<u>£2,106</u>	<u>£14,457</u>	<u>£14,831</u>

All of the £14,831 expenditure recognised in 2022, was charged to restricted funds.

5. Cost of charitable activities

	Direct Costs	Support Costs	Total 2023	Total 2022
Volunteering services	<u>£289,229</u>	<u>£44,406</u>	<u>£333,635</u>	<u>£352,093</u>

Of the £352,093 expenditure recognised in 2022, £28,984 was charged to unrestricted funds and £323,109 was charged to restricted funds.

Running costs of £36,420 (2022 : £41,282) were recharged to restricted funds.

6. Analysis of direct costs

	2023 £	2022 £
Wages and salaries	256,025	277,498
Freelance & consultancy fees	18,290	9,269
Staff, volunteer training and recruitment	4,448	5,121
Travel costs	2,699	3,982
Computers purchased	1,409	1,896
Volunteers week	2,182	1,472
Other direct costs	4,176	3,253
	<u>£289,229</u>	<u>£302,491</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2023

/contd...

7. Analysis of support costs

	2023 £	2022 £
Office costs	24,747	27,307
Premises costs	11,000	11,600
Publicity & printing	3,365	3,231
Governance costs (note 8)	7,400	7,464
	<u>£46,512</u>	<u>£49,602</u>

8. Governance costs

	2023 £	2022 £
Wages and salaries	4,940	5,046
Audit fees	2,460	2,418
	<u>£7,400</u>	<u>£7,464</u>

9. Net income

The net income for the year are stated after charging:

	2023	2022
Auditor's remuneration	£2,460	£2,418
Operating lease rentals	<u>£11,000</u>	<u>£11,000</u>

10. Trustees' remuneration and expenses

No trustees received nor waived any remuneration during the year (2022: *none*).

No trustees were reimbursed any expenses during the year (2022: *none*).

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2023 /contd...

11. Staff costs

	2023	2022
	£	£
Wages and salaries	242,720	260,972
Social security costs	18,295	21,287
Other pension costs	12,301	12,899
	<u>£273,316</u>	<u>£295,158</u>

There were no employees who received total employee benefits (excluding employer pension costs) of more than £60,000, in the year to 30 September 2023 (2022 – None).

The total employee benefits received by key management were £109,122 (2022 : £112,892).

Under FRS102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

The average number of employees during the year was 8 (2022 : 9).

12. Tangible fixed assets

	Computer Equipment £
Cost:	
At 1 October 2022 and at 30 September 2023	<u>16,840</u>
Depreciation:	
At 1 October 2022 and at 30 September 2023	<u>16,840</u>
Net Book Value:	
At 31 October 2022 and at 30 September 2023	<u><u>£Nil</u></u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2023 /contd...

13. Debtors

	2023	2022
	£	£
Due within one year		
Grants receivable	42,970	15,038
Prepayments	8,471	6,610
	<u>£51,441</u>	<u>£21,648</u>

14. Creditors:

	2023	2022
	£	£
Amounts falling due within one year:		
Trade creditors	1,437	5,000
Deferred grant income (analysis below)	12,800	25,448
Accruals and other creditors	13,438	12,459
	<u>£27,675</u>	<u>£42,907</u>
Deferred income analysis		
Balance brought forward at 1 October 2022	25,448	54,208
Additions in the year	12,800	25,448
Amounts released to incoming resources	(25,448)	(54,208)
	<u>£12,800</u>	<u>£25,448</u>
Balance carried forward at 30 September 2023	<u>£12,800</u>	<u>£25,448</u>

15. Movement in funds

	At 1 October 2022	Income	Expenditure	Transfers between Funds	At 30 Sept 2023
	£	£	£	£	£
2023					
Restricted Funds					
Volunteering & Training Services					
RBG - Comm. Support Team	-	43,581	(43,280)	-	301
RBG – HAS	2,901	34,832	(37,702)	-	31
RBG – Befriending	-	4,344	(7,964)	-	(3,620)
ACL – SFA training	3,105	65,000	(68,054)	-	51
NEW Lottery	1,336	38,619	(39,955)	-	-
The Supported Volunteering Project					
Henry Smith NEW	1,639	50,525	(51,701)	-	463
Opportunities for All					
CBT Investing in Londoners	3,728	63,398	(67,317)	-	(191)
RBG – Night Hosts	-	5,250	(3,523)	-	1,727
RBG – business	1,541	-	(1,541)	-	-
Total restricted funds	<u>14,250</u>	<u>305,549</u>	<u>(321,037)</u>	<u>-</u>	<u>(1,238)</u>
Unrestricted funds					
General Fund	<u>54,977</u>	<u>19,822</u>	<u>27,055</u>	<u>-</u>	<u>47,744</u>
Total funds	<u>£69,227</u>	<u>£390,398</u>	<u>£(366,924)</u>	<u>£Nil</u>	<u>£46,506</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2023

/contd...

15. Movement in funds /contd...

Comparative information for the movement in funds in the previous year is as follows:

	At 1 Oct 2021	Income	Expenditure	Transfers between Funds	At 30 Sept 2022
	£	£	£	£	£
2022					
Restricted Funds					
Volunteering & Training Services					
RBG - Comm. Support Team	-	42,161	(42,161)	-	-
RBG – HAS	3,594	34,620	(35,313)	-	2,901
ACL – SFA training	-	60,000	(56,895)	-	3,105
NEW Lottery	3,302	50,846	(52,812)	-	1,336
The Supported Volunteering Project					
JCP	4,578	5,777	(10,368)	13	-
Henry Smith NEW	3,185	49,325	(50,871)	-	1,639
Opportunities for All					
RBG - Public Health - Vaccination	-	62,566	(62,566)	-	-
CBT Investing in Londoners	688	47,817	(44,777)	-	3,728
RBG - business	-	25,000	(23,459)	-	1,541
Total restricted funds	<u>15,347</u>	<u>378,112</u>	<u>(379,222)</u>	<u>13</u>	<u>14,250</u>
Unrestricted funds					
General Fund	<u>30,406</u>	<u>12,286</u>	<u>12,298</u>	<u>(13)</u>	<u>54,977</u>
Total funds	<u><u>£45,753</u></u>	<u><u>£390,398</u></u>	<u><u>£(366,924)</u></u>	<u><u>£Nil</u></u>	<u><u>£69,227</u></u>

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

16. Analysis of net assets between funds

Fund Balances at 30 September 2023 are represented by:

	General £	Unrestricted Designated £	Restricted £	Total £
Current assets	74,181	-	-	74,181
Current liabilities	(26,437)	-	(1,238)	(27,675)
As at 30 September 2023	<u><u>£47,744</u></u>	<u><u>£Nil</u></u>	<u><u>£(1,238)</u></u>	<u><u>£46,506</u></u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2023

/contd...

16. Analysis of net assets between funds/cont'd...

Fund balances at 30 September 2022 are represented by:

	Unrestricted		Restricted	Total
	General	Designated		
	£	£	£	£
Current assets	97,884	-	14,250	112,134
Current liabilities	(42,907)	-	-	(42,907)
As at 30 September 2022	<u>£54,977</u>	<u>£Nil</u>	<u>£14,250</u>	<u>£69,227</u>

17. Notes to the Statement of Cash Flows Reconciliation of (deficit)/surplus to net cash

	2023	2022
	£	£
(Deficit)/Surplus for the year	(22,721)	23,474
(Increase)/Decrease in debtors	(1,092)	11,077
(Decrease)/Increase in creditors	(15,232)	(24,962)
Net cash outflow from operating activities	<u>£(39,045)</u>	<u>£9,589</u>

18. Operating Lease Commitments

At 30 September 2023 the total minimum lease payments due under non-cancellable operating leases are as follows:

	2023		2022	
	Land and Buildings	Other	Land and Buildings	Other
	£	£	£	£
Within one year	2,750	2,975	2,750	2,975
Within two to five years	-	2,974	-	5,949
	<u>£2,750</u>	<u>£8,924</u>	<u>£2,750</u>	<u>£8,924</u>

19. Taxation

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

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2023/contd...

20. Related Party Transactions

There were no related party transactions in 2023 or 2022 other than those set out in Note 10.

21. Contingent Assets

The charity has been awarded several multi-year grants but not all of the amounts awarded have been recognised as either income or deferred income. This is because the charity recognises income based on specified or implied timeframes. The amount of funding awarded but not recognised as at 30 September 2023 is £710,830 (2022 : £219,682).

VOLUNTEER CENTRE GREENWICH

England & Wales - Charity number 1081369

Accounts

VOLUNTEER CENTRE GREENWICH

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

**REPORT OF THE BOARD OF TRUSTEES AND ACCOUNTS
YEAR ENDED 30 SEPTEMBER 2022**

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

VOLUNTEER CENTRE GREENWICH

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VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022

The Board of Trustees presents its report and audited financial statements for the year ended 30 September 2022.

Reference and Administrative Information

Charity Name: Volunteer Centre Greenwich

Charity Registration Number: 1081369

Company Registration Number: 3832423

Registered Office and
Operational Address: Equitable House
1st Floor
7 General Gordon Square
London SE18 6FH

Board of Trustees

Theresa Pini	Chair
Jonathan Fricker	Vice Chair
Deborah Wallis	Treasurer
Cheryl Chow	(until May 22)
Kate Askew	
Melanie Taylor	
Chris Grigsby	
Sarah Joseph	(from October 21)
William Wilson	(from April 22)

Company Secretary Michelle Martin

Senior Management Team

Michelle Martin	Chief Executive
Nadine Fulker	Operations & Services Manager
Liz Cutajar	Supported Volunteering Project Manager

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

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES YEAR ENDED 30 SEPTEMBER 2022

/contd...

Structure, Governance and Management

Governing Document

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

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

Recruitment and Appointment of Board of Trustees

The Directors of the Company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Articles of Association the members of the Board of Trustees are elected to serve for a term of three years and a maximum of nine years after which they may stand for re-election after standing down for one year.

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

Trustee Induction and Training

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

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

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

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022 /contd...

Trustee Induction and Training /contd...

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

Risk Management

The Board of Trustees has conducted its own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks. External risks to the future funding for the core functions led to the diversification of funding, development of the consultancy and training provision and reduction in expenditure. However, the ability to generate income through our training and consultancy services was severely impacted during the pandemic. These services are starting to return but as yet are not back to usual levels.

VCG has undertaken a review of the strategic plan 2019-24 to ensure the strategic direction was current in light of the changes to services and ways of working during the pandemic. The plan still continues to build VCG's income generation and resilience.

Internal risks are minimised by the continuous improvement of procedures to ensure consistent quality of delivery for all operational aspects of the charitable company. Risk is closely monitored by the Board of Trustees using a robust risk assessment tool which is reviewed on a regular basis.

Organisational Structure

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

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

Related Parties

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022

/contd...

Objectives and Activities

Our vision

Lives and communities positively changed through volunteering.

Our mission

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

Volunteer Centre Greenwich aims to do this by:

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

Volunteer Centre Greenwich achieves the above by:

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022 /contd...

Achievements and Performance

Financial Review

The Charity's income was £390,398 in the year ended 30 September 2022 compared to £321,443 in the year ended 30 September 2021. Total expenditure was £366,924 in the period to 30 September 2022 compared to £290,177 in the year ended 30 September 2021. Unrestricted funds carried forward at 30 September 2022 were £54,977, an increase from £30,406 on the previous year, whilst restricted funds for ongoing projects at 30 September 2022 were £14,250.

After a very challenging couple of years the organisation has started to see its income generation start to return as the delivery of our training services started to build. Although not on the level pre pandemic, it has enabled us to build our reserves with this income.

We had already secured 3 years funding for the Supported Volunteering Project and The Emotional and Well-Being project and VCG continued to manage the volunteers for the vaccination programme until May 2022.

Funders have continued to be very supportive during this period.

Central Volunteer Centre Activities

2021/22 saw the continuation of the vaccination programme delivered to residents of the Royal Borough of Greenwich. More vaccination sites were opened to include all age groups and a rolling programme of recruitment of vaccination marshals continued throughout the first two quarters of this reporting period. With the introduction of mobile vaccination sites and NHS Pharmacies, the programme expanded its reach of recruitment of volunteers to increase capacity and provide support to vaccination sites across the Borough.

A rolling programme of 750 volunteers continued to be mobilised across this period with vaccination sites eventually starting to close down in May 2022. As the programme drew to a close, recognition events were held to recognise the enormous support from community residents giving their time volunteering in what has proved to be a remarkable cross sector and community collaboration in a difficult unforeseen time.

Recruitment of Community Champions also continued during this period providing important health and well-being information, service, and support.

A network of over 400 volunteers were actively engaged in this initiative, providing much needed connections with hard to reach communities. These communities were extremely vulnerable during the Covid-19 pandemic due to lack of access to services because of barriers that impede conventional connections.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022

/contd...

Through the success of the vaccination programme and as mass vaccinations drew to an end in May 2022 the Community Champions work was galvanised and recognised as an important method of empowering communities and meaningful connections that will remain part of the local authority's method of engagement around health and well-being services.

2021 emerged to be a period of time where many client facing services continued to work remotely under government directives, with many volunteering roles successfully transitioned to continue to support local people via communication and social platforms. However, many roles remain suspended. Events and outdoor activities started to open up in April and a gradual return to face to face services slowly re-emerged during the spring and summer months.

There was a massive emphasis on volunteering as we started to see the impact of furlough and redundancy on residents of the Borough during the pandemic. The demand of people seeking volunteering roles outweighed available volunteering opportunities.

As we moved into the autumn, services started returning to face to face delivery. Targeted recruitment for available roles proved to provide an effective method of matching local residents with available volunteering roles within the Borough (2154 volunteers signposted and recruited) and considerable work took place in capacity building 45 smaller volunteer involving groups and organisations with the development of volunteering programme policies and procedures.

Bridging Divides

VCG's work primarily focuses on the reintroduction of face to face roles and support from VCG to registered member organisations focusing on the development of risk assessed volunteering roles.

VCG worked with 51 organisations as services re-opened. Work focused on not only safety and well-being but also how safety is perceived by both volunteers and service users/clients, as this was just as important as assessing risk, it needed to be visible.

Transparent measures were implemented to ensure the well-being of volunteers re-engaging in roles. A large proportion of work was carried out on revisiting roles and risk assessments for the roles to look at emerging issues relating to individual volunteering roles. Safety of environment and how roles needed to change for this interim period, also how roles could transition if further emergency measures are introduced by Government directives.

Services and groups that emerged through the pandemic continue to receive one to one support to capacity build their volunteer involving programmes, continuing important connections and community engagement.

VCG remained present at collaborative strategic forums for influence and guidance in best practice in volunteering throughout this reporting period.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022 /contd...

Supporting Greenwich Volunteer Involving Organisations to adapt their volunteering programmes

Funding was secured from Royal Borough of Greenwich (RBG) Business Support Partnership to support our volunteer involving organisations in Greenwich to adapt and modify their volunteering programmes to continue to involve volunteers in both traditional and digital settings in a safe and Covid-19 secure way. This involved:

- working with members to continue or expand their services.
- adapting traditional volunteering roles considering new ways of involving volunteers.
- supporting smaller groups to set up a safe relevant volunteering programme.
- providing local residents with a diverse range of Covid-19 safe volunteering opportunities.

Some organisations had no policies or procedures in place at all and so the whole programme was developed over a few months. Others had some in place and the gaps identified and developed.

45 groups were involved in the project.

70 role descriptions developed and promoted.

60% of groups reported an increase in the number of volunteers recruited.

40% reported an increase in health and well-being

23% reported an increase in employability skills

Quote

'This has been very beneficial to us. We haven't recruited any volunteers yet but helped us to put together best practice and policies. This means we can be confident to start including volunteers in what we do. The volunteer management training we received was excellent. The team is really good and thanks for your help'.

Recognition 100 and 250 Awards

June 22 saw the re-introduction for face-to-face events for National Volunteers Week (1st – 7th June) and traditional methods of celebrating volunteering were able to take place.

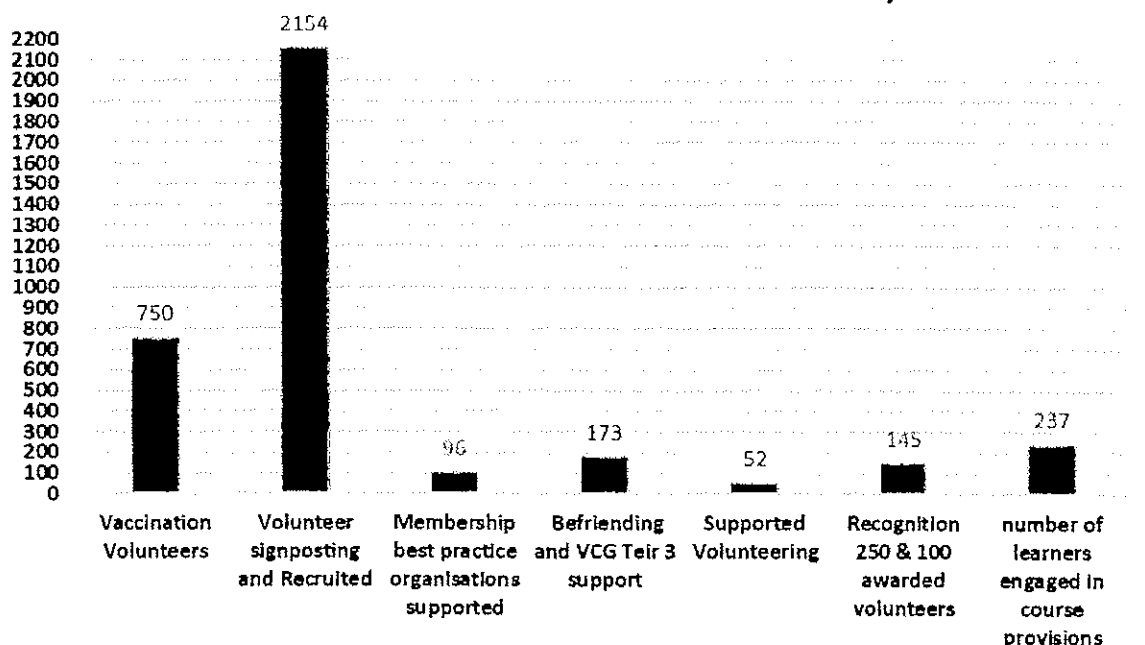
VCG held a very welcomed and well needed Recognition 250 Awards Ceremony in partnership with the Royal Borough of Greenwich and Mycenae House. 20 Organisations nominated their volunteers to attend for afternoon tea and to receive their recognition certificates, presented by the Worshipful Mayor of Royal Greenwich, Councillor Leo Fletcher and Councillor Adel Khaireh.

A wide diverse range of volunteers from roles that support community work across the Borough, received the recognition and thanks for their dedication and hard work from before and during the pandemic. 105 volunteers received postal awards across the Borough from the Mayor of Greenwich and Volunteer Centre Greenwich for 100 hours of volunteering.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022 /contd...

Volunteer Centre Greenwich Services 21/22



Consultancy and Training October 2021 - September 2022

October 2021 saw the start of a two-year contract secured under the Adult and Community Learning framework, delivering adult and community courses across the Royal Borough of Greenwich to local residents.

The contract incorporates a programme of delivery of community-based learning, ranging from interpersonal skills, customer service, bereavement, equality and diversity and safeguarding to introductory workshops on topics such as administration, mentoring and information, advice and guidance skills.

This reporting period has seen work focusing on the development of learner engagement and the incorporation and implementation of Ofsted standards in line with the Adult and Community Learning contract.

As organisations across the borough re-emerge from furloughed service provision, VCG delivered training in volunteer management best practice and bespoke training packages to member organisations, volunteer managers, charity and statutory organisations. In this instance the transition to online training has made workshops more accessible to volunteer managers with managers stating that cutting out the travel to and from venues has made attending the full programme of workshop easier!

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022

/contd...

January 2022, VCG were finally able to return to face-to-face delivery under government guidelines, providing a blended learning environment that fully supports the diversity of our client group. Learners have been excited to be able to spend time with their peers and actively practice and collaborate with guidance from their tutors.

What our learners say:

"The courses I have attended with VCG have helped me feel confident in pursuing my goals into education especially now as I have a little more time for myself and my self-improvement. I found the tutors helpful and very encouraging and would highly recommend to other learners. I have introduced my friends to take a similar route at VCG"

"I highly recommend the courses I have done and how helpful the tutors have been in encouraging and signposting me to further support assisting me in finding a job".

Number of learners attending courses delivered in this reporting period:

Workshop training 88
Accredited training 20

Retention 100%
Attainment 97%

Film Walking Tours

This year the Greenwich Film Walking Tours have seen a steady stream of bookings particularly in the autumn and spring. Covid still had an impact with tours taken off sale briefly in January due to the Omicron variant. However tours resumed in the spring and a new guide was recruited with extensive knowledge of Greenwich history, a welcome addition to the tour guides.

Film Tours were offered on a bespoke basis with people able to choose to some extent what filming locations they wanted to visit and if they had the stamina to make it up the hill to the "Bridgerton" House overlooking Blackheath!

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022

/contd...

Project Work

Supported Volunteering Project

This year Volunteer Centre Greenwich has run three Supported Volunteering projects. However, in April 2022 the funding for the Young People's Project ended. Fortunately, Volunteer Centre Greenwich were able to transition the young people remaining on this project onto the RBG funded project so that support could continue to these individuals.

This is the fourth year of Henry Smith funding, supporting older adults with a learning disability in Greenwich. The project has an employment focus and works in partnership with Unity Works. This year has seen a more settled period, with people on the project doing very well in terms of engaging with services, volunteering opportunities and moving into paid employment. 29 individuals have been supported by the project this year.

The project has had some great employment successes, with some individuals furthest from the job market finding paid work. Jobs secured included Quality Checking, working in schools and retail. The long-term support from mentors and project staff in addition to the volunteering experience has led to these positive employment outcomes.

The project has continued to work with community groups to develop and secure bespoke volunteering roles for individuals with learning disabilities and autism. New volunteering roles have been developed and new relationships have been built including with Queen Elizabeth Hospital and the Felix Project.

A volunteer taster day was held at Shrewsbury House Community Centre giving people the opportunity to try their hand at gardening, running sport sessions, organising craft sessions, decorating cupcakes, running a refreshment stand and volunteering in the library. It was a great success and lots of fun.

The volunteering gardening opportunity based at Shrewsbury House has been hugely successful. The project now looks after "Woodland Corner" and has taken over two planters which have been filled with herbs and other plants chosen by the volunteers. The team has grown to 7 volunteers this year. Feedback from Shrewsbury House which also supported the project in other areas of volunteering states:

'We have gained new volunteers and our gardens and grounds are being cared for regularly. Providing supported volunteering in and around our Community Centre has encouraged other, less confident people to get involved and make a difference and gain new experiences and make new friends.'

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022

/contd...

Supported Volunteering Project /cont'd...

The Royal Borough of Greenwich Health and Adult Social Care funded project works to support people with more complex needs to access volunteering opportunities. This project commenced in April 2019 and is run in partnership with Unity Works and Advocacy in Greenwich. This year the project had 8 new referrals to add to the existing 10 active clients. This largely came about from the transfer of the Young People's Project referrals and an increased profile from our participation in the 100 Day Challenge review of Adult Social Care in Greenwich

The project continues to work on clear pathways to goals with our growing team of committed mentors supporting various mentees on the project. Feedback from Supported Living Managers, parents and carers continues to be positive *"we're very grateful for everything you are doing"* *"we cannot believe the change in behaviour since he started with you"*. The strong connections between mentor and mentee has led to several clients now considering employment goals and more independent travel for the first time. Combining the partnership with Unity Works, volunteer work experience, supportive in house training and one to one mentor support with CV writing, literacy support and interview preparation has proved invaluable, with two clients securing paid work.

The creation of a buddy role has proved successful over the past year, both for volunteer buddies and clients with complex needs who otherwise wouldn't be able to volunteer in their community. One of our volunteer buddies, out of work for many years, went on to secure a paid role as a school SEN mentor following her time as a 1:1 buddy and the completion of various VCG training courses. She has now gone on to establish a Saturday morning SEN youth programme demonstrating the holistic value of these projects.

The project continues to go from strength to strength occupying a valuable space in the Royal Borough Greenwich Day Services offer with four more years of funding secured in partnership with Unity Works and Mencap Greenwich.

A walking group specifically for people with a learning disability has also proved to be popular, with walks going out in all weathers. A variety of routes have been undertaken including trips under the Thames and a morning out on the Elizabeth Line. Walkers interests are incorporated into planning and have included a visit to the animals in Maryon Wilson Park and a lovely guided tour of St Georges Garrison Church. One of the key successes of this walk is the post walk tea and chat which has really helped build understanding of issues people are facing and opportunities to signpost and connect walkers with other services.

This year Volunteer Centre set up and produced a quarterly 'What's On in Greenwich for People with Learning Disabilities' newsletter shared widely across the Borough. The production of this newsletter provided several volunteering opportunities for clients. For one of these clients, this experience was instrumental in securing a work placement with the Council.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022

/contd...

Supported Volunteering Project /cont'd...

Volunteer Centre Greenwich continues to work with other providers of services for adults with a learning disability in the Borough and are part of the Challenge Group arising out of the Borough wide consultation and the One Stop Shop providing advice about services available for adults with learning disabilities and their carers.

Emotional and Well-being Support Project

The Emotional Well-being Support Project funded by the National Lottery continued to go from strength to strength this year, delivering an increased range of activities and support across the Borough to those isolated, lonely and vulnerable.

This year the project has provided one to one support for 97 individuals from a team of 55 project volunteers. A further 46 people attended one of the projects walking groups and 30 people attended project delivered activities. New volunteers have been recruited throughout the year and have been trained, supervised and supported to provide them with the skills to provide practical and emotional support and signposting skills.

The project has adapted its focus to support face to face befriending in addition to telephone befriending, with an increased focus placed on getting people to participate in their community and attend activities. 80% of those supported use the service to reduce loneliness and isolation and over 90 % reported feeling more connected having been a part of the project. Individuals report; feeling busier, having support to improve life, opportunities to change their careers, set goals, be around others, gain knowledge and feeling more confident and assertive.

"It has helped me join community and friends, I know my befriender is always there to help me"

The project is widely connected with a range of referral partners including the Community Hub, Mind, OXLEAS and Adult Social Care. One of the key strengths of the project has been the ability to directly refer clients in crisis to further sources of support, including mental health crisis lines, adult social care, domestic abuse, and refuge services.

The project has continued to work in around the Borough's community centres to base activities walking groups and social groups, encouraging participation, and connect new people to opportunities. This year the project connected with Age UK to support their Nepalese project and with the arrival of Ukrainian refugees, the project extended its support translating project leaflets and targeted recruitment of Ukrainian speaking volunteers.

The range of activities the project now provides enables individuals to benefit from mental wellbeing, exercise, connecting with the community and companionship. Digital support sessions have been introduced for those that are digitally excluded.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022

/contd...

Emotional and Well-being Support Project /cont'd...

The project has introduced a range of new activities as part of its delivery model for the second year. With policies and procedures developed so that volunteers can visit housebound clients who have physical or mobility issues providing much needed support and companionship. With the rise of cost of living the project has engaged with the local authority, voluntary sector organisations and government initiatives to plan a range of mechanisms to support people struggling with bills. This includes providing information on community meals and warm Hubs as well as becoming a referral partner for the Greenwich Food Bank.

One of the greatest strengths of this project is the ability to be innovative and to adapt support to the changing needs of individuals. Whilst it originated as a project to help alleviate the isolation of the pandemic it has now become a much-needed source of support for those struggling with prolonged poor mental wellbeing due to uncertainty, insecurity and anxiety over rising costs. Attending one of the project activities or speaking to a befriender is often the highlight of someone's week.

How Our Activities Achieve Public Benefit

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

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

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

We also offer training and consultancy input to organisations wishing to develop volunteering and have been actively involved in supporting the volunteering programmes in the Borough during the Covid-19 pandemic.

Our statistics show that our services have:

- Increased awareness locally and further afield about the value of volunteering for individuals and about good practice in volunteering;
- Developed a better understanding amongst decision makers and influencers about the contribution that volunteering can make as part of civil society;

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022

/contd...

How Our Activities Achieve Public Benefit /contd

- Provided increased access into volunteering for people from different sections of the local community;
- Increased individual skills and confidence and prospects for employment.

Plans for Future Periods

The Covid-19 pandemic had an impact on delivery of our services as an organisation and continues to change the way we work. Working from home has become a regular feature for the organisation and a hybrid approach continues to be adopted.

This year VCG went through the commissioning process with The Royal Borough of Greenwich and has an application submitted with City Bridge Trust to seek continuation funding for our membership services.

Following the review of our strategic plan in 2022 and some reduction in funding, VCG has reviewed the structure of the organisation to streamline resources introducing new models of working and utilising digital resources thereby reducing costs. As ever, VCG is mindful of accessibility and will continue to ensure a variety of methods are available to ensure inclusivity.

VCG is very aware of the impact of not just the pandemic but now the cost of living crisis. We have been and will continue to try and source funding so that we can offer the Supported Volunteering Project to those with lived experience of mental health as our project for people with learning disabilities has clearly demonstrated the impact of this work on their confidence, increased social networks and employability.

The organisation remains committed to fundraising to maintain and develop existing core and project work to meet the aims and objectives for future development in line with the charity's objectives and strategic plan.

Trustees' Responsibilities Statement

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of 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:

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2022

/contd...

Trustees' Responsibilities Statement /contd..

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

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

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

Auditors

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

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

Approved by the Board of Trustees on 12 May 2023 and signed on its behalf by:

Theresa Pini (Chair)
Trustee



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

Opinion

We have audited the financial statements of Volunteer Centre Greenwich (the 'charitable company') for the year ended 30 September 2022 which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 30 September 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the trustees report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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

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 pages 15 and 16, 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.

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

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

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

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

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.


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

12 May 2023

VOLUNTEER CENTRE GREENWICH

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 30 SEPTEMBER 2022

	Note	Unrestricted Funds £	Restricted Funds £	2022 £	2021 £
Income from:					
Donations and grants	2	-	135,383	135,383	112,179
Charitable activities	3	12,286	242,729	255,015	209,264
Total		<u>12,286</u>	<u>378,112</u>	<u>390,398</u>	<u>321,443</u>
Expenditure on:					
Raising funds	4	-	14,831	14,831	14,586
Charitable activities	5	28,984	323,109	352,093	275,591
Running costs charged to funders	5	(41,282)	41,282	-	-
Total		<u>(12,298)</u>	<u>379,222</u>	<u>366,924</u>	<u>290,177</u>
Net income	9	24,584	(1,110)	23,474	31,266
Transfers between funds		(13)	13	-	-
Net movement in funds		<u>24,571</u>	<u>(1,097)</u>	<u>23,474</u>	<u>31,266</u>
Reconciliation of funds:					
Total funds brought forward	15	<u>30,406</u>	<u>15,347</u>	<u>45,753</u>	<u>14,487</u>
Total funds carried forward	15	<u><u>£54,977</u></u>	<u><u>£14,250</u></u>	<u><u>£69,227</u></u>	<u><u>£45,753</u></u>

All income and expenditure is derived from continuing activities.

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

The notes form part of these financial statements.

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

BALANCE SHEET
AS AT 30 SEPTEMBER 2022

	Notes	2022	2021
		£	£
Fixed assets			
Tangible Fixed Assets	12	-	-
Current assets			
Debtors	13	21,648	32,725
Cash at Bank		90,486	80,897
		<u>112,134</u>	<u>113,622</u>
Creditors: amounts			
falling due within one year	14	42,907	67,869
Net current assets		<u>69,227</u>	<u>45,753</u>
Net assets	16	<u>£69,227</u>	<u>£45,753</u>
Funds:			
Unrestricted funds			
- General fund	15	54,977	30,406
Restricted Funds	15	14,250	15,347
Total funds	15	<u>£69,227</u>	<u>£45,753</u>

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

Approved by the directors and trustees on 12 May 2023 and signed on their behalf.



Deborah Wallis
Trustee and Treasurer

The notes form part of these financial statements.

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

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 SEPTEMBER 2022

	Notes	2022 £	2021 £
Net cash inflow/(outflow) from Operating activities	17	9,589	10,984
Cash at bank brought forward		<u>80,897</u>	<u>69,913</u>
Cash at bank carried forward		<u>£90,486</u>	<u>£80,897</u>

The notes form part of these financial statements.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2022

1. Accounting policies

General information and basis of preparation

Volunteer Centre Greenwich is a private company (No. 03832423) limited by guarantee registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the "Reference and Administrative Information" on page 2 of these financial statements.

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

Going Concern

The trustees consider that it is appropriate to prepare the financial statements on a going concern basis under the historical cost convention. This assumes that the charity will generate sufficient income and reduce its expenditure such that it will continue to increase the surplus.

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

Income recognition

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

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

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

Expenditure recognition

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

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2022 /contd...

Expenditure recognition /contd...

Expenditure is classified under the following activity headings:

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

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

Fund accounting

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

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

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

Tangible fixed assets and depreciation

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

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

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

Leases

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

Pensions

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

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

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 impairments are recognised in expenditure.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2022 /contd...

2. Donations and grants

	Unrestricted	Restricted	Total 2022 £	Total 2021 £
Opportunities for All				
Royal Borough of Greenwich				
Public Health - Vaccination	-	62,566	62,566	62,746
City Bridge Trust – Core	-	47,817	47,817	49,433
RBG Business	-	25,000	25,000	-
	<u>£Nil</u>	<u>£135,383</u>	<u>£135,383</u>	<u>£112,179</u>

Of the £112,179 recognised in 2021 £Nil was in respect of unrestricted funds and £112,179 was restricted funds.

3. Income from charitable activities

	Unrestricted £	Restricted £	Total 2022 £	Total 2021 £
Volunteering and Training Services				
Royal Borough of Greenwich	-	42,161	42,161	42,161
Royal Borough of Greenwich – HAS	-	34,620	34,620	38,484
Training and consultancy fees etc	12,286	-	12,286	15,360
ACL – SFA Training	-	60,000	60,000	-
Befriending -DOH	-	-	-	10,000
Befriending – Big Lottery	-	-	-	37,504
Big Lottery – NEW funding	-	50,846	50,846	12,658
The Supported Volunteering Project				
Job Centre Plus Flexible Fund	-	5,777	5,777	11,553
Henry Smith – OLD	-	-	-	29,100
Henry Smith – NEW	-	49,325	49,325	12,250
Greenwich Bus Tours				
Entry fees	-	-	-	194
	<u>£12,286</u>	<u>£242,729</u>	<u>£255,015</u>	<u>£209,264</u>

Of the £209,264 recognised in 2021, £15,554 was unrestricted funds and £193,710 was restricted funds.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2022 /contd...

4. Cost of raising funds

	Direct Costs	Support costs	Total 2022	Total 2021
Fundraising activities	<u>£12,614</u>	<u>£2,217</u>	<u>£14,831</u>	<u>£14,586</u>

All of the £14,586 expenditure recognised in 2021, was charged to restricted funds.

5. Cost of charitable activities

	Direct Costs	Support Costs	Total 2022	Total 2021
Volunteering services	<u>£302,491</u>	<u>£49,602</u>	<u>£352,093</u>	<u>£275,591</u>

Of the £275,591 expenditure recognised in 2021, £36,928 was charged to unrestricted funds and £238,663 was charged to restricted funds.

Running costs of £41,282 (2021 : £37,767) were recharged to restricted funds.

6. Analysis of direct costs

	2022 £	2021 £
Wages and salaries	277,498	224,788
Freelance consultancy fees	9,269	6,189
Staff, volunteer training and recruitment	5,121	3,244
Travel costs	3,982	2,955
Computers purchased	1,896	6,149
Volunteers week	1,472	433
Other direct costs	3,253	4,775
	<u>£302,491</u>	<u>£248,533</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2022 /contd...

7. Analysis of support costs

	2022	2021
	£	£
Office costs	27,307	21,261
Premises costs	11,600	11,000
Publicity & printing	3,231	1,995
Governance costs (note 8)	7,464	7,388
	<u>£49,602</u>	<u>£41,644</u>

8. Governance costs

	2022	2021
	£	£
Wages and salaries	5,046	5,012
Audit fees	2,418	2,376
	<u>£7,464</u>	<u>£7,388</u>

9. Net income

The net income for the year are stated after charging:

	2022	2021
Auditor's remuneration	£2,418	£2,376
Operating lease rentals	<u>£11,000</u>	<u>£11,000</u>

10. Trustees' remuneration and expenses

No trustees received nor waived any remuneration during the year (2021: *none*).

No trustees were reimbursed any expenses during the year (2021: *none*).

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2022 /contd...

11. Staff costs

	2022	2021
	£	£
Wages and salaries	260,972	204,106
Social security costs	21,287	15,889
Other pension costs	12,899	9,805
	<u>£295,158</u>	<u>£229,800</u>

There were no employees who received total employee benefits (excluding employer pension costs) of more than £60,000, in the year to 30 September 2022 (2021 – None).

The total employee benefits received by key management were £112,892 (2021 : £110,521).

Under FRS102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

The average number of employees during the year was 9 (2021 : 7).

12. Tangible fixed assets

	Computer Equipment £
Cost:	
At 1 October 2021 and at 30 September 2022	<u>16,840</u>
Depreciation:	
At 1 October 2021 and at 30 September 2022	<u>16,840</u>
Net Book Value:	
At 31 October 2021 and at 30 September 2022	<u>£Nil</u>

VOLUNTEER CENTRE GREENWICH
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2022
/contd...

13. Debtors

	2022	2021
	£	£
Due within one year		
Grants receivable	15,038	27,362
Prepayments	6,610	5,363
Other debtors	-	-
	<u>£21,648</u>	<u>£32,725</u>

14. Creditors:

	2022	2021
	£	£
Amounts falling due within one year:		
Trade creditors	5,000	198
Deferred grant income (analysis below)	25,448	54,208
Accruals and other creditors	12,459	13,463
	<u>£42,907</u>	<u>£67,869</u>
Deferred income analysis		
Balance brought forward at 1 October 2021	54,208	47,204
Additions in the year	25,448	54,208
Amounts released to incoming resources	(54,208)	(47,204)
Balance carried forward at 30 September 2022	<u>£25,448</u>	<u>£54,208</u>

15. Movement in funds

	At 1 October 2021	Income	Expenditure	Transfers between Funds	At 30 Sept 2022
	£	£	£	£	£
2022					
Restricted Funds					
Volunteering & Training Services					
RBG - Comm. Support Team	-	42,161	(42,161)	-	-
RBG - HAS	3,594	34,620	(35,313)	-	2,901
ACL - SFA training	-	60,000	(56,895)	-	3,105
NEW Lottery	3,302	50,846	(52,812)	-	1,336
The Supported Volunteering Project					
JCP	4,578	5,777	(10,368)	13	-
Henry Smith NEW	3,185	49,325	(50,871)	-	1,639
Opportunities for All					
RBG - Public Health - Vaccination	-	62,566	(62,566)	-	-
CBT Investing in Londoners	688	47,817	(44,777)	-	3,728
RBG - business	-	25,000	(23,459)	-	1,541
Total restricted funds	<u>15,347</u>	<u>378,112</u>	<u>(379,222)</u>	<u>13</u>	<u>14,250</u>
Unrestricted funds					
General Fund	<u>30,406</u>	<u>12,286</u>	<u>12,298</u>	<u>(13)</u>	<u>54,977</u>
Total funds	<u>£45,753</u>	<u>£390,398</u>	<u>£(366,924)</u>	<u>£Nil</u>	<u>£69,227</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2022 /contd...

15. Movement in funds /contd...

Comparative information for the movement in funds in the previous year is as follows:

	At 1 Oct 2020	Income	Expenditure	Transfers between Funds	At 30 Sept 2021
	£	£	£	£	£
2021					
Restricted Funds					
Volunteering & Training Services					
RBG - Comm. Support Team	(20)	42,161	(42,162)	21	-
RBG – HAS	99	38,484	(35,201)	212	3,594
Befriending	10	47,504	(47,567)	53	-
NEW Lottery	-	12,658	(9,356)	-	3,302
The Supported Volunteering Project					
JCP	-	11,553	(6,975)	-	4,578
Henry Smith	(21)	29,100	(29,100)	21	-
Henry Smith NEW	-	12,250	(9,065)	-	3,185
Opportunities for All					
RBG - Public Health - Vaccination	-	62,746	(62,760)	14	-
CBT Investing in Londoners	85	49,433	(48,830)	-	688
Total restricted funds	<u>153</u>	<u>305,889</u>	<u>(291,016)</u>	<u>321</u>	<u>15,347</u>
Unrestricted funds					
General Fund	<u>14,334</u>	<u>15,554</u>	<u>839</u>	<u>(321)</u>	<u>30,406</u>
Total funds	<u>£14,487</u>	<u>£321,443</u>	<u>£(290,177)</u>	<u>£Nil</u>	<u>£45,753</u>

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

16. Analysis of net assets between funds

Fund Balances at 30 September 2022 are represented by:

	Unrestricted		Restricted	Total
	General £	Designated £	£	£
Current assets	97,884	-	14,250	112,134
Current liabilities	(42,907)	-	-	(42,907)
As at 30 September 2022	<u>£54,977</u>	<u>£Nil</u>	<u>£14,250</u>	<u>£69,227</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2022 /contd...

16. Analysis of net assets between funds/cont'd...

Fund balances at 30 September 2021 are represented by:

	Unrestricted			
	General	Designated	Restricted	Total
	£	£	£	£
Current assets	98,275	-	15,347	113,622
Current liabilities	(67,869)	-	-	(67,869)
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
As at 30 September 2021	<u>£30,406</u>	<u>£Nil</u>	<u>£15,347</u>	<u>£45,753</u>

17. Notes to the Statement of Cash Flows Reconciliation of (deficit)/surplus to net cash

	2022	2021
	£	£
Surplus for the year	23,474	31,266
(Increase)/Decrease in debtors	11,077	(24,593)
(Decrease)/Increase in creditors	(24,962)	4,311
	<u> </u>	<u> </u>
Net cash outflow from operating activities	<u>£9,589</u>	<u>£10,984</u>

18. Operating Lease Commitments

At 30 September 2022 the total minimum lease payments due under non-cancellable operating leases are as follows:

	2022		2021	
	Land and Buildings	Other	Land and Buildings	Other
	£	£	£	£
Within one year	2,750	2,975	2,750	2,975
Within two to five years	-	5,949	-	8,924
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	<u>£2,750</u>	<u>£8,924</u>	<u>£2,750</u>	<u>£11,899</u>

19. Taxation

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

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2022/contd...

20. Related Party Transactions

There were no related party transactions in 2022 or 2021 other than those set out in Note 10.

21. Contingent Assets

The charity has been awarded several multi-year grants but not all of the amounts awarded have been recognised as either income or deferred income. This is because the charity recognises income based on specified or implied timeframes. The amount of funding awarded but not recognised as at 30 September 2022 is £219,682 (2021 : £298,858).

VOLUNTEER CENTRE GREENWICH

England & Wales - Charity number 1081369

Accounts

VOLUNTEER CENTRE GREENWICH

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

**REPORT OF THE BOARD OF TRUSTEES AND ACCOUNTS
YEAR ENDED 30 SEPTEMBER 2021**

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

VOLUNTEER CENTRE GREENWICH

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VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021

The Board of Trustees presents its report and audited financial statements for the year ended 30 September 2021.

Reference and Administrative Information

Charity Name: Volunteer Centre Greenwich

Charity Registration Number: 1081369

Company Registration Number: 3832423

Registered Office and
Operational Address: Equitable House
1st Floor
7 General Gordon Square
London SE18 6FH

<u>Board of Trustees</u>	Theresa Pini	Chair
	Jonathan Fricker	Vice Chair
	Deborah Wallis	Treasurer
	Cheryl Chow	
	Kate Askew	
	Martin Riley	(till July 2021)
	Melanie Taylor	
	Chris Grigsby	(from July 2021)

Company Secretary Michelle Martin

<u>Senior Management Team</u>	Michelle Martin	Chief Executive
	Nadine Fulker	Operations & Services Manager

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

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES YEAR ENDED 30 SEPTEMBER 2021

/contd...

Structure, Governance and Management

Governing Document

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

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

Recruitment and Appointment of Board of Trustees

The Directors of the Company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Articles of Association the members of the Board of Trustees are elected to serve for a term of three years and a maximum of nine years after which they may stand for re-election after standing down for one year.

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

Trustee Induction and Training

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

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

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

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021

/contd...

Trustee Induction and Training /contd...

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

Risk Management

The Board of Trustees has conducted its own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks. External risks to the future funding for the core functions led to the diversification of funding, development of the consultancy and training provision and reduction in expenditure. However, the ability to generate income through our training and consultancy services was severely impacted during the pandemic. These services are starting to return to usual levels and VCG has also been awarded a training contract through Royal Borough of Greenwich (RBG) Adult and Community Learning funding.

VCG will be undertaking a review of the strategic plan 2019-24 to ensure the strategic direction is current in light of the changes to services and ways of working during the pandemic. The plan will still continue to build VCG's income generation and resilience.

Internal risks are minimised by the continuous improvement of procedures to ensure consistent quality of delivery for all operational aspects of the charitable company. Risk is closely monitored by the Board of Trustees using a robust risk assessment tool which is reviewed on a regular basis.

Organisational Structure

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

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

Related Parties

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021

/contd...

Objectives and Activities

Our vision

Lives and communities positively changed through volunteering.

Our mission

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

Volunteer Centre Greenwich aims to do this by:

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

Volunteer Centre Greenwich achieves the above by:

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021 /contd...

Achievements and Performance

Financial Review

The Charity's income was £321,443 in the year ended 30 September 2021 compared to £244,332 in the year ended 30 September 2020. Total expenditure was £290,177 in the period to 30 September 2021 compared to £233,283 in the year ended 30 September 2020. Unrestricted funds carried forward at 30 September 2021 were £30,406, an increase from £14,334 on the previous year, whilst restricted funds for ongoing projects at 30 September 2021 were £15,347.

After a very challenging couple of years the organisation had secured some new funding for services identified during the pandemic. This included our Emotional and Well-Being Service and delivery and management of the volunteers for the vaccination programme. We also secured an additional 3 years funding for our Supported Volunteering project for people with a learning disability/autism.

Delivery of our training services resumed during this year, enabling VCG to restart securing unrestricted income generation. In addition, VCG was able to restart the film tours as part of its social entrepreneurial activities.

Funders continued to be very supportive during this period.

Central Volunteer Centre Activities

Following on from our previous reporting year Volunteer Centre Greenwich moved into the UK's roll out of the covid-19 vaccination programme and the second pandemic total lockdown. Covid-19 rates were at an all-time high and the impetus for vaccination to the most vulnerable in our borough became imperative.

During the year Volunteer Centre Greenwich worked closely with Public Health/ Royal Borough of Greenwich to support the roll out of the Vaccination programme and delivered our core support services to local organisations for their pandemic response services.

In the Royal Borough of Greenwich there was a huge movement of community action: people came forward to give their time to local charities and projects supporting vulnerable and isolated people.

Covid 19 Response Work

Vaccination Programme

The vaccination programme of the country's most vulnerable people started in December 2020 and began to be rolled out across the UK. In the Royal Borough of Greenwich, Public Health/RBG worked rapidly to set up vaccination sites at Primary Care Network locations and pharmacies to facilitate the immediate delivery of vaccinations.

Initially, Plumstead Health Centre was the only site in operation but as more of the vaccine became available this increased to 4 sites in January 2021 and then 6 sites by March. Volunteer Centre Greenwich started a mass recruitment drive for volunteers from across the borough to support vaccination sites and NHS staff with the enormous task to ensure the safety of residents and functionality of sites.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021

/contd...

The vaccination programme developed as the need to vaccinate people from all age groups increased. Sites operated 7 days a week, including bank holidays, between the hours of 7.00am and 9.00pm. During this reporting period (until the end of September 2021), 3739 volunteering slots were filled, made possible by the passion and dedication of the volunteers giving their time to this programme.

To meet the needs of the rapid roll out, 13 vaccination sites were made available across the borough, including mega sites and mobile sites, to ensure vaccinations were accessible to all residents. VCG had 700 volunteers on a rolling rota programme across the reporting period. Volunteers are still supporting sites today.

Community Champions and Deep Engagement Volunteers

In January 2021 work took place to make sure that important health information reached all residents of the Royal Borough of Greenwich. This was to ensure that even people who are hard to reach had access to vital information. VCG worked with Public Health during this period and helped recruit 160 volunteers.

Community Champions provide a vital role disseminating important information through their community connections, friends and families. Deep Engagement Volunteers engage with isolated communities ensuring all have access to government information, vaccinations and other health services.

Project Hope

In February 2021, Queen Elizabeth hospital saw pressure on a scale that was comparable to the first lockdown, but, because of this second wave, many staff were fatigued. Supporting the Royal Borough of Greenwich, a refreshment service 'Project Hope' was set up to provide much needed support for NHS ward staff. This programme provided delivery of refreshments to those wards where nurses were unable to take adequate breaks. 78 volunteers were recruited to deliver this service on a rota basis, managed by the Royal Borough of Greenwich. The programme was in operation over a 6-week period running every day from 9am to 5pm.

Afghan Refugee support

During August and September 2021, we also saw evolving the devastating difficulties in Afghanistan, with people fleeing to safer countries with little more than a few personal belongings. Afghan refugees arrived in Greenwich, where the Royal Borough of Greenwich was ready to provide support for every person and family. Donations came in from all corners of the borough to support and help welcome those who arrived. All Afghan refugees had to quarantine for 10 days before any resettlement process could begin, adding to the already fraught experience of the refugees. VCG recruited volunteers from across the borough to assist the Royal Borough of Greenwich in providing support to families during their quarantine period. 78 Volunteers helped with sorting donations and essential items for refugees and a translation service was established, to provide assistance and to help orientate people.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021

/contd...

Core Services

Although many charities and projects had no choice but to remain shut during this period, many adapted their services to be provided remotely or used their resources in different ways to support the most vulnerable people who were isolated or shielding. During this period VCG not only supported the recruitment of volunteers for these much-needed services but also advised on best practice in the development of role descriptions, risk assessments and support for volunteers. Volunteers were recruited for telephone befriending services, chaperones services and as volunteer drivers to support food banks and charity food delivery services.

As we emerged from lockdown and restrictions began to ease, VCG was able to support the reopening of organisations and services to deal with the aftermath of problems that the pandemic had brought to residents across the borough.

It was a difficult and busy year, but we would like to thank the residents of the Royal Borough of Greenwich who have volunteered over this year, giving their unwavering commitment to supporting all of the rapid response initiatives across the borough. Their dedication has made this vital work possible. We would also like to thank Public Heath/RBG and Charlton Athletic Community Trust and their staff for the tireless efforts made in supporting residents of the borough during this unprecedented year.

Volunteering continued to be publicised through social media, the VCG website and via targeted promotional methods.

Bridging Divides

Bridging Divides funding has ensured that throughout this reporting period 58 organisations and projects have been supported to implement best practice during their transitional processes. This aided the continuation or diversifying of members services through this challenging year.

Although many organisations' services were closed due to government directives, front line services needed to continue to support their client base. VCG has been able to provide more focused support to community engagement groups and organisations offering guidance and direct assistance with all elements of best practice in involving volunteers.

Despite the challenges our membership base grew by 10% during this period and 5% of this support was provided directly to Black, Asian Minority Ethnic and Refugee (BAMER) organisations and projects.

VCG has remained present at collaborative strategic forums providing influence and guidance, ensuring best practice underpins the structure of volunteer involvement in rapid response pandemic initiatives.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021 /contd...

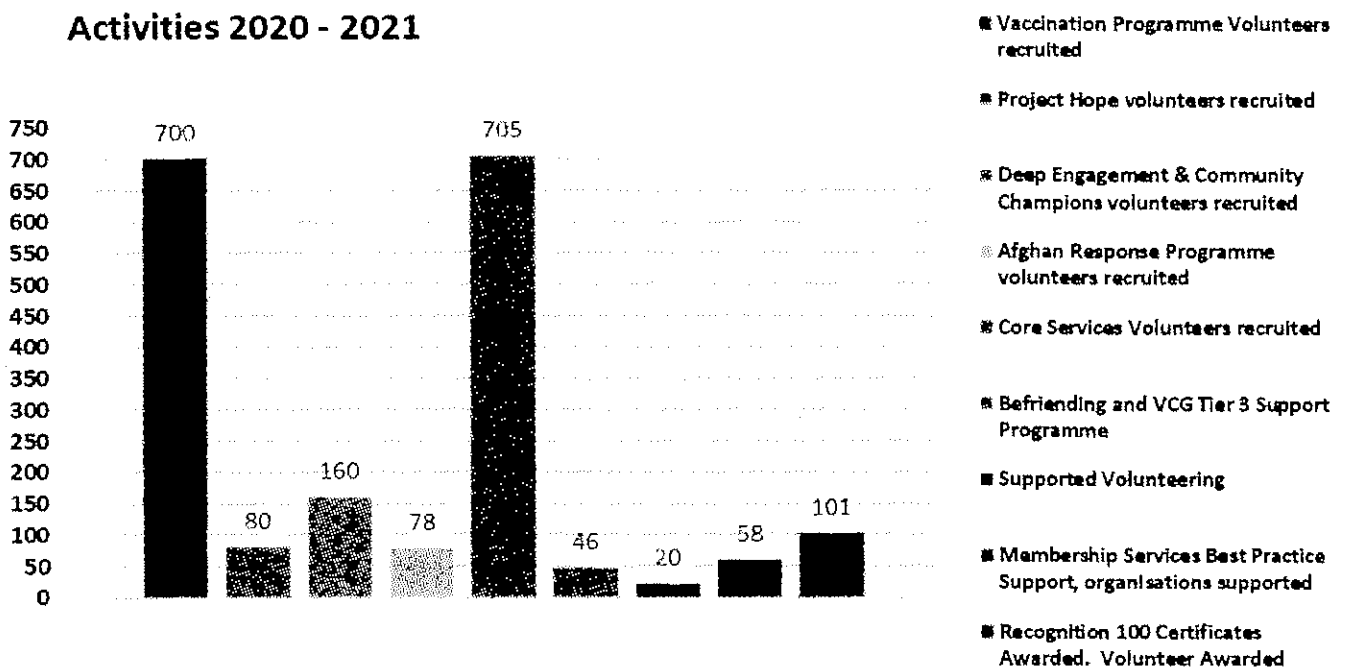
Central Volunteer Centre Activities /cont'd...

VCG would like to thank City Bridge Trust for their ongoing support during the pandemic.

During this reporting period, and throughout the second wave lockdown and re-emergence of government restriction VCG has achieved the following brokerage work:

- 2015 local people were signposted onto groups with volunteering opportunities and rapid response opportunities and 58 groups and organisations were supported.

Activities 2020 - 2021



VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021

/contd...

Consultancy and Training October 2020 - September 2021

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

This reporting period has seen the training arm of VCG successfully become part of the Adult and Community Learning (ACL) Framework with the Royal Borough of Greenwich. This will see the training delivery during the next 12 months reach record numbers and that will have a really positive impact on the residents of Greenwich. VCG have maintained its bank of trainers who will support with the delivery of training for ACL and beyond in 2022.

There were 3 accredited courses delivered during this period which comprise of Level 2 Mentoring on behalf of the Supported Volunteering Project and Level 2 Community Development x 2 commissioned by Public Health Greenwich for their team of volunteers. The Community Development course was written and developed by the Training Manager. We had 26 learners in total with 4 achieving their full qualifications. 16 of those learners continue working hard on achieving the Level 2 Community Development course.

35 workshops have been delivered in this period. These include the Volunteer Management workshops for our member organisations and Volunteer Management workshops delivery to: National Army Museum staff; the Greenwich Nepalese community on behalf of Public Health Greenwich and Wandsworth Care Alliance. An Event Volunteers training package was also delivered to Greenwich Cultural Forum volunteers and staff, commissioned by Visit Greenwich. In addition, a bespoke training package was delivered to Oxleas NHS Trust volunteers and staff. In total 195 people attended these workshops.

The training department wrote and delivered a series of workshops for the clients on the Supported Volunteering Project. This enabled them to remain engaged during lockdown, attend training on confidence and assertion skills and ensure that, once restrictions were lifted, they felt comfortable enough to get back into the job market and have the necessary employability skills to locate and apply for jobs.

The majority of the accredited courses and workshops were delivered using Zoom throughout this period due to the Covid restrictions that were in place.

Some feedback quotes received from courses and workshops that were delivered during this period are:

'I received Event Volunteer training and then put it to good use on two well attended events in the borough. The training, which lasted for half-a-day, was very comprehensive. It sketched out the what, when, why and how of volunteering. It also offered opportunities to role-play, consider hypothetical situations and invited the trainees to think through different eventualities.'

'Realistically I'm more likely to get to them if they are on Zoom, and I think the format of the training lends itself to Zoom well.'

'Thank you Stephanie, this course was delivered with us in mind. Thank you for putting up with us all. I do appreciate all your efforts, knowledge and dedication.'

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021

/contd...

Social Enterprise- Film Walking Tours

The Greenwich Film Walking Tours were interrupted by covid restrictions this year. However, whenever restrictions enabled us to proceed, VCG continued to deliver tours on Saturdays with reduced numbers and implemented covid safe procedures. The tours are now run independently of the Old Royal Naval College and do not include entry to the Painted Hall. This has enabled us to reduce the ticket price for adults and to provide the tours for children for free. This project has continued to be supported by the Visit Greenwich staff at the Tourist Information Centre for ticketing and marketing, advice, and filming gossip!

As filming returned to Greenwich using locations in Queens House and Rangers House, the tours were able to offer a more extensive walk, including the extensive grounds of the Naval College, the streets of East Greenwich, Greenwich Park, entry to Queens House and for those with the legs and stamina a trip up the top of the park to Rangers House (the Bridgerton House). The tours have continued to be popular and a great addition to the offer in Greenwich.

The original volunteer guides for film tours have remained with the enterprise through all the ups and downs of Covid and we have welcomed two additional new guides who bring with them both a wealth of knowledge on Greenwich and insight into the filming industry.

In addition, to the film tours we have also been working on the creation of a Woolwich based military walking tour taking in the different military institutions in and around Woolwich. This tour will include the Royal Arsenal, St George's Garrison Church, and the Barracks. We have recruited a guide who will be delivering this tour in the future sharing the stories that make up the Boroughs extensive military history.

Project Work

Supported Volunteering Projects

The Volunteer Centre has continued to run the three Supported Volunteering projects this year supporting 56 individuals. It has been wonderful to welcome those that we support back into face-to-face volunteering opportunities once again supported by our amazing team of 20 mentors.

The Young People's Project is funded by Job Centre Plus and run in partnership with Unity Works and GLLab (Greenwich Local Labour and Business), working with people aged between 18-25 with a learning disability and/or autism living in Greenwich. The project recruited a new team of mentors who received a level 2 qualification in mentoring. The mentors supported the young people in identifying volunteering opportunities and training to support them in moving towards paid employment. Young people on the project have been further supported by accessing Customer Service Level 1 training which was delivered face to face.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021

/contd...

Supported Volunteering Project /cont'd...

We were delighted that the Henry Smith project was funded for a further three years and could continue to build on the successes of the first three years working with older adults with a learning disability. However, many people on the project had been significantly affected due to the pandemic with loss of employment and volunteering opportunities, increased mental health issues, isolation and disconnect from the community. Participants on this project had tended to need a longer period of support from their mentors to build confidence and support and this has been exacerbated by Covid. VCG recognising this shift has been running a series of confidence building workshops and focusing on mental wellbeing support for clients in addition to support with volunteering and paid employment. Activities have included establishing walking groups and setting up gardening projects.

The project has been working with Shrewsbury House to create a range of volunteering opportunities in a supportive environment including caretaker roles, library support and our own patch of the beautiful gardens attached to the house.

The third supported volunteering project is the Royal Borough of Greenwich Health and Adult Social Care funded project working to support people with more complex needs to access volunteering opportunities. This project, run in partnership with Unity Works and Advocacy in Greenwich, commenced in April 2019. Over the past year, our mentors have proved to be invaluable sources of support to our clients, who in most cases were shielding at home and unable to access services in the community. Regular communication was maintained over the year, and we've retained all but two of our initial clients from the start of the year. Several remote learning opportunities were provided to continue to keep confidence levels up and provide the opportunity to socialise.

In September, we welcomed Jess to the project as the new development worker and have seen a burst of activity with six new referrals, two recruited directly from Supported Living Providers and a host of planned activities to demystify volunteering to people with complex needs. These include a volunteering taster day, series of 'behind the scenes' videos and continued engagement with supported living providers. This work sits alongside the outcomes from the Ideas Alliance Report resulting from the Royal Borough Greenwich 100-day challenge event in 2021 and supporting the current Adult Day Services Consultation to redesign how the borough runs its day services. Work continues to establish relationships with a number of Supported Volunteering Partners in the Borough providing gardening, retail, sports, digital marketing, administration and catering volunteering opportunities in a supported environment and recruit more mentors to provide ongoing support to clients in reaching their personal, volunteering and employment goals.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021

/contd...

Emotional and Well-Being Support Project

The Emotional Well-being Support Project created during Covid has continued to evolve as people's needs have changed and we returned to a new normal. This year 65 people have benefited from the support of the project. In May, VCG successfully applied for funding from the Lottery to continue the project for a further two years including a full-time development worker post. In September, we welcomed Abdi to the role. New volunteers have been recruited throughout the year and have been trained, supervised, and supported to provide them with the skills required to provide both emotional support and signposting skills. This year 46 volunteers have volunteered to provide emotional support and guidance. Whilst the project was originally predominantly for older, isolated individuals it is now supporting younger clients with a range of issues including, anxiety, depression, isolation, bereavement, domestic violence, job loss and housing issues.

The project is a second-tier source of support elevating it from a befriending service to one that is able to provide mental well-being and emotional support. This is reflected in the organisations who refer to the project, including the Greenwich Community Hub, Mind, Oxleas and Adult Social Care. One of the key strengths of the project has been the ability to directly refer clients in crisis to further sources of support, including mental health crisis lines, adult social care, domestic abuse, and refuge services.

This year the project has introduced a range of new activities including face to face meetings, weekly walk and talks, coffee and chat sessions and next year we will also be introducing well-being activities. With the introduction of further restrictions, walks were able to continue socially distanced but there was a delay in starting the face-to-face sessions. The range of activities the project now provides enables individuals to benefit from mental wellbeing, exercise, connecting with the community and companionship. The project again saw an uptick in referrals over the winter months which was matched with an increase in project volunteers and walk and talk volunteers. It is an exciting period for this project as it continues to evolve to meet the changing needs of individuals supported.

Connecting Communities Alliance

In 2019 VCG became a part of the Connecting Community Alliance which is a partnership of voluntary sector organisations in Greenwich funded by The Royal Borough of Greenwich and includes, Metro, GAD, Mencap, Age UK and Mind. The aim of the partnership is to help people who are using specialist services to manage the transition to using mainstream services. VCG's role in this partnership was to recruit, train and support a team of volunteer chaperones who would accompany clients to and from services providing emotional support and act as a point of contact for different services. Due to Covid-19 restrictions, there were no face-to-face appointments and chaperones were transitioned to volunteer on the Well-being and Emotional support project. VCG continued to work with partners in the alliance as a source of referrals and support. However, as the pandemic continued VCG took the decision to leave the partnership at the end of March 2021 as it was clear that the volunteer programme could not be carried out as originally planned. VCG felt that the other partners could manage a small core group of volunteers and the funding could be better utilised within the network.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021 /contd...

How Our Activities Achieve Public Benefit

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

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

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

We also offer training and consultancy input to organisations wishing to develop volunteering and have been actively involved in supporting the volunteering programmes in the borough during the Covid-19 pandemic.

Our statistics show that our services have:

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021 /contd...

Plans for Future Periods

The Covid-19 pandemic had an impact on delivery of our services as an organisation and also changed the way we work. Working from home became a regular feature for the organisation and a hybrid approach continues to be adopted, particularly in light of the increase in staff numbers as new services were introduced.

This has led to VCG looking to review its strategic plan in 2022. Some areas of the plan have been implemented quicker due to the pandemic. VCG was able to access funding and utilise technology and digital tools to provide services, particularly our training services. It has also supported the development of our on-line training platform. This will enable VCG to increase its reach and service offer. VCG will be reviewing all services and how they are delivered but always mindful of the gap and support we provide for people from disadvantaged backgrounds. We will therefore continue to ensure a variety of methods are available to access our services.

This year saw the organisation continue to support public health and the roll out of the vaccination and booster vaccination programmes. Services are beginning to open up and VCG will continue to support both residents and our member organisations as we all deal with the impact of the pandemic. VCG plans to continue to support isolated residents and those whose mental health has been impacted. VCG is seeking funding, building on our partnership with Unity Works, to provide our Supported Volunteering project, for those with mental health issues and the homeless to improve their well-being, confidence and employability skills.

The organisation remains committed to fundraising to maintain and develop existing core and project work to meet the aims and objectives for future development in line with the charity's objectives and strategic plan.

Trustees' Responsibilities Statement

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of 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 2019 (FRS 102);
- 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.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2021 /contd...

Trustees' Responsibilities Statement /contd..

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

In so far as the trustees are aware:

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

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

Auditors

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

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

Approved by the Board of Trustees on 6 May 2022 and signed on its behalf by:



Theresa Pini (Chair)
Trustee

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

Opinion

We have audited the financial statements of Volunteer Centre Greenwich (the 'charitable company') for the year ended 30 September 2021 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 30 September 2021, 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.

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

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 pages 15 and 16, 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.

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

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

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

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

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



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

6 May 2022

VOLUNTEER CENTRE GREENWICH

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 30 SEPTEMBER 2021

	Note	Unrestricted Funds £	Restricted Funds £	2021 £	2020 £
Income from:					
Donations and grants	2	-	112,179	112,179	80,000
Charitable activities	3	15,554	193,710	209,264	164,332
Total		<u>15,554</u>	<u>305,889</u>	<u>321,443</u>	<u>244,332</u>
Expenditure on:					
Raising funds	4	-	14,586	14,586	15,332
Charitable activities	5	(839)	276,430	275,591	217,951
Total		<u>(839)</u>	<u>291,016</u>	<u>290,177</u>	<u>233,283</u>
Net income	9	16,393	14,873	31,266	11,049
Transfers between funds		<u>(321)</u>	<u>321</u>	<u>-</u>	<u>-</u>
Net movement in funds		16,072	15,194	31,266	11,049
Reconciliation of funds:					
Total funds brought forward	15	<u>14,334</u>	<u>153</u>	<u>14,487</u>	<u>3,438</u>
Total funds carried forward	15	<u>£30,406</u>	<u>£15,347</u>	<u>£45,753</u>	<u>£14,487</u>

All income and expenditure is derived from continuing activities.

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

The notes form part of these financial statements.

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

BALANCE SHEET
AS AT 30 SEPTEMBER 2021

	Notes	2021		2020	
		£	£	£	£
Fixed assets					
Tangible Fixed Assets	12		-		-
Current assets					
Debtors	13	32,725		8,132	
Cash at Bank		80,897		69,913	
		<u>113,622</u>		<u>78,045</u>	
Creditors: amounts					
falling due within one year	14	<u>67,869</u>		<u>63,558</u>	
Net current assets			<u>45,753</u>		<u>14,487</u>
Net assets	16		<u><u>£45,753</u></u>		<u><u>£14,487</u></u>
Funds:					
Unrestricted funds					
- General fund	15		30,406		14,334
Restricted Funds	15		<u>15,347</u>		<u>153</u>
Total funds	15		<u><u>£45,753</u></u>		<u><u>£14,487</u></u>

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

Approved by the directors and trustees on 6 May 2022 and signed on their behalf.



Deborah Wallis
Trustee and Treasurer

The notes form part of these financial statements.

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

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 SEPTEMBER 2021

	Notes	2021 £	2020 £
Net cash inflow/(outflow) from Operating activities	17	10,984	53,975
Cash at bank brought forward		<u>69,913</u>	<u>15,938</u>
Cash at bank carried forward		<u>£80,897</u>	<u>£69,913</u>

The notes form part of these financial statements.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021

1. Accounting policies

General information and basis of preparation

Volunteer Centre Greenwich is a private company (No. 03832423) limited by guarantee registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the "Reference and Administrative Information" on page 2 of these financial statements.

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

Going Concern

The trustees consider that it is appropriate to prepare the financial statements on a going concern basis under the historical cost convention. This assumes that the charity will generate sufficient income and reduce its expenditure such that it will continue to increase the surplus.

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

Income recognition

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

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

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

Expenditure recognition

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

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021 /contd...

Expenditure recognition /contd...

Expenditure is classified under the following activity headings:

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

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

Fund accounting

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

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

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

Tangible fixed assets and depreciation

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

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

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

Leases

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

Pensions

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

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

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 impairments are recognised in expenditure.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021 /contd...

2. Donations and grants

	Unrestricted	Restricted	Total 2021 £	Total 2020 £
Opportunities for All				
Royal Borough of Greenwich				
Public Health - Vaccination	-	62,746	62,746	-
City Bridge Trust – Core	-	49,433	49,433	58,600
City Bridge Trust – Covid 19	-	-	-	14,650
City Bridge Trust – Laptops	-	-	-	6,750
	<u>£-</u>	<u>£112,179</u>	<u>£112,179</u>	<u>£80,000</u>

Of the £80,000 recognised in 2020 £14,650 was in respect of unrestricted funds and £65,350 was restricted funds.

3. Income from charitable activities

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Volunteering and Training Services				
Royal Borough of Greenwich	-	42,161	42,161	42,158
Royal Borough of Greenwich – HAS	-	38,484	38,484	42,367
Training and consultancy fees etc	15,360	-	15,360	6,544
Big Lottery - Awards for All	-	-	-	-
Befriending -London Funders	-	-	-	11,005
Befriending -DOH	-	10,000	10,000	3,900
Befriending – Big Lottery	-	37,504	37,504	1,275
Big Lottery – NEW funding	-	12,658	12,658	-
Sport England	-	-	-	14,174
The Supported Volunteering Project				
Job Centre Plus Flexible Fund	-	11,553	11,553	-
Henry Smith	-	29,100	29,100	41,950
Henry Smith – NEW	-	12,250	12,250	-
Greenwich Bus Tours				
Entry fees	194	-	194	959
	<u>£15,554</u>	<u>£193,710</u>	<u>£209,264</u>	<u>£164,332</u>

Of the £164,332 recognised in 2020, £21,677 was unrestricted funds and £142,655 was restricted funds.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021 /contd...

4. Cost of raising funds

	Direct Costs	Support costs	Total 2021	Total 2020
Fundraising activities	<u>£12,349</u>	<u>£2,237</u>	<u>£14,586</u>	<u>£15,332</u>

All of the £15,332 expenditure recognised in 2020, was charged to restricted funds.

5. Cost of charitable activities

	Direct Costs	Support Costs	Total 2021	Total 2020
Volunteering services	<u>£236,184</u>	<u>£39,407</u>	<u>£275,591</u>	<u>£217,951</u>

Of the £217,951 expenditure recognised in 2020, £25,296 was charged to unrestricted funds and £192,655 was charged to restricted funds.

6. Analysis of direct costs

	2021 £	2020 £
Wages and salaries	224,788	161,609
Freelance consultancy fees	6,189	9,515
Staff, volunteer training and recruitment	3,244	6,424
Travel costs	2,955	3,828
Computers purchased	6,149	9,508
Volunteers week	433	634
Other direct costs	4,775	1,658
	<u>£248,533</u>	<u>£193,176</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021 /contd...

7. Analysis of support costs

	2021	2020
	£	£
Office costs	21,261	22,315
Premises costs	11,000	9,625
Publicity & printing	1,995	678
Governance costs (note 8)	7,388	7,489
	<u>£41,644</u>	<u>£40,107</u>

8. Governance costs

	2021	2020
	£	£
Wages and salaries	5,012	5,013
Audit fees	2,376	2,476
AGM and annual review	-	-
	<u>£7,388</u>	<u>£7,489</u>

9. Net income

The net income for the year are stated after charging:

	2021	2020
Auditor's remuneration	£2,376	£2,476
Operating lease rentals	<u>£11,000</u>	<u>£12,083</u>

10. Trustees' remuneration and expenses

No trustees received nor issued any remuneration during the year (2020: none).

No trustees were reimbursed any expenses during the year (2020: none).

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021 /contd...

11. Staff costs

	2021	2020
	£	£
Wages and salaries	204,106	148,678
Social security costs	15,889	10,510
Other pension costs	9,805	7,434
	<u>£229,800</u>	<u>£166,622</u>

There were no employees who received total employee benefits (excluding employer pension costs) of more than £60,000, in the year to 30 September 2021 (2020 – None).

The total employee benefits received by key management were £110,521 (2020 : £102,016).

Under FRS102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

The average number of employees during the year was 7 (2020: 5).

12. Tangible fixed assets

	Computer Equipment £
Cost:	
At 1 October 2020 and at 30 September 2021	<u>16,840</u>
Depreciation:	
At 1 October 2020 and at 30 September 2021	<u>16,840</u>
Net Book Value:	
At 31 October 2020 and at 30 September 2021	<u>£Nil</u>

VOLUNTEER CENTRE GREENWICH
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021
/contd...

13. Debtors

	2021	2020
	£	£
Due within one year		
Grants receivable	27,362	4,833
Prepayments	5,363	3,092
Other debtors	-	207
	<u>£32,725</u>	<u>£8,132</u>

14. Creditors:

	2021	2020
	£	£
Amounts falling due within one year:		
Trade creditors	198	420
Deferred grant income (analysis below)	54,208	47,204
Accruals and other creditors	13,463	15,934
	<u>£67,869</u>	<u>£63,558</u>
Deferred income analysis		
Balance brought forward at 1 October 2020	47,204	13,303
Additions in the year	54,208	47,204
Amounts released to incoming resources	(47,204)	(13,303)
Balance carried forward at 30 September 2021	<u>£54,208</u>	<u>£47,204</u>

15. Movement in funds

	At 1 October 2020	Income	Expenditure	Transfers between Funds	At 30 Sept 2021
	£	£	£	£	£
2021					
Restricted Funds					
Volunteering & Training Services					
RBG - Comm. Support Team	(20)	42,161	(42,162)	21	-
RBG - HAS	99	38,484	(35,201)	212	3,594
Befriending	10	47,504	(47,567)	53	-
NEW Lottery	-	12,658	(9,356)	-	3,302
The Supported Volunteering Project					
JCP	-	11,553	(6,975)	-	4,578
Henry Smith	(21)	29,100	(29,100)	21	-
Henry Smith NEW	-	12,250	(9,065)	-	3,185
Opportunities for All					
RBG - Public Health - Vaccination	-	62,746	(62,760)	14	-
CBT Investing in Londoners	85	49,433	(48,830)	-	688
Total restricted funds	<u>153</u>	<u>305,889</u>	<u>(291,016)</u>	<u>321</u>	<u>15,347</u>
Unrestricted funds					
General Fund	<u>14,334</u>	<u>15,554</u>	<u>839</u>	<u>(321)</u>	<u>30,406</u>
Total funds	<u>£14,487</u>	<u>£321,443</u>	<u>£(290,177)</u>	<u>£Nil</u>	<u>£45,753</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021 /contd...

15. Movement in funds /contd...

Comparative information for the movement in funds in the previous year is as follows:

	At 1 Oct 2019 £	Income £	Expenditure £	Transfers between funds £	At 30 Sept 2020 £
2020					
Restricted Funds					
Volunteering & Training Services					
RBG - Comm. Support Team	-	42,158	(42,178)	-	(20)
RBG - HAS	143	42,367	(42,411)	-	99
CBT - Laptops	-	6,750	(6,750)	-	-
Befriending	-	16,180	(16,170)	-	10
The Supported Volunteering Project					
Henry Smith	(69)	41,950	(41,902)	-	(21)
Opportunities for All					
CBT Investing in Londoners	61	58,600	(58,576)	-	85
Total restricted funds	<u>135</u>	<u>208,005</u>	<u>(207,987)</u>	<u>-</u>	<u>153</u>
Unrestricted funds					
General Fund	<u>3,303</u>	<u>36,327</u>	<u>(25,296)</u>	<u>-</u>	<u>14,334</u>
Total funds	<u><u>£3,438</u></u>	<u><u>£244,332</u></u>	<u><u>£(233,283)</u></u>	<u><u>£Nil</u></u>	<u><u>£14,487</u></u>

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

16. Analysis of net assets between funds

Fund Balances at 30 September 2021 are represented by:

	General £	Unrestricted Designated £	Restricted £	Total £
Current assets	98,275	-	15,347	113,622
Current liabilities	(67,869)	-	-	(67,869)
As at 30 September 2021	<u><u>£30,406</u></u>	<u><u>£Nil</u></u>	<u><u>£15,347</u></u>	<u><u>£45,753</u></u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021 /contd...

16. Analysis of net assets between funds/cont'd...

Fund balances at 30 September 2020 are represented by:

	Unrestricted			
	General	Designated	Restricted	Total
	£	£	£	£
Current assets	30,688	-	47,357	78,045
Current liabilities	(16,354)	-	(47,204)	(63,558)
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
As at 30 September 2020	<u>£14,334</u>	<u>£Nil</u>	<u>£153</u>	<u>£14,487</u>

17. Notes to the Statement of Cash Flows Reconciliation of (deficit)/surplus to net cash

	2021	2020
	£	£
Surplus for the year	31,266	11,049
(Increase)/Decrease in debtors	(24,593)	5,400
(Decrease)/Increase in creditors	4,311	37,526
	<u> </u>	<u> </u>
Net cash outflow from operating activities	<u>£10,984</u>	<u>£53,975</u>

18. Operating Lease Commitments

At 30 September 2021 the total minimum lease payments due under non-cancellable operating leases are as follows:

	2021		2020	
	Land and Buildings	Other	Land and Buildings	Other
	£	£	£	£
Within one year	2,750	2,975	2,750	5,699
Within two to five years	-	8,924	-	11,899
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	<u>£2,750</u>	<u>£11,899</u>	<u>£2,750</u>	<u>£17,598</u>

19. Taxation

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

VOLUNTEER CENTRE GREENWICH

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021
/contd...**

20. Related Party Transactions

There were no related party transactions in 2021 or 2020 other than those set out in Note 10.

21. Contingent Assets

The charity has been awarded several multi-year grants but not all of the amounts awarded have been recognised as either income or deferred income. This is because the charity recognises income based on specified or implied timeframes. The amount of funding awarded but not recognised as at 30 September 2021 is £298,858 (2020 : £353,017).

VOLUNTEER CENTRE GREENWICH

England & Wales - Charity number 1081369

Accounts

VOLUNTEER CENTRE GREENWICH

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

**REPORT OF THE BOARD OF TRUSTEES AND ACCOUNTS
YEAR ENDED 30 SEPTEMBER 2020**

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

VOLUNTEER CENTRE GREENWICH

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VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020

The Board of Trustees presents its report and audited financial statements for the year ended 30 September 2020.

Reference and Administrative Information

Charity Name: Volunteer Centre Greenwich

Charity Registration Number: 1081369

Company Registration Number: 3832423

Registered Office and
Operational Address: Equitable House
1st Floor
7 General Gordon Square
London SE18 6FH

<u>Board of Trustees</u>	Theresa Pini	Chair
	Jonathan Fricker	Vice Chair
	Deborah Wallis	Treasurer
	Cheryl Chow	
	Gulten Fedayi	(till October 2019)
	Kate Askew	
	Martin Riley	
	Melanie Taylor	(from January 2020)

Company Secretary Michelle Martin

<u>Senior Management Team</u>	Michelle Martin	Chief Executive
	Nadine Fulker	Volunteer & Operations Manager

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

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES YEAR ENDED 30 SEPTEMBER 2020 /contd...

Structure, Governance and Management

Governing Document

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

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

Recruitment and Appointment of Board of Trustees

The Directors of the Company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Articles of Association the members of the Board of Trustees are elected to serve for a term of three years and a maximum of nine years after which they may stand for re-election after standing down for one year.

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

Trustee Induction and Training

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

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

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

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

Trustee Induction and Training /contd...

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

Risk Management

The Board of Trustees has conducted its own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks. External risks to the future funding for the core functions led to the diversification of funding, development of the consultancy and training provision and reduction in expenditure including moving and downsizing the charity's premises. VCG's plan is to continue to build its income generation and resilience through the delivery of the strategic plan for 2019-24. Internal risks are minimised by the continuous improvement of procedures to ensure consistent quality of delivery for all operational aspects of the charitable company. Risk is closely monitored by the Board of Trustees using a robust risk assessment tool which is reviewed on a regular basis.

Organisational Structure

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

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

Related Parties

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

Objectives and Activities

Our vision

Lives and communities positively changed through volunteering.

Our mission

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

Volunteer Centre Greenwich aims to do this by:

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

Volunteer Centre Greenwich achieves the above by:

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

Achievements and Performance

Financial Review

The Charity's income was £244,332 in the year ended 30 September 2020 compared to £229,301 in the year ended 30 September 2019. Total expenditure was £233,283 in the period to 30 September 2020 compared to £219,944 in the year ended 30 September 2019. Unrestricted funds carried forward at 30 September 2020 were £14,334, an increase from £3,303 on the previous year, whilst restricted funds for ongoing projects at 30 September 2020 were £153.

After a very challenging couple of years the organisation had secured a range of long-term funding and plans to dedicate staffing hours to business development to secure the unrestricted income required for the year. In addition, VCG's social entrepreneurial activities were developing with the introduction of film walking tours. The tours had been researched, developed, tried and tested and had successfully launched in October 2019. However, the Covid-19 pandemic impacted on both the tours and the ability for VCG to generate unrestricted income as all training and consultancy activities came to an abrupt halt.

Funders were very supportive during this period, with the volunteering and the expertise of the organisation never in more need. It has been a very challenging time for all organisations and all sectors. However, the impact of partnerships and working together for a common aim has shown the strength and flexibility of the sector and the power of volunteering.

Central Volunteer Centre Activities

This has been an unprecedented year and Volunteer Centre Greenwich has seen some significant changes to delivery due to Covid 19. From 1st October 2019 to 30st September 2020, VCG continued to deliver its signposting services for individuals wishing to take up volunteering within the borough. In-house and outreach appointment sites delivered a MEOC (Making Every Opportunity Count) model, where people seeking volunteering can not only access volunteering opportunities but can be signposted to other services within the borough. This can help them achieve full support through training providers, advice and guidance or health improvement services.

Residents were also able to access volunteering opportunities on-line through VCG's CRM (Customer Relationship Management) system, which is an approved on-line registration system, connecting verified organisations with people seeking to volunteer.

Through Bridging Divides Funding (City Bridge Trust), VCG continued to provide support to existing and new registered member organisations. This included support with best practice in the implementation of volunteering programmes, providing Volunteer Manager Forums, best practice training and targeted recruitment of volunteers.

In March 2020 due to government guidelines, VCG's service moved to remote working. Many charities and existing member organisations (under government regulations) were no longer able to offer volunteering roles. VGC's service diverted to provide focused support to organisations who were transitioning their services to operate on-line and the local authority direct response providing pandemic volunteering roles within the borough.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

Central Volunteer Centre Activities /cont'd...

Volunteering continued to be publicised through social media, VCG website and targeted promotional methods.

During this reporting period, pre Covid-19 restrictions and post Covid-19 restrictions, VCG has achieved the following brokerage work:

- 1598 local people were signposted on to groups with volunteering opportunities and rapid response opportunities.

We have also:

- Provided advice and information for volunteer using groups in the borough and delivered volunteer manager forums.
- Delivered a range of support for organisations needing targeted promotions
- Delivered recruitment campaigns to support rapid response roles throughout the borough.
- Provided support in best practice in the development of risk assessments and role description for Covid-19 rapid response roles.
- Despite Covid-19 restrictions on our usual Volunteers Week activities, VCG were able to recognise the valuable contribution of member organisations' volunteers through our Recognition 100 scheme. The Mayor of Greenwich endorsed the certificates and provided a thank you video to all the volunteers in the borough.
- In direct response to lockdown the setup of the Pass the Time project was a collaboration between Homestart, VCG, Mutual Aid, London Leisure Limited and London Fire Brigade – this project delivered donated items such as puzzles, games, books and jigsaws to isolated and shielding residents across the Royal Borough of Greenwich.
- A tier 2 Befriending project was set up to support vulnerable isolated people across the Royal Borough of Greenwich.

Consultancy and Training October 2019- September 2020

VCG is an NCFE accredited training centre offering a range of accredited and non-accredited training that provides academic/professional progression, tailored to suit all needs. NCFE external moderation confirms that VCG has a robust and thorough assessment process and the last report received stated:

'The Assessors provide formative feedback in the form of ticks and annotated comments on the learners' work; it is encouraging and supportive. Summative feedback has confirmed achievement with concluding comments. A range of assessment methods have been used; these include observation, question and answer and peer feedback. The centre has safe and secure facilities to store learner portfolios.'

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

Consultancy and Training October 2019- September 2020 /cont'd...

This reporting period has seen the training arm of Volunteer Centre Greenwich maintain its bank of trainers although training delivery has been limited. We have had to move over to online training delivery using both a learning platform and zoom where it has been possible.

There were 4 accredited courses delivered during this period which comprise of Level 2 Mentoring, Level 1 Customer Service and Level 1 Employability on behalf of the Supported Volunteering Project. We had 21 attendees in total on all of these courses and so far 12 have achieved their full qualifications with the 9 remaining attendees working hard to achieve theirs. 6 of these are from the Employability Level 1 course and we are awaiting an external moderation visit to ensure completion.

Unfortunately, due to the Covid 19 pandemic situation several training courses and workshops had to be postponed or cancelled at the start of the lockdown period. This did however find us with an opportunity for staff to attend training and upskill in the areas of online training delivery, programmes and software. This opportunity was embraced by all training staff and we were able to enhance our knowledge and skill base immensely. This means that we are now in a position to offer wider access to our training opportunities and we are looking to maintain these variety of access methods moving into 2021.

12 workshops have been delivered in this period. These include the Volunteer Management Workshops for our member organisations, Event Volunteering Training for The Big Volunteer, a bespoke training package for Oxleas NHS Trust volunteers and staff, Professional Boundaries for Public Health volunteers, specialised volunteer training for the Connecting Communities Alliance and Safeguarding and Equality and Diversity for Shrewsbury House staff. In total there have been 92 attendees on all of the above workshops. Some of the comments received from attendees were:

'A brilliant introduction to managing volunteers, I have come away with lots to think about and I found the handouts, especially the volunteer agreement template, incredibly helpful.'

'Really good and engaging. Great to hear from other Volunteer Managers about what they do. I took away some really good ideas'

There have been 2 external moderation visits for Level 1 Employability and Level 3 Information, Advice and Guidance during this period which have both been successful.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

Social Enterprise- Film Walking Tours

The Greenwich Film Walking Tours were launched in October taking place on a Saturday until Covid restrictions came into force in March. The tours operated in partnership with the Old Royal Naval College and were supported by the Visit Greenwich staff at the Tourist Information Centre for ticketing and marketing and Made in Greenwich to provide a free cup of tea to tour participants. The tours include the extensive grounds of the Naval College, the streets of East Greenwich, Greenwich Park, Queens House and culminate with entry to the magnificent Painted Hall. The tours have been extremely popular and a great addition to the offer in Greenwich.

The Film Tours featured as part of the Greenwich "Its Time" campaign to encourage locals to visit attractions with discounted tickets for front line workers post lockdown. The tour also welcomed a group of international film students from the University of New York who enjoyed seeing behind the scenes of some of the most iconic films of recent years.

Tours have developed and expanded as filming continues to be ever more popular in Greenwich. Netflix in particular has used both ORNC and Queens House extensively in their big budget films and series with Rangers House featuring as the Bridgerton residence which will be stretching our guides legs in future tours!

The original volunteer guides for film tours have remained with the enterprise through all the ups and downs of Covid and in September we welcomed a new guide. VCG is very confident that the tours have provided a great local activity which will build in strength and diversity as we move forward.

Project Work

Supported Volunteering Project

The Volunteer Centre has continued to run the three Supported Volunteering projects this year, working with 37 clients and making some necessary adjustments due to Covid-19.

The Young People's Project funded by Job Centre Plus ran until April when funding ended. In partnership with Unity Works and GLLab (Greenwich Local Labour and Business), it worked with people aged between 18-25 with a learning disability and/or autism living in Greenwich. The project recruited a team of mentors who received a level 2 qualification in mentoring. The mentors supported the young people in identifying volunteering opportunities and training to support them in moving towards paid employment. Young people on the project have been further supported by accessing either Employability or Customer Service Level 1 training. The partnership will be looking to secure further funding to continue the valuable work of this project.

The Henry Smith project entered its third year and continued to build on the successes of the first two years. This project adopts the same model as the young people's project but works with clients over the age of 25. This project has a slightly wider focus in that it works on overcoming some of the barriers that people face in terms of their concerns about losing benefits, particularly housing if they begin employment. Participants on this project tend to need a longer period of support from their mentors to build confidence and support.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

Supported Volunteering Project /cont'd...

When the first lockdown began the project quickly worked to adapt the service and the support it provided. Volunteering for all of the participants on the project ceased and sadly for some clients they lost their employment. Mentors and project staff moved to a model of remote support, initially over the telephone but also on zoom for those that were able to access it. Unity Works who partner VCG on this project sourced tablets and provided technology advice to enable clients to access digital support. Project staff took on a greater role in supporting clients with employment applications and mentors became key in sharing messages around sources of support and covid guidelines with the clients they were supporting. Unity began a weekly schedule of zoom activities to provide life skills and together with VCG regular zoom socials were held to keep people connected. In the summer months when restrictions were lifted there were some socially distanced mentor/mentee meetings held in the open air. Covid has had a massive impact on the lives of people with a learning disability not only in terms of their employment status but also in their confidence and mental well-being. VCG has recognised this and will be running a series of confidence building workshops and a focus on providing a package of holistic support for clients going forward.

The final supported volunteering project is the Royal Borough of Greenwich Adult Social Care funded project working to support people using day opportunities with more complex needs to access volunteering opportunities. This project run in partnership with Unity Works and Advocacy in Greenwich commenced in April 2019. It became apparent that there was a barrier in clients using day services wanting to explore other opportunities. A team of mentors were recruited and trained however there was a low uptake from day service clients. The clients who did access the project thrived and were happily volunteering in charity shops, a market stall and a community garden before the Covid-19 pandemic. Covid-19 meant that the clients were shielding and could no longer participate in activities and volunteering. Project staff have remained in contact with clients throughout the lockdowns and have passed information and support to clients and their families. A light touch customer service course was provided remotely to those who could access it and was well received by clients.

Greenwich is in the process of redesigning how it will support those with complex needs in the future. The building-based day services will be disbanded and there will be a much greater emphasis on community provision of support services. It is anticipated that this will result in many more participants being able to access supported volunteering opportunities going forward.

Well-being and Emotional Support Project

The Well-being and Emotional Support Project was formed due to the sheer volume of calls VCG received as the country went into lockdown with requests for help from both individuals and their families. Initially this was around practical support, the delivery of food and medicines, which VCG was able to refer to other sources of support that had been put in place by the council and other community organisations. However, it became apparent that those isolated were also in need of emotional support. VCG was able to utilise the volunteer mentors from the supported volunteering projects recognising that they had been trained and possessed the key skills required; empathy, listening and the ability to signpost to further support.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

Well-being and Emotional Support Project /cont'd...

The project started in April 2020 and has continued to develop and reflect the changing needs of clients. From April 2020 to September 2020 the project received 71 referrals and has been able to train 33 Volunteers to be Befrienders during this period. The Project was initially funded through The London Community Foundation and then for 3 months by The Department of Health, before a further 6 months short term funding was secured through The National Lottery Community Fund. New volunteers were recruited and a training programme was developed to provide them with the skills required. Initially the project was predominantly for older isolated individuals providing immediate practical and emotional support, however as the pandemic has continued this has evolved and is now supporting younger clients supporting their mental wellbeing.

The project was recognised as a second tier source of support elevating it from a befriending service to one that is able to provide mental well-being and emotional support. This is reflected in the organisations who refer to the project including the Greenwich Community Hub, Mind and Oxleas. One of the key strengths of the project has been the ability to directly refer clients in crisis to further sources of support, including mental health crisis lines, debt and housing support, adult social care, domestic abuse and refuge services as well as more specialist organisations.

As lockdown restrictions lifted over the summer months the project sourced socially distanced activities for people that wanted to get back into the community and partnered with the local mutual aid charity to source masks for clients who wanted to start to use public transport. With the reintroduction of restrictions in September the project has again seen an increase in referrals, it is anticipated that it will be needed more than ever over the winter months.

Connecting Communities Alliance

In 2019 VCG became a part of the Connecting Community Alliance which is a partnership of voluntary sector organisations in Greenwich funded by The Royal Borough of Greenwich and includes, Metro, GAD, Mencap, Age UK and Mind. The aim of the partnership is to help people who are using specialist services to manage the transition to using mainstream services. VCG's role in this partnership was to recruit, train and support a team of volunteer chaperones who would accompany clients to and from services providing emotional support and act as a point of contact for different services. Due to Covid-19 restrictions, there were no face to face appointments and chaperones were transitioned to volunteer on the Well-being and Emotional support project. VCG has continued to work with partners in the alliance as a source of referrals and support.

Bridging Divides

VCG secured funding in 2019 from City Bridge Trust under the Bridging Divides programme to continue to support VCG's membership services, attend regional strategic forums and meetings and develop the income generation model to increase VCG's sustainability.

During 2019 and 2020 this funding has enabled VCG to continue to provide its membership services to not-for-profit and statutory organisations across the Royal Borough of Greenwich. Funding has enabled VCG to continue to support organisations by providing a support structure for best practice implementation in managing volunteers and volunteer recruitment.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

Bridging Divides /cont'd...

During the first 6 month of this reporting period, we have seen our membership base increase by 15% with support provided to advice providing organisations and Black, Asian Minority Ethnic and Refugee (BAMER) groups in developing their volunteering programmes.

From the onset of Covid-19 restrictions and under government guidelines, Bridging Divides funding has ensured VCG has been able to provide much-needed support services to capacity build member organisations and statutory bodies to deal with the demand placed on their services. This has often led to a transition for both delivery and the way they involve volunteers. Roles have been adapted to facilitate on-line services and support provided with assessing risk. Navigation through this challenging period has been pivotal.

VCG has be able to influence and ensure that volunteering during this period has been delivered with best practice as an underpinning structure through collaborative strategic forums.

Special thanks to City Bridge for the additional one-off grant during this period which ensured VCG could transition its services and continue to provide this valuable support throughout the pandemic.

Pass the Time Project

In direct response to lockdown the setup of the Pass the Time project was a collaboration between, VCG, Mutual Aid, London Leisure Limited, Homestart, Royal Borough of Greenwich and the London Fire Brigade. This initiative collected donations of jigsaws, books, games, toys and children's items, passed them through an infection control process and then were distributed throughout the borough to isolated residents or families by the London Fire Brigade. This community initiative proved to be very successful and ran for a period of four months. The initiative ran entirely on the goodwill of all the organisations involved and the 3 fantastic volunteers recruited. They assisted with infection control and categorisation of donated items in preparation for delivery to the isolated and shielding residents of the borough.

How our activities achieve Public Benefit

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

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

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

How our activities achieve Public Benefit /cont'd..

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

We also offer training and consultancy input to organisations wishing to develop volunteering and have been actively involved in supporting the volunteering programmes in the borough during the Covid-19 pandemic.

Our statistics show that our services have:

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

Plans for Future Periods

The Covid-19 pandemic has had an impact on delivery of our services as an organisation but also on our timeline for the implementation of our strategic plan. In some areas the pandemic has enabled some areas of the plan to move forward quicker. Accessing funding and utilising technology and the use of digital tools to provide services particularly our training services has supported the development of our on-line training platform. This has increased our reach and service offer. VCG is very mindful of the gap and support we provide for people from disadvantaged backgrounds and so we will continue to ensure a variety of methods are available to access our services.

This next year will see the organisation review its current strategic plan to ensure that it meets the requirements following the impact of the pandemic on our residents and member organisations and to look at new models of working and service delivery.

The organisation is also proud to assist public health and the roll out of the vaccination programme, recruiting, supporting and managing nearly 300 volunteers.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

Plans for Future Periods /cont'd...

Volunteering has played a major role supporting residents during this pandemic with food and prescriptions but also through many of the services our members provide, including those that have helped residents who are socially isolated and very much alone at this time. VCG will continue to promote this message and the impact it will continue to play especially on mental health and well-being and employability as we move forward with the road map.

We will therefore continue to build on our successful partnership with Unity Works supporting people with learning disabilities and autism as their employability has been particularly affected during this time.

VCG continues to ensure that quality is the focus of its delivery and has recently been successful in reaccrediting for the Matrix quality standard for a further three years.

The organisation remains committed to fundraising to maintain and develop existing core and project work to meet the aims and objectives for future development in line with the charity's strategic plan.

VOLUNTEER CENTRE GREENWICH

REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

Trustees' Responsibilities Statement

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

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

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

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

In so far as the trustees are aware:

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

Auditors

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

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

Approved by the Board of Trustees on 21 April 2021 and signed on its behalf by:



Theresa Pini (Chair)
Trustee

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

Opinion

We have audited the financial statements of Volunteer Centre Greenwich (the 'charitable company') for the year ended 30 September 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 30 September 2020, 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

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

Other information

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

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

We have nothing to report in this regard.

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 our 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.

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 15, 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.

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

Use of our report

This report is made solely to the 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

29 April 2021

VOLUNTEER CENTRE GREENWICH

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 30 SEPTEMBER 2020

	Note	Unrestricted Funds £	Restricted Funds £	2020 £	2019 £
Income from:					
Donations and grants	2	14,650	65,350	80,000	62,583
Charitable activities	3	21,677	142,655	164,332	166,718
Total		<u>36,327</u>	<u>208,005</u>	<u>244,332</u>	<u>229,301</u>
Expenditure on:					
Raising funds	4	-	15,332	15,332	14,974
Charitable activities	5	25,296	192,655	217,951	204,970
Total		<u>25,296</u>	<u>207,987</u>	<u>233,283</u>	<u>219,944</u>
Net income	9	11,031	18	11,049	9,357
Transfers between funds		-	-	-	-
Net movement in funds		11,031	18	11,049	9,357
Reconciliation of funds:					
Total funds brought forward		3,303	135	3,438	(5,919)
Total funds carried forward	15	<u>£14,334</u>	<u>£153</u>	<u>£14,487</u>	<u>£3,438</u>

All income and expenditure is derived from continuing activities.

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

The notes form part of these financial statements.

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

BALANCE SHEET
AS AT 30 SEPTEMBER 2020

		2020		2019
	Notes	£	£	£
Fixed assets				
Tangible Fixed Assets	12		-	-
Current assets				
Debtors	13	8,132		13,532
Cash at Bank		69,913		15,938
		<u>78,045</u>		<u>29,470</u>
Creditors: amounts				
falling due within one year	14	63,558		26,032
Net current assets			14,487	3,438
Net assets	16		<u>£14,487</u>	<u>£3,438</u>
Funds:				
Unrestricted funds				
- General fund	15		14,334	3,303
Restricted Funds	15		153	135
Total funds			<u>£14,487</u>	<u>£3,438</u>

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

Approved by the directors and trustees on 21 April 2021 and signed on their behalf.



Deborah Wallis
Trustee and Treasurer

The notes form part of these financial statements.

VOLUNTEER CENTRE GREENWICH

Company No. 3832423 (England & Wales)

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 SEPTEMBER 2020**

	Notes	2020 £	2019 £
Net cash inflow/(outflow) from Operating activities	16	53,975	(4,154)
Cash at bank brought forward		<u>15,938</u>	<u>20,092</u>
Cash at bank carried forward		<u>£69,913</u>	<u>£15,938</u>

The notes form part of these financial statements.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020

1. Accounting policies

General information and basis of preparation

Volunteer Centre Greenwich is a private company (No. 03832423) limited by guarantee registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the "Reference and Administrative Information" on page 2 of these financial statements.

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

Going Concern

The trustees consider that it is appropriate to prepare the financial statements on a going concern basis. This assumes that the charity will generate sufficient income and reduce its expenditure such that it will continue to increase the surplus.

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

Income recognition

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

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

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

Expenditure recognition

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

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

Expenditure recognition /contd...

Expenditure is classified under the following activity headings:

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

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

Fund accounting

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

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

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

Tangible fixed assets and depreciation

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

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

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

Leases

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

Pensions

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

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

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 impairments are recognised in expenditure.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

2. Donations and grants

	Unrestricted	Restricted	Total 2020 £	Total 2019 £
Opportunities for All				
City Bridge Trust - Core	-	58,600	58,600	£62,583
City Bridge Trust – Covid 19	14,650	-	14,650	-
City Bridge Trust - Laptops	-	6,750	6,750	-
	<u>£14,650</u>	<u>£65,350</u>	<u>£80,000</u>	<u>£62,583</u>

All of the £62,583 recognised in 2019 was restricted funds.

3. Income from charitable activities

	Unrestricted £	Restricted £	Total 2020 £	Total 2019 £
Volunteering and Training Services				
Royal Borough of Greenwich	-	42,158	42,158	49,834
Royal Borough of Greenwich - HAS	-	42,367	42,367	21,186
Training and consultancy fees	6,544	-	6,544	16,541
Big Lottery - Awards for All	-	-	-	9,567
Befriending -London Funders	-	11,005	11,005	-
Befriending -DOH	-	3,900	3,900	-
Befriending – Big Lottery	-	1,275	1,275	-
Sport England	14,174	-	14,174	-
The Supported Volunteering Project				
Job Centre Plus Flexible Fund	-	-	-	26,965
Henry Smith	-	41,950	41,950	42,625
Greenwich Bus Tours				
Entry fees	959	-	959	-
	<u>£21,677</u>	<u>£142,655</u>	<u>£164,332</u>	<u>£166,718</u>

Of the £166,718 recognised in 2019, £16,541 was unrestricted funds and £150,177 was restricted funds.

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

4. Cost of raising funds

	Direct Costs	Support costs	Total 2020	Total 2019
Fundraising activities	<u>£12,353</u>	<u>£2,979</u>	<u>£15,332</u>	<u>£14,974</u>

All of the £14,974 expenditure recognised in 2019, was charged to restricted funds.

5. Cost of charitable activities

	Direct Costs	Support Costs	Total 2020	Total 2019
Volunteering services	<u>£180,823</u>	<u>£37,128</u>	<u>£217,951</u>	<u>£204,970</u>

Of the £204,970 expenditure recognised in 2019, £6,760 was charged to unrestricted funds and £198,210 was charged to restricted funds.

6. Analysis of direct costs

	2020 £	2019 £
Wages and salaries	161,609	145,608
Freelance consultancy fees	9,515	9,573
Staff and volunteer training and recruitment	6,424	1,792
Travel costs	3,828	6,693
Computers purchased	9,508	-
Volunteers week	634	8,006
Other direct costs	<u>1,658</u>	<u>3,026</u>
	<u>£193,176</u>	<u>£174,698</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

7. Analysis of support costs

	2020	2019
	£	£
Office costs	22,315	18,112
Premises costs	9,625	11,000
Office move	-	6,692
Publicity & printing	678	2,116
Governance costs (note 8)	7,489	7,326
	<u>£40,107</u>	<u>£45,246</u>

8. Governance costs

	2020	2019
	£	£
Wages and salaries	5,013	4,692
Audit fees	2,476	2,500
AGM and annual review	-	134
	<u>£7,489</u>	<u>£7,326</u>

9. Net income

The net income for the year are stated after charging:

	2020	2019
Auditor's remuneration	£2,476	£2,500
Operating lease rentals	<u>£12,083</u>	<u>£11,000</u>

10. Trustees' remuneration and expenses

No trustees received nor issued any remuneration during the year (2019: none).

No trustees were reimbursed any expenses during the year (2019: none).

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

11. Staff costs

	2020 £	2019 £
Wages and salaries	148,678	133,908
Social security costs	10,510	9,697
Other pension costs	7,434	6,695
	<u>£166,622</u>	<u>£150,300</u>

There were no employees who received total employee benefits (excluding employer pension costs) of more than £60,000, in the year to 30 September 2020 (2019 – None).

The total employee benefits received by key management were £102,016 (2019 : £96,745).

Under FRS102, employee benefits include gross salary, benefits in kind, employer's national insurance and employer's pension costs.

The average number of employees during the year was 4 (2019: 4).

12. Tangible fixed assets

	Computer Equipment £
Cost:	
At 1 October 2019 and at 30 September 2020	<u>16,840</u>
Depreciation:	
At 1 October 2019 and at 30 September 2020	<u>16,840</u>
Net Book Value:	
At 31 October 2019 and at 30 September 2020	<u>£Nil</u>

VOLUNTEER CENTRE GREENWICH
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2020
/contd...

13. Debtors

	2020	2019
	£	£
Due within one year		
Grants receivable	4,833	8,833
Prepayments	3,092	4,699
Other debtors	207	-
	<u>£8,132</u>	<u>£13,532</u>

14. Creditors:

	2020	2019
	£	£
Amounts falling due within one year:		
Trade creditors	420	2,988
Deferred grant income (analysis below)	47,204	13,303
Accruals & other creditors	15,934	9,741
	<u>£63,558</u>	<u>£26,032</u>
Deferred income analysis		
Balance brought forward at 1 October 2019	13,303	21,209
Additions in the year	47,204	-
Amounts released to incoming resources	(13,303)	(7,906)
Balance carried forward at 30 September 2020	<u>£47,204</u>	<u>£13,303</u>

15. Movement in funds

	At 1 October 2019	Income	Expenditure	Transfers between Funds	At 30 Sept 2020
	£	£	£	£	£
2020					
Restricted Funds					
Volunteering & Training Services					
RBG - Comm. Support Team	-	42,158	(42,178)	-	(20)
RBG – HAS	143	42,367	(42,411)	-	99
CBT – Laptops	-	6,750	(6,750)	-	-
Befriending	-	16,180	(16,170)	-	10
The Supported Volunteering Project					
Henry Smith	(69)	41,950	(41,902)	-	(21)
Opportunities for All					
CBT Investing in Londoners	61	58,600	(58,576)	-	85
Total restricted funds	<u>135</u>	<u>208,005</u>	<u>(207,987)</u>	<u>-</u>	<u>153</u>
Unrestricted funds					
General Fund	3,303	36,327	(25,296)	-	14,334
Total funds	<u>£3,438</u>	<u>£244,332</u>	<u>£(233,283)</u>	<u>£Nil</u>	<u>£14,487</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

15. Movement in funds /contd...

Comparative information for the movement in funds in the previous year is as follows:

	At 1 Oct 2018 £	Income £	Expenditure £	Transfers between funds £	At 30 Sept 2019 £
2019					
Restricted Funds					
Volunteering & Training Services					
RBG - Comm. Support Team	-	49,834	(49,834)	-	-
RBG – HAS	-	21,186	(21,043)	-	143
Big Lottery - Awards for all	-	9,567	(9,567)	-	-
The Supported Volunteering Project					
Job Centre Plus Flexible Fund	-	26,965	(26,965)	-	-
Henry Smith	221	42,625	(42,915)	-	(69)
Greenwich Bus Tours					
City Bridge Trust					
Stepping Stones fund	(7,113)	-	-	7,113	-
Opportunities for All					
CBT Investing in Londoners	338	62,583	(62,860)	-	61
Total restricted funds	<u>(6,554)</u>	<u>212,760</u>	<u>(213,184)</u>	<u>7,113</u>	<u>135</u>
Unrestricted funds					
General Fund	635	16,541	(6,760)	(7,113)	3,303
Total funds	<u>£(5,919)</u>	<u>£229,301</u>	<u>£(219,944)</u>	<u>£Nil</u>	<u>£3,438</u>

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

16. Analysis of net assets between funds

Fund Balances at 30 September 2020 are represented by:

	Unrestricted General £	Designated £	Restricted £	Total £
Current assets	30,688	-	47,357	78,045
Current liabilities	(16,354)	-	(47,204)	(63,558)
As at 30 September 2020	<u>£14,334</u>	<u>£Nil</u>	<u>£153</u>	<u>£14,487</u>

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

16. Analysis of net assets between funds/cont'd...

Fund balances at 30 September 2019 are represented by:

	Unrestricted		Restricted	Total
	General	Designated		
	£	£	£	£
Current assets	16,032	-	13,438	29,470
Current liabilities	(12,729)	-	(13,303)	(26,032)
As at 30 September 2020	<u>£3,303</u>	<u>£Nil</u>	<u>£135</u>	<u>£3,438</u>

17. Notes to the Statement of Cash Flows Reconciliation of (deficit)/surplus to net cash

	2020	2019
	£	£
Surplus for the year	11,049	9,357
Decrease in debtors	5,400	5,962
(Decrease)/increase in creditors	37,526	(19,473)
Net cash outflow from operating activities	<u>£53,975</u>	<u>£(4,154)</u>

18. Operating Lease Commitments

At 30 September 2020 the total minimum lease payments due under non-cancellable operating leases are as follows:

	2020		2019	
	Land and Buildings	Other	Land and Buildings	Other
	£	£	£	£
Within one year	2,750	5,699	2,750	2,971
Within two to five years	-	11,899	-	2,724
	<u>£2,750</u>	<u>£17,598</u>	<u>£2,750</u>	<u>£5,695</u>

19. Taxation

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

VOLUNTEER CENTRE GREENWICH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020 /contd...

20. Related Party Transactions

There were no related party transactions in 2020 or 2019 other than those set out in Note 10.

21. Contingent Assets

The charity has been awarded several multi-year grants but not all of the amounts awarded have been recognised as either income or deferred income. This is because the charity recognises income based on specified or implied timeframes. The amount of funding awarded but not recognised as at 30 September 2020 is £353,017 (2019 : £252,900).