THE WOKINGHAM VOLUNTEER CENTRE

England & Wales · Charity number 1161498

Details

Other names	WVC
Status	Registered
Legal form	CIO
Registered	2015-04-30
Register	View on the Charity Commission register

Contact

Address	Charity & Community Hub Waterford House Erftstadt Court Wokingham Berkshire RG40 2YF
Phone	01189770749
Email	nick@wok-vol.org.uk
Website	www.wokinghamvolunteercentre.org.uk

Activities

Objects: • THE RELIEF IN NEED OF VULNERABLE ELDERLY AND DISABLED PEOPLE FOR THE PUBLIC BENEFIT WITHIN, BUT NOT EXCLUSIVELY THE WOKINGHAM BOROUGH AREA IN PARTICULARLY BY THE PROVISION OF BASIC, VOLUNTEER BASED AND SUBSIDISED, LOW COST SERVICES AND SIGNPOSTING THEM TO ADDITIONAL STATUTORY AND VOLUNTEER SOURCES OF HELP TO ENABLE THEM TO CONTINUE LIVING IN THEIR OWN HOMES AND NOT REQUIRE MOVING INTO CARE.• TO PROMOTE THE EFFICIENCY AND EFFECTIVENESS IN THE CHARITABLE ACTIVITIES OF NOT-FOR-PROFIT ORGANISATIONS, VOLUNTARY GROUPS AND CHARITIES WORKING FOR THE BENEFIT OF THE PUBLIC IN THE FIELDS OF COMMUNITY HEALTH AND SOCIAL CARE.O ACTIVITIES IN FURTHERANCE OF THIS PURPOSE WILL INCLUDE THE PROVISION OF A VOLUNTEER BROKERAGE SERVICE TO BOTH POTENTIAL VOLUNTEERS AND CHARITABLE/VOLUNTARY ORGANISATIONS WISHING TO RECRUIT VOLUNTEER ASSISTANCE.

Activities: Volunteer brokerage to improve efficiency and effectiveness of charitable activities carried out by not-for-profit organisations, voluntary groups and charities working for public benefit; provision of volunteer-based, low-cost support services for vulnerable, elderly and disabled to enable independent living at home.

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Classification

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

Geography

- Wokingham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£195,810	£192,735	-	-
2024-03-31	£177,124	£173,870	-	-
2023-03-31	£174,069	£169,104	-	-
2022-03-31	£157,804	£153,150	-	-
2021-03-31	£148,308	£149,260	-	-

Trustees

Name	Role	Appointed
Anne Williams	Chair	2023-05-22
Bethan Joy Owen		2025-11-24
Geraldine Patricia Durrant		2019-12-09
Julian Paul Wesley Thompson		2022-03-28
Mary Miall		2025-11-24
Petra Jane Williams		2023-11-27
Ted McFadyen		2023-05-22

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THE WOKINGHAM VOLUNTEER CENTRE

England & Wales - Charity number 1161498

Accounts

IMPACT REPORT

Wokingham Volunteer Centre

Celebrating 50 Years

1974 - 2024

Over 50 Years of Supporting Local Residents through our Volunteers

An award-winning local charity, backed by incredible volunteers, enabling us to offer essential support to nearly 1,000 residents throughout Wokingham Borough.

2024-25

The Queen's Award for Voluntary Service

The MBE for volunteer groups

CIO 1161498



Our Purpose

Our Charitable Objects are:

- The relief in need of vulnerable elderly and disabled people for the public benefit within, but not exclusively, the Wokingham Borough area in particular by the provision of basic, volunteer-based and subsidised, low cost services and signposting them to additional statutory and volunteer sources of help to enable them to continue living in their own homes and not require moving into care.
- To promote the efficiency and effectiveness in the charitable activities of not-for-profit organisations, voluntary groups and charities working for the benefit of the public in the fields of community health and social care.
- Activities in furtherance of this purpose will include the provision of a volunteer brokerage service to both potential volunteers and charitable/voluntary organisations wishing to recruit volunteer assistance.

Projects	Details	Outcomes
Volunteer Brokerage	Supporting local charities and voluntary organisations to attract new volunteers	• More volunteers for more charities • Delivering greater impact for good causes
Community Transport Schemes	Supporting older residents to get to vital medical appointments and social events	• Narrowing health inequalities • Living healthily at home for longer • Reducing loneliness
Green ‘n’ Tidy Gardening Service	Supporting residents unable to manage or afford a commercial service to keep their gardens safe and tidy	• Enabling safe enjoyment of outdoor spaces • Keeping residents safe from rogue traders

Chair's Welcome



Dr. Julian Thompson

This year has underlined both the resilience and the strategic importance of Wokingham Volunteer Centre. In the face of economic pressures and rising demand, we have continued to expand our services, strengthen partnerships, and deliver results.

We remain committed to strengthening the recruitment and retention of volunteers; deepening our collaboration with partners to maximise our collective impact; and maintaining a strong focus on prevention. Our focus on delivering outstanding services and value translates into measurable impact, helping older and vulnerable residents stay independent, reducing isolation, and building a stronger, safer, and more connected community.

We are proud of what has been achieved, but more importantly, we are confident about the future. With the continued dedication of our volunteers, trustees, partners, and funders, the Wokingham Volunteer Centre is well-placed to respond to the challenges that lie ahead while remaining a cornerstone of the Wokingham Borough area.

Thank you for your support.



Chief Officer's Report

Nick Fellows



I was privileged to join Wokingham Volunteer Centre five years ago and it is rewarding to see how our services have managed to develop and grow despite the plethora of challenges we, like so many charities, have faced in that time.

Surviving the Covid pandemic as an organisation was made possible only by the selfless dedication of our many, many local volunteers and it is they to whom we owe a huge debt of thanks for continuing to support us and residents in need across the whole Borough. As the cost of living crisis bites deeper into our vulnerable communities we have scaled up our support wherever possible, with the backing of our Board of Trustees and of course the many partners and supporters who continue to commit to, and fund, our efforts.

We are delighted this year to have secured our first formal corporate sponsor in Wilmoths Citroen, who have supported us with our second new van as we continue to expand our gardening service, supporting those who can no longer manage their garden themselves nor afford a commercial service. We are grateful too to Wokingham Borough Council, who have extended our three service contracts for two more years, giving us a degree of financial security and allowing us the opportunity to plan ahead with confidence. Other Town and Parish Councils, along with a number of local charities and donors, have also been generous in their support which, alongside our own income generation, helps to ensure we're not totally dependent upon one source of income to continue our operations. Every contribution is gratefully received.

In measuring our impact we are confident in our ability to provide a great return on the investment made by all of our supporters; in fact, we have measured this to be approximately **5.9 times** that investment when taking into account our volunteers' time and the additional funding sources available to us as a charity. We are proud that our commitment and dedication in supporting residents is highly valued and respected and look forward to working with all our partners in the year ahead.

Treasurer's Report



Petra Williams

During the last financial period the charity was dependent on service contracts and grants from local councils for more than half its income. The Charity was well supported by Wokingham Borough Council. The charity showed a small surplus for the year. Trustees have again approved a small deficit budget for 2025-26 with a medium-term plan to meet breakeven. The Reserves remain strong and the financial situation is robust.

Our Impact

The real impact of our work is the benefit we provide to local residents, supporting them to continue living in their own home for longer and thus preventing, reducing and delaying the need for them to access or move into formal care. The value of this is incalculable when it means someone's life is made that much better, thanks to our amazing volunteers.

The return on investment we provide, however, is considerable when measured in monetary terms, increasing this year to **5.9x** the value of our formal service contracts when full value is calculated. This represents £595k of output for an input of just £101k.

914 PEOPLE HELPED REGULARLY

9331 INSTANCES OF HELP ACROSS ALL SCHEMES

15,008 HOURS OF VOLUNTEER TIME DONATED

£493,475 OF ADDED VALUE GENERATED

Volunteer Services

Helena Badger

The Volunteer Brokerage scheme continues to provide support to those who live in and around Wokingham Borough to find the right role for them. We work closely with community, voluntary and charitable groups across the Borough to help them recruit volunteers.



Volunteer Fairs

As part of the invaluable service we provide, we hold Volunteer Fairs to enable as many people as possible to access as many charities as possible on a face-to-face basis. During this period, we held a number of Volunteer Fairs across Wokingham Borough We held our two main Saturday Volunteer Fairs at Wokingham Town Hall in October 2024 and February 2025. Both Fairs were very successful with over 100 people attending each event..



Volunteer Services

continued

> **"It would take us, as a charity, at least 6 months to recruit the number of volunteers we get from just one Volunteer Fair, if we had to do it ourselves. The benefit to us is huge!" Emma Cantrell, CEO First Days, attended the February 2025 Fair**

> **"What a wonderful event. I wasn't sure what I wanted to do, so this is the perfect event for me, as there is such a variety of local charities to choose from. I've taken away so many leaflets, I just need to be careful to not say yes to them all!"**

Volunteer Brokerage

Working with charities and organisations to recruit volunteers; working with volunteers to find the right role for them, we are passionate about finding the right fit for both. Alongside the Volunteer Fairs, our '24/7' volunteering portal (www.volunteerwokinghamborough.org.uk) continues to be one of the best ways for most charities to advertise for what they need. We continue to promote volunteering whenever possible; through the columns in the Wokingham Paper, Parish newsletters and local publications such as the Wokingham Word. We post regularly on social media to take the opportunity to promote what we do and what support local charities need. We tied in our posts with events on a local and national level such as; the Wokingham May Fayre and Winter Carnival, Mental Health awareness week in May, National Volunteers Week in June and Older Person Day in October.



Volunteer Services

continued

Partnership working

Whenever possible, I visit schools, groups and businesses to promote volunteering. These include attending a Volunteering Fair at Oracle at Thames Valley Business Park in July and a Well-being event for sixth form students at the Holt School. I worked in collaboration with Involve as also in September, we attended a welcome event at Bracknell & Wokingham college together. I have also begun to support WBC staff, as they recently have been offered up to 3 days per year to use to volunteer.

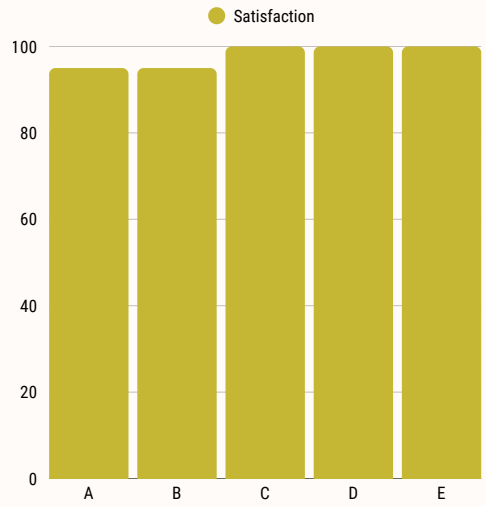
> "I would like to say thank you for all the hard work you must have put in to organise the event. We had lots of people show an interest in supporting us. We have had one person who has volunteered to build our website already and we only met them yesterday!" Epilepsy Berkshire, attended October 2024 Fair

Positive feedback

Our most recent survey of charities attending our Volunteer Fairs returned many positive comments:

- Over 95% rated the Fair excellent or good
- - Over 95% recruited at least 5 volunteers; of these 50% recruited 5-10 volunteers and over 20% recruited 10-20 volunteers.
- - 100% rated the Fair valuable to attend
- - 100% would recommend the Fair to friends and family.
- - 100% would be interested in attending future Fairs

Measures of satisfaction





Green ‘n’ Tidy Gardening Service

Paul King

Our basic gardening service is aimed at helping to keep gardens looking tidy and usable throughout the year and supports residents who have often loved spending their time tending their gardens for themselves.

Changing circumstances may mean they are no longer able to do this and have no one close by who can take over for them. In turn, their pride and joy can become a worry, as well as a dangerous and overgrown space so our volunteers come to the rescue and make sure their outdoor haven can continue to be enjoyed all year round, whilst deterring potential rogue traders and other criminal activity.

In January we replaced our oldest van with a newer model, assisted by a generous package from Wilmoths Citroën Wokingham, who are now our exclusive vehicle partner.

In March we added an additional gardening team on Wednesdays which has enabled us to expand our service by around 18 clients. We are still seeking to recruit additional team leaders so that we can add a further two gardening teams to our weekly rota. We were supported financially by generous grants from the National Lottery, Earley Charity, Berkshire Community Foundation, Wokingham Community Safety Partnership, Wokingham Lions Club and Easthampstead Rotary Club and we are extremely grateful for all their support and confidence in the value of our project.



Our biggest challenge remains the recruitment of more volunteers and Team Leaders to enable us to keep up with escalating demand but the return for volunteers is the opportunity to build friendships within the team as well as helping others.



GnT Impact



GREEN 'N' TIDY
PERFORMANCE MEASURES



182 REGULAR CLIENTS VISITED ONCE PER FORTNIGHT, KEEPING THEIR GARDEN TIDY & SAFE AND OFF THE RADAR FOR ROGUE TRADERS

1 PEOPLE SUPPORTED



54 ACTIVE VOLUNTEERS CONTRIBUTING 1900 HOURS OF WORK AND ENJOYING FUN, FRESH AIR AND EXERCISE IN A TRULY WORTHWHILE WAY.

2 VOLUNTEERS



1932 VISITS TO OFTEN OLDER AND VULNERABLE RESIDENTS MEANS REGULAR CONTACT, A FRIENDLY FACE AND LOOKING OUT FOR ANY CHANGES OR CHALLENGES THAT MAY REQUIRE ONWARD REFERRAL.

3 OUTCOMES

OPERATING SIX DAYS PER WEEK THROUGHOUT THE YEAR, WITH FORTNIGHTLY GRASS AND HEDGE CUTTING IN THE SUMMER AND ONE-OFF VISITS AND LEAF CLEARANCES IN THE WINTER.



4 ACTIVITY

Thank you to all our wonderful volunteers: “adding life to years and years to life”.



SAFER COMMUNITY CAMPAIGN

LIONS INTERNATIONAL WOKINGHAM

BERKSHIRE COMMUNITY FOUNDATION

Rotary Club of Easthampstead

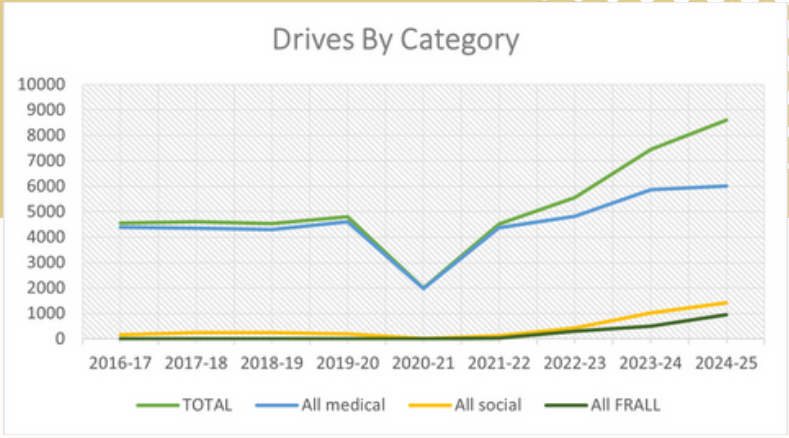
WOKINGHAM UNITED CHARITIES

Rotary Club of Wokingham 75

The Earley Charity
by hook or by crook

Community Transport Schemes

The Wokingham Transport Scheme was one of the original services provided by TWVC and continues to offer vital support to enable older residents get to essential appointments with the assistance of a friendly volunteer driver, taking them from their front door to the appointment and back home again.



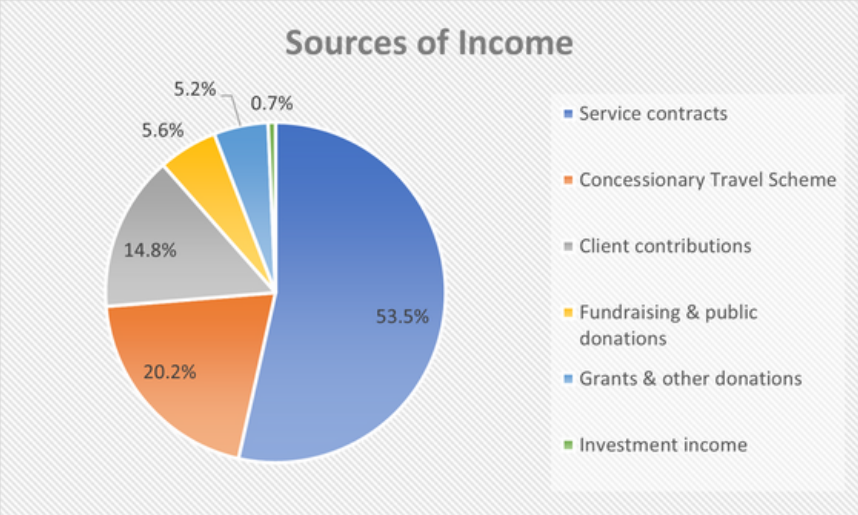
- A low-cost volunteer dependent transport scheme for elderly and disabled residents in Wokingham, Wokingham Without, Winnersh, Arborfield, Barkham, Woosehill and Finchampstead and a specific scheme covering the Earley area too.
- Over 730 clients in membership of this hugely popular service, plus a waiting list!
- One-to-one service supported by 120+ local drivers, ensuring arrival at the right place and time!
- Providing transport to more than a dozen hospitals as well as GP surgeries, dentists and opticians, as well as social events and shopping trips. Supporting Friendship Alliance activities and events specifically to help reduce loneliness.

As the graph illustrates, demand has continued to increase significantly this year and we have seen a further rise in the number of drives completed, by more than 15%. We continue to recruit more drivers than ever before to create additional capacity but, despite this, transport remains a critical issue for many Borough residents who cannot drive or use public transport and need additional support.



Sources of income

We are fortunate to have some diversification in our income streams although, in reality, we are heavily dependant upon the public sector. Our service contracts comprise just over half of our income but client contributions, fundraising, grants, interest and donations now make up 26%.



We are very grateful for the regular support we receive from Wokingham Borough Council and our Town & Parish Councils as well as Wokingham United Charities, Easthampstead Rotary Club, Wokingham Lions Club, Wokingham Rotary Club, Berkshire Community Foundation and many generous individuals.



Thank you to all our volunteers, donors and supporters. We are proud of the difference we can make to people's lives, thanks to you.

volunteer@wok-vol.org.uk

wokinghamvolunteercentre.org.uk

Charity& Community Hub, Waterford House, Erftstadt Court, Wokingham RG40 2YF

0118 977 0749

REGISTERED CHARITY NUMBER: 1161498

Report of the Trustees and

Unaudited Financial Statements

for the Year Ended 31 March 2025

for

The Wokingham Volunteer Centre

PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

The Wokingham Volunteer Centre

Contents of the Financial Statements
for the Year Ended 31 March 2025

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The Wokingham Volunteer Centre

Report of the Trustees
for the Year Ended 31 March 2025

The trustees present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of 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) (effective 1 January 2019).

ACHIEVEMENTS AND PERFORMANCE

The Wokingham Volunteer Centre returned a small surplus of £3,074 (2024 - £2235) for the year. Total incoming resources increased to £195,810 (2024 - £177,140) whilst costs were £192,736 (2024 - £174,905). Containing costs and obtaining sustainable project funding remains a significant challenge and focus of attention for Trustees, especially in the continued climate of uncertainty around local authority funding, the increased tax burden on charities and growing funding challenges facing the voluntary sector more widely. The Centre has successfully completed the third year of two three-year service contracts from Wokingham Borough Council and is pleased to see the option to extend by two further years has been exercised. One of these (Volunteer Brokerage & Development) leaves a significant shortfall between the funding awarded and the cost of delivering the service, however successful grant funding applications and generous donations enabled the Centre to expand the Green 'n' Tidy Gardening Service and the Volunteer Centre as a whole remains fiscally strong with a robust balance sheet.

SUMMARY OVERVIEW

The Community Transport, Gardening and Volunteer Brokerage & Development Services performed successfully but with ongoing increases in demand as local need rises across the Borough and awareness of our services further increased. In response to this growing demand our volunteers responded magnificently but capacity could not fully match the greater calls on our resources. The transport service continued its growth in the number of drivers and the small office team, complemented by seven regular desk volunteers, continued to exhaust all options before having to turn down any requests. The number of social trips saw further growth, partly through our partnership through the Friendship Alliance with the Link Visiting scheme, as we sought to reduce the effects of loneliness alongside transporting clients to vital medical appointments. The extensive waiting list for our basic gardening scheme is reducing after the introduction of an additional van and related equipment, with new volunteer teams coming on board to ensure we can maximise capacity. The usual programme of Volunteer Recruitment activities was supplemented with a series of local recruitment fairs throughout the Borough in a concerted effort to promote the benefits of volunteering alongside the growing needs of local charities and voluntary organisations. Prospective and current volunteers face increasing pressures on their time and all charities are facing a shortage of capacity in relation to the demands being placed upon their services.

FINANCIAL REVIEW

During the last financial period the charity was dependent on service contracts and grants from local councils for more than half its income. The Charity was well supported by Wokingham Borough Council. The charity showed a small surplus for the year. Trustees have again approved a small deficit budget for 2025-26 with a medium-term plan to meet breakeven. The Reserves remain strong and the financial situation is robust.

RESERVES

Due to the ongoing funding uncertainty, the Trustees continue to support maintaining a designated reserves fund representing two quarters' operating costs. This amounted to £98,000 based on the 12 months to 31st March 2025. Total unrestricted reserves (including designated) were £126,729 (2024 - £123,655) and restricted reserves were £3385 giving total reserves of £130,114 (2024 - £127,040). Trustees plan to use the existing Reserve Fund to cover any operating deficits and to remain open to opportunities to trial small-scale, time-limited, and unfunded initiatives that fall within the scope of our charitable purposes. If such trials prove successful, more sustainable funding can then be sought to support them for the longer term.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a Charity Commission scheme and constitutes a Charitable Incorporated Organisation (CIO).

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1161498

The Wokingham Volunteer Centre

Report of the Trustees
for the Year Ended 31 March 2025

Principal address
Charity & Community Hub
1st Floor, Waterford House
Erftstadt Court, Denmark Street
Wokingham
Berkshire
RG40 2YF

Trustees
M Jeater
P Cleary (resigned 16.9.24)
Mrs G Durrant - Secretary
J P W Thompson - Chair
Mrs D J Sussex
Mrs A Williams
T McFadyen
Miss P J Williams - Treasurer

Independent Examiner
PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

SUMMARY
The Trustees, Centre Manager, staff and volunteers are focused on delivering and developing services that significantly improve the independence of vulnerable and disadvantaged members of the local community. We work in partnership with many local charities, voluntary organisations, and local authorities. We thank all those who continue to fund or donate to us in these difficult times.

Approved by order of the board of trustees on ..... and signed on its behalf by:

.....
J P W Thompson - Trustee

Independent Examiner's Report to the Trustees of The Wokingham Volunteer Centre

Independent examiner's report to the trustees of The Wokingham Volunteer Centre
I report to the charity trustees on my examination of the accounts of The Wokingham Volunteer Centre (the Trust) for the year ended 31 March 2025.

Responsibilities and basis of report
As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

James Brooks

PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

Date: .....

The Wokingham Volunteer Centre

Statement of Financial Activities
for the Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		14,422	-	14,422	13,432
Charitable activities					
Charitable Activities		180,297	-	180,297	162,467
Investment income	2	1,091	-	1,091	1,241
Total		195,810	-	195,810	177,140
EXPENDITURE ON					
Charitable activities					
Charitable Activities		192,736	-	192,736	174,905
NET INCOME		3,074	-	3,074	2,235
RECONCILIATION OF FUNDS					
Total funds brought forward		123,655	3,385	127,040	124,805
TOTAL FUNDS CARRIED FORWARD		126,729	3,385	130,114	127,040

The notes form part of these financial statements

The Wokingham Volunteer Centre

Balance Sheet
31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	5	22,873	-	22,873	15,421
CURRENT ASSETS					
Debtors	6	8,705	-	8,705	8,756
Cash at bank and in hand		126,314	3,385	129,699	129,676
		135,019	3,385	138,404	138,432
CREDITORS					
Amounts falling due within one year	7	(31,163)	-	(31,163)	(26,813)
NET CURRENT ASSETS		103,856	3,385	107,241	111,619
TOTAL ASSETS LESS CURRENT LIABILITIES		126,729	3,385	130,114	127,040
NET ASSETS		126,729	3,385	130,114	127,040
FUNDS	9				
Unrestricted funds				126,729	123,655
Restricted funds				3,385	3,385
TOTAL FUNDS				130,114	127,040

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

.....
J P W Thompson - Trustee

.....
P J Williams - Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared on the going concern basis.

Financial reporting standard 102 - reduced disclosure exemptions
The charity has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery	-	25% on cost
Motor vehicles	-	25% on cost
Computer equipment	-	25% on cost

Taxation
The charity is exempt from tax on its charitable activities.

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

continued...

2. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	1,091	1,241

3. TRUSTEES' REMUNERATION AND BENEFITS

During the year a trustee, Mr M Jeater, was also employed as a gardening Team Leader, receiving £3,081 (2024: £2,934) for services rendered. These costs are included as gardening expenditure within the wages costs of charitable activities. It was agreed that there was no conflict of interest.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

4. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2025	2024
General and administration	12	9

No employees received emoluments in excess of £60,000.

5. TANGIBLE FIXED ASSETS

	Plant and machinery	Motor vehicles	Computer equipment	Totals
	£	£	£	£
COST				
At 1 April 2024	2,280	22,016	5,792	30,088
Additions	-	12,000	-	12,000
Disposals	-	(4,800)	-	(4,800)
At 31 March 2025	2,280	29,216	5,792	37,288
DEPRECIATION				
At 1 April 2024	2,280	6,595	5,792	14,667
Charge for year	-	4,548	-	4,548
Eliminated on disposal	-	(4,800)	-	(4,800)
At 31 March 2025	2,280	6,343	5,792	14,415
NET BOOK VALUE				
At 31 March 2025	-	22,873	-	22,873
At 31 March 2024	-	15,421	-	15,421

continued...

6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade debtors	3,230	4,038
Prepayments	5,475	4,718
	8,705	8,756

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	6,738	7,993
Taxation and social security	2,053	1,734
Other creditors	22,372	17,086
	31,163	26,813

8. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025	2024
	£	£
Within one year	9,005	8,785

9. MOVEMENT IN FUNDS

	At 1.4.24	Net movement in funds	Transfers between funds	At 31.3.25
	£	£	£	£
Unrestricted funds				
General fund	42,155	3,233	(37,000)	8,388
Designated Reserves	80,000	-	37,000	117,000
Hardship Fund	1,500	(159)	-	1,341
	123,655	3,074	-	126,729
Restricted funds				
Gardening Equipment	215	-	-	215
Earley Transport Transfer	3,170	-	-	3,170
	3,385	-	-	3,385
TOTAL FUNDS	127,040	3,074	-	130,114

continued...

9. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	195,810	(192,577)	3,233
Hardship Fund	-	(159)	(159)
	195,810	(192,736)	3,074
TOTAL FUNDS	195,810	(192,736)	3,074

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	39,234	2,921	42,155
Designated Reserves	80,000	-	80,000
Hardship Fund	1,500	-	1,500
	120,734	2,921	123,655
Restricted funds			
Gardening Equipment	901	(686)	215
Earley Transport Transfer	3,170	-	3,170
	4,071	(686)	3,385
TOTAL FUNDS	124,805	2,235	127,040

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	177,140	(174,219)	2,921
Restricted funds			
Gardening Equipment	-	(686)	(686)
TOTAL FUNDS	177,140	(174,905)	2,235

continued...

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

The Wokingham Volunteer Centre

Detailed Statement of Financial Activities
for the Year Ended 31 March 2025

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	14,422	13,432
Investment income		
Deposit account interest	1,091	1,241
Charitable activities		
Services income	66,427	61,957
Fundraising	1,450	2,335
Grants and service contracts	112,420	98,175
	180,297	162,467
Total incoming resources	195,810	177,140
EXPENDITURE		
Charitable activities		
Wages	114,879	98,164
Social security	1,680	975
Pensions	1,653	1,549
Other operating leases	9,782	9,459
Insurance	956	1,000
Telephone	1,970	2,006
Printing, postage & stationery	2,622	1,886
Costs of volunteer activities	48,456	49,857
Office running costs	4,010	3,992
Gardening equipment	-	686
Plant and machinery	-	21
Motor vehicles	4,548	1,795
	190,556	171,390
Support costs		
Management		
Advertising	213	1,511
Finance		
Bank charges	79	16
Governance costs		
AGM fees	788	788
Accountancy and legal fees	1,100	1,200
	1,888	1,988
Total resources expended	192,736	174,905
Net income	3,074	2,235

REGISTERED CHARITY NUMBER: 1161498

Report of the Trustees and

Unaudited Financial Statements

for the Year Ended 31 March 2025

for

The Wokingham Volunteer Centre

PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

The Wokingham Volunteer Centre

Contents of the Financial Statements
for the Year Ended 31 March 2025

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Report of the Trustees	1 to 2
Independent Examiner's Report	3
Statement of Financial Activities	4
Balance Sheet	5
Notes to the Financial Statements	6 to 10
Detailed Statement of Financial Activities	11

The Wokingham Volunteer Centre

Report of the Trustees
for the Year Ended 31 March 2025

The trustees present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of 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) (effective 1 January 2019).

ACHIEVEMENTS AND PERFORMANCE

The Wokingham Volunteer Centre returned a small surplus of £3,074 (2024 - £2235) for the year. Total incoming resources increased to £195,810 (2024 - £177,140) whilst costs were £192,736 (2024 - £174,905). Containing costs and obtaining sustainable project funding remains a significant challenge and focus of attention for Trustees, especially in the continued climate of uncertainty around local authority funding, the increased tax burden on charities and growing funding challenges facing the voluntary sector more widely. The Centre has successfully completed the third year of two three-year service contracts from Wokingham Borough Council and is pleased to see the option to extend by two further years has been exercised. One of these (Volunteer Brokerage & Development) leaves a significant shortfall between the funding awarded and the cost of delivering the service, however successful grant funding applications and generous donations enabled the Centre to expand the Green 'n' Tidy Gardening Service and the Volunteer Centre as a whole remains fiscally strong with a robust balance sheet.

SUMMARY OVERVIEW

The Community Transport, Gardening and Volunteer Brokerage & Development Services performed successfully but with ongoing increases in demand as local need rises across the Borough and awareness of our services further increased. In response to this growing demand our volunteers responded magnificently but capacity could not fully match the greater calls on our resources. The transport service continued its growth in the number of drivers and the small office team, complemented by seven regular desk volunteers, continued to exhaust all options before having to turn down any requests. The number of social trips saw further growth, partly through our partnership through the Friendship Alliance with the Link Visiting scheme, as we sought to reduce the effects of loneliness alongside transporting clients to vital medical appointments. The extensive waiting list for our basic gardening scheme is reducing after the introduction of an additional van and related equipment, with new volunteer teams coming on board to ensure we can maximise capacity. The usual programme of Volunteer Recruitment activities was supplemented with a series of local recruitment fairs throughout the Borough in a concerted effort to promote the benefits of volunteering alongside the growing needs of local charities and voluntary organisations. Prospective and current volunteers face increasing pressures on their time and all charities are facing a shortage of capacity in relation to the demands being placed upon their services.

FINANCIAL REVIEW

During the last financial period the charity was dependent on service contracts and grants from local councils for more than half its income. The Charity was well supported by Wokingham Borough Council. The charity showed a small surplus for the year. Trustees have again approved a small deficit budget for 2025-26 with a medium-term plan to meet breakeven. The Reserves remain strong and the financial situation is robust.

RESERVES

Due to the ongoing funding uncertainty, the Trustees continue to support maintaining a designated reserves fund representing two quarters' operating costs. This amounted to £98,000 based on the 12 months to 31st March 2025. Total unrestricted reserves (including designated) were £126,729 (2024 - £123,655) and restricted reserves were £3385 giving total reserves of £130,114 (2024 - £127,040). Trustees plan to use the existing Reserve Fund to cover any operating deficits and to remain open to opportunities to trial small-scale, time-limited, and unfunded initiatives that fall within the scope of our charitable purposes. If such trials prove successful, more sustainable funding can then be sought to support them for the longer term.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a Charity Commission scheme and constitutes a Charitable Incorporated Organisation (CIO).

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1161498

The Wokingham Volunteer Centre

Report of the Trustees
for the Year Ended 31 March 2025

Principal address
Charity & Community Hub
1st Floor, Waterford House
Erftstadt Court, Denmark Street
Wokingham
Berkshire
RG40 2YF

Trustees
M Jeater
P Cleary (resigned 16.9.24)
Mrs G Durrant - Secretary
J P W Thompson - Chair
Mrs D J Sussex
Mrs A Williams
T McFadyen
Miss P J Williams - Treasurer

Independent Examiner
PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

SUMMARY
The Trustees, Centre Manager, staff and volunteers are focused on delivering and developing services that significantly improve the independence of vulnerable and disadvantaged members of the local community. We work in partnership with many local charities, voluntary organisations, and local authorities. We thank all those who continue to fund or donate to us in these difficult times.

Approved by order of the board of trustees on ..... and signed on its behalf by:

.....
J P W Thompson - Trustee

Independent Examiner's Report to the Trustees of The Wokingham Volunteer Centre

Independent examiner's report to the trustees of The Wokingham Volunteer Centre
I report to the charity trustees on my examination of the accounts of The Wokingham Volunteer Centre (the Trust) for the year ended 31 March 2025.

Responsibilities and basis of report
As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

James Brooks

PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

Date: .....

The Wokingham Volunteer Centre

Statement of Financial Activities
for the Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		14,422	-	14,422	13,432
Charitable activities					
Charitable Activities		180,297	-	180,297	162,467
Investment income	2	1,091	-	1,091	1,241
Total		195,810	-	195,810	177,140
EXPENDITURE ON					
Charitable activities					
Charitable Activities		192,736	-	192,736	174,905
NET INCOME		3,074	-	3,074	2,235
RECONCILIATION OF FUNDS					
Total funds brought forward		123,655	3,385	127,040	124,805
TOTAL FUNDS CARRIED FORWARD		126,729	3,385	130,114	127,040

The notes form part of these financial statements

The Wokingham Volunteer Centre

Balance Sheet
31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	5	22,873	-	22,873	15,421
CURRENT ASSETS					
Debtors	6	8,705	-	8,705	8,756
Cash at bank and in hand		126,314	3,385	129,699	129,676
		135,019	3,385	138,404	138,432
CREDITORS					
Amounts falling due within one year	7	(31,163)	-	(31,163)	(26,813)
NET CURRENT ASSETS		103,856	3,385	107,241	111,619
TOTAL ASSETS LESS CURRENT LIABILITIES		126,729	3,385	130,114	127,040
NET ASSETS		126,729	3,385	130,114	127,040
FUNDS	9				
Unrestricted funds				126,729	123,655
Restricted funds				3,385	3,385
TOTAL FUNDS				130,114	127,040

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

.....
J P W Thompson - Trustee

.....
P J Williams - Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared on the going concern basis.

Financial reporting standard 102 - reduced disclosure exemptions
The charity has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery	-	25% on cost
Motor vehicles	-	25% on cost
Computer equipment	-	25% on cost

Taxation
The charity is exempt from tax on its charitable activities.

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

continued...

2. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	1,091	1,241

3. TRUSTEES' REMUNERATION AND BENEFITS

During the year a trustee, Mr M Jeater, was also employed as a gardening Team Leader, receiving £3,081 (2024: £2,934) for services rendered. These costs are included as gardening expenditure within the wages costs of charitable activities. It was agreed that there was no conflict of interest.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

4. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2025	2024
General and administration	12	9

No employees received emoluments in excess of £60,000.

5. TANGIBLE FIXED ASSETS

	Plant and machinery	Motor vehicles	Computer equipment	Totals
	£	£	£	£
COST				
At 1 April 2024	2,280	22,016	5,792	30,088
Additions	-	12,000	-	12,000
Disposals	-	(4,800)	-	(4,800)
At 31 March 2025	2,280	29,216	5,792	37,288
DEPRECIATION				
At 1 April 2024	2,280	6,595	5,792	14,667
Charge for year	-	4,548	-	4,548
Eliminated on disposal	-	(4,800)	-	(4,800)
At 31 March 2025	2,280	6,343	5,792	14,415
NET BOOK VALUE				
At 31 March 2025	-	22,873	-	22,873
At 31 March 2024	-	15,421	-	15,421

continued...

6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade debtors	3,230	4,038
Prepayments	5,475	4,718
	8,705	8,756

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	6,738	7,993
Taxation and social security	2,053	1,734
Other creditors	22,372	17,086
	31,163	26,813

8. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025	2024
	£	£
Within one year	9,005	8,785

9. MOVEMENT IN FUNDS

	At 1.4.24	Net movement in funds	Transfers between funds	At 31.3.25
	£	£	£	£
Unrestricted funds				
General fund	42,155	3,233	(37,000)	8,388
Designated Reserves	80,000	-	37,000	117,000
Hardship Fund	1,500	(159)	-	1,341
	123,655	3,074	-	126,729
Restricted funds				
Gardening Equipment	215	-	-	215
Earley Transport Transfer	3,170	-	-	3,170
	3,385	-	-	3,385
TOTAL FUNDS	127,040	3,074	-	130,114

continued...

9. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	195,810	(192,577)	3,233
Hardship Fund	-	(159)	(159)
	195,810	(192,736)	3,074
TOTAL FUNDS	195,810	(192,736)	3,074

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	39,234	2,921	42,155
Designated Reserves	80,000	-	80,000
Hardship Fund	1,500	-	1,500
	120,734	2,921	123,655
Restricted funds			
Gardening Equipment	901	(686)	215
Earley Transport Transfer	3,170	-	3,170
	4,071	(686)	3,385
TOTAL FUNDS	124,805	2,235	127,040

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	177,140	(174,219)	2,921
Restricted funds			
Gardening Equipment	-	(686)	(686)
TOTAL FUNDS	177,140	(174,905)	2,235

continued...

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

The Wokingham Volunteer Centre

Detailed Statement of Financial Activities
for the Year Ended 31 March 2025

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	14,422	13,432
Investment income		
Deposit account interest	1,091	1,241
Charitable activities		
Services income	66,427	61,957
Fundraising	1,450	2,335
Grants and service contracts	112,420	98,175
	180,297	162,467
Total incoming resources	195,810	177,140
EXPENDITURE		
Charitable activities		
Wages	114,879	98,164
Social security	1,680	975
Pensions	1,653	1,549
Other operating leases	9,782	9,459
Insurance	956	1,000
Telephone	1,970	2,006
Printing, postage & stationery	2,622	1,886
Costs of volunteer activities	48,456	49,857
Office running costs	4,010	3,992
Gardening equipment	-	686
Plant and machinery	-	21
Motor vehicles	4,548	1,795
	190,556	171,390
Support costs		
Management		
Advertising	213	1,511
Finance		
Bank charges	79	16
Governance costs		
AGM fees	788	788
Accountancy and legal fees	1,100	1,200
	1,888	1,988
Total resources expended	192,736	174,905
Net income	3,074	2,235

THE WOKINGHAM VOLUNTEER CENTRE

England & Wales - Charity number 1161498

Accounts

Impact Report

Wokingham Volunteer Centre

Celebrating 50 Years

CIO 1161498

1974 - 2024

2023-24

Celebrating 50 Years of Providing Local Support through Volunteers

An award-winning local charity, backed by incredible volunteers, enabling us to offer essential support to nearly 1,000 residents throughout Wokingham Borough.

The Queen's Award for Voluntary Service

The MBE for volunteer groups



Our Purpose

Our Charitable Objects are:

- The relief in need of vulnerable elderly and disabled people for the public benefit within, but not exclusively, the Wokingham Borough area in particular by the provision of basic, volunteer-based and subsidised, low cost services and signposting them to additional statutory and volunteer sources of help to enable them to continue living in their own homes and not require moving into care.
- To promote the efficiency and effectiveness in the charitable activities of not-for-profit organisations, voluntary groups and charities working for the benefit of the public in the fields of community health and social care.
- Activities in furtherance of this purpose will include the provision of a volunteer brokerage service to both potential volunteers and charitable/voluntary organisations wishing to recruit volunteer assistance.

Projects	Details	Outcomes
Volunteer Brokerage	Supporting local charities and voluntary organisations to attract new volunteers	• More volunteers for more charities • Delivering greater impact for good causes
Community Transport Schemes	Supporting older residents to get to vital medical appointments and social events	• Narrowing health inequalities • Living healthily at home for longer • Reducing loneliness
Green 'n' Tidy Gardening Service	Supporting residents unable to manage or afford a commercial service to keep their gardens safe and tidy	• Enabling safe enjoyment of outdoor spaces • Keeping residents safe from rogue traders

Chair's Welcome



Dr. Julian Thompson

It's my privilege to introduce The Wokingham Volunteer Centre's Impact Report for 2023-24. With it being our 50th anniversary, this has been a special year and has provided an opportunity for us to reflect on our journey and values as an organisation. From the very beginning, gardening, transport, and volunteering have been central to TWVC's mission and as you'll see, they remain key pillars of our work today.

In what likely reflects the broader challenges facing society, the demand for our services continues to rise, and so do our efforts to meet that demand. This report highlights those efforts, alongside our continuing commitment to the vulnerable residents of the Wokingham Borough area, and the crucial role that volunteering plays in our community.

On behalf of the Board of Trustees, I would like to extend a huge thank you to our amazing volunteers, staff, donors, and partners. Your dedication makes everything we do possible, allowing TWVC to continue being a reliable source of support and care for our community.



Chief Officer's Report

Nick Fellows



Celebrating our 50th Anniversary this year gives great cause for celebration, not just for the fact that we've been around for so long as a local charity but also to mark the exceptional support we have been able to provide to so many residents, thanks to the efforts and commitment of such a large number of willing volunteers throughout that time.

Reflecting back on the origin and history of the centre has also highlighted the fact that the challenges to society that were prevalent in the 1970's are still with us today. Finding more volunteers to address issues of loneliness, transport challenges and support with gardening were all at the forefront of people's minds when The Wokingham Volunteer Centre began its work in 1974.

Since then, many more charities have sprung up and life has changed in so many ways, but still the fundamental challenges remain. Whilst we have been able to respond and grow our service provision, in the last few years in particular we have seen a new surge in demand from local residents in need. In the past year we have recruited, and supported the placement of more volunteers than ever before. We have expanded our capacity within our community transport schemes and have seen the number of drives completed grow accordingly, but we are still unable to fulfil all requests and have a growing waiting list. We have put in place resource to double the number of gardens we can tend on a fortnightly basis but, despite this, the waiting list has risen by half again!

Despite these challenges I am delighted to be able to report that the centre continues to flourish and adapt to the ever-changing world. Enabling us to do this is the terrific support we enjoy from our small army of volunteers, from our supporters, funders and other partners in what is a strong and thriving local voluntary and community sector. For this support we remain extremely grateful and we commit to continuing to bring a strong return on that investment and to tailoring our services according to demand as we move into the next half-century!

Treasurer's Report



Martin Jeater

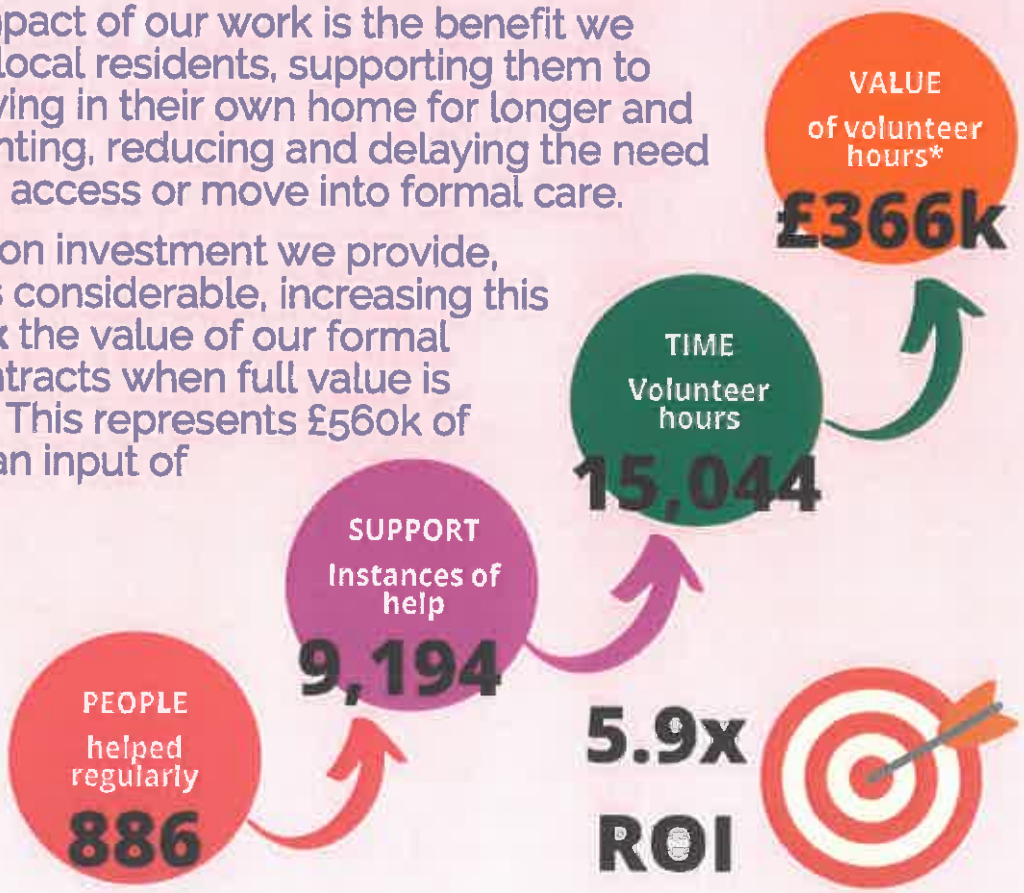
During the last financial period the charity was dependent on service contracts and grants from local councils for more than half its income. The Charity was well supported by Wokingham Borough Council. The charity showed a small surplus for the year. Trustees have again approved a small deficit budget for 2024-25 with a medium-term plan to meet breakeven. The Reserves remain strong and the financial situation is robust.

Our Impact

IMPACT IN NUMBERS

The real impact of our work is the benefit we provide to local residents, supporting them to continue living in their own home for longer and thus preventing, reducing and delaying the need for them to access or move into formal care.

The return on investment we provide, however, is considerable, increasing this year to **5.9x** the value of our formal service contracts when full value is calculated. This represents £560k of output for an input of just £95k.



*** Measured at LG median salary**

Volunteer Services

Helena Badger

The Volunteer Brokerage scheme continues to provide support to those who live in and around Wokingham Borough to find the right role for them. We work closely with community, voluntary and charitable groups across the Borough to help them recruit volunteers.



Volunteer Fairs

As part of the invaluable service we provide, we hold Volunteer Fairs to enable as many people as possible to access as many charities as possible on a face-to-face basis. During this period, we held a number of Volunteer Fairs at various libraries across Wokingham Borough and our two main Saturday Fairs at Wokingham Town Hall in October 2023 and February 2024. Across all five Fairs we held during this period, we helped support over 300 potential volunteers into a volunteering role and over 40 different charities and voluntary organisations to recruit volunteers.



Volunteer Services

continued

"I really value these events, not only because they are a great opportunity to showcase what ABC do, it also provides us with an amazing chance to speak to other charities and network. I took over 30 email addresses for potential volunteers on the day. Brilliant event, brilliantly advertised and organised - thank you!" ABC to Read, following the February Volunteer Fair

"I think I'm going to be busier in retirement than when I was working, as there are so many great causes here and I want to help them all!" Volunteer who attended the October Volunteer Fair



Volunteer Brokerage

Working with charities and organisations to recruit volunteers; working with volunteers to find the right role for them.

The volunteering portal (www.volunteerwokinghamborough.org.uk) continues to be our main source of volunteers and the best way for most charities to advertise for what they need. We continue to promote volunteering extensively; through the weekly column in the Wokingham Paper, social media, Parish newsletters and local publications such as the Wokingham Word. I also take the opportunity to advertise what we can do to support both charities and volunteers throughout the year when it has tied in with events on a local and national level.



Volunteer Services

Business and Charity Networking Event

In Partnership with WBC, we hosted a Corporate Volunteering Network Event at Wokingham Town Hall on Wednesday 8th November. The event was aimed at how businesses could support local charities through volunteering. We had 10 charities in attendance, all of which had the opportunity to present and then to network. It proved to be a successful event. Positive feedback was received from both the charities and businesses and we hope to hold similar events in the future.

continued

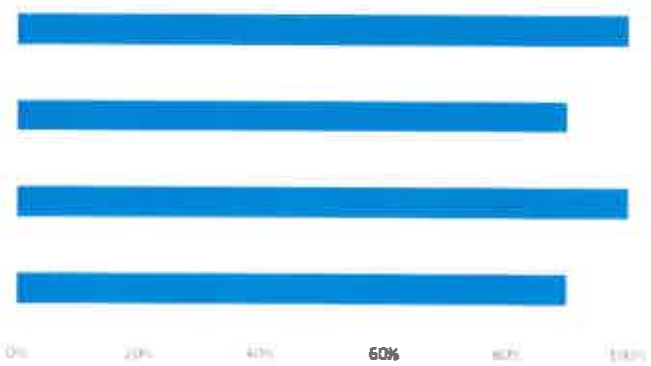
"A huge thank you to The Wokingham Volunteer Centre for putting together a networking event for charities in the local area. It was great to talk to businesses & other charities that want to contribute to our community and help out". - Me 2 Club

Positive feedback

Our most recent survey of charities attending our Volunteer Fairs returned many positive comments:

- 100% of respondents said the Fairs were extremely/very effective/somewhat effective for networking opportunities.
- 90% of respondents said either some or all their volunteers had contacted them due to the Volunteer Centre's help or support.
- 100% of respondents said rated our support as helpful or very helpful.
- 90% of respondents said the Portal was extremely/very effective/somewhat effective for their volunteer recruitment.

Measures of satisfaction





Green 'n' Tidy Gardening Service

Paul King

Our basic gardening service is aimed at helping to keep gardens looking tidy and usable throughout the year and supports residents who have often loved spending their time tending their gardens for themselves.

Changing circumstances may mean they are no longer able to do this and have no one close by who can take over for them. In turn, their pride and joy can become a worry, as well as a dangerous and overgrown space so our volunteers come to the rescue and make sure their outdoor haven can continue to be enjoyed all year round, whilst detering potential rogue traders and other criminal activity.

In November we responded to the ever-lenghtening waiting list by purchasing a second van and recruiting new volunteer teams, along with all the equipment required. We were supported financially by generous grants from the National Lottery, Earley Charity, Berkshire Community Foundation, Wokingham Community Safety Partnership, Wokingham Lions Club and Easthampstead Rotary Club and we are extemely grateful for all their support and confidence in the value of our project.



Our biggest challenge remains the recruitment of more volunteers and Team Leaders to enable us to keep up with escalating demand but the return for volunteers is the opportunity to build friendships within the team as well as helping others.



GnT Impact

4 Green 'n' Tidy Performance Measures



1

People:

160 regular clients visited once per fortnight, keeping their garden tidy & safe and below the radar for crooks.
48 active volunteers contributing 1770 hours of work and enjoying fun, fresh air and exercise in a truly worthwhile way.





2

Activity

Operating six days per week throughout the year, with fortnightly grass and hedge cutting in the summer and one-off visits and leaf clearances in the winter.

3

Outcomes

1710 visits to often elderly and vulnerable residents inside regular contact, a friendly face and looking out for any changes that may require onward referral.





4

Progress

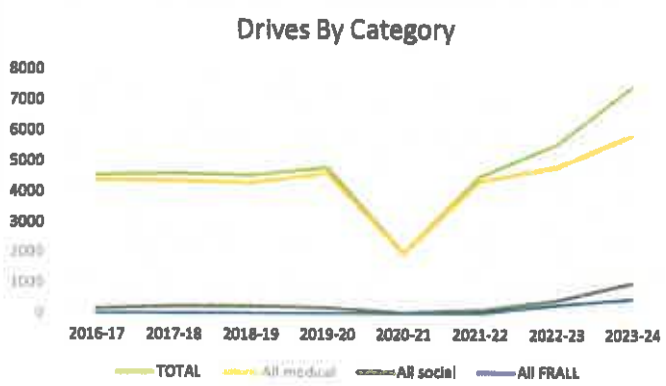
Growing number of volunteers and introduction of second van helped to reduce waiting list by 34 people and rounds extending across Wokingham Borough.

Thank you to all our wonderful volunteers: "adding life to years and years to life".



Community Transport Schemes

The Wokingham Transport Scheme has been running for many years and provides a vital service to help older residents to get to essential appointments with the support of a friendly volunteer driver taking them from their home to the appointment and back home again.



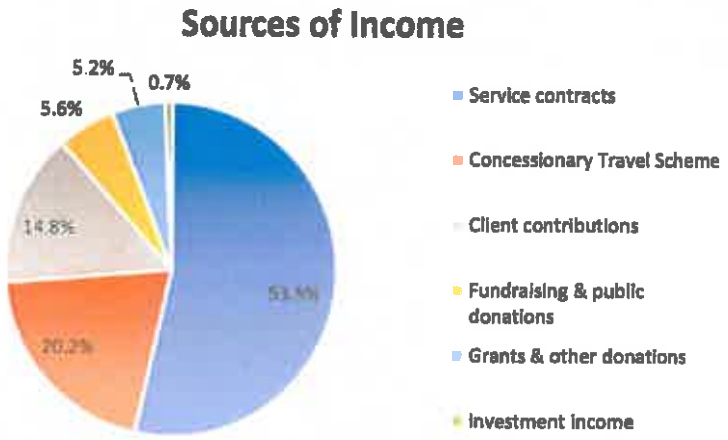
- A low-cost volunteer dependent transport scheme for elderly and disabled residents in Wokingham, Wokingham Without, Winnersh, Arborfield, Barkham, Woosehill and Finchampstead as well as a scheme covering the Earley area too.
- Over 700 clients supported by more than 100 drivers - and a growing waiting list!
- Providing transport to more than a dozen hospitals as well as GP surgeries, dentists and opticians, as well as social drives and shopping trips. Supporting Friendship Alliance activities and events specifically to help reduce loneliness.

As the graph illustrates, demand has increased significantly this year and we have seen a further rise in the number of drives completed, by an incredible 34%. We continue to recruit more drivers than ever before to create additional capacity but, despite this, transport remains a critical issue for many Borough residents who cannot drive or use public transport and need additional support.



Sources of income

We are fortunate to have some diversification in our income streams although, in reality, we are heavily dependant upon the public sector. Our service contracts comprise just over half of our income but client contributions, fundraising, grants, interest and donations now make up 26%.



We are very grateful for the regular support we receive from Wokingham Borough Council and our Town & Parish Councils as well as Wokingham United Charities, Easthampstead Rotary Club, Wokingham Lions Club, Berkshire Community Foundation and many generous individuals.

Thank you to all our volunteers, donors and supporters. We couldn't have managed the last 50 years without you!



volunteer@wok-vol.org.uk

wokinghamvolunteercentre.org.uk

Charity& Community Hub,
Waterford House, Erftstadt
Court, Wokingham RG40 2YF
0118 977 0749

THE WOKINGHAM VOLUNTEER CENTRE

England & Wales - Charity number 1161498

Accounts

Impact Report

Wokingham Volunteer Centre

CIO 1161498

2022-23

Celebrating a Year of Achievements

An award-winning local charity supported by amazing volunteers to enable us to provide invaluable support to almost 1000 residents across Wokingham Borough.

The Queen's Award for Voluntary Service

The MBE for volunteer groups



Our Purpose

Our Charitable Objects are:

- The relief in need of vulnerable elderly and disabled people for the public benefit within, but not exclusively, the Wokingham Borough area in particular by the provision of basic, volunteer-based and subsidised, low cost services and signposting them to additional statutory and volunteer sources of help to enable them to continue living in their own homes and not require moving into care.
- To promote the efficiency and effectiveness in the charitable activities of not-for-profit organisations, voluntary groups and charities working for the benefit of the public in the fields of community health and social care.
- Activities in furtherance of this purpose will include the provision of a volunteer brokerage service to both potential volunteers and charitable/voluntary organisations wishing to recruit volunteer assistance.

Projects	Details	Outcomes
Volunteer Brokerage	Supporting local charities and voluntary organisations to attract new volunteers	• More volunteers for more charities • Delivering greater impact for good causes
Community Transport Schemes	Supporting older residents to get to vital medical appointments and social events	• Narrowing health inequalities • Living healthily at home for longer • Reducing loneliness
Green ‘n’ Tidy Gardening Service	Supporting residents unable to manage or afford a commercial service to keep their gardens safe and tidy	• Enabling safe enjoyment of outdoor spaces • Keeping residents safe from rogue traders

Chair's Welcome



Julian Thompson

I'm honoured to introduce the TWVC Impact Report for 2022-23. As you explore its pages, you'll witness that despite facing continual challenges, TWVC's commitment to the Wokingham community stands as firm as ever.

In the midst of a demanding economic landscape, our commitment to providing key community services — Transport, Gardening, and Volunteer Brokerage — remains unwavering.

The predominant theme of this year has been the soaring demand, largely spurred by the cost of living crisis. This report seeks to spotlight the notable strides we've taken in response to these amplified challenges, underscoring the essential role TWVC plays in the lives of vulnerable elderly and disabled Wokingham residents.

I extend my heartfelt thanks to our volunteers, staff, donors, and fellow Trustees. Their unyielding dedication lays the groundwork for all our efforts, solidifying our role as an enduring beacon of support for the community.



Chief Officer's Report

Nick Fellows

I am delighted that I can reflect on the past year as one of continued excellent and vital services being successfully delivered to a large number of Wokingham Borough residents and many of the other charities that operate locally. All of this is only made possible by a large contingent of generous and kind volunteers and we are greatly indebted to each and every one of you, including our Board of Trustees and to our small but fantastically dedicated staff team.

If we were a conventional business we would also be relishing the opportunities that lie ahead to provide services to even more residents. Sadly, however, ever-increasing demand is a reflection of the difficulties so many people are facing in their daily lives and, as a caring and compassionate local charity, we are doing all we can to address these needs and respond appropriately.



Among our services, we have recruited more volunteer drivers than ever before to help grow by 25% our Community Transport Service. This is in part due to our resurrecting the Earley Transport Scheme and our office volunteers supporting these services have increased from three previously to eight today. We now support more than 700 older residents with their transport needs and have many more waiting to join our scheme as we continue to expand capacity as much as we can.

Our gardening waiting list has grown like never before and Trustees have now agreed to a significant expansion of the scheme which will double its capacity over the next year. As well as increased numbers of volunteers this means increasing fundraising challenges for us as, even with the security of current service contracts with WBC, for which we are extremely grateful, we have a growing gap between income and forecast expenditure.

Having said that, we are proud to continue to deliver excellent value to our funders with a fantastic return on investment provided largely by the generosity of our volunteers. They also benefit and we are keen to highlight the returns by way of volunteering to the volunteers.

Treasurer's Report



Martin Jeater

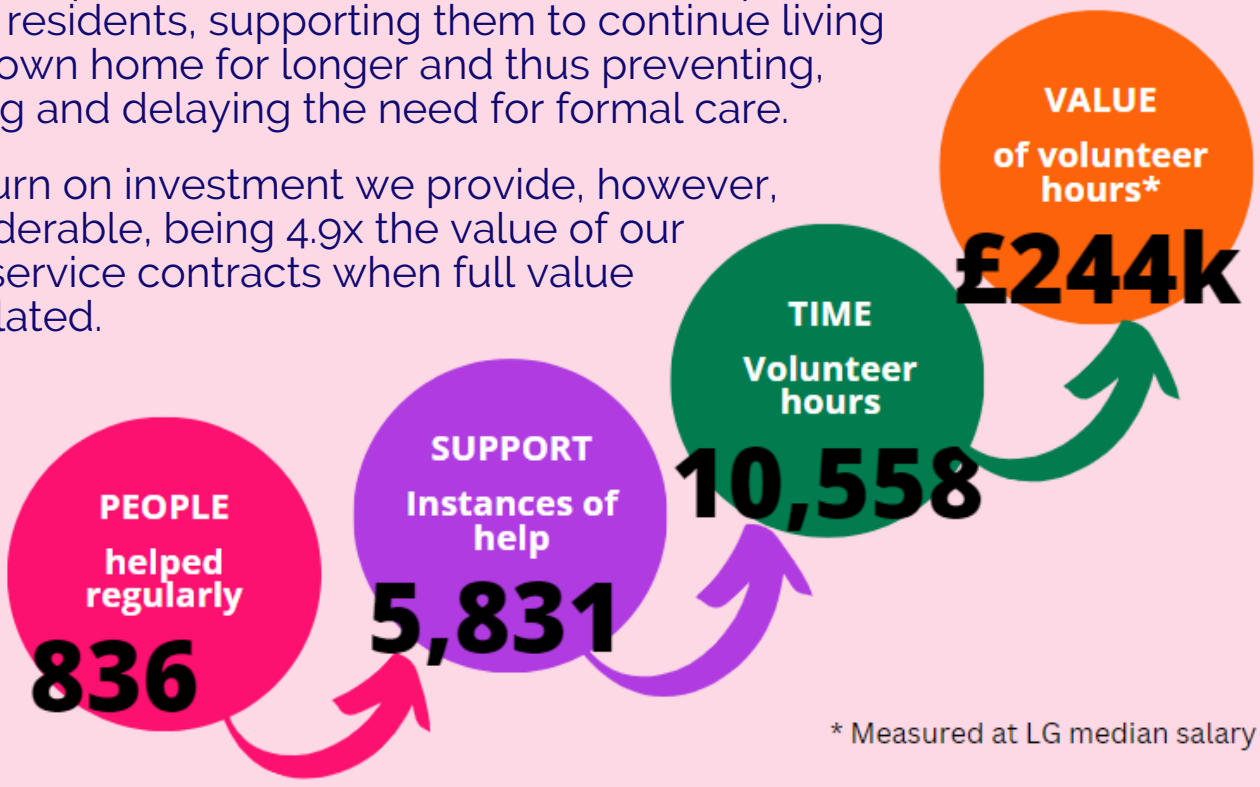
During the last financial period the charity was dependent on service contracts and grants from local councils for more than half its income. The Charity was well supported by Wokingham Borough Council throughout the year with some continuing additional funds from local Town/Parish Councils' donations. The charity showed a small surplus for the year. Trustees have again approved a small deficit budget for 2023-24 with a medium-term plan to meet breakeven. The Wokingham Volunteer Centre remains fiscally strong with a robust balance sheet.

Our Impact

IMPACT IN NUMBERS

The real impact of our work is the benefit we provide to local residents, supporting them to continue living in their own home for longer and thus preventing, reducing and delaying the need for formal care.

The return on investment we provide, however, is considerable, being 4.9x the value of our formal service contracts when full value is calculated.



Volunteer Services

Helena Badger

The Volunteer Brokerage scheme continues to provide support to those who live in and around Wokingham Borough to find the right role for them. We work closely with community, voluntary and charitable groups across the Borough to help them recruit volunteers.



Volunteer Fairs

As part of the invaluable service we provide, we hold Volunteer Fairs to enable as many people as possible to access as many charities as possible on a face-to-face basis. During this period, we held a number of Volunteer Fairs in Wokingham and out at venues across the Borough. Our main Fair was held at Wokingham Town Hall in January 2023 and was a huge success with over 150 people attending.



Volunteer Services

continued

“Thank you so much for a brilliant event, I don't think I have ever spoken to so many people and have come away with 30 people who would like more information which is easily the most I have ever had! At one point I had an actual crowd, a crowd!! Thank you so much for your hard work putting it all together, your support is so very greatly appreciated.”

Thanks for your advice. The suggestions are great. I didn’t realise there was so much to choose from out there. I can’t wait to start volunteering!



Volunteer Brokerage

Working with charities and organisations to recruit volunteers; working with volunteers to find the right role for them.
The volunteering portal (www.volunteerwokinghamborough.org.uk) continues to be our main source of volunteers and the best way for most charities to advertise for what they need. We continue to promote volunteering whenever possible; through the weekly column in the Wokingham Paper, social media, Parish newsletters and local publications such as the Wokingham Word. I also take the opportunity to advertise what we can do to support both charities and volunteers throughout the year when it has tied in with events on a local and national level.



Volunteer Services

continued

Business and Charity Networking Event

In Partnership with WBC we hosted a Corporate Volunteering Network Event at Wokingham Town Hall on Tuesday 29th November. The event was aimed at how businesses could support local charities through volunteering. We had 8 charities in attendance, all of which had the opportunity to present and then to network. It proved to be a successful event. Positive feedback was received from both the charities and businesses and we hope to hold similar events in the future.

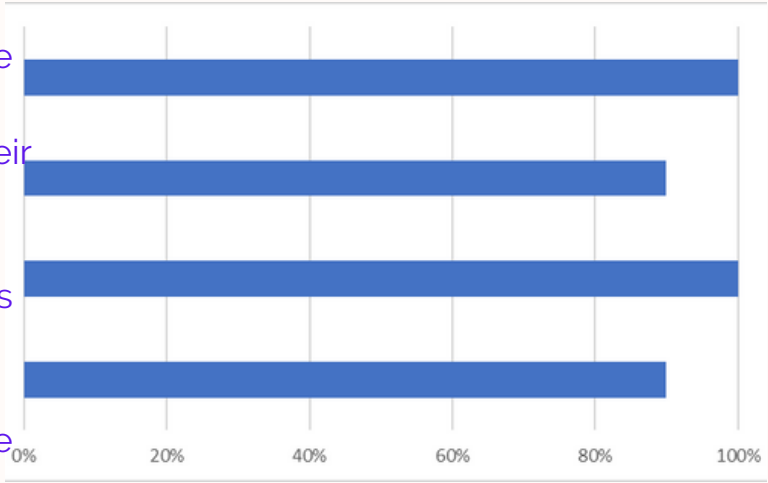
> "We'd never done anything like that before but the timing was great. What we really needed were specific skills from people to help us realise some of our strategic goals. We are about to embark on quite a comprehensive client survey and we need help with the data analysis. At the event I linked up with a small local business who specialise in research and insight from survey data so will be an excellent fit for us. "

Satisfaction Measures

We sent out a survey to the main charities we support at the end of the last quarter.

- 100% of respondents said the Fairs were extremely/very effective/somewhat effective for networking opportunities.
- 90% of respondents said either some or all their volunteers had contacted them due to the Volunteer Centre's help or support.
- 100% of respondents said rated our support as helpful or very helpful.
- 90% of respondents said the Portal was extremely/very effective/somewhat effective for their volunteer recruitment.

Our Survey Said...



Vaccination clinics

During this year, we continued to support vaccination clinics across the Borough and provided volunteer marshals for over 500 sessions at sites including Wokingham Library, Shute End, Wokingham Medical Centre, pop-up sites such as the Charity & Community Hub and the Salvation Army in Lower Earley. Around 100 volunteers gave over 2000 hours of their time to help. Without our amazing volunteers, these clinics simply could not have taken place.

Green ‘n’ Tidy Gardening Service

Paul King

Our basic gardening service is aimed at helping to keep gardens looking tidy and usable throughout the year and supports residents who have often loved spending their time tending their gardens for themselves.

Changing circumstances may mean they are no longer able to do this and have no one close by who can take over for them. In turn, their pride and joy can become a worry, as well as a dangerous and overgrown space so our volunteers come to the rescue and make sure their outdoor haven can continue to be enjoyed all year round.

We also ensure front gardens do not become a magnet for rogue traders who, spotting an unkempt space, may choose to call on the resident offering their services but disappearing with their cash before any work is undertaken.

Keeping residents safe and confident in their own homes improves their wellbeing, their quality of life and their independence, and regular fortnightly calls also mean we are looking out for scheme members’ welfare and reducing their loneliness.



The 2023 fleet of new mowers, funded by a generous donation from Wokingham United Charities



GnT Impact



Thank you to all our wonderful volunteers.

4 Green 'n' Tidy Performance Measures

1 People

148 regular clients visited every two weeks
41 regular volunteers engaged





2 Activity

Operating six days per week throughout the year
Fortnightly grass & hedge cutting in the summer
Leaf-clearing and one-off clearances in the winter

3 Outcomes

1783 garden visits means
1783 regular check-ins with vulnerable residents





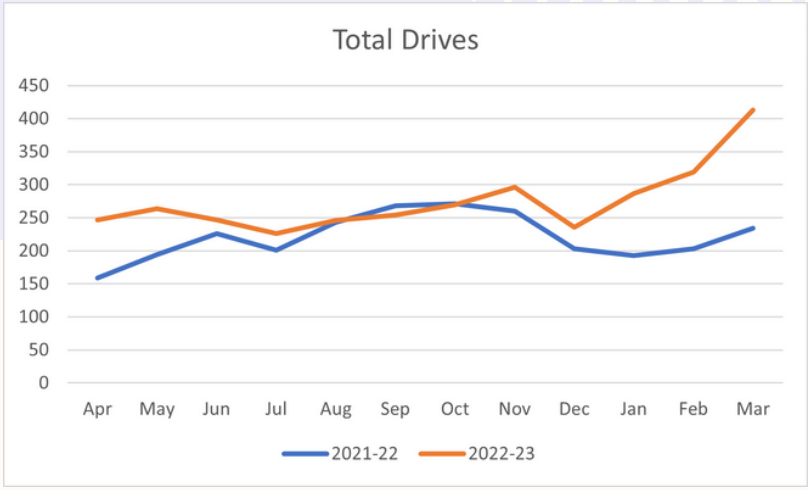
4 Outputs

1661 hours of volunteer time donated



Community Transport Schemes

The Wokingham Transport Scheme has been running for many years and provides a vital service to help older residents to get to essential appointments with the support of a friendly volunteer driver taking them from their home to the appointment and back home again.



- A low-cost volunteer dependent transport scheme for elderly and disabled residents in Wokingham, Winnersh, Barkham, Woosehill and Finchampstead and now in Earley too.
- Over 700 clients, with new enquiries every week - and a growing waiting list!
- Providing transport to more than a dozen hospitals as well as GP surgeries, dentists and opticians as well as social drives and shopping trips. Also to Friendship Alliance activities and events to help reduceloneliness.

As the graph illustrates, demand has increased significantly this year and we have seen a considerable upturn in the number of drives completed, to a record 3305. We have recruited more drivers than ever before to create additional capacity but transport remains a critical issue for many Borough residents who cannot drive or use public transport and need additional support.

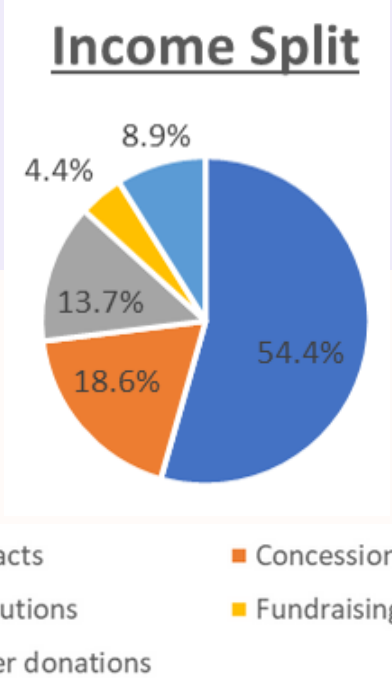
We were delighted to be awarded £1500 by the Barratt Foundation which has enabled us to establish a Hardship Fund, to support members unable to afford the annual membership fee in full.



Sources of income

We are fortunate to have some diversification in our income streams although, in reality, we are heavily dependant upon the public sector. Our service contracts comprise over half of our income but client contributions, grants and donations now make up 27%.

We are very grateful for the regular support we receive from Town & Parish Councils as well as Wokingham United Charities, The Barratt Foundation and individuals.



Thank you to all our volunteers, donors and supporters. We couldn't do it without you!



volunteer@wok-vol.org.uk

wokinghamvolunteercentre.org.uk

Charity& Community Hub, Waterford House, Erftstadt Court, Wokingham RG40 2YF

0118 977 0749

REGISTERED CHARITY NUMBER: 1161498

Report of the Trustees and Unaudited Financial Statements for the Year Ended 31 March 2023 for The Wokingham Volunteer Centre

PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

The Wokingham Volunteer Centre

Contents of the Financial Statements
for the Year Ended 31 March 2023

	Page
Report of the Trustees	1 to 2
Independent Examiner's Report	3
Statement of Financial Activities	4
Balance Sheet	5
Notes to the Financial Statements	6 to 9
Detailed Statement of Financial Activities	10

The trustees present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of 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) (effective 1 January 2019).

ACHIEVEMENT AND PERFORMANCE

The Wokingham Volunteer Centre returned a small surplus of £4,965 (2022 - £4,654 surplus) for the year. Total incoming resources increased to £174,069 (2022 - £157,804), inlcuding a legacy of £13,580 from Earley Volunteer Driver Bureau, whilst costs were £169,104 (2022 - £153,150). Obtaining sustainable project funding remains a significant challenge and focus of attention for Trustees, especially in a climate of uncertainty around local authority funding. The Centre has successfully completed the first year of two three-year service contracts from Wokingham Borough Council but one of these (Volunteer Brokerage & Development) leaves a significant shortfall between the funding awarded and the cost of delivering the service. However, a grant from The Barratt Foundation has enabled the Centre to establish a hardship fund to assist clients with serious financial challenges and the Volunteer Centre as a whole remains fiscally strong with a robust balance sheet.

SUMMARY OVERVIEW

The Community Transport, Gardening and Volunteer Brokerage & Development Services continued successfully under increasing demand as the cost of living crisis hit hard across the Borough. The Centre faced increasing demand for all services and volunteers responded magnificently but capacity could not fully match the greater calls on our resources. The transport service expanded by re-starting the Earley Community Transport Service that was formerly operated, until Covid, by the Earley Volunteer Driver Bureau in a transition made possible by the full support of the previous committee and many of the former drivers and office volunteers. The number of new drivers recruited across both transport schemes reached new heights and the small office team is now complemented by eight desk volunteers. We also further developed our partnership, through the Friendship Alliance, with The Link Visiting Scheme supporting their clients, along with our members, to attend organised events established to overcome the insidious effects of loneliness and isolation. Our basic gardening scheme was confronted with an ever-growing waiting list, prompting serious consideration being given to doubling capacity along with the attendant costs and complexities. The usual programme of Volunteer Recruitment activities was supplemented with a series of local recruitment fairs throughout the Borough and a corporate volunteering event, all run in close collaboration with the Borough Council, in a concerted effort to promote the benefits of volunteering alongside the growing needs of local charities and voluntary organisations.

FINANCIAL REVIEW

During the last financial period the charity was dependent on service contracts and grants from local councils for more than half its income. The Charity was well supported by Wokingham Borough Council. The charity showed a small surplus for the year. Trustees have again approved a small deficit budget for 2023-24 with a medium-term plan to meet breakeven. The Reserves remain strong and the financial situation is robust.

RESERVES

Due to the ongoing funding uncertainty the Trustees continue to support a designated reserves fund representing two quarters' operating costs. This amounted to £80,000 based on the 12 months to 31st March 2023. Total unrestricted reserves (including designated) were £120,734 (2022 - £119,840) and restricted reserves were £4,071 (2022 - £nil) giving total reserves of £124,805. Trustees plan to use the existing Reserve fund to finance any operating deficits and to be open to any opportunities to trial, on a small scale and time limited, unfunded initiatives within the scope of our charitable purposes. If such trials prove their worth then more sustainable funding can be sought to support them for the longer term.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a Charity Commission scheme and constitutes a Charitable Incorporated Organisation (CIO).

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1161498

Principal address
Charity & Community Hub
1st Floor, Waterford House
Erftstadt Court, Denmark Street
Wokingham
Berkshire
RG40 2YF

Trustees
D Vaughan (resigned 26.9.22)
D Knee (resigned 26.9.22)
M Jeater Treasurer
G Powell Chairman to 6.6.22
P Cleary
Mrs G Durrant Secretary
J P W Thompson Chairman from 6.6.22
Mrs D J Sussex
Mrs A Williams (appointed 22.5.23)
T McFadyen (appointed 22.5.23)

Independent Examiner
PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

SUMMARY
The Trustees, Centre Manager, staff and volunteers are focused on delivering and developing services that significantly improve the independence of vulnerable and disadvantaged members of the local community. We work in partnership with many local charities, voluntary organisations, and local authorities. We thank all those who continue to fund or donate to us in these difficult times.

Approved by order of the board of trustees on ..... and signed on its behalf by:

.....
J P W Thompson - Trustee

Independent Examiner's Report to the Trustees of
The Wokingham Volunteer Centre

Independent examiner's report to the trustees of The Wokingham Volunteer Centre
I report to the charity trustees on my examination of the accounts of The Wokingham Volunteer Centre (the Trust) for the year ended 31 March 2023.

Responsibilities and basis of report
As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

James Brooks

PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

Date: .....

The Wokingham Volunteer Centre

Statement of Financial Activities
for the Year Ended 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		21,153	13,580	34,733	11,424
Charitable activities					
Charitable Activities		139,336	-	139,336	146,355
Investment income	2	-	-	-	25
Total		160,489	13,580	174,069	157,804
EXPENDITURE ON					
Charitable activities					
Charitable Activities		159,595	9,509	169,104	153,150
NET INCOME		894	4,071	4,965	4,654
RECONCILIATION OF FUNDS					
Total funds brought forward		119,840	-	119,840	115,186
TOTAL FUNDS CARRIED FORWARD		120,734	4,071	124,805	119,840

The notes form part of these financial statements

Balance Sheet
31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	5	21	-	21	906
CURRENT ASSETS					
Debtors	6	7,948	-	7,948	20,064
Cash at bank and in hand		127,241	4,071	131,312	109,823
		135,189	4,071	139,260	129,887
CREDITORS					
Amounts falling due within one year	7	(14,476)	-	(14,476)	(10,953)
NET CURRENT ASSETS		120,713	4,071	124,784	118,934
TOTAL ASSETS LESS CURRENT LIABILITIES		120,734	4,071	124,805	119,840
NET ASSETS		120,734	4,071	124,805	119,840
FUNDS	8				
Unrestricted funds				120,734	119,840
Restricted funds				4,071	-
TOTAL FUNDS				124,805	119,840

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

.....
J P W Thompson - Trustee

.....
M Jeater - Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared on the going concern basis.

Financial reporting standard 102 - reduced disclosure exemptions
The charity has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery	-	25% on cost
Motor vehicles	-	25% on cost
Computer equipment	-	25% on cost

Taxation
The charity is exempt from tax on its charitable activities.

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

continued...

2. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	-	25

3. TRUSTEES' REMUNERATION AND BENEFITS

During the year the Treasurer was also employed as a gardening Team Leader, receiving £2,795 (2022: £3,583) for services rendered. These costs are included as gardening expenditure within the wages costs of charitable activities. It was agreed that there was no conflict of interest.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

4. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2023	2022
General and administration	9	8

No employees received emoluments in excess of £60,000.

5. TANGIBLE FIXED ASSETS

	Plant and machinery	Motor vehicles	Computer equipment	Totals
	£	£	£	£
COST				
At 1 April 2022 and 31 March 2023	2,280	4,800	5,792	12,872
DEPRECIATION				
At 1 April 2022	1,995	4,800	5,171	11,966
Charge for year	285	-	600	885
At 31 March 2023	2,280	4,800	5,771	12,851
NET BOOK VALUE				
At 31 March 2023	-	-	21	21
At 31 March 2022	285	-	621	906

continued...

6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	3,696	13,240
Prepayments	4,252	6,824
	7,948	20,064

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	6,711	4,093
Taxation and social security	3,830	4,454
Other creditors	3,935	2,406
	14,476	10,953

8. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	Transfers between funds	At 31.3.23
	£	£	£	£
Unrestricted funds				
General fund	44,840	(606)	(5,000)	39,234
Designated Reserves	75,000	-	5,000	80,000
Hardship Fund	-	1,500	-	1,500
	119,840	894	-	120,734
Restricted funds				
Gardening Equipment	-	901	-	901
Earley Transport Transfer	-	3,170	-	3,170
	-	4,071	-	4,071
TOTAL FUNDS	119,840	4,965	-	124,805

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	158,989	(159,595)	(606)
Hardship Fund	1,500	-	1,500
	160,489	(159,595)	894
Restricted funds			
Gardening Equipment	2,140	(1,239)	901
Earley Transport Transfer	11,440	(8,270)	3,170
	13,580	(9,509)	4,071
TOTAL FUNDS	174,069	(169,104)	4,965

continued...

8. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	40,186	4,654	44,840
Designated Reserves	75,000	-	75,000
	115,186	4,654	119,840
TOTAL FUNDS	115,186	4,654	119,840

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	157,804	(153,150)	4,654
TOTAL FUNDS	157,804	(153,150)	4,654

9. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

Detailed Statement of Financial Activities
for the Year Ended 31 March 2023

	2023 £	2022 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	34,733	11,424
Investment income		
Deposit account interest	-	25
Charitable activities		
Services income	51,392	49,224
Fundraising	1,420	40
Grants	86,524	96,941
Volunteer recruitment fair	-	150
	139,336	146,355
Total incoming resources	174,069	157,804
EXPENDITURE		
Charitable activities		
Wages	93,603	90,149
Social security	826	1,533
Pensions	1,671	1,695
Other operating leases	8,375	12,263
Insurance	968	980
Telephone	2,185	1,426
Printing, postage & stationery	1,638	1,932
Costs of volunteer activities	53,246	35,785
Office running costs	3,380	3,672
Relocation costs	-	414
Plant and machinery	285	570
Computer equipment	600	1,329
	166,777	151,748
Support costs		
Management		
Advertising	14	-
Finance		
Bank charges	247	-
Governance costs		
AGM fees	766	302
Accountancy and legal fees	1,300	1,100
	2,066	1,402
Total resources expended	169,104	153,150
Net income	4,965	4,654

THE WOKINGHAM VOLUNTEER CENTRE

England & Wales - Charity number 1161498

Accounts

Impact Report

2021
2022

Wokingham Volunteer Centre



The Wokingham Volunteer Centre

CIO No. 1161498



The Wokingham Volunteer Centre

Our Purpose:

What Are We Here For?

• Our Volunteer Brokerage service helps local charities, voluntary organisations and public sector groups to recruit and retain volunteers who will support children and young people, families, the elderly, mental and physical health and well-being, learning and physical disabilities, long term (including life-limiting) conditions, education, skills and training, returning to work, arts and culture, emergency services, animals and environmental conservation.

• Our Community Transport and Green 'n' Tidy Gardening services help hundreds of elderly and disabled residents to stay safely in their own homes for longer, preserving their dignity and independence while reducing social isolation.

• We help local voluntary and public sector groups with low-cost training, including training in good practice in volunteer management and signposting to other infrastructure organisations and social enterprises.

• Where needs fall outside of our services, we signpost to a range of others, including befriending and other age-related or condition-specific groups and to advisory and statutory services for help with benefits claims and health and well-being issues.

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Chair's Welcome

Julian Thompson



As the new chair, I'm honoured to introduce The Wokingham Volunteer Centre's annual impact report for 2021- 2022. As I write this report, the national circumstances are such that I cannot help but reflect on the twin principles of duty and service. As a charity, our duty is to serve the vulnerable, disabled, and elderly residents of Wokingham Borough; we do this through the provision of volunteer-led, low-cost services to enable them to continue to live in their own homes and to provide volunteer brokerage for residents, voluntary and charitable organisations within the Borough. In so doing, we seek to serve with empathy, integrity, respect, and a spirit of collaboration

As the practical and economic realities of our post-covid 'new normal' come to light, we as trustees continue to work strategically to ensure that The Wokingham Volunteer Centre remains at the forefront of meeting local needs in an ever-changing landscape. Steps in this direction have included moving to the Wokingham Community Hub, the recent expansion of our transport services to include an Earley Transport Scheme, and an ongoing review of our internal policies and staffing benefits.

In the pages that follow, you will learn how The Wokingham Volunteer Centre continues to pursue its vision of making Wokingham a better place to live by improving people's health, well-being, and independence through the provision of transport schemes, a Green 'n' Tidy initiative, volunteer brokerage services, and special projects such as vaccination support. True to our purpose, we remain open to new possibilities.

As our previous chair, Graham Powell, remarked, 'key to all this is the unfailing willingness of ordinary local people to step up and volunteer to do extraordinary and selfless things for the benefit of others.' None of what we do at The Wokingham Volunteer Centre would be possible without the continuing support of you, our volunteers, donors, and supporters. Thank you for all that you do for the residents of Wokingham. Let's continue to do extraordinary things together.



Chief Officer's Report

Nick Fellows



As the country continues its emergence from the recent pandemic and faces up to the many ongoing challenges affecting so many people, I'm proud to be able to recognise and reflect on the support our extensive volunteer force has been able to provide, and continues to provide, to support the residents of Wokingham Borough.

Supported by a small but totally committed staff team and an excellent Trustee Board, we have not only seen a return to normal operations but have gone beyond to extend our services into new areas and secured ongoing service contracts with the Borough Council for the next three years. Our Volunteer Brokerage & Development and Green 'n' Tidy Gardening services thus have a degree of security to them and are facing ever-increasing demand, whilst we are delighted to have been able to work with the former Trustees of the Earley Volunteer Driver Bureau to resurrect the community transport service they had previously provided to residents of Earley.

Behind the scenes we have been busy too, moving in January to the new Charity & Community Hub in Wokingham town centre and recruiting two new Trustees, one of whom was appointed as Chair-elect and has subsequently taken over the Chair from Graham Powell. I would like to extend my particular thanks to Graham for his leadership and guidance of our charity in the almost four years he was Chair and I am delighted he has agreed to remain on the Board as we all look forward to working with Julian Thompson in his new role.

Our move to new premises has produced many benefits already, not least of which comes from increased collaboration through being co-located with 10 other local charities. This reinforces our culture of partnership working but we are also very focussed on ensuring our reach extends across the length and breadth of Wokingham Borough.

None of our support would be achievable without the support of so many wonderful volunteers and, of course, funders and other supporters and I would like, once again and on behalf of our clients, trustees and staff, to extend our heartfelt thanks to all who have supported us over the past year.



Treasurer's Report

Martin Jeater



During the last financial period the charity was dependent on service contracts and grants from local councils for more than half its income. Post Covid activities swiftly returned to normal.

The Charity was well supported by Wokingham Borough Council throughout the year with some continuing additional funds relating to support for the Covid Community Response effort plus local Town/Parish Councils' donations.

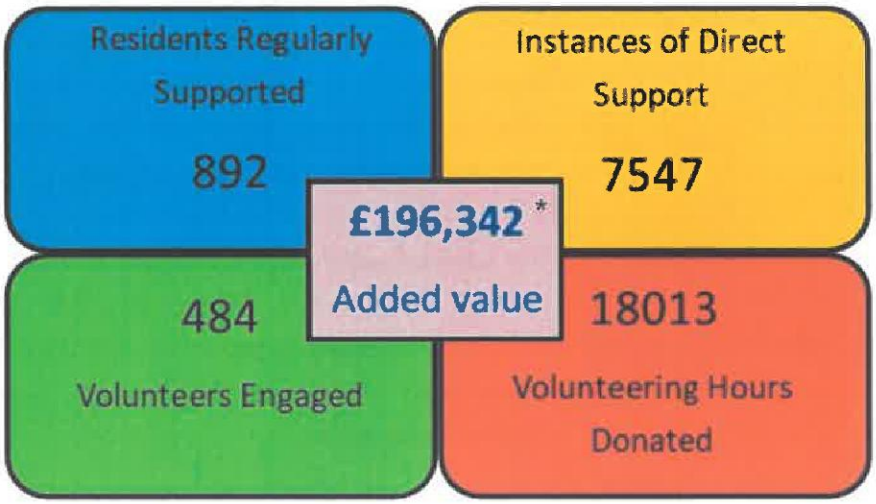
The charity showed a small surplus for the year. Trustees have again approved a small deficit budget for 2022-23 with a medium-term plan to meet breakeven.

The Wokingham Volunteer Centre remains fiscally strong with a robust balance sheet.

We were delighted to move into the new Charity & Community Hub in mid-January as we returned to Wokingham town centre, co-locating with 10 other local charities and voluntary sector organisations to enhance cooperation and collaboration, including our links with Wokingham Borough Council.



Our Impact

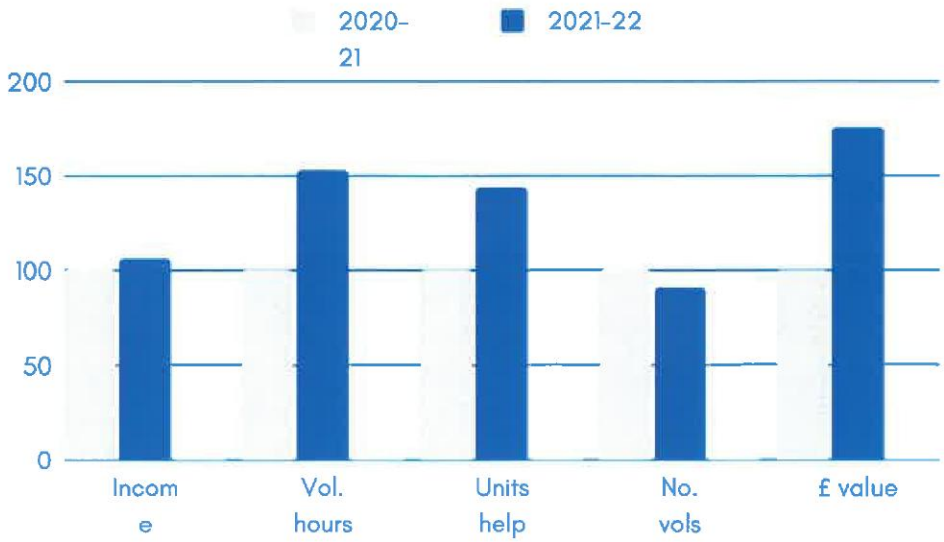


When assessing our impact, which is incredibly important for us to do to ensure we are meeting our charitable objectives, as well as being able to report back to funders and donors, we inevitably look for numbers. However, when it comes to reporting the numbers of people we help, and who help us, we highlight the fact that the **people** are far more important than just the **numbers**.

Of course, the number of people we're able to support is important too and we're constrained only by the number of volunteers we're able to engage. They represent our front line delivery while the staff keep the engine running.

One thing we're very sure about is that the voluntary sector, without exception, is a great multiplier. For any funds invested, the outcomes produced are far in excess of the value of the input.

For example, during this year we supported with over 18,000 hours of volunteers' time - worth almost £200.000 even at the rate of the National Living Wage*. And in every measure year-on-year, even with a reduced number of volunteers available, we saw the number of hours, units of support and monetary value increase far in excess of the increased revenue we attracted (see chart below).



Volunteer Services

Helena Badger

We are proud to work with many local charities and voluntary organisations to recruit volunteers, along with our work with prospective volunteers to help find the right role for them. The volunteering portal (www.volunteerwokinghamborough.org.uk) continues to be our main source of volunteers, highlighting the vast range of current volunteer vacancies 24/7, and remains the best way for most charities to advertise for what they need, attracting an average in excess of of 2000 page views per month.

We had hoped the pandemic may lead to more people wanting to engage in volunteering on a longer-term basis, having sampled its value during lockdowns or through more flexible home working. However, recruitment of volunteers mirrors the challenges faced by almost all business sectors with a general shortage of candidates for many roles. Some existing volunteers have chosen to stop volunteering or to reduce their commitments due to their desire to spend more time with families, travel or just have more freedom. However, volunteering offers great flexibility in itself and there are roles to suit everyone, regardless of age, background or availability. All that's needed is the desire to volunteer!

Looking to the future, we shall continue to work closely with charities to support them in the best way we can and are starting to work on new ideas or refreshing past successes, such as engaging with businesses, universities or creating roles for more ad hoc volunteering.

We continue to promote volunteering through our weekly column in the Wokingham Paper, social media, parish newsletters and local publications such as the Wokingham Word, as well as through our own websites and regular e-newsletters. We have also tied in with events on a local and national level, including National Volunteers' Week (1-7 June) Mental Health awareness week (in May) and National Older Persons Day (1 October.)





"What a brilliant event! We didn't expect such a good turnout. Everyone was keen to talk and really wanted to help."

During this year, the Volunteer Centre has hosted two Volunteer Recruitment Fairs, restoring the opportunity to meet potential volunteers face to face. The first took place in September at Wokingham Town Hall with 13 different organisations in attendance, all of which had a variety of roles for people to choose from. Approximately 150 people attended this Saturday morning event over the three hours. Feedback from charities was extremely positive: "What a brilliant event! We didn't expect such a good turnout. Everyone was keen to talk and really wanted to help." and "Thank you to the Volunteer Centre for organising. It makes such a difference to be able to talk to people face to face. We have signed up some excellent volunteers today."

The second Recruitment Fair was held on a Wednesday in March 2022 at our new offices at the Charity and Community Hub. This was seen to be a good opportunity for the public to visit and holding it on a weekday meant it was easier for charities to attend. We had 10 charities in attendance and the turnout was good, with between 50-60 people attending. Most of the charities successfully recruited at least 1 or 2 volunteers, the Foodbank ended up with a waiting list for the volunteers as the response was so good for them!



"Thank you to the Volunteer Centre for organising. It makes such a difference to be able to talk to people face to face. We have signed up some excellent volunteers today."

Green 'n' Tidy Gardening Service

Paul King

Our basic gardening service is aimed at helping to keep gardens looking tidy and usable throughout the year and supports residents who have often loved spending their time tending their gardens for themselves.

Changing circumstances may mean they are no longer able to do this and have no one close by who can take over for them. In turn, their pride and joy can become a worry, as well as a dangerous and overgrown space so our volunteers come to the rescue and make sure their outdoor haven can continue to be enjoyed all year round.

We also ensure front gardens do not become a magnet for rogue traders who, spotting an unkempt space, may choose to call on the resident offering their services but disappearing with their cash before any work is undertaken.

Keeping residents safe and confident in their own homes improves their wellbeing, their quality of life and their independence, and regular fortnightly calls also mean we are looking out for scheme members' welfare and reducing their loneliness.



Gardening support has increased at an impressive rate this year:

- Now visiting 159 gardens across Wokingham Borough every fortnight
- Supported by 39 regular volunteers
- Teams operating 6 days per week throughout the year
- Fortnightly grass cutting in summer, leaf clearing and one-off clearances in the winter
- 1991 visits over the year (+45% vs 2020-21)
- 1960 hours of time donated (+25% vs 2020-21)



Community Transport Service

Janet Hird

The Wokingham Transport Scheme has been running for many years and provides a vital service to help older residents to get to essential appointments with the support of a friendly volunteer driver taking them from their home to the appointment and home again.

- A low-cost volunteer dependent transport scheme for elderly and disabled residents in Wokingham, Winnersh, Barkham, Woosehill and Finchampstead.
- Over 530 clients with new enquiries every week
- Providing transport to more than a dozen hospitals as well as GP surgeries, dentists, and opticians. We now also include social drives and shopping.

During 2020-21, during the initial covid outbreak, the total number of drives was down to just over 1000, but last year in 21-22 we were almost back up to normal levels and completed over 2600 drives!

This was managed with the help of our 3 office volunteers, taking calls from our clients and liaising with our 62 volunteer drivers to fulfil the client requests. They are a fantastic team, and we are incredibly lucky to have them.

In January we began discussions with the Earley Volunteer Driver Bureau about resurrecting the service they had provided for many years, but had found themselves unable to resume after the extended closure due to the Covid pandemic.Following those discussions, and through the agreement of their Trustees and members and TWVC Trustess, we began the process of establishing a new community transport scheme for residents of Earley, thus extending our scheme's covergae to an even greater part of the Borough.



> Please can you send an email to all the volunteer drivers for me, to give them my huge thanks. I would have found the last weeks and months very difficult without them. It's amazing what they do



Vaccination clinics' support

During the pandemic, The Wokingham Volunteer Centre showed how versatile and forward thinking we could be by providing, firstly, the prescription delivery service and we then moved on to supporting vaccination clinics and lateral flow test centres. Over 500 volunteers signed up to help. Over the period April 2021 – March 2022, our volunteers supported 2524 sessions and gave 8919 hours of their time. Our support of the clinics has been invaluable. Feedback from Clinic Manager have been so positive including "Your volunteers have been continuing to do an excellent job, they are always friendly, supportive and reliable."

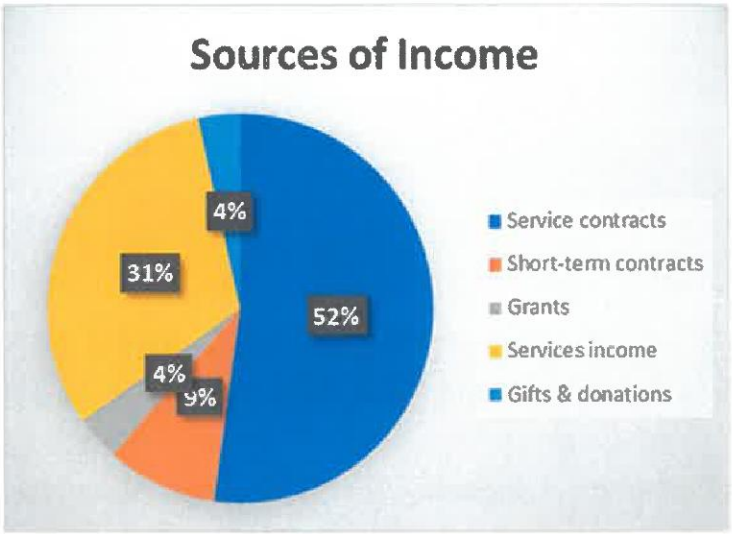
We continue to support the clinic at the Wokingham library and the plan is to do so until August. We have offered to help with the autumn boosters if needed. We supported three Lateral Flow Testing sites based at Sindlesham Court, Microsoft and Shute End and we had 200 volunteers signed up to help across the sites. During the period April 2021 until July 2021 (when our support of these centres came to an end) our volunteers supported 356 sessions, which equated to 1452 hours.



> Your volunteers have been continuing to do an excellent job, they are always friendly, supportive and reliable.

Thanks to our funders

As well as our invaluable volunteer workforce we could not possibly do what we do without the support of our funders and donors and we are grateful for each and every pound we receive. Whilst we have been fortunate to secure some medium-term funding in the form of service contracts this by no means covers all of our costs. We are in a strong financial position currently but balancing our books year on year is a significant challenge and times are not getting any easier. We are all seeing costs rise at alarming rates and we recognise this will mean that some are no longer able to afford to make the donations they have previously made. However, we remain committed to supporting local residents, to helping them live long and happy lives by improving their mental and physical health and wellbeing, accessing vital medical appointments, keeping their gardens safe and tidy and living at home for as long as possible.



We thank you for your continued support of our work.

Contact

The Wokingham Volunteer Centre

Chairty & Community Hub,

Waterford House

Erftstadt Court,

Denmark Street,

Wokingham RG40 2YF

T: 0118 977 0749

E: volunteer@wok-vol.org.uk

W: wokinghamvolunteercentre.org.uk

Wokingham Volunteer Centre

The Queen's Award for Voluntary Service

The MBE for volunteer groups

REGISTERED CHARITY NUMBER: 1161498

Report of the Trustees and Unaudited Financial Statements for the Year Ended 31 March 2022 for The Wokingham Volunteer Centre

PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

The Wokingham Volunteer Centre

Contents of the Financial Statements for the Year Ended 31 March 2022

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Balance Sheet	5
Notes to the Financial Statements	6 to 9
Detailed Statement of Financial Activities	10 to 11

The Wokingham Volunteer Centre

Report of the Trustees for the Year Ended 31 March 2022

The trustees present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of 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) (effective 1 January 2019).

ACHIEVEMENT AND PERFORMANCE

The Wokingham Volunteer Centre produced a surplus of £4,654 (2021 - £952 deficit) for the year. Total incoming resources were £157,804 (2021 - £148,308), whilst costs were £153,150 (2021 - £149,260). Obtaining sustainable project funding remains a significant challenge and focus of attention for Trustees. From April 2022 the Centre has been successful in securing two three-year service contracts (replacing grant funding) from Wokingham Borough Council but one of these (Volunteer Brokerage & Development) leaves a significant shortfall between the funding awarded and the cost of delivering the service.

SUMMARY OVERVIEW

Transport, Gardening and Volunteer Brokerage and Development Services were maintained throughout the year, building back gradually thanks to the support of a large number of regular volunteers and the Centre maintained its support for the Community Response in relation to the Covid vaccination programme. This involved supporting a number of medical centres across the Borough, WBC offices (Shute End) and Wokingham Library. Despite considerable uncertainty, regular service levels returned almost to pre-pandemic levels by the year end. Discussions were opened, at their request, with Trustees of the Earley Volunteer Driver Bureau to take over the operation of the Community Transport Service in that area, which had been closed since the outbreak of the pandemic. After suitable due diligence on both sides and member support, agreement was reached for the transfer of assets and setting up the service alongside the existing transport service operated by The Wokingham Volunteer Centre. The ongoing Borough Community Response has enabled the Centre further to strengthen its relationship and cooperation with the Borough Council in particular and other VCFS organisations in general. In January 2022 it moved into new office space within the newly created Charity & Community Hub in Wokingham Town Centre, sitting alongside 10 other local charity and voluntary organisations.

FINANCIAL REVIEW

During the last financial period the charity was dependent on service contracts and grants from local councils for more than half its income. Post Covid activities swiftly returned to normal. The Charity was well supported by Wokingham Borough Council throughout the year with some continuing additional funds relating to support for the Covid Community Response effort plus local Town/Parish Councils' donations. The charity showed a small surplus for the year. Trustees have again approved a small deficit budget for 2022-23 with a medium-term plan to meet breakeven. However, the Volunteer Centre remains fiscally strong with a robust balance sheet.

RESERVES

Due to the ongoing funding situation the Trustees continue to support a designated reserves fund representing two quarters' operating costs. This amounted to £75,000 based on the 12 months to 31st March 2022. Total unrestricted reserves (including designated) were £119,840 (2021 - £115,186). Trustees plan to use the existing Reserve fund to finance any operating deficits and to be open to any opportunities to trial, on a small scale and time limited, unfunded initiatives within the scope of our charitable purposes. If such trials prove their worth then more sustainable funding can be sought to support them for the longer term.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a Charity Commission scheme and constitutes a Charitable Incorporated Organisation (CIO).

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1161498

The Wokingham Volunteer Centre

Report of the Trustees
for the Year Ended 31 March 2022

Principal address
Charity & Community Hub
1st Floor, Waterford House
Erftstadt Court, Denmark Street
Wokingham
Berkshire
RG40 2YF

Trustees
D Vaughan Secretary to 27.9.21
D Knee
M Jeater Treasurer
G Powell Chairman
P Cleary
Mrs G Durrant Secretary from 27.9.21
J P W Thompson (appointed 28.3.22)
Mrs D J Sussex (appointed 28.3.22)

Independent Examiner
PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

SUMMARY
The Trustees, Centre Manager, staff and volunteers are focused on delivering and developing services that significantly improve the independence of vulnerable and disadvantaged members of the local community. We work in partnership with many local charities, voluntary organisations, and local authorities. We thank all those who continue to fund or donate to us in these difficult times.

Approved by order of the board of trustees on ..... and signed on its behalf by:

.....
G Powell - Trustee

Independent Examiner's Report to the Trustees of The Wokingham Volunteer Centre

Independent examiner's report to the trustees of The Wokingham Volunteer Centre
I report to the charity trustees on my examination of the accounts of The Wokingham Volunteer Centre (the Trust) for the year ended 31 March 2022.

Responsibilities and basis of report
As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

James Brooks
ACCA
PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

Date: .....

The Wokingham Volunteer Centre

Statement of Financial Activities for the Year Ended 31 March 2022

	Notes	2022 Unrestricted funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies		11,424	16,229
Charitable activities			
Charitable Activities		146,355	132,043
Investment income	2	25	36
Total		157,804	148,308
EXPENDITURE ON			
Charitable activities			
Charitable Activities		153,150	149,260
NET INCOME/(EXPENDITURE)		4,654	(952)
RECONCILIATION OF FUNDS			
Total funds brought forward		115,186	116,138
TOTAL FUNDS CARRIED FORWARD		119,840	115,186

The notes form part of these financial statements

The Wokingham Volunteer Centre

Balance Sheet
31 March 2022

	Notes	2022 Unrestricted funds £	2021 Total funds £
FIXED ASSETS			
Tangible assets	5	906	2,805
CURRENT ASSETS			
Debtors	6	20,064	18,023
Cash at bank and in hand		109,823	104,643
		129,887	122,666
CREDITORS			
Amounts falling due within one year	7	(10,953)	(10,285)
NET CURRENT ASSETS		118,934	112,381
TOTAL ASSETS LESS CURRENT LIABILITIES		119,840	115,186
NET ASSETS		119,840	115,186
FUNDS	8		
Unrestricted funds		119,840	115,186
TOTAL FUNDS		119,840	115,186

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

.....
G Powell - Trustee

.....
M Jeater - Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared on the going concern basis.

Financial reporting standard 102 - reduced disclosure exemptions
The charity has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery	-	25% on cost
Motor vehicles	-	25% on cost
Computer equipment	-	25% on cost

Taxation
The charity is exempt from tax on its charitable activities.

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

continued...

2. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	25	36

3. TRUSTEES' REMUNERATION AND BENEFITS

During the year the Treasurer was also employed as a gardening Team Leader, receiving £3,583 (2021: £4,412) for services rendered. These costs are included as gardening expenditure within the wages costs of charitable activities. It was agreed that there was no conflict of interest.

Trustees' expenses

	2022	2021
	£	£
Trustees' expenses	-	40

4. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2022	2021
General and administration	8	7

No employees received emoluments in excess of £60,000.

5. TANGIBLE FIXED ASSETS

	Plant and machinery	Motor vehicles	Computer equipment	Totals
	£	£	£	£
COST				
At 1 April 2021 and 31 March 2022	2,280	4,800	5,792	12,872
DEPRECIATION				
At 1 April 2021	1,425	4,800	3,842	10,067
Charge for year	570	-	1,329	1,899
At 31 March 2022	1,995	4,800	5,171	11,966
NET BOOK VALUE				
At 31 March 2022	285	-	621	906
At 31 March 2021	855	-	1,950	2,805

continued...

6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	13,240	17,391
Prepayments	6,824	632
	20,064	18,023

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	4,093	1,957
Taxation and social security	4,454	4,311
Other creditors	2,406	4,017
	10,953	10,285

8. MOVEMENT IN FUNDS

	At 1.4.21	Net movement in funds	At 31.3.22
	£	£	£
Unrestricted funds			
General fund	40,186	4,654	44,840
Designated Reserves	75,000	-	75,000
	115,186	4,654	119,840
TOTAL FUNDS	115,186	4,654	119,840

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	157,804	(153,150)	4,654
TOTAL FUNDS	157,804	(153,150)	4,654

continued...

8. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	51,138	(952)	(10,000)	40,186
Designated Reserves	65,000	-	10,000	75,000
	116,138	(952)	-	115,186
TOTAL FUNDS	116,138	(952)	-	115,186

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	148,308	(149,260)	(952)
TOTAL FUNDS	148,308	(149,260)	(952)

9. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

The Wokingham Volunteer Centre

Detailed Statement of Financial Activities for the Year Ended 31 March 2022

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	11,424	16,229
Investment income		
Deposit account interest	25	36
Charitable activities		
Services income	49,224	31,044
Fundraising	40	87
Grants	96,941	100,912
Volunteer recruitment fair	150	-
	146,355	132,043
Total incoming resources	157,804	148,308
EXPENDITURE		
Charitable activities		
Trustees' expenses	-	40
Wages	90,149	91,664
Social security	1,533	2,282
Pensions	1,695	2,026
Other operating leases	12,263	12,100
Rates and water	-	(289)
Insurance	980	966
Telephone	1,426	709
Printing, postage & stationery	1,932	1,236
Costs of volunteer activities	35,785	26,656
Sundries	-	(1)
Office running costs	3,672	5,013
Relocation costs	414	-
Covid19 costs	-	3,420
Plant and machinery	570	570
Computer equipment	1,329	1,568
	151,748	147,960
Support costs		
Governance costs		
AGM fees	302	-
Accountancy and legal fees	1,100	1,300
	1,402	1,300

The Wokingham Volunteer Centre

Detailed Statement of Financial Activities for the Year Ended 31 March 2022

	2022 £	2021 £
Total resources expended	153,150	149,260
Net income/(expenditure)	4,654	(952)

THE WOKINGHAM VOLUNTEER CENTRE

England & Wales - Charity number 1161498

Accounts



The Wokingham Volunteer Centre

Impact Report 2020-21

Wokingham Volunteer Centre

Statement of Public Benefit — *What Are We Here For?*

• Our Volunteer Brokerage service helps local charities, voluntary organisations and public sector groups to recruit and retain volunteers who will support children and young people, families, the elderly, mental and physical health and well-being, learning and physical disabilities, long term (including life-limiting) conditions, education, skills and training, returning to work, arts and culture, emergency services, animals and environmental conservation.

• Our Community Transport and Green 'n' Tidy Gardening services help hundreds of elderly and disabled residents to stay safely in their own homes for longer, preserving their dignity and independence while reducing social isolation.

• We help local voluntary and public sector groups with low-cost training, including training in good practice in volunteer management and signposting to other infrastructure organisations and social enterprises.

• Where needs fall outside of our services, we signpost to a range of others, including befriending and other age-related or condition-specific groups and to advisory and statutory services for help with benefits claims and health and well-being issues.

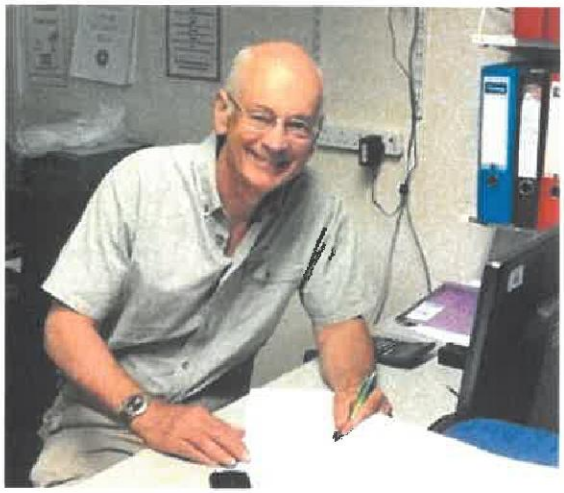
Wokingham Volunteer Centre

Welcome to our Impact Report

2020—2021

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Report from the Chair

Graham Powell

I am delighted to introduce this year's report on our activities at The Wokingham Volunteer Centre. Surprisingly perhaps, it has been a year of growth in difficult circumstances. We have adapted to the challenges, needs and opportunities presented by the pandemic in our community. We have done more of some things and less of others but everyone — trustees, staff, volunteers and our partners across the VCS and Local Authorities – have collaborated effectively to deliver what was needed to some of the most vulnerable members of our local communities.

During the year trustees reviewed our organisational strategy. This confirmed that our purpose is to provide support for vulnerable and elderly people within Wokingham Borough through the provision of volunteer led, low cost services to enable them to continue to live in their own homes and to provide volunteer brokerage for residents, voluntary and charitable organisations within the Borough.

We will do that with Empathy and Integrity; and we will be Adaptable, Collaborative and Respectful in everything we do.

You will read on other pages how The Wokingham Volunteer Centre has played a leading part in the Wokingham Borough Covid Response. In adapting to meet the circumstances we have moved some of our emphasis from volunteer referral to other groups to direct volunteer deployment to urgent and important services. We have also worked more closely with organisations such as GP surgeries. It will be interesting to see whether this trend continues into the future – we have learnt much about how volunteers can support those efforts and will develop them further where appropriate.

Key to all this is the unfailing willingness of ordinary local people to step up and volunteer to do extraordinary and selfless things for the benefit of others. Without you Wokingham Borough would not be such a great place to live.

Thank you all – we make a great team!





Chief Officer's Report

Nick Fellows

It goes without saying that the past year has been difficult and challenging for almost everyone and it has required a considerable degree of resilience and fortitude as we have adapted and responded to those challenges in every aspect of our lives. Throughout, our volunteers have been amazing—and I would like to thank each and every one of you on behalf of our clients, staff and Trustees.

For The Wokingham Volunteer Centre, as with many other charities, the disruption has meant changing how we operate, working remotely and also revising the services we have traditionally offered and how we provide them. I am very grateful to the staff and volunteer team for their flexibility, resilience and perseverance as we switched to effective remote, and then hybrid working, maintaining our support in the Borough and joining our colleagues in the Voluntary and Community Sector as a key player in the Wokingham Borough Community Response.

There is no doubt that the challenges we faced were considerably eased by the overwhelming offers of support we received from many hundreds of residents across the Borough, volunteering their time to collect prescriptions for those unable to get out, supporting the queues at the Lateral Flow Test centres set up in the Borough and, more recently, providing invaluable support at vaccination centres as everyone pulled together to create a pathway out of the Covid pandemic.

All of this happened alongside our regular service provision, as soon as they were able to resume safely, with volunteers who selflessly returned to their vital support work taking our clients to critical medical appointments and keeping gardens under control for those people unable to do this for themselves and not able to afford commercial alternatives.

Our relationships within the wider Voluntary and Community Sector (VCS) have been enhanced considerably, epitomised by the spirit of the Friendship Alliance where shared focus and effective collaboration have delivered enhanced support to those most in need. The Borough-wide Community Response effort was expertly led by Wokingham Borough Council, supported by the Town and Parish Councils and the VCS and greater trust and understanding is a living legacy of that work with further, practical benefits in the pipeline.

KEY IMPACT MEASURES

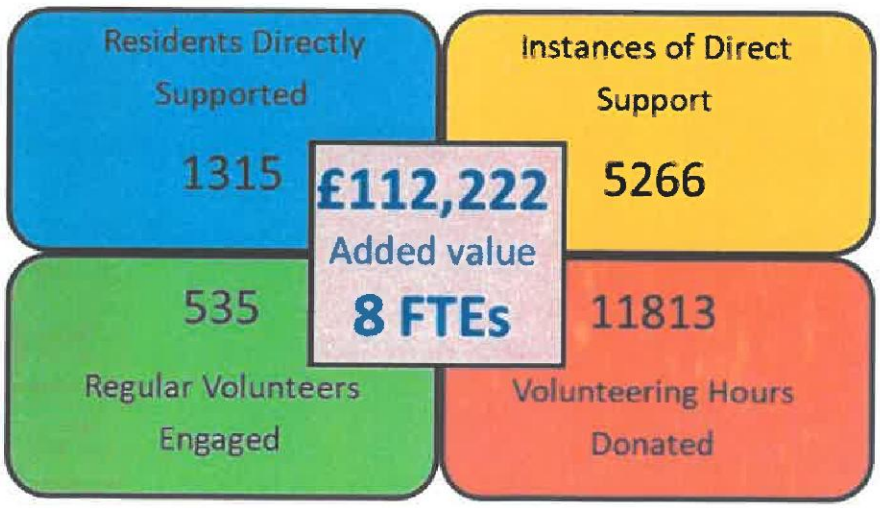
The past year (April 2020 to March 2021) has been one of unprecedented disruption and change to almost every aspect of our lives, but we have maintained our focus on helping the Borough's residents throughout. Our adaptations have meant we have supported more residents than ever before and, in turn, we have received the support of more volunteers than ever, for which we are enormously grateful.

It is impossible to put a value on the support our volunteers have delivered and the benefit to each and every person who has been helped could literally have been life saving. In adding up the hours donated we are estimating the minimum amount of time donated and even that figure is impressive. Putting a nominal value on it is almost impossible but, for the sake of a figure, we have looked at the 'real living wage'.

In reporting our impact for this period we have spanned almost the entire first year of the Covid pandemic and turned from service provision to a defined group of members or regular clients to recruiting, organising and deploying large numbers of volunteers to support the wider community.

We have built new relationships and partnerships, notably in the health sector as we deployed willing volunteers to act as marshals, for example, at vaccination and testing centres and to collect and deliver vital prescription medication to shielding residents. This has involved the use of new systems and technology which have also been underpinned by invaluable volunteer support and generous grants and donations, but made viable by the flexibility and versatility of the staff and volunteer team.

Nearly 12,000 hours of volunteer time equates to almost 8 full-time staff working for a whole year yet we employ only 3 full time equivalent staff to coordinate this effort, demonstrating superb return on investment!



* Nominal cash value calculated using the 'Real Living Wage' of £9.50 per hour



Treasurer's Report

Martin Jeater

During the last financial period the charity was dependent on service contracts and grants from local councils for more than half its income.

The Charity was well supported by Wokingham Borough Council throughout the year with some additional funds to mitigate financial deficits arising from suppression of activities due to Covid-19, including a Covid-specific grant and an additional contract relating to support for the Community Response effort.

The charity showed a small deficit for the year and Trustees have again approved a deficit budget for 2021-22 but plan to return to breakeven for the following year dependent upon the outcome of the services tender process planned by Wokingham Borough Council in 2021.

The Reserves remain strong and the financial situation is robust.



"I would like to say a MASSIVE thank you to all the volunteers that have helped with our Covid vaccination clinics. We literally couldn't have done this without you! The volunteers are all amazing people who have given their time to help us, they aren't just another pair of hands but throw themselves in the roles with willingness and a positivity which makes each clinic run smoothly. They make each person feel welcomed as they show kindness to those passing through our clinics, help keep us all safe and they bring a lot of smiles with them. THANK YOU."

Vaccination Clinic manager



Volunteer Services

At the start of the pandemic, The Wokingham Volunteer Centre worked in partnership with the Link Visiting Scheme, First Days, Citizens Advice Wokingham, Wokingham Borough Council and the local neighbourhood Covid support groups to provide ongoing support to those who needed it across the Borough. In addition to helping identify many new volunteers needed across these partner organisations, we undertook the Prescription delivery service across the whole Borough. Using our own volunteer drivers, gardeners, staff, trustees and many newly recruited volunteers, we successfully delivered over 950 prescriptions over the lockdown periods. We provided an essential, lifesaving service to those who were shielding, vulnerable or isolating.

The summer months saw the demand for our volunteer brokerage, as charities hoped to return to some sort of normality.

Unable to hold our annual Volunteer Recruitment Fair in person, we held our first ever 'virtual' Volunteer Fair. It was a great success and allowed us to maintain awareness of the value of volunteering to so many organisations whilst affording them the opportunity to promote their organisation to a new market with the recording available long after on our website. Our volunteering portal still continues to be a highly successful way to support charities across the Borough and beyond. We continue to support over 100 different organisations each year.

The end of the year brought about the much anticipated news of the vaccination rollout programme. The Volunteer Centre recruited, managed and deployed volunteers to act as marshals and support vaccination clinics across the Borough. Over 500 volunteers were recruited to help across three main sites. Thousands of hours were given by our volunteers to ensure these essential vaccinations could be administered. We also supported the Lateral Flow Test Centres across the Borough for a number of months.

This year has been challenging for many reasons, but our ability to adapt and to lead new projects, is testament to our hardworking and dedicated volunteers. Our volunteer brokerage service was essential during the pandemic and continues to be as important, if not more so, now charities have even more demands on them and the services they provide.



Green 'n' Tidy Gardening Service



Our basic gardening service is aimed at helping to keep gardens looking tidy and usable throughout the year and supports residents who have often loved spending their time tending their gardens for themselves.

Changing circumstances may mean they are no longer able to do this and have no one close by who can take over for them. In turn, their pride and joy can become a worry, as well as a dangerous and overgrown space so our volunteers come to the rescue and make sure their outdoor haven can continue to be enjoyed all year round.

We also ensure front gardens do not become a magnet for rogue traders who, spotting an unkempt space, may choose to call on the resident offering their services but disappearing with their cash before any work is undertaken.

Keeping residents safe and confident in their own homes improves their wellbeing, their quality of life and their independence, and regular fortnightly calls also mean we are looking out for scheme members' welfare and reducing their loneliness.



WHAT OUR CLIENTS SAY:

"Just wanted to say a big thanks for doing my garden again. It was very clever of you to fit it in between all this rain we are having!!"

"It was a huge weight off my mind when I found you and my mother is always really complimentary about the people who come."

Green 'n' Tidy Gardening Service

- Now visiting 165 gardens across Wokingham Borough every fortnight
- Supported by 43 regular volunteers
- Teams operating 6 days per week
- Fortnightly grass cutting in summer and leaf clearing in the autumn
- 1375 visits over the year
- 1564 hours of time donated

Community Transport Scheme

Our Transport Scheme has been running for many years and provides a vital service to help older residents in the area we cover get to essential appointments with the support of a friendly volunteer taking them from door to door and home again.

- A low cost, volunteer dependent transport scheme for elderly and disabled residents in Wokingham, Winnersh, Barkham, Woosehill and Finchampstead
- Over 500 clients, with new enquiries every week
- Providing transport to more than a dozen hospitals as well as GP surgeries, dentists, opticians and we are now slowly increasing this to include social drives and shopping

Our service recommenced in July 2020 following our closure in March. Initially demand was low with only 32 requests in July 20 but increased steadily rising to 174 by March 21. Total drives numbered 1090 for the year.

Maintaining the service during this last year was challenging though our desk and driving volunteers rose to that challenge with great enthusiasm. No request had to be refused!

Naturally some drivers were unable to continue driving due to their own circumstances but many supported the Covid response by helping out at Covid clinics and testing centres.

What Our Clients Say:

"Thank you for all your help over the last year. It is greatly appreciated"

"Many thanks for being there for us in a very traumatic year"

"Thank you so much for your time, help and kindness. What a wonderful service you all provide, we are very impressed"



"Your volunteers have been amazing. I am shielding and without them, I don't know what I would have done. Thank you doesn't seem enough!"

Prescription client

THANK YOU TO OUR WONDERFUL VOLUNTEERS

The past year has been unlike any other and we are so fortunate to have received support from a great many local residents who have volunteered their time to help others. Many of our regular volunteers have put in more and more time, across a number of different projects, and many new volunteers committed themselves to regular shifts at vaccination centres, LFT clinics or collecting prescriptions.

We are grateful to the Borough Mayor who, earlier in the year, personally recognised the efforts of many of those who had gone above and beyond to help others during this time. We extend our thanks to every single volunteer who has helped in any way over the past year and made a genuine difference to the lives of many local residents.

Volunteering works in so many different ways for different people and can be adapted to suit almost any personal circumstance.





We are fortunate to have extremely valuable support from many individuals who give a half day per week on our Transport Desk or with a gardening team; others who undertake trips to medial centres or hospitals with clients once, twice or more often each week, and of course volunteer Trustees who oversee the running of the organisation and also involve themselves in other projects.

We also, for the first time this year, have received the support of a great number of people who have been able to commit for a limited period of time but have done whatever they can to help in new circumstances and we appreciate just as much the support of these people and anyone with occasional capacity to help but who still put themselves out to support the community.



Friendship Alliance

We are proud to be working closely with our partners in the Friendship Alliance to help reduce loneliness and social isolation among the older residents of our Borough.

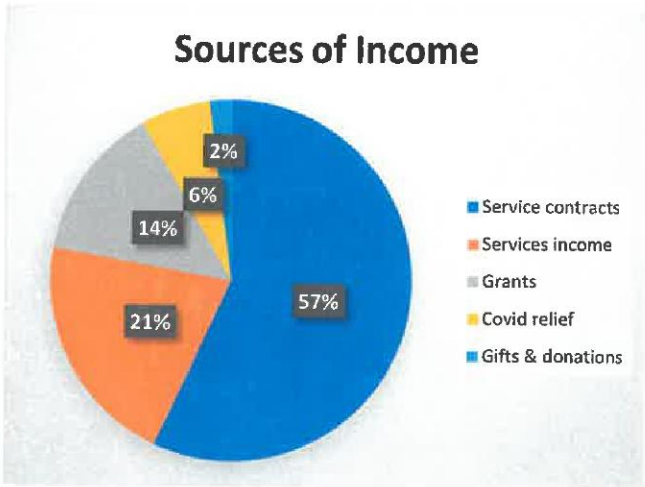
Along with Link Visiting Scheme, Age UK Berkshire and Involve Community, we collaborate over events and activities to support the health and wellbeing of residents and ensure they have social interaction and activities to take part in. This may be through Friendship Cafes or Friendship Month, a Christmas Carol Concert or a game of bowls, one-off or regular events and we work together to identify those who may benefit from and enjoy these activities as well as helping them get there and back again.

To support this initiative we recruit and welcome Friendship Champions, people who are often out and about in the community and take the time to point people who may benefit in the direction of our organisations and the wide range of activities available. We also coordinate meetings for organisations across the wider Voluntary and Community Sector to spread the word and ensure as many people as possible are aware of the opportunities available.

Funding

We are fortunate to be in financial good health and this is in no small part due to the much valued support of our funders and donors. Whilst we have funded service contracts to deliver, we are also extremely grateful for the additional support we receive by way of grants and donations from individuals, town and parish Councils, local and national organisations who have been generous in their support of our work.

As a result of this, with careful management and effective oversight, we were able to deliver an almost balanced budget but, more importantly, through the commitment and generosity of our fantastic volunteers and staff, we maintained excellent service levels and support for our clients throughout what has been, for everyone, a very difficult year.



Friendship Alliance
PROMOTING FRIENDSHIP IN WOKINGHAM BOROUGH

Friendship Champion

Ask me about the Friendship Alliance!

The Wokingham Volunteer Centre
Office 1 & 2
First Floor
Indigo House
Mulberry Business Park
Fishponds Road
Wokingham
RG41 2GY

Phone: 0118 977 0749
E-mail: volunteer@wok-org.uk

The Queen's Award for Voluntary Service

The MBE for volunteer groups

Wokingham Volunteer Centre

The Wokingham Volunteer Centre
CIO No. 1161498

REGISTERED CHARITY NUMBER: 1161498

Report of the Trustees and

Unaudited Financial Statements

for the Year Ended 31 March 2021

for

The Wokingham Volunteer Centre

PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

The Wokingham Volunteer Centre

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Balance Sheet	5
Notes to the Financial Statements	6 to 9
Detailed Statement of Financial Activities	10 to 11

The Wokingham Volunteer Centre

Report of the Trustees
for the Year Ended 31 March 2021

The trustees present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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) (effective 1 January 2019).

ACHIEVEMENT AND PERFORMANCE

The Wokingham Volunteer Centre suffered a deficit of £952 (2020 - £5,663 deficit) for the year. Total incoming resources were £148,309 (2020 - £129.443), whilst costs were £149,260 (2020 - £135,106). Obtaining sustainable project funding remains a significant challenge and focus of attention for Trustees, especially in a climate of uncertainty around local authority funding. At the end of the reporting year, the future impact of Coronavirus on funding and expenditure is unclear and adds to the uncertainty. However, the Volunteer Centre remains fiscally strong with a robust balance sheet.

Services were suspended in March 2020 for two months (Green 'n' Tidy Gardening) and three months (Community Transport Scheme) but were replaced with very significant activity in coordinating existing and new volunteers to collect and deliver vital prescriptions to shielding and vulnerable people. Volunteers returned in considerable numbers as traditional services were able to resume under risk-assessed conditions. Staff responded magnificently and switched to remote working whilst a hybrid system continues to provide flexible working, supported by a grant from Berkshire Community Foundation that aided the purchase of new equipment. An unrestricted grant from Wokingham United Charities gave considerable support and confidence in the approach to new systems and services.

FINANCIAL REVIEW

During the last financial period the charity was dependent on service contracts and grants from local councils for more than half its income.

The Charity was well supported by Wokingham Borough Council throughout the year with some additional funds to mitigate financial deficits arising from suppression of activities due to Covid-19, including a Covid-specific grant and an additional contract relating to support for the Community Response effort.
The charity showed a small deficit for the year.

Trustees have again approved a deficit budget for 2021-22 but plan to return to breakeven for the following year dependent upon the outcome of the services tender process planned by Wokingham Borough Council in 2021.
The Reserves remain strong and the financial situation is robust.

RESERVES

As the ongoing funding situation from Wokingham Borough Council and the impact of Covid-19 remain uncertain the Trustees continue to support a designated reserves fund representing two quarters' operating costs. This amounted to £75,000 based on the 12 months to 31st March 2021. Total unrestricted reserves (including designated) were £115,186 (2020 - £116,138).

Trustees plan to use the existing Reserve fund to finance any operating deficits and to be open to any opportunities to trial, on a small scale and time limited, unfunded initiatives within the scope of our charitable purposes. If such trials prove their worth then more sustainable funding can be sought to support them for the longer term.

Once the outcome of the Wokingham Borough Council re tender process is clear and, we hope, the resumption of full activities post pandemic, we will be able to review TWVC fundraising strategy (from all sources) and set out realistic plans accordingly. At that point a further review of the Reserves Policy will also be undertaken. It seems likely that would be in spring or summer 2022.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a Charity Commission scheme and constitutes a Charitable Incorporated Organisation (CIO).

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1161498

The Wokingham Volunteer Centre

Report of the Trustees
for the Year Ended 31 March 2021

Principal address
Office 1 & 2, First Floor, Unit 9
Indigo House, Mulberry Business Park
Fishponds Road
Wokingham
Berkshire
RG41 2GY

Trustees
D Vaughan Secretary
N Dunlop Secretary (resigned 28.9.20)
D Knee
M Jeater Treasurer
G Powell Chairman
P Cleary
Mrs G Durrant
Mrs J O'Shaughnessy (appointed 28.7.20) (resigned 27.1.21)

Independent Examiner
PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

SUMMARY
The Trustees, Centre Manager, staff and volunteers are focused on delivering and developing services that significantly improve the independence of vulnerable and disadvantaged members of the local community. We work in partnership with many local charities, voluntary organisations, and local authorities. We thank all those who continue to fund or donate to us in these difficult times.

Approved by order of the board of trustees on 27/9/2021 and signed on its behalf by:

G Powell - Trustee

Independent Examiner's Report to the Trustees of The Wokingham Volunteer Centre

Independent examiner's report to the trustees of The Wokingham Volunteer Centre
I report to the charity trustees on my examination of the accounts of The Wokingham Volunteer Centre (the Trust) for the year ended 31 March 2021.

Responsibilities and basis of report
As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

James Brooks
ACCA
PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

Date: 15th September 2021

The Wokingham Volunteer Centre

Statement of Financial Activities for the Year Ended 31 March 2021

	Notes	2021 Unrestricted funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies		16,227	-
Charitable activities			
Charitable Activities		132,043	129,082
Investment income	2	38	361
Total		148,308	129,443
EXPENDITURE ON			
Charitable activities			
Charitable Activities		149,260	135,106
NET INCOME/(EXPENDITURE)		(952)	(5,663)
RECONCILIATION OF FUNDS			
Total funds brought forward		116,138	121,801
TOTAL FUNDS CARRIED FORWARD		115,186	116,138

The notes form part of these financial statements

The Wokingham Volunteer Centre

Balance Sheet
31 March 2021

	Notes	2021 Unrestricted funds £	2020 Total funds £
FIXED ASSETS			
Tangible assets	5	2,805	3,825
CURRENT ASSETS			
Debtors	6	18,023	3,151
Cash at bank and in hand		104,643	128,266
		122,666	131,417
CREDITORS			
Amounts falling due within one year	7	(10,285)	(19,104)
NET CURRENT ASSETS		112,381	112,313
TOTAL ASSETS LESS CURRENT LIABILITIES		115,186	116,138
NET ASSETS		115,186	116,138
FUNDS	8		
Unrestricted funds		115,186	116,138
TOTAL FUNDS		115,186	116,138

The financial statements were approved by the Board of Trustees and authorised for issue on 27/9/2021 and were signed on its behalf by:

.....
G Powell - Trustee

.....
M Jeater - Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared on the going concern basis.

Financial reporting standard 102 - reduced disclosure exemptions
The charity has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery	- 25% on cost
Motor vehicles	- 25% on cost
Computer equipment	- 25% on cost

Taxation
The charity is exempt from tax on its charitable activities.

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

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2. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	38	361

3. TRUSTEES' REMUNERATION AND BENEFITS

During the year the Treasurer was also employed as a gardening Team Leader, receiving £4,412 (2020: £5,157) or services rendered. These costs are included as gardening expenditure within the wages costs of charitable activities. It was agreed that there was no conflict of interest.

Trustees' expenses

	2021	2020
	£	£
Trustees' expenses	40	30

4. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2021	2020
General and administration	7	8

No employees received emoluments in excess of £60,000.

5. TANGIBLE FIXED ASSETS

	Plant and machinery	Motor vehicles	Computer equipment	Totals
	£	£	£	£
COST				
At 1 April 2020	2,280	4,800	4,674	11,754
Additions	-	-	1,118	1,118
At 31 March 2021	2,280	4,800	5,792	12,872
DEPRECIATION				
At 1 April 2020	855	4,800	2,274	7,929
Charge for year	570	-	1,568	2,138
At 31 March 2021	1,425	4,800	3,842	10,067
NET BOOK VALUE				
At 31 March 2021	855	-	1,950	2,805
At 31 March 2020	1,425	-	2,400	3,825

continued...

6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade debtors	17,391	1,573
Other debtors	-	464
Prepayments	632	1,114
	18,023	3,151

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	1,957	81
Taxation and social security	4,311	2,599
Other creditors	4,017	16,424
	10,285	19,104

8. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	Transfers between funds	At 31.3.21
	£	£	£	£
Unrestricted funds				
General fund	51,138	(952)	(10,000)	40,186
Designated Reserves	65,000	-	10,000	75,000
	116,138	(952)	-	115,186
TOTAL FUNDS	116,138	(952)	-	115,186

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	148,308	(149,260)	(952)
TOTAL FUNDS	148,308	(149,260)	(952)

continued...

8. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	56,801	(5,663)	51,138
Designated Reserves	65,000	-	65,000
	121,801	(5,663)	116,138
TOTAL FUNDS	121,801	(5,663)	116,138

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	129,443	(135,106)	(5,663)
TOTAL FUNDS	129,443	(135,106)	(5,663)

9. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

The Wokingham Volunteer Centre

Detailed Statement of Financial Activities for the Year Ended 31 March 2021

	2021 £	2020 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	16,227	-
Investment income		
Deposit account interest	38	361
Charitable activities		
Services income	31,044	56,647
Fundraising	87	585
Social events	-	2,020
Grants	100,912	69,275
Volunteer recruitment fair	-	555
	132,043	129,082
Total incoming resources	148,308	129,443
EXPENDITURE		
Charitable activities		
Trustees' expenses	40	30
Wages	91,664	72,683
Social security	2,282	-
Pensions	2,026	1,246
Other operating leases	12,100	9,640
Rates and water	(289)	902
Insurance	966	857
Utilities	-	539
Telephone	709	1,464
Printing, postage & stationery	1,236	3,046
Costs of volunteer activities	26,656	35,981
Sundries	(1)	-
Office running costs	5,013	3,508
Relocation costs	-	1,336
Covid19 costs	3,420	-
Plant and machinery	570	570
Motor vehicles	-	1,000
Computer equipment	1,568	750
	147,960	133,552
Support costs		
Governance costs		
AGM fees	-	354
Carried forward	-	354

The Wokingham Volunteer Centre

Detailed Statement of Financial Activities for the Year Ended 31 March 2021

	2021	2020
	£	£
Governance costs		
Brought forward	-	354
Accountancy and legal fees	1,300	1,200
	1,300	1,554
Total resources expended	149,260	135,106
Net expenditure	(952)	(5,663)