

# WATERLOO ACTION CENTRE

England & Wales · Charity number 284591

## Details

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**Status** Registered

**Legal form** Charitable company

**Company number** [01611872](#)

**Registered** 1982-05-13

**Register** [View on the Charity Commission register](#)

## Contact

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**Email** [wac.finance@gmail.com](mailto:wac.finance@gmail.com)

**Website** [www.waterlooactioncentre.co.uk](http://www.waterlooactioncentre.co.uk)

## Activities

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**Objects:** 1. THE RELIEF OF POVERTY, SICKNESS AND DISTRESS, THE PROTECTION OF HEALTH AND THE ADVANCEMENT OF EDUCATION. 2. THE PROVISION OF FACILITIES FOR RECREATION OR OTHER LEISURE TIME OCCUPATION IN THE INTERESTS OF SOCIAL WELFARE, SUCH FACILITIES BEING PROVIDED WITH THE OBJECT OF IMPROVING THE CONDITIONS OF LIFE OF THE PERSONS FOR WHOM THEY ARE PRIMARILY INTENDED, THOSE PERSONS HAVING NEED OF SUCH FACILITIES BY REASON OF THEIR YOUTH, AGE, INFIRMITY, POVERTY OR SOCIAL AND ECONOMIC CIRCUMSTANCES.

**Activities:** (1) The relief of poverty, sickness and distress, the protection of health and the advancement of education (2) The provision of facilities for recreation or other leisure time occupation in the interests of social welfare, such facilities being provided with the object of improving the conditions of life of the persons for whom they are primarily intended. Those persons having need of such

## Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty, Arts/culture/heritage/science
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, The General Public/mankind

## Geography

- **Area of benefit:** NORTHERN PARTS OF LONDON BOROUGHS OF LAMBETH AND SOUTHWARK
- Lambeth

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£203,259	£190,249	-	-
2024-03-31	£171,551	£186,667	-	-
2023-03-31	£157,429	£170,703	-	-
2022-03-31	£114,937	£153,680	-	-
2021-03-31	£150,402	£162,467	-	-

## Trustees

Name	Role	Appointed
George Austin Thomas		2021-10-27
George Jean Beguinot		2024-11-24
HOWARD SIMMONS		2012-02-28
JENNIFER BERYL STILES		
John Patrick Deane		2022-10-20
Katie Louise Barker		2024-11-24
Kirsty Victoria Quinn Oliveira		2024-11-24
ROBERT HAYWARD		2014-01-20

**WATERLOO ACTION CENTRE**

England & Wales - Charity number 284591

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# Accounts

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Waterloo Action Centre Annual Report 2024–25

# WATERLOO ACTION CENTRE

Charity No. 284591

Company No: 1611872 (England & Wales)



ANNUAL REPORT AND FINANCIAL  
STATEMENT 2024-25



# REPORT AND ACCOUNTS

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The trustees/directors are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31st March 2025, which are also prepared to meet the requirements for a directors' report and Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statements 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 2015).

For clarification we point out that words "directors" and "trustees" refer to the same people. One is a term used by Charities; Director is used by Companies. Like many charities WAC is both. It is a not-for-profit company.

## **OUR PURPOSE AND ACTIVITIES**

The main objects are the relief of poverty, sickness and distress, the protection of health and the advancement of education as well as the provision of facilities for recreation or other leisure time occupations in the interest of social welfare. Such facilities being provided are with the objective of improving the conditions of life of the persons for whom they are primarily intended, those persons having need of such facilities by reason of their youth, age, infirmity, poverty or social and economic circumstances.

### **VISION**

- A modern, dynamic and sustainable community centre that provides a home for groups in the area
- Recognised hub of community services and activities in the Waterloo area
- A centre that is owned and managed on behalf of the community.

### **AIMS**

- To provide a warm and friendly welcome to all members of the community who use our services.
- To secure the ownership of the centre for the community, with a sustainable financial framework around it.
- To continually improve the services delivered by the centre and demonstrate value for money to the organisations funding them.
- To increase usage of the centre by the community and the groups active in the area, particularly those groups which are socially excluded.

## CORE VALUES

- Social inclusion and equality of opportunity
- Opportunities for all who wish to give as well as to receive (which in our experience is most people)
- Strong networks which interlink to form and sustain community cohesion.
- Services planned and controlled by those who know best (usually consumers, potential consumers and those who understand and respect them)
- Empowerment and education so that people can lead richer lives individually and collectively.

## The role and contribution of volunteers

WAC is rooted in community effort with much being done on a shared basis through the many activities over the 7-day week WAC is open. A numerous wide number and range of people have an opportunity to contribute. This accounts for the energy, creativity and level of mutual care, as well as for the incredible overall achievements despite so little money or paid staff. It also gives enjoyment and deep satisfaction because as poorer communities of the world have always known “I am because we are”.

WAC holds **The Queens Award for Voluntary Service**. The citation for the award reflects our core values: *Promoting everyone's right to give as well as receive, WAC, developed by the local community, facilitates economic, diverse and relevant solutions to community needs.*”



## DIRECTOR'S REPORT FOR 2024-25

**Context:** It was an increasingly difficult year as the least advantaged suffered more than ever with tightening finances, less public services, and the declining availability of community and voluntary organisations. In the inner city an important additional dimension is that the worsening housing situation means that to get accommodation younger families have to move ever further away to find anywhere to live. Thus many older people and young families are left without intergenerational family support network anywhere nearby.

WAC Trustees have continued to face a major challenge in that negotiations with Lambeth over the Council's desire to create a new rental and lease structure for community buildings held by the Property Department have made slow progress over the year. As detailed in our Annual Report last year the Council's proposals have major impacts on WAC as they require giving up our current legal protection under the Landlord and Tenant legislation, paying a significantly increased annual rental which could only be met from monies currently raised to provide community services, and accepting a short lease which would prevent funding applications to major capital grants who require a minimum of 20 years. We have made constructive proposals to Lambeth to address these issues and sought recognition for the fact that WAC has been providing important front line community services for over 50 years, has taken on a derelict building and worked to repair and bring this back to life as a vibrant community resource centre and need flexibility in order to continue to provide crucial advice and community support services and activities. We are currently waiting for the Council's response but hope to develop the discussion positively during 2025.

Fortunately the mutual support and community effort on which WAC relies is still strong and committed. Drawn from so many cultures where helping one another is the route to survival. Also, although ageism is still very powerful in Britain, at WAC we recognise that people do not lose their skills when they retire. They lose somewhere to go, somewhere to make new friends, learn new skills, help run things. So here older people are respected and run groups and help others. Sadly if older people, however capable, leave Waterloo they cannot usually find a similar way to contribute in their new areas. A national awakening could transform older lives everywhere. Enabling more people to continue their wish to engage and thus providing many more activities for others of all ages.

## ACTIVITIES AND SERVICES FOR OLDER PEOPLE

**Weekly Activities** mainly aimed at people over retirement age but others are welcome too.

**Tuesdays and Thursdays daytime** these include an emphasis on activities which can be done seated, aimed at including frailer people and those with disabilities

### **Gentle Exercise** Tuesdays 10.30 - 11.30

Led by a very experienced tutor Sheila Dickie who is highly valued by the group. Sheila always pays attention and care to individual needs as well as ensuring the group as a whole is enjoyable and works for all. The group was well attended throughout the year and could not accommodate everyone if they came at once but with people's holidays or other breaks it has managed. A second group is planned for next year.



*WAC's Gentle Exercise Group*

**Crafts in afternoon** Tuesday 12.00 – 16.00

### **Crochet/Knitting**

A self-running group led by its members especially Bea Leighton on the crochet front, who continued the group in public spaces during lockdown. At users' request a similar group has been meeting on Thursday afternoons but Bea needs disability transport to travel and Dial-a-Ride has become more restricted in the number of journeys people can take. Without Bea many people do not come. For the coming year the aim is to raise money for her assisted transport on Thursdays so knitters and crochet can have this group too.

**Ordering knitted or crochet goods made by WAC users.** Some users enjoy making things for others. During the year Asher Robinson-Jones, who leads the knitting in the above group, has started selling goods made by WAC users on a stall and also taking orders. Most of the money goes to the makers but there is a small donation to WAC from each sale. Of course, the major attraction of the

## Waterloo Action Centre Annual Report 2024–25

group is the afternoons spent with others, tea and coffee etc.

### **WACi Arts** Tuesday 13.00 – 16.00

The long running art group continued successfully through the year. A mutual support group with coordination provided by a few energetic key people including Josianne Maillefert, who has been making an important contributing at WAC for many years. Charm Havers now also contributes particularly strongly but thanks to all who help keep it going.

### **Choir Thursday 11.00 -12.00 then Singalong 12.00 -13.00**

Led by local resident volunteers Androcles and Rose Scicluna - both members of the prestigious National Help for Heroes Choir. Some participants have outstanding trained voices. Others less so. The point is for all to enjoy singing. A very healthy activity. Their matching shirts for public appearances bear the motto “Ubuntu” – “I am because we are”



*Some members of the Singalong Group run by Androcles Scicluna*

**Thursday afternoons** offer some of the same things as Tuesdays with also a focus on board games e.g. Chess and Dominos or just chatting. Like many activities in WAC it works because people help one another. Origami classes were provided by a Japanese member.

**The Sewing Group** is also an opportunity to create new clothes or do repairs and alterations. This saves money as well as being a creative activity and a way to make new friends. Attendance decreased following the death of a marvellous very experienced volunteer who was a graduate of the Royal School of Needlework. People continued to help one another but there was no advice available for the difficult bits e.g. cutting out, putting in zips. This left people frustrated.



*Sewing Group tutor Beatrice*

In March 2024 WAC obtained a small grant from Lambeth Together through South Bank and Waterloo Neighbours. This paid for a tutor for 2 hours a week for the group the financial year. With the addition of the tutor the group has re-flowered.

User comments included *“I improved my sewing skills and had a sense of community through the great conversations with others”, “I love the sense of community and purpose this has given me and I love helping people out”, “I’m improving skills whilst learning and sharing stories about other people’s lives”, “Given me more confidence. More self-esteem”*



*Nefertari in the Sewing Group*

**3 social care students from Southwark College** joined the older people's activities twice weekly for the autumn term to gain experience as a part of their training.

**Homemade** Lunches are provided on Tuesdays and Thursdays prepared by Claudia Santoro Lauricella, WAC's part-time support worker with older people. **WAC does not get any funding from Lambeth Council, but we are EXTREMELY grateful to the National Lottery's Awards for All which from 1<sup>st</sup> March 2025 will be funding Claudia's salary for 2 years**

**Free and reduced cost tickets to theatres etc** are obtained. Claudia ensures that these are shared around fairly across the older people's activities.

**The Old Vic** uses WAC before its Matinee Idol events for packed mornings of free activities for people over 50 to enjoy before attending a play at a reduced price at the Theatre, one of the Old Vic's contributions to opening up theatre to older Londoners. Also it is another opportunity to help people make new friends.



*Claudia Santoro and George Thomas  
preparing lunch*

## **DAY-TIME ACTIVITIES FOCUSING ON MORE PHYSICALLY ACTIVE OLDER PEOPLE**

Line Dancing Mondays 2–3pm Intermediate; 3.15 – 4.15pm Beginners. Both run by Jean Le Clerc. In March 2024 another class was added because of the demand. All 3 ran successfully throughout the year.

Tai Chi Wednesdays 2.15-3.15 Gentle movement, good for health and mobility.

Table Tennis Wednesdays. A weekly self-running friendship group play table tennis. The table is left up afterwards for the Men's Group.

Men's Group Wednesdays 2-3.45

Monthly Tea Dance. A monthly tea-dance arranged by Jean Le Clerc [parisrockclub@gmail.com](mailto:parisrockclub@gmail.com) , includes a wide range of dance includes Foxtrot, Rock 'n' Roll, Swing, Latin, Quickstep, Circle dance, Sequence, Line dance, Disco and Party Dance.

## LEGAL ADVICE, WELFARE BENEFITS AND INDIVIDUAL SUPPORT

**Waterloo Legal Advice Service (WLAS)** The longest running project in WAC. Started in 1972 by Helena Kennedy KC in conjunction with Jenny Stiles, then the local community worker. It moved into 14 Baylis Road (now WAC) as soon as this derelict former library was made available to the community and enough work had been done to make some of the building safe. As ever WLAS continues to operate on Thursday evenings, based on volunteering by effort from members of the legal professions.

As the need for legal advice greatly exceeds availability, those requesting help now have to book online. WAC assists those who need help with IT to apply. WLAS then prioritises requests giving priority to those in most serious need and without other means of redress. They then offer appointments matching with appropriate volunteering lawyers. Over 60 members of the legal professions volunteer. Deb Anderson, a retired barrister's clerk, assisted by a paid part-time worker, sorts out the allocation of clients to the appropriate lawyers.

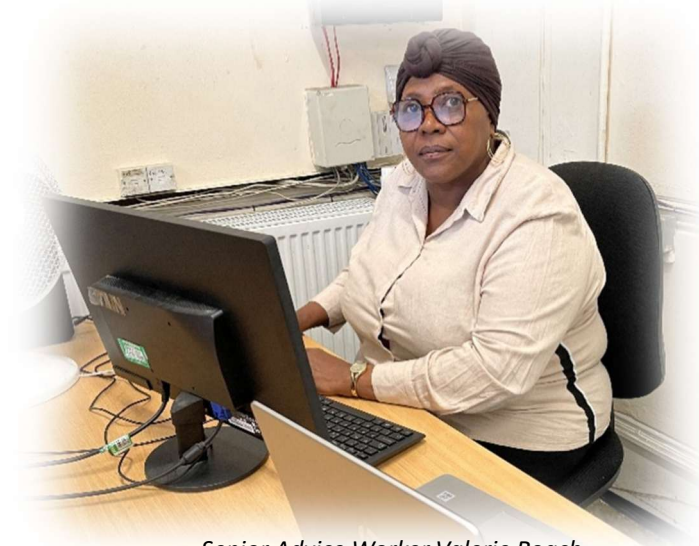
We are very grateful to Jones Day Solicitors who deal with the volunteers official typing and post. George Thomas kindly volunteered throughout the year to provide the caretaking. Lambeth Estate Residents Association kindly made a donation of £1,500 from a film location contract they got, to enable WAC to employ a local teenager to help move the furniture each week for the interviewing arrangements. So together a marvellous group of volunteers **has enabled 1,331 desperate people to get legal advice**. This can have life-changing effects. A few examples of the many ways people have been helped:

1. obtained a settlement of £20,000 for a person who had been discriminated against in their employment.
2. helped a person deal with money that had been paid to them in error and which was causing them to lose their universal credit entitlement.
3. supported an elderly person to navigate the divorce arrangements that had initially left them homeless, helping them apply for and receive council accommodation and a settlement in the divorce.
4. assisted a council tenant living in very poor housing conditions to obtain an update to their kitchen and bathroom, so these became usable again.
5. helped a council tenant who had been moved to temporary accommodation return to her property, with the problems that had caused the move having been fixed.

## WELFARE BENEFIT ADVICE AND SUPPORT

Welfare Benefit Advice and Support for older people and people with disabilities from SE1 and SE11 WAC has to limit this service to the immediate area because the need is so great and we receive no public funding. In Lambeth there is a severe lack of provision and we get attempted referrals even from the limited services which are funded.

WAC employs a very experienced advice worker 3 days a week (Val Roach). We are also extremely fortunate that during the year Lara Khan and Mike Haran have joined our Welfare Rights Service as volunteers. Mike worked in employment law for many years before retraining as a CAB adviser in 2010. Since then he worked in a number of advice services, specialising in welfare rights advice. Lara Khan is a qualified solicitor, including experience, representing clients at tribunals. This team plays a vital role in supporting clients through the often complex welfare system, helping them achieve improved financial stability, increased confidence, and a better quality of life. All get great outcomes, dramatically improving lives.



*Senior Advice Worker Valerie Roach*

The face-to-face contact reveals other needs e.g. assistance with increased water bills, home safety adaptations, accessing Freedom Passes and referrals for home help and Dial-A-Ride. Links with Housing Officers, Health and Social Care professionals, community and voluntary services provided in WAC and also elsewhere.

Food Vouchers 42 vouchers were issued for Trussell Trust food banks.

Recycling of sleeping bags, shoes, clothing, disability aids – a small supply of such things were kept for people in emergencies. As well as information important for people who are homeless or facing homelessness

## WAC RECEPTION

**Reception Volunteers** For decades WAC has run a reception service 9-5 on weekdays as a place people can turn for help. This is staffed by volunteers who provide information about WAC and also signpost people onto other services. It is also a place where distressed people come and sit while the kindly volunteer provides tea, comfort or just a safe place to be. Over 7,145 people were helped at Reception, in person and on the phone during to the year, additional to the people being welcomed into other activities at WAC.

Volunteering on Reception has become more challenging as in increasing number of people have major difficulties and there is a decrease in places to turn for help, with a consequential growth of mental health problems as well as the original issues We are very grateful to the volunteers who have done so much to help people this year with their listening skills and compassion and information on ways forward. Gertrude Emeter, Maureen Birch, Dorothy Bates, Ayeisha Muhammad, Patricia Nebbia (who sadly died during the year and is much missed), Francine Peertum, Androcles Scicluna, Jailson Da Silva Rocha, Hollie Woplin, Josune; Sonia Luo and Rukhshana Begum. Also to Val Roach, WAC's welfare benefits worker, David Andrews, the Centre Coordinator, and George Thomas, a WAC Trustee who cover reception or provide backup when needed.

**Therapy services at WAC** Given the increasing mental health pressures so many face it is a great blessing that Cashel Riordan, a person-centred therapist (Accredited & Registered) joined us as a volunteer therapist from January giving us one day a week. He provides free sessions to 4 people a week. Val Roach, the welfare benefits worker, prioritise which users are offered slots.

### **COMPUTER AND IT SUPPORT SERVICES**

Computer and IT Support WAC provides computer access and IT support aimed at bridging the digital divide in the local community. This project is led by Akin Akinwunmi, a freelance support worker known for his patience, technical skill, and ability to assist multiple users simultaneously. Akin provides support during parts of Tuesdays and Thursdays, offering help with:

- Troubleshooting personal devices (computers, smartphones)
- Adapting equipment for users with disabilities
- Helping users gain access to vital services like passports and travel cards
- Setting up email accounts for beginners
- Guiding users through safe digital practices (e.g. password security, logging out in public spaces)
- Council flat searches and follow ups.
- Registration with Waterloo Legal Advice Service (see earlier in report) for people who cannot do this for themselves.
- Enabling people who have had help from WAC's welfare benefits team to follow things up for themselves, thus releasing their precious skills for those who can't do things for themselves.
- Helping contact family and friends via email and social media
- Searching for jobs online, create CVs, applications and cover letters

Learning Environment - the service is designed to be safe, friendly and supportive, allowing users to explore their digital identity without fear or judgment. Mistakes are treated as learning opportunities, and users are encouraged to build confidence in their digital skills.

Akin sees approximately 8 - 9 people per session for with two sessions in the week (approx. 370+ people per year). However, when users become more proficient, they can use the computers at other times. Sometimes Akin can obtain computers for people's home use. Akin also supports some volunteers helping users and we hope to increase this in 2025-6.

**"Being Safer Online"** Workshops from April to July, Clear Community Web ran a monthly workshop series at WAC titled Being Safer Online, designed to:

- Improve digital safety and awareness
- Teach practical skills for using phones and laptops securely
- Empower participants to feel more confident online

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**WAC Garden** This has been kept up by efforts of George Thomas and other volunteers. It is a particularly valued resource as few local residents have gardens. Colourful plants, roses etc raise people's spirits.



**Away days at WAC helping with painting decorating, repairs** We are grateful to the teams of volunteers from businesses who helped with tasks in the building and also supplied one-off support days to WAC users and volunteers re their smart phones and other aspects of IT.

## COMMUNITY GROUP USAGE AND HALL HIRE AT WAC

Hall Hire at WAC As part of its commitment to empowering community activity WAC provides space for community activities additional to those run by WAC. This is a crucial model because most groups cannot have their own buildings. It would be too expensive and wasteful in premises terms. Also it is far easier for a small group to run their desired activity if they do not also manage a building. WAC recognises that it is important that while a group has use of a space it feels truly “theirs”. Thus walls are kept bare and we store a lot of equipment and the groups own key decorations. In this way the space used feels and looks as they wish as well their having privacy to conduct the session how they want. During each week the dance hall looks at different times like a West African church; a 1960s disco, a craft centre, or is laid out as interviewing spaces for the legal advice etc. People of course run the activities in the language and culture of their choice.

WAC was redeveloped by the community from the derelict building of 1971 with this element in mind. So halls and meeting rooms, sound proofing and as much lockable storage as we could squeeze in.

During the year over 130 other organisations/community groups used the spaces, additional to those directly under WAC management. Some of these have been at WAC many years, but some are new. Saturdays are kept for one-off children’s or local family parties, or meetings.

There is not sufficient space to list all but main categories of these other community groups/ organisations were:

- Children and teenagers
- Young adults
- Older people
- Disability oriented, wellbeing and mental health
- General Health Organisations
- Dance organisations
- Community Parties of various types
- Religious/Spiritual
- Climate or environmental
- Music and art
- Sporting and Physical Activities
- Others varied connected with local organisations / resident groups/ local area
- Business away/ staff development days /helping WAC
- Advancing equal opportunities, tackling inequality, promoting community development

Residents of 17 of Lambeth’s 25 wards were significantly represented (i.e. all but the most southerly) and people came from other inner London boroughs.

## Waterloo Action Centre Annual Report 2024–25

Frequent users among these include ballet run by dilektaptikdance@hotmail.co.uk. This project had 12-13 weekly sessions in term time. Mainly children of different ages. Children's activities fit in efficiently between WAC's daytime and evening activities.

Rock 'n' Roll/Jive <http://www.parisrockclub.com>; Line dance for all. Contact Jean Le Clerc 07944775 556; Salsa and Drumming <https://salsateca.co.uk>; Samba Dancing / Drumming <http://www.londonschoolofsamba.co.uk>

Sword Fencing <https://www.southlondonfencingclub.co.uk>., Karate - <https://www.renshinkankarate-england.org.uk/london>

Music and Choir Pico Woodwind Quartet Email: iain.purvis@icloud.com; Kodaly Choir of London Email: edward\_jmills@hotmail.com

Religious/spiritual -Divine Word of God Email: gilsonlondon@gmail.com; International Christian Church Email: dominik.herlitzek@usd21.org; Enlightened Christian Gathering Email: imeutuk@live.co.uk; Eglise Baptise du plein évangile Email: famienkonan@yahoo.com ; British Union of Spiritist Societies Email: lbnaissance@hotmail.co.uk ; Drum Healing Email [www.pascf.org](http://www.pascf.org)

Life Drawing <https://londondrawing.com/> [info@londondrawing.com](mailto:info@londondrawing.com)

City Acting: Drama School, On Purpose Workshops on how to develop yourself and build skills. Redthread: empowering young people to live healthy, safe and happy lives.

Local Charities e.g. We are Waterloo BID (Business Improvement District) uses space for a couple of days collecting and wrapping Christmas present donated by businesses for needy locals. Guy's and St Thomas', Waterloo Health Centre, and the Old Vic are among many others who use the spaces.

**WAC trustees wish to acknowledge the achievements of the year and thank many people for their contribution.** Our small but excellent staff: David Andrews, Centre Co-ordinator and the only full-time staff member, has done an outstanding job, as have the other staff, tutors, and contractors. WAC has of course vastly more volunteers than paid staff, especially if including the many users who contribute on a mutual support basis. Wider support from the community is also crucial. Many of our users come from traditions where it takes a village to raise a child. In hard times it certainly takes a community to sustain a community centre.

### **PUBLIC BENEFIT STATEMENT**

In shaping our objectives for the year and planning activities, the trustees have considered the Charity Commission's guidance on public benefit. The achievements and activities above demonstrate the public benefit clearly arising from the range of services provided and activities undertaken at WAC.

**Financial Review** *The Statement of Financial Activities showed a net surplus of £13,010 (2024 net deficit £15,116) for the year- this figure however includes £18,000 deferred income for 2025-2026 and 2026-2027. Reserves stand at £178,985 (202 £165,975). The financial position of the year revealed by the Balance Sheet shows net current assets or working capital of £178,985 (2024 £165,975). WAC remains in a sound financial position.*

## Waterloo Action Centre Annual Report 2024–25

**Future Activities** – WAC Trustees intend to do their utmost to continue to meet local needs in line with our constitution and aims and objectives as set out in the introductory sections of this report. We are proud of the number and of diversity of the people who contribute to mutual wellbeing through the Centre.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

Waterloo Action Centre (the word 'Limited' being omitted by licence from the Department of Trade) is registered as a company limited by guarantee and not having a capital divided by shares.

The company was incorporated on 5th February 1982 and registered as a charity on 13th May 1982 and constituted as a Limited Company under the Memorandum and Articles of Association. The charity registration number is 284591 and the company registration number is 01611872.

### **Recruitment and appointment of Trustees**

Three trustees are elected at WAC's AGM and stand down at the end of the next AGM. One is nominated by Waterloo Legal Advice Service and the AGM informed of their nomination for the coming period. Five trustees are elected by representatives of Tenants and Residents Associations (TRAs) and Housing Co-ops in the Waterloo area and two by community activities in Lambeth, including south of Waterloo, which are relevant to activities at WAC. Three places are available for co-option by the trustees to provide otherwise unmet skills. Thus, there is a built-in broad representation, which automatically updates as the needs and priorities of the community change.

The trustees have no beneficial interest in the company other than as members. The trustees are also the directors of the company. All the trustees are members of the company and guarantee to contribute £1 in event of winding up.

The Directors of the organisation are also the charity trustees for the purposes of charity law.

### **Trustee induction and training**

The method of election ensures that most trustees already have knowledge of the community needs, WAC and other local projects or specialist knowledge. At each Management Committee meeting there are reports from each service area to ensure trustees are up to date with activities and changes in legislation or funding requirements, and trustees also have away days to consider developments needed to match changing needs.

Trustees are also offered further sources of information, either through one-to-one help from other members of the Committee/staff or consultants, as well as through the publications and links to the websites of organisations such as the Charity Commission.

### **Organisation**

The trustees normally meet monthly, except for August and December. They are responsible for the strategic direction and policy of the charity. All areas of work report to the trustees.

### **Related parties**

The charity works closely with other similar organisations as detailed in the achievements and performance section of the Trustees Report. 5 Trustees are nominated by Tenants/Residents Associations and Housing Co-ops in the area, One Trustee until the WAC AGM in Sept 23 when she did not re stand as a WAC Trustee was also a Trustee of Waterloo

Community Development Group. Two trustees were on the Steering Group of South Bank and Waterloo Neighbours Forum.

### **Risk Management**

The directors actively review the major risks which the charity faces on a regular basis, and believe that maintaining reserves at the current levels, combined with an annual review of the controls over key financial systems will provide sufficient resources in the event of adverse circumstances. The directors have also examined the operational and business risks faced by the charity and confirm that they have established systems to mitigate the significant risks.

## REFERENCE AND ADMINISTRATIVE DETAILS

Charity Number:	284591
Company Number:	01611872
Directors and Trustees:	<p>For clarification we point out that words "directors" and "trustees" refer to the same people. One is a term used by Charities; Director is used by Companies. Like many charities WAC is both - it is a "not for profit" company.</p> <p>Howard Simmons – Chair Jennifer Stiles - Vice Chair John Patrick Deane - Treasurer Robert Hayward OBE Zoe Kennedy Sally Marullo George Thomas Frank Clarke (Sally Marullo and Frank Clark did not stand at the AGM on 24th September 2024) Kirsty Oliveira - From 24/9/24 Katie Barker – From 24/9/24 George Beguinot</p>
Senior Management Team:	<p>David Andrews - Centre Coordinator</p> <p>Wasim Hussain - Finance Worker</p> <p>Jean Le Clerc - Bookings Manager</p>
Registered Office:	14 Baylis Road, London SE1 7AA
Bankers:	TSB 296-302 High Holborn, London WC1V 7QR
Independent Examiner:	Elizabeth Jane Gagie, FCCA, Hagg Farmhouse, Ellington, Northumberland, NE61 5JW

## TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The trustees (who are also directors of Waterloo Action Centre for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company Law requires the Directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Directors are required to:

select suitable accounting policies and then apply them consistently.

observe the methods and principles in the Charities SORP.

make judgements and estimates that are reasonable and prudent.

state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.

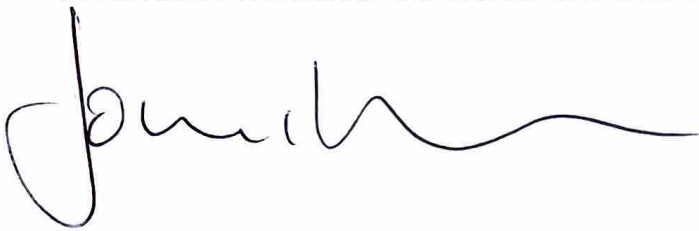
prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

APPROVED BY THE BOARD AND SIGNED ON ITS BEHALF BY:



**JOHN DEANE**

**TREASURER**

< INSERT DATE >

22 December 2025

## INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WATERLOO ACTION CENTRE

I report to the trustees on my examination of the financial statements of the company for the year ended 31 March 2025.

This report is made solely to the charity's trustees, as a body, in accordance with the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my Independent Examination, for this report, or for the opinions I have formed.

### Respective responsibilities and basis of report

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the financial statements of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act.

### Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
  - the financial statements do not accord with such records; or
  - the financial statements do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the Charities SORP (FRS102).

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 financial statements to be reached.

Signature



E J Gagie FCCA

Date

18/12/25

**WATERLOO ACTION CENTRE  
STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2025**

**SUMMARY INCOME AND EXPENDITURE ACCOUNT**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
<b>Income</b>					
Donations	2	5,734	27,069	32,803	11,738
Income from charitable activities	3	157,341	6,000	163,341	152,788
Income from trading activities	4	663		663	987
Investment income	5	6,452		6,452	6,038
<b>Total income</b>		170,190	33,069	203,259	171,551
<b>Expenditure</b>					
Expenditure on charitable activities	6	172,703	17,546	190,249	186,667
<b>Total expenditure</b>		172,703	17,546	190,249	186,667
<b>Net income/(expenditure) and net movement in funds for the year</b>					
<b>before transfers</b>		(2,513)	15,523	13,010	(15,116)
Transfer between funds					
<b>Net income/(expenditure)</b>					
<i>Reconciliation of funds</i>					
Total funds, brought forward		136,209	29,766	165,975	181,092
<b>Total funds, carried forward</b>		133,696	45,289	178,985	165,975

The Statement of Financial Activities also complies with the requirements for an Income and Expenditure Account under the Companies Act 2006.

**WATERLOO ACTION CENTRE  
STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2025**

**CONTINUING OPERATIONS**

None of the company's activities were acquired or discontinued during the above two financial years.

**TOTAL RECOGNISED GAINS AND LOSSES**

The statement of financial activities includes all gains and losses recognised in the above financial years.

The notes on pages 26 to 45 form part of these financial statements

**WATERLOO ACTION CENTRE  
STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2025**

**BALANCE SHEET AS AT 31 MARCH 2025**

	Notes	2025		2024	
		£	£	£	£
<b>Fixed assets</b>					
Tangible fixed assets	10		-		-
<b>Current assets</b>					
Debtors	11	14,473		5,825	
Cash at bank and in hand		175,516		<u>165,654</u>	
		<u>189,990</u>		171,479	
<b>Liabilities</b>					
Creditors falling due within one year	12	<u>(11,005)</u>		<u>(5,504)</u>	
<b>Net current assets</b>			178,985		165,975
<b>Net assets</b>			<u><u>178,985</u></u>		<u><u>165,975</u></u>
<b>The funds of the charity</b>					
Unrestricted funds:					
General	13		5,136		7,649
Designated	13		128,560		128,560
Restricted funds	13		45,289		29,766
<b>Total charity funds</b>			<u><u>178,985</u></u>		<u><u>165,975</u></u>

For the financial period ended 31 March 2025 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for:

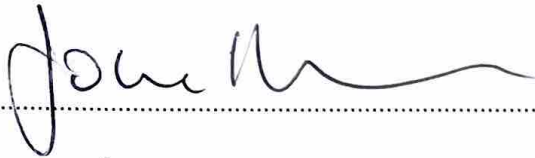
- a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

These financial statements were approved and authorised for issue by the Board of Directors and Trustees on

**WATERLOO ACTION CENTRE  
STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2025**

December 2025 and were signed on its behalf by:

  
.....**JOHN DEANE - Treasurer**

  
.....**JENNY STILES - Vice Chair**

Company Registration No 01611872

The notes on pages 26-45 form part of these financial statements

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**1. ACCOUNTING POLICIES**

**1.1 Basis of preparation of financial statements**

The financial statements of the charitable company, which is a public benefit 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 financial statements 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 Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these financial statements.

**1.2 Preparation of financial statements on a going concern basis**

The charity's financial statements show net surplus of £13,010 (2024 - deficit £15,116) for the year and free reserves of £5,136 (2024 - £7,649). The trustees are of the view that these results and plans for the future have secured the immediate future of the charity for the next 12 to 18 months and on this basis the charity is a going concern.

**1.3 Income recognition**

All income is included in the Statement of Financial Activities when the charity is legally entitled to it, receipt is probable, and the amount can be measured with sufficient reliability.

**Grant income**

Grants are credited to the Statement of Financial Activities when the charity is entitled to the funds. Income is only deferred where there are time constraints imposed by the donor or if the funding is performance related.

Where entitlement to grants receivable is dependent upon fulfilment of conditions within the charity's control, the income is recognised when there is sufficient evidence that conditions will be met.

Grants supporting the core activities of the charity and with no specific restrictions placed upon their use are included within donations and legacies. Grants that have specific restrictions placed upon their use are included within income from charitable activities.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

Capital grants for the purchase of fixed assets are credited to restricted incoming resources on the earlier date of when they are received or receivable. Depreciation on the related fixed assets is charged against the restricted fund.

**Donations and legacies**

Donations are recognised in the period in which they are received. Legacy income is recognised when the charity's entitlement is judged to be probable and where the amount can be reliably measured.

**Contract income**

Income from charitable activities include income recognised as earned (as the related goods and services are provided) under contract.

**Investment income**

Investment income is included when receivable.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**1.4 Volunteers and donated services, facilities and goods**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the charity is not recognised in the main body of the financial statements but detail is contained in the trustees report.

On receipt, donated professional services, donated facilities and goods are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**1.5 Expenditure recognition**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

Expenditure is classified under the following activity headings:

- a) Cost of raising funds comprises costs of seeking grants and donations and, space hire and their associated support costs.
- b) Expenditure on charitable activities include expenditure associated with the main objectives of the charity and include both the direct costs and support costs relating to these activities.

**1.6 Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance and administration personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 7.

**1.7 Funds structure**

The general fund comprises those monies, which may be used toward meeting the charitable objectives of the company at the discretion of the Management Board.

The restricted funds are monies raised for, and their use restricted to, a specific purpose or donations subject to donor imposed conditions.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**1.8 Investments**

Fixed asset investments are stated at cost less provision for diminution in value.

**1.9 Tangible fixed assets and depreciation**

Tangible fixed assets (excluding investments) are stated at cost less depreciation. The cost of minor additions or those costing less than £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Equipment Centre	25% on cost
Computer Equipment	25% on cost

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**1.10 Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**1.11 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term cash deposits.

**1.12 Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**1.13 Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortized cost using the effective interest method.

**1.14 Taxation**

The charity is a registered charity and, therefore, is not liable for Income Tax or Corporation Tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

**1.15 Judgement and key sources of estimation uncertainty**

In the application of the company's accounting policies, the charity is required to make judgments, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

**1.16 Pension**

The charity operates a defined contribution pension scheme on behalf of its employees. Contributions are charged to the Statement of Financial Activities in the period in which they are payable. The assets of the

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

scheme are held separately from those of the charity in an independently administered fund.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**2. GRANTS & DONATIONS**

	UNRESTRICTED FUNDS £	RESTRICTED FUNDS £	TOTAL 2025 £	TOTAL 2024 £
Phyl & Hughie Charitable Trust		3,000	3,000	1,000
LERA		1,500	1,500	4,500
Euromonitor	1,500		1,500	
National Lottery Community Fund		18,515	18,515	
South Bank and Water Neighbours		4,054	4,054	
Good Box Donations	253		253	1,336
CAF			-	1,300
Soup Kitchen	1,281		1,281	1,965
Sundry donations < £1,000	2,699		2,699	1,637
	<u>5,734</u>	<u>27,069</u>	<u>32,803</u>	<u>11,738</u>

The grants and donations income in 2025 totalling £32,803 was attributed to unrestricted funds of £5,734 and restricted funds of £27,069.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**3. INCOME FROM CHARITABLE ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
<b><u>Centre Activities</u></b>				
Hall & Room Occupancy charges	152,114		152,114	141,547
Contributions from people attending WAC Activities	5,227		5,227	5,241
<b>Legal Services</b>				
Jones Day		5,000	5,000	5,000
More Fisher Brown		1,000	1,000	1,000
Misc				
	<u>157,341</u>	<u>6,000</u>	<u>163,341</u>	<u>146,788</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**4. OTHER TRADING ACTIVITIES**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2025</b>	<b>Total 2024</b>
	£	£	£	£
Bric-a brac sales	663		663	987
	663		663	987

Income from other trading activities in 2025 totaling £663 was all attributed to unrestricted funds.

**5. INVESTMENT INCOME**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2025</b>	<b>Total 2024</b>
	£	£	£	£
Bank interest	6,452		6,452	6,038
	6,452		6,452	6,038

The investment income in 2025 totaling £6,452 was all attributed to unrestricted funds.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**6. ANALYSIS OF EXPENDITURE**

	<b>Legal Service £</b>	<b>Other Services £</b>	<b>Total £</b>	<b>Total 2025 £</b>	<b>Total 2024 £</b>
Staff Costs		73,613	73,613	68,666	
Volunteer Expenses		1,452	1,452	1,991	
Premises Costs		32,134	32,134	39,631	
Legal Services	4,361	5,194	9,555	15,985	
Other Direct Costs		8,085	8,085	2,519	
Support Costs (Note 7)		65,445	65,445	57,875	
Governance Costs ( Note 7)					
	<u>4,361</u>	<u>185,888</u>	<u>190,249</u>	<u>186,667</u>	

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**7. ANALYSIS OF SUPPORT AND GOVERNANCE COSTS**

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between charity's key activity undertaken (see note 6) in the year. All the general support and governance costs have been apportioned to the various charitable activities on the basis of staff time allocated to each activity.

	<b>General Support</b>	<b>Governance Function</b>	<b>Total 2025</b>	<b>Total 2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Staff Costs	40,892		40,892	38,230
Training Costs	190		190	48
Communications Cost	8,553		8,553	5,704
IT and Website	6,050		6,050	6,103
Subscription	2,163		2,163	1,867
Books and Periodicals	111		111	73
Bank Charges	319		319	276
General expenses	7,021		7,021	5,338
Depreciation	-		-	134
Trustees & board meeting expenses	147		147	102
	<b>65,445</b>		<b>65,445</b>	<b>57,772</b>

**8. NET INCOME/(EXPENDITURE) FOR THE YEAR**

This is stated after charging:

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Depreciation on tangible fixed assets	-	134

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**9. ANALYSIS OF STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES, AND COST OF KEY MANAGEMENT PERSONNEL**

	2025	2024
	£	£
<b>STAFF COSTS</b>		
Salaries	114,505	105,184
National Insurance	401	109
Pension	404	1,603
	<u>115,309</u>	<u>106,896</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**9. ANALYSIS OF STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES, AND COST OF KEY MANAGEMENT PERSONNEL (Cont/d)**

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

	<b>2025</b>	<b>2024</b>
Direct project work	1.1	1.1
Administration work	0.6	0.6
Cleaners/Caretakers	1.2	1.2
Centre Co-ordination / Finance management	1.6	1.6

No employee earned more £60,000 including benefits.

None of the trustees received any remuneration during the year. A very active long term volunteer became a Trustee on 27/10/2021, his volunteer expenses continued for his volunteer roles amounted to £777 during the year.

**10. FIXED ASSETS**

	<b>2025</b>	<b>2024</b>
<b>Net book value:</b>	£	£
Equipment Centre		
Computer Equipment		
	-	-
	-	-
	-	-

	<b>Opening Balances</b>	<b>Additions</b>	<b>Disposals</b>	<b>Closing Balances</b>
	£	£	£	£
<b>Cost</b>				
Equipment Centre	32,303			32,303
Computer Equipment	15,848			15,848
	48,151			48,151
	48,151			48,151

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

	<b>Opening Balances</b>	<b>Charge For Period</b>	<b>Disposals</b>	<b>Closing Balances</b>
	£	£	£	£
<b>Depreciation</b>				
Equipment Centre	32,303			32,303
Computer Equipment	15,848			15,848
	<u>48,151</u>			<u>48,151</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**11. DEBTORS**

	<b>2025</b>	<b>2024</b>
	£	£
Trade Debtors	14,273	5,625
Other Debtors	200	200
	14,473	5,825
	14,473	5,825

**12. CREDITORS: Amounts falling due within one year**

	<b>2025</b>	<b>2024</b>
	£	£
Trade creditors	44	1,263
Taxation and social security	3,590	1,725
Other creditors	7,371	2,516
Accruals		
	11,005	5,504
	11,005	5,504

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**13. ANALYSIS OF CHARITABLE FUNDS**

	Balance at 01/04/2024	Income	Expenditure	Transfer Between Funds	Balance at 31/03/2025
	£	£	£	£	£
<b>Restricted Funds</b>					
Phyl & Hughie Charitable Trust	-	3,000	675	-	2,325
Waterloo Legal Advice Service	28,260	6,000	4,361	-20,000	9,899
WLAS Salary Recharge	-141		5,104	20,000	14,755
LERA	1,647	1,500	1,500		1,647
National Lottery Community Fund		18,515	1,852		16,663
South Bank and Water Neighbours		4,054	4,054		-
	29,766	33,069	17,546		45,289
<b>Designated Funds</b>					
Employment related costs	50,000				50,000
Loss of hall hire income	78,560				78,560
	<b>128,560</b>				<b>128,560</b>
<b>General Funds</b>	<b>7,649</b>	<b>170,190</b>	<b>172,703</b>		<b>22,674</b>
<b>Total Funds</b>	<b>165,975</b>	<b>203,259</b>	<b>190,249</b>		<b>178,986</b>

New Restricted Funds in the year were received from the following funders:

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

- National Lottery Community Fund - Funding received for Development Worker for older peoples projects. Obtained in March to cover the following two years. So only one month of the funding applies to this financial year.
  
- South Bank and Water Neighbours - Funding received for help towards cost of sewing classes.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Description, nature and purpose of restricted funds:**

**Phyl and Hughie Charitable Trust** – Funding received for general social services for vulnerable people.

**Description, nature and purpose of designated funds:**

**Employment related cost:** Funding designed to cover employment related costs.

**Building repair and maintenance:** Cost associated with reduction of income from hall hire due to building issues or acts beyond the control of the charity.

**Description, nature and purpose of unrestricted funds:**

**General Funds:** General fund represents funds available to spend at the discretion of the trustees.

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

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2025 £
Net Current assets	5,136	128,560	45,289	178,986
	<u>5,136</u>	<u>128,560</u>	<u>45,289</u>	<u>178,986</u>

**Analysis of net assets between funds - previous year**

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

	<b>Unrestricted Funds</b>	<b>Designated Funds</b>	<b>Restricted Funds</b>	<b>Total 2024</b>
Net Current assets	7,650	128,560	29,766	165,975
	7,650	128,560	29,766	165,975

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**15. DEFERRED INCOME**

	2025	2024
	£	£
Balance brought forward		
Amount released to income in the year		
Amount deferred in the year		
Balance carried forward		

**16. SHARE CAPITAL**

The company is limited by guarantee and does not have a share capital divided by shares. The trustees are also the directors of the company. All the trustees are members of the company and guarantee to contribute

£1 in event of winding up.

**17. PENSIONS**

The pension cost charge represents contributions payable by the charity to the fund and amounted to £1,537 (2024 - £1,603). Contributions totaling £404 (2024 - £358) were payable to the fund at the year end and are included in creditors.

**18. RELATED PARTY TRANSACTIONS**

The charity received £3,000 (2024 - £1,000) from The Phyl and Hughie Williams Charitable Trust of which Jennifer Stiles is a trustee.

Details of transactions with trustees and senior management are in note 9. There were no other related party transactions during the year.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**WATERLOO ACTION CENTRE**

England & Wales - Charity number 284591

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# Accounts

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**WATERLOO  
ACTION  
CENTRE**

## **WATERLOO ACTION CENTRE**

Charity No. 284591

Company No: 1611872 (England & Wales)

# **ANNUAL REPORT**

**AND FINANCIAL  
STATEMENT 2023-24**

**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**REPORT AND ACCOUNTS**

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## **WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

The trustees/directors are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31st March 2024, which are also prepared to meet the requirements for a directors' report and Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statements 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 2015).

For clarification we point out that words "directors" and "trustees" refer to the same people. One is a term used by Charities; Director is used by Companies. Like many charities WAC is both. It is a not-for-profit company.

### **OUR PURPOSE AND ACTIVITIES**

The main objects are the relief of poverty, sickness and distress, the protection of health and the advancement of education as well as the provision of facilities for recreation or other leisure time occupations in the interest of social welfare. Such facilities being provided are with the object of improving the conditions of life of the persons for whom they are primarily intended, those persons having need of such facilities by reason of their youth, age, infirmity, poverty or social and economic circumstances.

### **VISION**

- A modern, dynamic and sustainable community centre that provides a home for groups in the area
- Recognised hub of community services and activities in the Waterloo area
- A centre that is owned and managed on behalf of the community.

### **AIMS**

- To provide a warm and friendly welcome to all members of the community who use our services.
- To secure the ownership of the centre for the community, with a sustainable financial framework around it.
- To continually improve the services delivered by the centre and demonstrate value for money to the organisations funding them.
- To increase usage of the centre by the community and the groups active in the area, particularly those groups which are socially excluded.

### **CORE VALUES**

- Social inclusion and equality of opportunity
- Opportunities for all who wish to give as well as to receive (which in our experience is most people)
- Strong networks which interlink to form and sustain community
- Services planned and controlled by those who know best (usually consumers, potential consumers and those who understand and respect them)
- Empowerment and education so that people can lead richer lives individually and collectively.

### **The role and contribution of volunteers**

WAC is rooted in community effort with much being done on a shared basis through the many activities over the 7-day week WAC is open. A numerous wide number and range of people have an opportunity to contribute. This accounts for the energy, creativity and level of mutual care, as well as for the incredible overall achievements despite so little money or paid staff. It also gives enjoyment and deep satisfaction because as poorer communities of the world have always known "I am because we are".

WAC holds **The Queens Award for Voluntary Service**. The citation for the award reflects our core values: *Promoting everyone's right to give as well as receive, WAC, developed by the local community, facilitates economic, diverse and relevant solutions to community needs.*"

# WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

## **WAC Director's Report for 2023-24**

**Context:** It has been a very challenging year. We have continued to build back from the Covid shut down, restoring some activities, while also adapting as much as we can to new needs. WAC is bustling again over the 7 days week we are open and people within the Centre are as wonderful as ever in supporting one another.

However some of the challenges users face on housing, finances, disabilities and, poverty, loneliness (all adult ages) etc are worsening. Growing inability for younger families to find accommodation anywhere near has furthered undermined intergenerational support. Also there are less other places people of any age can turn for help,

## **WAC's achievements for 2023/24**

### **Group activities with mainly older people in mind**

Older age covers many levels of physical ability. Activities on Tuesday and Thursday day times are ones in which it is particularly easy for people with limited physical ability to participate fully. That is not in any way to exclude others. – and it doesn't. An increasing number of younger people with disabilities, health problems or just keen to meet neighbours are joining in. These activities are free or very low cost.

WAC employs a support worker, Claudia Santoro Lauricella on these days. One of her activities is to provide a soup lunch and other refreshments, with volunteer help. Much of the food is donated by Borough Market, Nandos, Pret and Gails. Thank you! We are also grateful to volunteers, most regularly George Thomas, for collecting these donations and helping share them.



*George and Josiane helping to distribute donated food*

The activities are largely based on mutual effort – many people attending help in some way. For some there is also tutor support.

**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**Gentle Exercise Tuesdays 10.30 - 11.30** Led by a very experienced tutor Sheila Dickie who is highly valued by the group. Sheila always pays attention and care to individual needs as well as making the group enjoyable and work for all. The group was well attended throughout the year. It goes into the new financial year with more than could be accommodated if there were to be a full attendance. The holiday season coming up is the short-term answer – we really don't want to turn people away. The Tutor also provides guidance on exercises to do through the rest of the week.



*Some of the Gentle Exercise group*

**Tuesday PMs- Craft Afternoon Crochet/Knitting** – a self-running group led by a member Bea Leighton with active participation by others. Again attendance grew during the year. Due to user requests and Bea's availability, there will be a second group on Thursdays too.



*The Knitting & Crochet Group. Bea, who runs the group, is on the right.*

**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

A young volunteer from a neighbouring charity, Roots and Shoots, is using it for work experience, helping in various ways.

*The WACI Arts Group*

**WACi Arts** – a long running art group continued successfully through the year. Again a mutual support group with coordination provided by a few energetic key people especially Josianne Maillefert who has been making an important contributing at WAC for many years.



**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**Sewing Group** an opportunity to create new clothes or do repairs and alterations. This saves money as well as being a creative activity and a way to make new friends. Attendance decreased this year. A former marvellous volunteer died and it had not proved possible to get a long term volunteer replacement. People helped one another but there was no advice available for the really difficult bits eg cutting out or putting in zips. This left people frustrated. In March 2024 WAC obtained a small grant from Lambeth Together via South Bank and Waterloo Neighbours. This will pay for a tutor for 2 hours a week for the group through the coming financial year. The group will continue to meet for 3 hours twice a week using WAC's machines, helping one another but for 2 hours on Tuesday there will be access to an expert advice and support. Attendance immediately began to pick up.



*The Sewing Group with tutor Beatrice on left*

**Computer Access** also available on Tuesday and Thursday afternoons with help for those who need it.

**Singalong** on Thursday mornings 11am -1pm Opportunity to sing. Led by local resident volunteers Androcles and Rose Scicluna - both members of the prestigious national Help for Heroes Choir. Some attenders also have outstanding trained voices. Opportunities are created for all to enjoy singing to do so, or dance or just listen. Androcles draws participants, in both to sing and to participate in the running so it becomes a team effort.

In November 2023 Androcles, who was born in Malta but served as a soldier in the British Army, was made a knight of the ancient order of Knights Templar of Malta. High recognition indeed!!!! WAC shared the delight.

Thursday afternoons offer some of the same things as Tuesdays with also a focus on board games eg Chess and Dominos or just chatting. Like many activities in WAC it works because people help one another.

Day-time activities focusing on more physically active older people – again others welcome: -

## WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

**Line Dancing** classes Mondays 2–3pm Intermediate; 3.15 – 4.15pm Beginners. Both run by Jean Le Clerc. In March 2024 following requests, a third weekly session started.

**Tai Chi** Weds 2.15-3.15 Gentle movement good for health and mobility.

**Table Tennis** Weds. A weekly self-running friendship group play table tennis. The table is left up afterwards for the Men's Group.

**Men's Group.** After covid far fewer men were coming into daytime activities in WAC and this female predominance made it harder for men to join in. George Beguinot, enormously valued the years of engagement his mother and aunt have enjoyed at WAC and volunteered to help. We asked if he would start a men's group. He has – it meets Wednesdays and has contributed to getting more men back into other activities as well as being a place for them to chat together.

**Happy Bus Pass Outings** A weekly outings leaving WAC at 11am on Wednesdays provides people with an opportunity for a day out, visiting one of the many interesting places with free entry which can be reached by public transport – museums, art galleries, parks etc. Journeys are by public transport so for anyone with a Freedom Pass/Over 60's Pass this outing. Packed lunches can be taken. So a weekly day out is free to participants and no one is excluded by cost. It also provides the benefits of a group travelling together. Much enjoyed by participants. We are grateful to volunteers Frank Clark and Joanna Dixon.

**Monthly Tea Dance** The above activities are offered weekly. There is also a monthly tea-dance arranged by Jean Le Clerc parisrockclub@gmail.com on the first Thursday of every month between 11.30am – 2pm which requires advance booking. The wide range of dance includes Foxtrot, Rock 'n' Roll, Swing, Latin, Quickstep, Circle dance, Sequence, Line dance, Disco and Party Dance.

**Free and reduced cost tickets** have been obtained at low cost or free to theatres and other locations. Claudia ensures that these are shared around fairly as there are never enough for all WAC's older users to go to any event. The Old Vic also uses WAC before its Matinee Idol events for packed mornings of free activities for people over 50 to enjoy before attending a play at a reduced price. One of the Old Vic's contributions to opening up theatre to older Londoners.

### **Computer Access and Support**

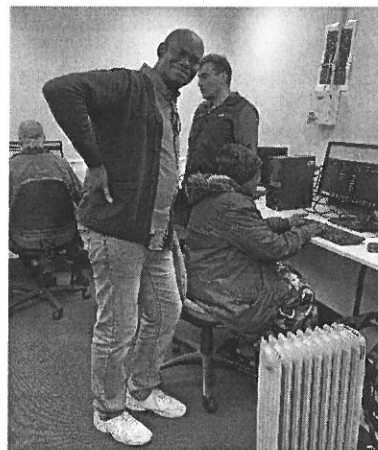
We are very grateful to LERA, a local residents association, for part-funding this project.

It is a crucial service given the problem of the digital divide. It is staffed by paid freelance support worker, Akin Akinwunmi, for parts of Tuesdays and Thursdays. Akin is wonderfully patient and also good at helping several people at once, which is important as demand has grown.

Some people bring in their own computers and smart phones to ask Akin to help sort out problems including adapting equipment for people with disabilities. Many are beginners without email addresses which Akin helped them remedy as a first step, and then move on to other skills according to what was most important to them. Users appreciate a safe place to explore their digital identity in a friendly, helpful atmosphere where they can make mistakes and be fortified against possible pitfalls e.g. remembering to log out of their email in public places and keeping their passwords secret

User goals included:

- access to job searches, and related matters e.g. creating CVs. Searchers included some older people who would not have previously been seeking work



*Akin runs the PC Drop-in class and also gives IT help and advice to WAC*

## WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

- council flat searches - a computer process which had become necessary to gain or change accommodation
- access to shopping, health care, applying for passports etc
- registering for an appointment at WAC's legal advice service WLAS
- follow up on advice from WAC's Welfare Benefit Worker by the user being able then get help for themselves online.
- access to contacting family and friends online and exploring leisure interests

Help for blind and partially sighted users who have difficulty seeing a computer screen. Efforts are made to relay their information to online forms and help them get assistive technology to use laptops, tablets and mobile phones.

Volunteers involved in WAC or community organisations such as Tenants Associations are helped with those efforts

The sessions are mostly aimed at older and middle-aged people, but we get some younger users who have missed out on the digital revolution. Their lives too are transformed with the new skills and knowledge and access they gain in the computer room at WAC.

Akin helps an average of 7-8 in a session. When people become sufficiently competent to use the computer without Akin they can access the computer room at other times. Volunteers also assist and we hope to develop that element further in 2024-25.



*Akin with some of the PC group*

### **Reception Volunteers**

Since its earliest days, WAC has run a reception service 9-5 on weekdays as a place people could turn to for help. This is staffed by volunteers who provide information about WAC and also signpost people onto other services. It is also a place where distressed people come and sit while the kindly volunteer provides tea, comfort or just a safe place to be.

Numbers requiring help have increased throughout the year. From 146 in the first week to 220 in the last week. The annual total being 7,800 – far more than in any previous year. 6,405 were in person suggesting that amid the pressure many of the more straight forward phone calls are not counted.

The problems are also often worse, and some people have tried many other place for help unsuccessfully. Too often statutory and publicly funded agencies refer people to WAC (no public funding) without even checking if is something with which we can help

As people's problems grow worse and sources of help decrease people get more desperate and mental health problems increase. With the decline in services it is also much harder to help people obtain essential remedies.

This makes volunteering on reception now more challenging than it has ever been before. We are very grateful to the volunteers who have done so much to help people with their listening skills and compassion and helped so many find ways forward. Gertrude Emeter, Maureen Birch, Ayeisha Muhammad, Francine Peertum, Chris Ruscoff, Lilian Okorochoa, Barry Walker. Also to Val Roach, WAC's welfare benefits worker, and David Andrews, the Centre Coordinator, and George Thomas, a WAC Trustee who cover reception or provide backup when needed.

**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**Foodbank vouchers** – Two of WAC staff are authorised by the local foodbanks to sign food vouchers attesting need. 55 of these were signed at WAC this year.

**Rehoming of clothes and other items**

During the year Asher Robinson Jones in a volunteer capacity, with help from others, organised this facility which re-homed over 5,400 items on a free, give away, basis to homeless people and others in need. Also they sold over 30, 600 items. This is obviously useful in ensuring goods reach people who can use them rather than go into waste. It is also particularly important in our area as so many goods are no longer on sale locally as land values have risen. The other valuable dimension is that this is outside WAC on the street and gives people who are lonely to chat. It is also a bridge which can help nervous people gain confidence to join activities in the Centre. Thank you to all who donated and to Asher and the other volunteers.

**Updating information sheets** has been a constant challenge. Many of the services we refer people to continue to change. Even the leaflets about services and activities in WAC have needed more frequent changes as these have evolved. We are grateful to all those who contribute to the updating including volunteer Francine Peerturn.

**Waterloo Legal Advice Service (WLAS)**

Waterloo Legal Advice Service is the longest running project in WAC. It was started in 1972 by Helena Kennedy QC in conjunction with Jenny Stiles, then the local community worker. It moved into 14 Baylis Road (now WAC) as soon as this derelict former library was made available to the community and enough work had been done to make some spaces safe.

WLAS continues to operate on Thursday evenings. As the need for legal advice greatly exceeds availability, those requesting help now have to book online. WAC helps those who cannot use IT to apply. WLAS then prioritises requests giving priority to those in most serious need and without other means of redress. They then offer appointments matching with appropriate volunteering barristers and solicitors. Deb Anderson, a retired barrister's clerk, leads on this, assisted by a paid part-time worker. About 66 members of the legal professions were involved in providing the service. We are also grateful to Jones Day solicitors who deal with WLAS lawyers official typing & post.

George Thomas kindly volunteered throughout the year to provide caretaking services. So together a marvellous group of volunteers has enabled 1,147 desperate people to get legal advice. Help which is often life changing for them.

A few examples of the many ways people have been helped are given below.

1. Securing redundancy pay out for a cleaner whose hours had been reduced and place of work changed so that her job was no longer viable.
2. Obtaining a payment from a school for a person who had been giving individual tuition on the understanding that the school would cover the cost.
3. Assisting a tenant in ensuring that the landlord carried out the necessary repair works, resulting in the tenant being rehoused in more suitable accommodation.
4. Helping a former tenant obtain the £10,000 already awarded to them by the County Court against a former landlord.
5. Assisting a single mother resist the unlawful eviction attempts by her landlord.
6. Assisting a tenant of a housing association who had been the victim of abuse by her neighbour successfully complain to the landlord.
7. Helping a homeless person object to the offer of temporary accommodation by the council, resulting in the council agreeing to make a more suitable offer.
8. Helping an individual to settle a claim for tuition fees from a university even though the events had taken place some years ago.
9. Assisting an individual who was applying for an annulment of marriage to ensure the right forms were filed with the courts (and others withdrawn) so that the annulment could be granted.

## WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

### **Welfare Benefits Advice**

Val Roach, WAC's very experienced part time benefits advice worker, continues to provide welfare benefits advice and support to older people and people with disabilities living in SE1 and SE11 areas.

We cannot help people more widely as WAC does not now receive any public funding. It is a struggle to meet even these needs. There are more people in difficulty than for decades and it is hard to find help. So more people have developed mental health problems on top of their debt worries. The Advice Worker is a key person to turn to at crisis times.

Over 80% of the people WAC helps are disabled or have long-term health conditions

Assistance includes: assessing for benefit entitlements and making new claims for Attendance Allowance, Personal Independence Payment, Pension Credit, Disability Living Allowance and Universal Credit.

Also help is provided to clients with housing issues eg homelessness, discretionary housing payments, housing and council tax support, disability adaptations, benefit appeals, and debt problems. WAC assists with requests for foodbank vouchers, freedom passes, and dial-a-ride applications.

An increasing problem in the last 12 months has been the number of PIP claims made by the public being refused. Thus requiring help with appeals. These usually succeed with backdating to the original date of claim. However it requires hours of the projects time.

Help with Attendance Allowance new claims has increased this year with the majority receiving the higher rate of £108.55 and a lower rate of £72.65 weekly.

A funeral grant of £2500 for cremation costs was among other gains.

We managed to secure temporary accommodation for some homeless people, Dial-a ride travel, freedom passes etc. Advising people on what benefits exist for them can be enough to ensure some people can then obtain them for themselves. Those without IT equipment or knowledge can use WAC's IT project for further help.

Many of our users have multiple problems and nowhere to turn for help, so access to someone in WAC to turn to is extremely important and the Welfare Benefits Worker provides this long-term anchor. Having the advice service within the community centre is crucial for users hit by hard times and also means that some people can be referred to other activities in WAC.

**WAC Garden** This has been kept up by efforts of George Thomas and other volunteers. It is a particularly valued resource as most users live in flats and also roses etc can raise people's spirits.



## WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

**Hall Hire at WAC** As part of its commitment to empowering community activity WAC has always provided space for community activities additional to those run by WAC. This is a crucial model because most groups cannot have their own buildings. It would be too expensive and wasteful in premises terms. Also it is far easier for a small group to run their desired activity if they do not also manage a building. However it is crucial that while a group has use of a space it truly feels "theirs". Looks, feels like theirs, as well their privacy to conduct the session how they want including the language of their choice. WAC was redeveloped by the community from the derelict building of 1971, with this element in mind. So halls and meeting rooms, sound proofing and as much lockable storage space as possible. Walls are kept as plain as possible. During a week the dance hall looks like a West African church; a 1960s disco, a craft centre, or is laid out as interviewing spaces for the legal advice service, as well as simply a room for other activities.

In addition to the WAC run activities described earlier 159 other different organizations/community projects used WAC in 2023-4.

**Frequent users among these** include ballet run by dilektaptikdance@hotmail.co.uk. This project had 12-13 weekly sessions in term time. Mainly children of different ages This activity fits in efficiently between WAC's daytime and evening activities,

**Rock 'n 'Roll /Jive** See <http://www.parisrockclub.com>; Line dance for all Call: Jean Le Clerc 07944 775 556

**Salsa and Drumming** <https://salsateca.co.uk/>

**Samba Dancing / Drumming** [http:// www.londonschoolofsamba.co.uk](http://www.londonschoolofsamba.co.uk)

**Sword Fencing** <https://www.southlondonfencingclub.co.uk>

**Karate** - <https://www.renshinkankarate-england.org.uk/london>  
[london@renshinkankarate-england.org.uk](mailto:london@renshinkankarate-england.org.uk)

**Music and Choir** Pico Woodwind Quartet Email: [iain.purvis@icloud.com](mailto:iain.purvis@icloud.com); Kodaly Choir of London Email: [edward\\_jmills@hotmail.com](mailto:edward_jmills@hotmail.com)

**Religious/ spiritual** -Divine Word of God Email: [gilsonlondon@gmail.com](mailto:gilsonlondon@gmail.com); International Christian Church Email: [dominik.herlitzek@usd21.org](mailto:dominik.herlitzek@usd21.org) ; Enlightened Christian Gathering Email: [imeutuk@live.co.uk](mailto:imeutuk@live.co.uk); Eglise Baptise du plein évangile Email: [famienkonan@yahoo.com](mailto:famienkonan@yahoo.com) ; British Union of Spiritist Societies Email: [lbnascimento@hotmail.co.uk](mailto:lbnascimento@hotmail.co.uk) ; Drum Healing Email [www.pascf.org](http://www.pascf.org)

**Life Drawing** <https://londondrawing.com/> [info@londondrawing.com](mailto:info@londondrawing.com)

We also have: **City Acting: Drama School, On Purpose Workshops** on how to develop yourself and build the skills - **Redthread**: empowering young people to live healthy, safe and leave an happy lives.

In addition there are **bookings by** local Charities e.g. **We are Waterloo** as usual used space for a couple of days collecting and wrapping Christmas present donated by businesses for appropriate WAC users and many others in need in the community. **Guys and St Thomas's, Waterloo Health Centre**, the Old Vic, are among many others who use the spaces. Also spaces are hired by locals for children's birthday parties and other family celebrations In summary, the year saw much local community activity and meetings

### **Enhancemets to Premises**

Major improvements to energy efficiency within the building were carried out by Lambeth Council appointed consultants and paid for by statutory funding (Government grant & local contribution). Work completed included secondary glazing for windows, loft insulation, an air source heat pump, extra

## **WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

radiators, LED lighting, solar panels (photovoltaics or PV) and removal or redundant less efficient gas heaters. Following initial teething problems the new equipment is now working as expected.

The telephone system had to be replaced during the year. It was over 10 years old and the equipment was end-of-life. That system worked on ISDN which is being phased out, so we had to purchase a new VOIP system which is much easier to maintain and will be cheaper to run and use.

The photocopier also had to be replaced and we were given a refurbished model for free – only running costs.

In June 2023 a group sent by Employee Volunteering kindly volunteered to do painting, decorating, and gardening, and also provide IT help to WAC users who needed help.

Johnny Walker provided important building maintenance support. We are also grateful to another local Ken Hamilton for his professional advice.

**The Lift** A major problem is that the lift has broken down and will cost about £75,000 to replace. With the lease problems now hanging over us we cannot solve the problem as we would have done in earlier years – by fundraising – but hope that it can be resolved either so that WAC can again attract public funding for building works or the necessary money will come out of CIL money, for which it is being supported the SoWN Neighborhood Plan

### **Progress on Lambeth Council's proposed new Voluntary Sector Buildings Strategy**

During the year there has unfortunately been only very limited progress on establishing the proposed new legal arrangements between Lambeth and WAC.

In the previous year WAC had responded in great detail about the proposed new asset strategy put forward by the Council for the small proportion of LBL buildings used by the Community and Voluntary Sector. WAC made proposals about how the strategy could be improved by drawing on best practice nationally; be operated much more equitably on a partnership model; and be more flexible to reflect different uses and external funding opportunities to draw additional money into the borough.

The Initial proposal made by Lambeth during Covid in Spring 2021 would have impacted considerably on WAC with very significant rent increases and a limiting length of lease which would prevent WAC from raising external grant funding. Also, a short lease would remove the amazing amount of practical help we have received from construction companies over the years to rescue this formerly derelict building and to continue the enhancements needed to accommodate ever increasing usage.

Questions raised by WAC about why we, as a successful multi-purpose community resource, were being included with a group of much smaller, mainly single use spaces, were not answered. We questioned why WAC was not being considered with larger organisations being offered leases of at least 25 years? We have not yet received an answer.

Nevertheless, WAC commenced discussions with Lambeth and held a productive meeting at the Centre with the Council officers and our professional advisers where the basis of a new lease arrangement was fully discussed. This led to a draft Heads of a Terms for the Lease being produced by Lambeth offering a 20+year lease and modified terms including a staged increase in rental over a 6-year period.

Having made a potentially positive start, however, and despite early letters from Lambeth promising action to progress matters, nothing more was heard from the Council over the next 12 months. Despite repeated letters from WAC asking for an update, no acknowledgement or answer was received.

It was not until mid-2023 that any further communication was received, and a meeting held in August 2023 that set things back to the original unsatisfactory starting point. The earlier Lambeth staff member, with whom WAC had mainly been dealing, had left and the Council proposed to start again apparently having no record of his correspondence or meeting with WAC or our lawyers. Developments will be reported in the next Annual Report.

**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**WAC trustees thanks to key staff and volunteers**

WAC trustees wish to acknowledge the achievements of the year and thank key people for their contribution.

Our small but excellent staff: David Andrews, Centre Co-ordinator and the only full-time staff member, has this year done an outstanding job as have the other staff, tutors, and contractors. WAC has of course vastly more volunteers than paid staff, especially if including the many who contribute on a mutual support basis. Wider support from the community is also crucial. Many of our users come from traditions where it takes a village to raise a child. In hard times it certainly takes a community to sustain a community centre.

**Public benefit statement**

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PD2)'. The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

**FINANCIAL REVIEW**

The Statement of Financial Activities showed a net deficit of £15,116 (2023 net deficit £13,274) for the year and reserves stand at £165,976 (2023 £181,092). The financial position of the year revealed by the Balance Sheet shows net current assets or working capital of £165,975 (2023 £180,958). WAC remains in a sound financial position.

**FUTURE ACTIVITIES** – WAC Trustees intend to do their utmost to continue to meet local needs in line with our constitution and aims and objectives as set out in the introductory sections of this report. We are proud of how many and of the great diversity of people who contribute to mutual wellbeing through the Centre.

# **WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

## **STRUCTURE, GOVERNANCE AND MANAGEMENT Governing document**

Waterloo Action Centre (the word 'Limited' being omitted by licence from the Department of Trade) is registered as a company limited by guarantee and not having a capital divided by shares.

The company was incorporated on 5th February 1982 and registered as a charity on 13th May 1982 and constituted as a Limited Company under the Memorandum and Articles of Association. The charity registration number is 284591 and the company registration number is 01611872.

## **Recruitment and appointment of Trustees**

Three trustees are elected at WAC's AGM and stand down at the end of the next AGM. One is nominated by Waterloo Legal Advice Service and the AGM informed of their nomination for the coming period. Five trustees are elected by representatives of Tenants and Residents Associations (TRAs) and Housing Co-ops in the Waterloo area and two by community projects in Lambeth, including south of Waterloo, which are relevant to activities at WAC. Three places are available for co-option by the trustees to provide otherwise unmet skills. Thus, there is a built-in broad representation, which automatically updates as the needs and priorities of the community change. The trustees have no beneficial interest in the company other than as members. The trustees are also the directors of the company. All the trustees are members of the company and guarantee to contribute £1 in event of winding up.

The Directors of the organisation are also the charity trustees for the purposes of charity law.

## **Trustee induction and training**

The method of election ensures that most trustees already have knowledge of the community needs, WAC and other local projects or specialist knowledge. At each Management Committee meeting there are reports from each service area to ensure trustees are up to date with activities and changes in legislation or funding requirements, and trustees also have away days to consider developments needed to match changing needs.

Trustees are also offered further sources of information, either through one-to-one help from other members of the Committee/staff or consultants, as well as through the publications and links to the websites of organisations such as the Charity Commission.

## **Organisation**

The trustees normally meet monthly, except for August and December. They are responsible for the strategic direction and policy of the charity. All areas of work report to the Trustees.

## **Related parties**

The charity works closely with other similar organisations as detailed in the achievements and performance section of the Trustees Report. 5 Trustees are nominated by Tenants/Residents Associations and Housing Co-ops in the area, One Trustee until the WAC AGM in Sept 23 when she did not re stand as a WAC Trustee was also a Trustee of Waterloo Community Development Group. Two Trustees were on the Steering Group of South Bank and Waterloo Neighbours Forum.

## **Risk Management**

The directors actively review the major risks which the charity faces on a regular basis, and believe that maintaining reserves at the current levels, combined with an annual review of the controls over key financial systems will provide sufficient resources in the event of adverse circumstances. The directors have also examined the operational and business risks faced by the charity and confirm that they have established systems to mitigate the significant risks.

**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**REFERENCE AND ADMINISTRATIVE DETAILS**

<b>Charity Number:</b>	284591
<b>Company Number:</b>	01611872
<b>Directors and Trustees:</b>	<p>For clarification we point out that words "directors" and "trustees" refer to the same people. One is a term used by Charities; Director is used by Companies. Like many charities WAC is both - it is a "not for profit" company.</p> <p>Howard Simmons – Chair Jennifer Stiles - Vice Chair John Patrick Deane - Treasurer Robert Hayward OBE Zoe Kennedy Sally Marullo Frank Vergara – did not stand for re-election at AGM 5/9/23 Sinead (Jenny) O'Neill – did not stand for re-election at AGM 5/9/23 George Thomas Frank Clarke – elected 5/9/23</p> <p>Changes since 31.3.24 Sally Marullo and Frank Clark did not stand at the AGM on 24<sup>th</sup> September 2024. George Beguinot and Kirsty Oliveira a were newly elected then as representatives from user groups and Katie Barker as a nomination from a Waterloo Tenants / Housing Co-op.</p>
<b>Senior Management Team:</b>	<p>David Andrews - Centre Coordinator</p> <p>Wasim Hussain - Finance Worker</p> <p>Jean Le Clerc - Bookings Manager</p>
<b>Registered Office:</b>	14 Baylis Road, London SE1 7AA
<b>Bankers:</b>	TSB 296-302 High Holborn, London WC1V 7QR
<b>Independent Examiner:</b>	Elizabeth Jane Gagie, FCCA, Hagg Farmhouse, Ellington, Northumberland, NE61 5JW

**TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS**

The trustees (who are also directors of Waterloo Action Centre for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". Company Law requires the Directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Directors are required to:

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

**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

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

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

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

APPROVED BY THE BOARD AND SIGNED ON ITS BEHALF BY:



**JOHN DEANE  
TREASURER**

27<sup>th</sup> November 2024

**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2024**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
WATERLOO ACTION CENTRE**

I report to the trustees on my examination of the financial statements of the company for the year ended 31 March 2024.

This report is made solely to the charity's trustees, as a body, in accordance with the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my Independent Examination, for this report, or for the opinions I have formed.

**Respective responsibilities and basis of report**

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the financial statements of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

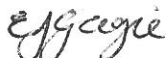
**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the financial statements do not accord with such records; or
- the financial statements do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the Charities SORP (FRS102).

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 financial statements to be reached.

Signature



E J Gagie FCCA

Date 27/11/2024

**WATERLOO ACTION CENTRE**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2024**  
**SUMMARY INCOME AND EXPENDITURE ACCOUNT**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
<b>Income</b>					
Donations	2	6,238	5,500	11,738	9,800
Income from charitable activities	3	146,788	6,000	152,788	143,368
Income from trading activities	4	987		987	2,095
Investment income	5	6,038		6,038	2,166
<b>Total income</b>		<u>160,051</u>	<u>11,500</u>	<u>171,551</u>	<u>157,429</u>
<b>Expenditure</b>					
Expenditure on charitable activities	6	175,075	11,592	186,667	170,703
<b>Total expenditure</b>		<u>175,075</u>	<u>11,592</u>	<u>186,667</u>	<u>170,703</u>
<b>Net income/(expenditure) and net movement in funds for the year before transfers</b>					
		(15,024)	-92	(15,116)	(13,274)
Transfer between funds					
<b>Net income/(expenditure)</b>					(13,274)
<i>Reconciliation of funds</i>					
Total funds, brought forward		151,235	29,858	181,092	194,366
<b>Total funds, carried forward</b>		<u>136,210</u>	<u>29,766</u>	<u>165,976</u>	<u>181,092</u>

The Statement of Financial Activities also complies with the requirements for an Income and Expenditure Account under the Companies Act 2006.

**CONTINUING OPERATIONS**

None of the company's activities were acquired or discontinued during the above two financial years.

**TOTAL RECOGNISED GAINS AND LOSSES**

The statement of financial activities includes all gains and losses recognised in the above financial years.

The notes on pages 21 to 32 form part of these financial statements

**WATERLOO ACTION CENTRE**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**BALANCE SHEET AS AT 31 MARCH 2024**

	Notes	2024		2023	
		£	£	£	£
<b>Fixed assets</b>					
Tangible fixed assets	10		-		134
<b>Current assets</b>					
Debtors	11	5,825		6,301	
Cash at bank and in hand		<u>165,654</u>		<u>177,714</u>	
		171,479		184,015	
<b>Liabilities</b>					
Creditors falling due within one year	12	<u>(5,504)</u>		<u>(3,057)</u>	
<b>Net current assets</b>			165,975		180,958
<b>Net assets</b>			<u>165,975</u>		<u>181,092</u>
<b>The funds of the charity</b>					
Unrestricted funds:					
General	13		2,985		22,674
Designated	13		128,560		128,560
Restricted funds	13		<u>34,430</u>		<u>29,858</u>
<b>Total charity funds</b>			<u>165,975</u>		<u>181,092</u>

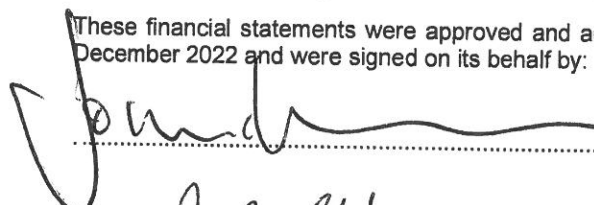
For the financial period ended 31 March 2024 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

These financial statements were approved and authorised for issue by the Board of Directors and Trustees on 16 December 2022 and were signed on its behalf by:

  
 ..... JOHN DEANE - Treasurer

  
 ..... JENNY STILES - Vice Chair

Company Registration No 01611872

The notes on pages 21 to 32 form part of these financial statements

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**1. ACCOUNTING POLICIES**

**1.1 Basis of preparation of financial statements**

The financial statements of the charitable company, which is a public benefit 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 financial statements 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 Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest£.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these financial statements.

**1.2 Preparation of financial statements on a going concern basis**

The charity's financial statements show net deficit of £15,116 (2023 - deficit £13,274) for the year and free reserves of £2,985 (2023 - £22,540). The trustees are of the view that these results and plans for the future have secured the immediate future of the charity for the next 12 to 18 months and on this basis the charity is a going concern.

**1.3 Income recognition**

All income is included in the Statement of Financial Activities when the charity is legally entitled to it, receipt is probable, and the amount can be measured with sufficient reliability.

**Grant income**

Grants are credited to the Statement of Financial Activities when the charity is entitled to the funds. Income is only deferred where there are time constraints imposed by the donor or if the funding is performance related.

Where entitlement to grants receivable is dependent upon fulfilment of conditions within the charity's control, the income is recognised when there is sufficient evidence that conditions will be met.

Grants supporting the core activities of the charity and with no specific restrictions placed upon their use are included within donations and legacies. Grants that have specific restrictions placed upon their use are included within income from charitable activities.

Capital grants for the purchase of fixed assets are credited to restricted incoming resources on the earlier date of when they are received or receivable. Depreciation on the related fixed assets is charged against the restricted fund.

**Donations and legacies**

Donations are recognised in the period in which they are received. Legacy income is recognised when the charity's entitlement is judged to be probable and where the amount can be reliably measured.

**Contract income**

Income from charitable activities include income recognised as earned (as the related goods and services are provided) under contract.

**Investment income**

Investment income is included when receivable.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**1.4 Volunteers and donated services, facilities and goods**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the charity is not recognised in the main body of the financial statements but detail is contained in the trustees report.

On receipt, donated professional services, donated facilities and goods are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**1.5 Expenditure recognition**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

Expenditure is classified under the following activity headings:

- a) Cost of raising funds comprises costs of seeking grants and donations and, space hire and their associated support costs.
- b) Expenditure on charitable activities include expenditure associated with the main objectives of the charity and include both the direct costs and support costs relating to these activities.

**1.6 Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance and administration personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 7.

**1.7 Funds structure**

The general fund comprises those monies, which may be used toward meeting the charitable objectives of the company at the discretion of the Management Board.

The restricted funds are monies raised for, and their use restricted to, a specific purpose or donations subject to donor imposed conditions.

**1.8 Investments**

Fixed asset investments are stated at cost less provision for diminution in value.

**1.9 Tangible fixed assets and depreciation**

Tangible fixed assets (excluding investments) are stated at cost less depreciation. The cost of minor additions or those costing less than £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Equipment Centre	25% on cost
Computer Equipment	25% on cost

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**1.10 Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**1.11 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term cash deposits.

**1.12 Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**1.13 Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortized cost using the effective interest method.

**1.14 Taxation**

The charity is a registered charity and, therefore, is not liable for Income Tax or Corporation Tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

**1.15 Judgement and key sources of estimation uncertainty**

In the application of the company's accounting policies, the charity is required to make judgments, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

**1.16 Pension**

The charity operates a defined contribution pension scheme on behalf of its employees. Contributions are charged to the Statement of Financial Activities in the period in which they are payable. The assets of the scheme are held separately from those of the charity in an independently administered fund.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**2. GRANTS & DONATIONS**

	UNRESTRICTED FUNDS £	RESTRICTED FUNDS £	TOTAL 2024 £	TOTAL 2023 £
Phyl & Hughie Charitable Trust		1,000	1,000	3,000
LERA		4,500	4,500	
Euromonitor				3,000
Dorothy Isabel's Will				1,001
Good Box Donations	1,336		1,336	812
Voodoo Restaurant				1,009
LUSH Retail				291
CAF	1,300		1,300	250
Soup Kitchen	1,965		1,965	
Sundry donations < £1,000	1,637		1,637	437
	<u>6,238</u>	<u>5,500</u>	<u>11,738</u>	<u>9,800</u>

The grants and donations income in 2024 totalling £11,738 was attributed to unrestricted funds of £6,238 and restricted funds of £5,500

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**3. INCOME FROM CHARITABLE ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
<b><u>Centre Activities</u></b>				
Hall & Room Occupancy charges	141,547		141,547	133,143
Contributions from people attending WAC Activities	5,241		5,241	4,201
<b><u>Legal Services</u></b>				
Jones Day		5,000	5,000	5,000
More Fisher Brown		1,000	1,000	1,000
Misc				25
	<u>146,788</u>	<u>6,000</u>	<u>146,788</u>	<u>143,369</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**4. OTHER TRADING ACTIVITIES**

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
	£	£	£	£
Bric-a brac sales	987		987	2,095
	<u>987</u>		<u>987</u>	<u>2,095</u>

Income from other trading activities in 2023 totaling £2,095 was all attributed to unrestricted funds.

**5. INVESTMENT INCOME**

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
	£	£	£	£
Bank interest	6,038		6,038	2,166
	<u>6,038</u>		<u>6,038</u>	<u>2,166</u>

The investment income in 2024 totaling £6,038 was all attributed to unrestricted funds.

**6. ANALYSIS OF EXPENDITURE**

	Legal Service s	Other Voluntary Services	Total	Total	
	£	£	£	2024	2023
	£	£	£	£	£
Staff Costs		68,666	68,666	68,666	52,967
Volunteer Expenses		1,991	1,991	1,991	2,440
Premises Costs		39,631	39,631	39,631	44,854
Legal Services	4,665	11,320	15,985	15,985	6,845
Other Direct Costs		2,519	2,519	2,519	5,319
Support Costs (Note 7)		57,875	57,875	57,875	50,579
Governance Costs ( Note 7)					
	<u>4,665</u>	<u>182,002</u>	<u>186,667</u>	<u>186,667</u>	<u>163,004</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**7. ANALYSIS OF SUPPORT AND GOVERNANCE COSTS**

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between charity's key activity undertaken (see note 6) in the year. All the general support and governance costs have been apportioned to the various charitable activities on the basis of staff time allocated to each activity.

	<b>General Support</b>	<b>Governance Function</b>	<b>Total 2024</b>	<b>Total 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Staff Costs	38,230		38,230	37,695
Training Costs	48		48	132
Communications Cost	5,704		5,704	4,854
IT and Website	6,103		6,103	1,625
Subscription	1,867		1,867	1,689
Books and Periodicals	73		73	42
Bank Charges	276		276	291
General expenses	5,338		5,338	4,015
Depreciation	134		134	236
Trustees & board meeting expenses	102		102	
Independent examiners fees				
	<b>57,773</b>		<b>57,773</b>	<b>50,759</b>

**8. NET INCOME/(EXPENDITURE) FOR THE YEAR**

This is stated after charging:

	2024	2023
	£	£
Independent examiner's fees		3,120
Depreciation on tangible fixed assets	134	236
	<u>134</u>	<u>3,356</u>

**9. ANALYSIS OF STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES, AND COST OF KEY MANAGEMENT PERSONNEL**

	2024	2023
	£	£
<b>STAFF COSTS</b>		
Salaries	105,184	88,691
National Insurance	109	-
Pension	1,603	1,958
	<u>106,896</u>	<u>90,649</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**9. ANALYSIS OF STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES, AND COST OF KEY MANAGEMENT PERSONNEL (Cont/d)**

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

	2024	2023
Direct project work	1.1	1.1
Administration work	0.6	0.6
Cleaners/Caretakers	1.2	1.2
Centre Co-ordination / Finance management	1.6	1.6

No employee earned more £60,000 including benefits.

None of the trustees received any remuneration during the year. A very active long term volunteer became a Trustee on 27/10/2021, his volunteer expenses continued for his volunteer roles amounted to £1,530 during the year.

**10. FIXED ASSETS**

	2024	2023
<b>Net book value:</b>	£	£
Equipment Centre		
Computer Equipment	-	134
	<u>-</u>	<u>134</u>

	Opening Balances	Additions	Disposals	Closing Balances
	£	£	£	£
<b>Cost</b>				
Equipment Centre	32,303			32,303
Computer Equipment	15,848			15,848
	<u>48,151</u>			<u>48,151</u>

	Opening Balances	Charge For Period	Disposals	Closing Balances
	£	£	£	£
<b>Depreciation</b>				
Equipment Centre	32,303			32,303
Computer Equipment	15,714	134		15,848
	<u>48,017</u>	<u>134</u>		<u>48,151</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**11. DEBTORS**

	<b>2024</b>	<b>2023</b>
	£	£
Trade Debtors	5,625	6,101
Other Debtors	200	200
	5,825	6,301

**12. CREDITORS: Amounts falling due within one year**

	<b>2024</b>	<b>2023</b>
	£	£
Trade creditors	1,263	1,445
Taxation and social security	1,725	577
Other creditors	2,516	1,034
Accruals		
	5,504	3,057

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**13. ANALYSIS OF CHARITABLE FUNDS**

	Balance at 01/04/2023 £	Income £	Expenditure £	Transfer Between Funds £	Balance at 31/03/2024 £
<b>Restricted Funds</b>					
Phyl & Hughie Charitable Trust	-	1,000	1,000	-	
Waterloo Legal Advice Service	28,924	6,000		-2000	28,259
WLAS Salary Recharge	934		3,075	2000	-141
LERA		4,500	2,853		1,647
	<u>29,858</u>	<u>11,500</u>	<u>11,592</u>		<u>29,766</u>
<b>Designated Funds</b>					
Employment related costs	50,000				50,000
Building repair & Maintenance	78,560				78,560
	<u>128,560</u>				<u>128,560</u>
<b>General Funds</b>	<u>22,674</u>	<u>160,051</u>	<u>175,075</u>		<u>22,674</u>
<b>Total Funds</b>	<u>181,092</u>	<u>171,551</u>	<u>186,667</u>		<u>165,975</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**Description, nature and purpose of restricted funds:**

**Phyl and Hughie Charitable Trust** – Funding received for general social services for vulnerable people.

**Description, nature and purpose of designated funds:**

**Employment related cost:** Funding designed to cover employment related costs.

**Building repair and maintenance:** Funding designed to cover the cost of building repair and maintenance.

**Description, nature and purpose of unrestricted funds:**

**General Funds:** General fund represents funds available to spend at the discretion of the trustees.

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

	<b>Unrestricted Funds</b>	<b>Designated Funds</b>	<b>Restricted Funds</b>	<b>Total 2024</b>
	£	£	£	£
Net Current assets	7,650	128,560	29,766	165,975
	<u>7,650</u>	<u>128,560</u>	<u>29,766</u>	<u>165,975</u>

**Analysis of net assets between funds - previous year**

	<b>Unrestricted Funds</b>	<b>Designated Funds</b>	<b>Restricted Funds</b>	<b>Total 2023</b>
		£	£	£
Fixed assets	134			134
Net Current assets	22,541	128,560	28,958	193,996
	<u>22,675</u>	<u>128,560</u>	<u>29,858</u>	<u>181,092</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**15. DEFERRED INCOME**

	<b>2024</b>	<b>2023</b>
	£	£
Balance brought forward		
Amount released to income in the year		
Amount deferred in the year		-
Balance carried forward	-	-

**16. SHARE CAPITAL**

The company is limited by guarantee and does not have a share capital divided by shares. The trustees are also the directors of the company. All the trustees are members of the company and guarantee to contribute £1 in event of winding up.

**17. PENSIONS**

The pension cost charge represents contributions payable by the charity to the fund and amounted to £1,603 (2023 - £1,958). Contributions totaling £358 (2023 - £294) were payable to the fund at the year end and are included in creditors.

**18. RELATED PARTY TRANSACTIONS**

The charity received £1,000 (2023 - £3,000) from The Phyl and Hughie Williams Charitable Trust of which Jennifer Stiles is a trustee.

Details of transactions with trustees and senior management are in note 9. There were no other related party transactions during the year.

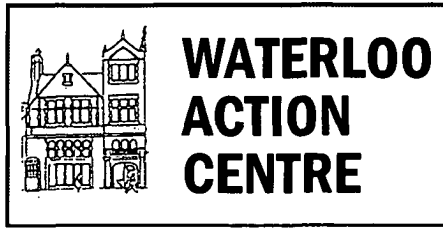
**WATERLOO ACTION CENTRE**

England & Wales - Charity number 284591

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# Accounts

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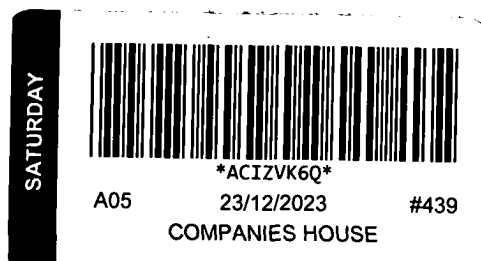
# WATERLOO ACTION CENTRE

Charity No. 284591 Company No: 1611872 (England & Wales)

# ANNUAL REPORT

AND FINANCIAL  
STATEMENT

2022-23



**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

**REPORT AND ACCOUNTS**

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## **WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023**

The trustees/directors are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31st March 2023, which are also prepared to meet the requirements for a directors' report and Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statements 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 2015).

For clarification we point out that words "directors" and "trustees" refer to the same people. One is a term used by Charities, Director is used by Companies. Like many charities WAC is both. It is a not for profit company.

### **OUR PURPOSE AND ACTIVITIES**

The main objects are the relief of poverty, sickness and distress, the protection of health and the advancement of education as well as the provision of facilities for recreation or other leisure time occupations in the interest of social welfare. Such facilities being provided are with the object of improving the conditions of life of the persons for whom they are primarily intended, those persons having need of such facilities by reason of their youth, age, infirmity, poverty or social and economic circumstances.

### **VISION**

- A modern, dynamic and sustainable community centre that provides a home for groups in the area
- Recognised hub of community services and activities in the Waterloo area
- A centre that is owned and managed on behalf of the community.

### **AIMS**

- To provide a warm and friendly welcome to all members of the community who use our services.
- To secure the ownership of the centre for the community, with a sustainable financial framework around it.
- To continually improve the services delivered by the centre and demonstrate value for money to the organisations funding them.
- To increase usage of the centre by the community and the groups active in the area, particularly those groups which are socially excluded.

### **CORE VALUES**

- Social inclusion and equality of opportunity
- Opportunities for all who wish to give as well as to receive (which in our experience is most people)
- Strong networks which interlink to form and sustain community
- Services planned and controlled by those who know best (usually consumers, potential consumers and those who understand and respect them)
- Empowerment and education so that people can lead richer lives individually and collectively.

### **The role and contribution of volunteers**

WAC is rooted in community effort with much being done on a shared basis through the many activities over the 7-day week WAC is open. A numerous wide number and range of people have an opportunity to contribute. This accounts for the energy, creativity and level of mutual care, as well as for the incredible overall achievements despite so little money or paid staff. It also gives enjoyment and deep satisfaction because as poorer communities of the world have always known "I am because we are".

WAC holds **The Queens Award for Voluntary Service**. The citation for the award reflects our core values: *Promoting everyone's right to give as well as receive, WAC, developed by the local community, facilitates economic, diverse and relevant solutions to community needs.*"

**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

**WAC Director's Report for 2022 -23**

**Context:**

Projects could be open, at least with caution after the long Covid crisis, but much had changed

- **Needs** had increased
- Poverty for some people seemed worse than WAC had known it for decades.
- Many people's mental and physical health had declined. For some, especially where people lived alone, fear of going out and mixing had become severe.
- The digital divide had greatly widened.
- Statutory services had become much harder/impossible to access.
- Many who had not been in need of help earlier were now, for example, less healthy, unemployed, had sustained family losses which disrupted lives in different ways.
- **Resources** were stretched for the above reasons but also because
- Some key volunteers had died, or their mental or physical health had declined so they could not resume their roles. Some had new family caring responsibilities. Such losses were very important for WAC which relies so heavily on community effort.
- Working from home by lawyers was very challenging for Waterloo Legal Advice Service (WLAS), which has for decades been running the largest volunteer-based free legal advice services in the UK, based partly on its reputation within the legal professions and, of course, generosity of the generations of lawyers, since Helena Kennedy, KC started by volunteering in 1972. The practicality of our location near Inns of Court etc has always been crucial. So, a problem arose during the Covid crisis as fewer lawyers came to work in their offices. Before lockdown, this remarkable free service had been helping 80-100 people/families a week.
- On the positive side neighbourliness had become better understood by a wider range of people.

**Finances**

- WAC's income was severely disrupted by lockdown because by that time it no longer received any public funding to tide it over. Rather, WAC has relied on use of the Baylis Road building morning to evening 7 days a week to generate income to cover almost all costs. Activities using WAC also promote health, well-being and inclusion. Costs are kept as low as possible as many "ordinary" people can't afford inner city prices. The volunteering and gifts in kind and spread of costs over a 90-hour operating week makes this possible. Still that income is crucial and is only just beginning to recover. Hall hire annual income pre-covid 2019-2020 was £,152,572, In the main covid year (2020-21) it was down to £7,622; 2021- 2022 £81,574. This year it has Improved through the year from £7,000 in April 22 to £13,000 in March 23. Totalling £130,905. for the year.

## WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

### **WAC's achievements for 22/23**

#### **I. Group activities with mainly older people in mind.**

WAC made an enormous number of adjustments to try to meet the challenges mentioned above. From July 2022 we employed a part-time worker, Claudia Santoro Lauricella, to help support some of the Tuesday and Thursday clubs. These days particularly aim at including the frailest older people but others too benefitted from her efforts.

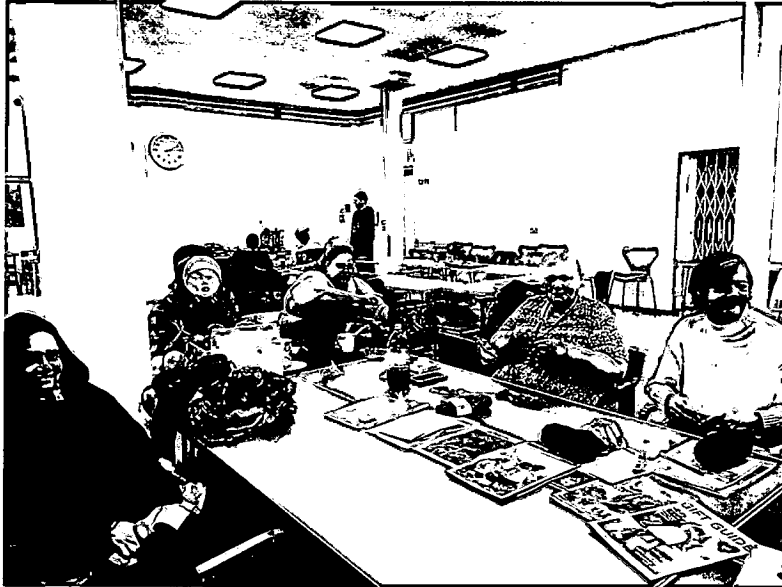
The list of weekly activities can be found under "Seniors" on WAC's website. Those of the pre-covid period which had revived most speedily after lockdown were those which had been on Zoom, had or had had a tutor or members phoning round regularly, or had met in open spaces during lockdown.

#### **Gentle Exercise**



**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

**Knitting and crochet** some members of which had met in parks during lockdown

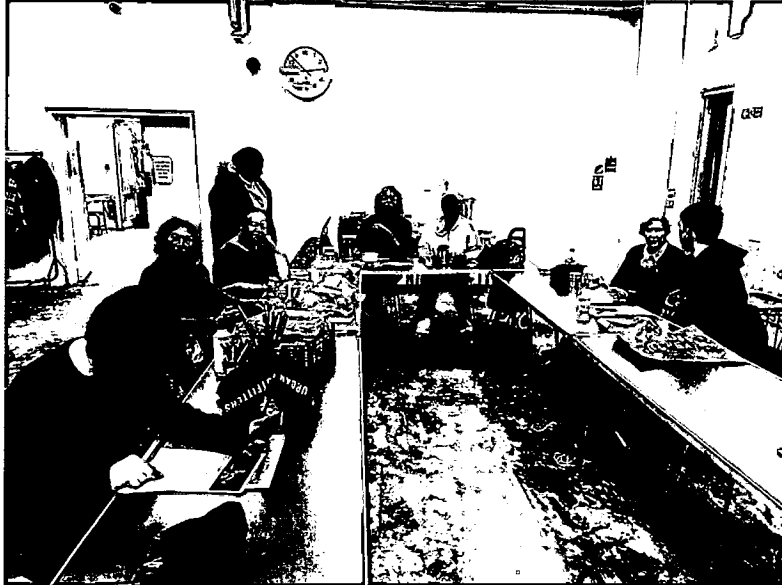


**Sewing**



**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

**WACi Arts**



Line dancing divided into two groups -- beginners and more experienced on Monday afternoons.



**Tai Chi**

A self-running group of **table tennis players** had returned as soon as regulations permitted, and continued to meet weekly through the year.

## WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

**Singing Nostalgia** was an initiative to encourage more people inside during the cold winter months. It was organised by two local volunteers, Androcles and Rosa, both members of the prestigious national Help for Heroes Choir. They were soon assisted by Francine a student at Morley College. Anyone can join in or just listen, and home-made refreshments are kindly provided by the volunteer organisers. It is a lovely addition to WAC activities. In our multi-racial environment an additional bonus is that songs are in many languages – down to the choice of the singers. A few of the least inhibited i.e. usually the oldest attenders also dance to some of the songs and two people contribute who are brilliant on their harmonicas.



**Men's Group** One issue this year was low male attendance. Men are always in a minority in WAC activities and had almost disappeared to the extent that some clubs looked like they were for women only, deterring the remaining men. George, whose mother and aunt had long been active members of the Mauritian Pensioners Group in WAC, volunteered to start a men's group which now runs on Wednesdays. Gradually more older men have come back into some of the other groups too, but it is still an issue as it can be harder for men than women to broaden their range in retirement. More younger people joined in some of these activities. They have never been prevented but now they seem more available in the daytime and want to participate.

**Games Afternoon** Thursday afternoon's social chat/meet friends was sadly so down on attendance; it had included some of WAC's oldest users. So, while leaving out tables where long-standing friends could chat, we have earmarked some tables for games e.g. chess, dominos, to encourage new users. People are encouraged to teach one another.

**Monthly social club nearer to home** We were concerned, as was a local tenants association, that some people were too frail even to get as far as WAC especially in the cold, dark winter months, yet they still needed to get out. A neighbouring housing co-op with community space offered to host a monthly social club. This quickly became **very** popular and will re-run for the colder months next year. We have begun discussions about whether WAC can help get something similar going in another co-op hall next winter. Where there are other local relevant activities, we publicise these.

**Happy Bus Pass outings** did not restart this year because of the fears still associated with public transport and the perceived need to leave all space on buses, tubes, trains to those who had to travel. However, trips were prepared for a spring re-opening in April 2023. As many people would not have been travelling much and might be nervous, we found two volunteers Frank Clarke, and Joanna who

## **WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023**

agreed to attend to help the outings revive. Happy Bus Pass outings had run weekly for 17 years before lock down and were very popular. There were easy to organise and provide a free day out. Routes are carefully pre-planned so that people can use their Freedom Passes and go to interesting places. These outings provide an enjoyable day out, people make new friends and gain confidence to travel around. They prove a particular blessing to bereaved people who before only travelled with a spouse by car, or who had spent so long caring for someone that they had become isolated. At least two other local charities picked up the idea from WAC and are using it.

**Lunches on Tuesdays and Thursdays** Claudia has started lunches with help from volunteers on Tuesdays and Thursdays. Nandos continued to donate frozen cooked chicken weekly. Sadly, Andy Boyle who had been collecting it was unable to continue but George Thomas volunteered to take over the weekly collection. We are grateful to all involved as the food is much appreciated by attendees.

The above activities are offered weekly. There is also a monthly tea-dance arranged by Jean Le Clerc parisrockclub@gmail.com on **first Thursday of every month between 11.30am – 2pm which requires advance booking**. The wide range of dance includes Foxtrot, Rock 'n' Roll, Swing, Latin, Quickstep, Circle dance, Sequence, Line dance, Disco and Party Dance.

### **Computer access and support**

As in the previous year this remained a crucial service, open as necessary to people known to WAC who did not have other computer access. It is staffed by paid freelance support worker, Akin Akinwunmi, for parts of Tuesdays and Thursdays. Akin is wonderfully patient and also good at helping several people at once, which is important as demand has grown. We are very grateful to Lambeth Estate Residents Association for their financial support in making this service possible. This computer help greatly improves many lives.

Some people bring in their own computers and smart phones to ask Akin to help sort out problems including adapting equipment for people with disabilities. Many are beginners without email addresses which Akin helped them remedy as a first step, and then move on to other skills according to what was most important to them. Users appreciate a safe place to explore their digital identity in a friendly, helpful atmosphere where they can make mistakes and be fortified against possible pitfalls e.g. remembering to log out of their email in public places and keeping their passwords secret

User goals included:

- access to job searches, and related matters e.g. creating CVs. Searchers included some older people who would not have previously been seeking work
- council flat searches - a computer process which had become necessary to gain or change accommodation
- access to shopping, health care, applying for passports etc
- registering for an appointment at WAC's legal advice service WLAS
- follow up on advice from WAC's benefit worker on accessing and continuing to deal with financial matters.
- access to contacting family and friends online and exploring leisure interests

Volunteers involved in WAC or community organisations such as Tenants Associations are helped with those efforts

The sessions are mostly aimed at older and middle-aged people, but we get some younger users who have missed out on the digital revolution. Their lives too are transformed with the new skills and knowledge and access they gain in the computer room at WAC.

**WATERLOO ACTION CENTRE  
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FOR THE YEAR ENDED 31 MARCH 2023**



*Akin providing help to computer users*

**Reception volunteers**

Since its earliest days, WAC has run a reception service 9-5 on weekdays as a place people could turn to for help. This is staffed by volunteers who provide information about WAC and also signpost people onto other services. It is also a place where distressed people come and sit while the kindly volunteer provides tea, comfort or just a safe place to be. This service had to be closed during lockdown but reopened in 2021-2022. In 2022-2023 running the service has become very challenging as some experienced volunteers were no longer available. We are very grateful to Gertrude Emeter, Maureen Birch, Ashel Nabanyam, Ayeisha Mohammed, Francine Peertum, Chris Ruscoff, George Thomas, Marie Dove and Dorothy Bates, who continued or began helping, as well as to Elizabeth Merricks who kindly travelled back from her new home in Buckinghamshire when we were really stuck for experienced help. We are also indebted to Val Roach, WAC's welfare benefits worker, and David Andrews, the Centre Co-ordinator, who stepped into reception when needed.

**Updating information sheets** This was, and even by the end of the year remained, a challenge. So many of the services to which people had been referred had changed or disappeared and continue to do so. Even the leaflets about WAC activities, kept in reception and displayed outside, needed more frequent changes than usual.

**Circulating information on WAC's website** This was revamped in 2021-2022 and maintained by Chris Dann (its creator) and by Akin Akinwunmi. WAC also sent out updating **newsletters** to our mailing list. For those who were not computer literate, Frank Clarke, chair of a local Tenants and Residents Association, erected notice boards around parts of the area. With so many people finding their world had changed, it was important to open as many doors as possible so people could make the links they needed.

**Waterloo Legal Advice Service (WLAS)**

Waterloo Legal Advice Service is the longest running project in WAC, started in 1972 by Helena Kennedy QC in conjunction with Jenny Stiles, then the local community worker. It moved into 14 Baylis Road (now WAC) as soon as this derelict former library was made available to the community and enough work had been done to make some spaces safe. Until lockdown, WLAS provided a service almost every Thursday evening in WAC to which people could drop in, in

**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

person. The doors were open at a pre-publicised time. To prevent people feeling they had to queue for hours, everyone who arrived before the doors closed was normally seen, even though this frequently meant some lawyers staying until late in the evening. This service meant 85 people/families each week were able to access advice from a practising lawyer.

During lockdown some service was sustained online. Since restrictions lifted and with more barristers and solicitors coming into work at their London offices, it has been possible to move back to face-to-face sessions in WAC on Thursday evenings. During the year the number of lawyers volunteering has steadily risen. However, as the need for legal advice greatly exceeds availability, those requesting help now have to book online. Deb Anderson, a retired barrister's clerk, has led on this, and technically minded family members of WLAS volunteer lawyers have greatly improved the systems. WAC assists those who cannot use IT to register for help. George Thomas kindly volunteered throughout the year to provide caretaking services. So together a marvellous group of volunteers has enabled many desperate people to get legal advice. Their help to over a thousand people directly or indirectly during the year has covered an enormous range. Major themes are:

- Disputes with landlords/fellow tenants
- Disputes with employers
- Access to children/child support arrangements
- Refunds/compensation for big purchases (overseas flights to see family is a common one)

Some specific examples of help

Assisted a father who was being refused access to his son to make a successful application for a child arrangements order.
Secured a settlement of £25,000 and a commitment to carry out repairs from a local council for the benefit of a social tenant after years of disrepair of the heating and hot water system serving her property.
Secured a successful award of a £24,000 claim against a company of window contractors who negligently installed windows that resulted in structural damage to the claimant's house.
Successfully assisted a defendant in court proceedings to defend a claim against her for £7,000 in relation to a Covid grant.
Assisted a landlord with a £3,000 claim against an estate agent who unlawfully withheld her deposit.

In summary, WLAS is a much-valued dimension in WAC's help to people in need.

**WATERLOO ACTION CENTRE  
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FOR THE YEAR ENDED 31 MARCH 2023**

**Welfare Benefits**



*Senior Advisor Val Roach, and Receptionist Maureen Birch*

For the year 2022-2023, there has been an increase in the number of people seeking Welfare Benefits advice. Because of the need, WAC is relieved to have been able to continue to employ our experienced advice worker, Val Roach, for three days a week. This was up from two days a week prior to the Covid crisis, due to the growing need and absence of other sources of help at that time. We, and the many users she has helped, are grateful too that Carol Pegg Tsivanidis (also a very experienced welfare benefits specialist), was able to return to volunteering her time during the year.

Given the enormous amount of unmet need for welfare benefits advice, and the fact that we no longer receive any statutory funding for advice work, WAC has had to continue to restrict its service to older people and people with disabilities who live in the SE1 and SE11 areas. Every day, we have to turn down people requiring help with welfare benefits and other queries from outside our catchment area or priority groups.

To maximise the time use of our welfare benefits experts, they work closely with the IT support so that some service users can learn how to help themselves online.

We receive referrals from Social Prescribers (linked to GP Surgeries), Social Services, Supported Housing, Job Centres, and other agencies.

By maximizing clients' income, our Advice Service has been successful in improving take-up of benefits and delivering significant financial gain for clients. Most of our Personal Independent Payment claims (PIP) escalated to the Tribunal Courts, with 98% reaching a successful outcome,

Some financial gains for PIP appeals and other benefits are:

- 1) Client A - £10,000 backdated payment
- 2) Client B - £7,635
- 3) Client C - £2,753
- 4) Client D - £2,777.60
- 5) Client E - £3,814.96
- 6) Client F - £5,545
- 7) Client G - £3,316

**WATERLOO ACTION CENTRE  
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- 8) Client H - £3,032.40
- 9) Client I - £1,048.28

Tax Credits backdated payment - £3,316

Rent Arrears payment backdated - £3,222.18  
Rent Arrears payment backdated - £2,981.52  
Rent Arrears payment backdated - £3,043.17

We encouraged people over 65 needing help to apply for Attendance Allowance and, where necessary, supported them in doing so. We have had a good success rate with the majority receiving the higher rate of £101.75 weekly.

We assist people applying for State Pension, Housing Benefit, and Council Tax, as well for 60+ Oyster Cards, Freedom Passes, Blue Badge Applications, the Taxicard Scheme and Discretionary Housing Payments. We also help people apply in the early stages of Universal Credit from the application through to their first payment.

We apply to charitable organisations for grants and have succeeded in gaining a cooker, a refrigerator, a microwave, flooring, bedding, household appliances, cutlery, and footwear and clothing, and also secured a funeral grant of £1,492 for cremation costs.

Having someone to share a problem with is also important. Many people are in such a muddle of despair that treating them as a whole person is crucial. We provide a safe space where we can listen and they can find their feet again, emotionally as well as financially. Being in a centre where there is much else people can link into can also be helpful, such as social activities, legal advice, helping others etc.

### **Recycling**



- Asher, supported by other volunteers, continued to run a recycling stall outside WAC. Its purpose:
- Help people who were short of money

## WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

- Meet need because many things are no longer sold in Waterloo – severe decline in retail shopping and not everyone goes online
  - Provide special supplies such as sleeping bags, warm clothing, rucksacks reflecting Asher's strong concern for homeless people
  - Raise money for WAC.
- It is great when people who are lonely meet a bubbly, chatty person on the recycling stall. This can encourage some isolated people to venture inside WAC but for others a regular chance to chat outside and to browse is positive.

**WAC Garden** was further improved during the year as Frank Clark added his efforts to those of George Thomas and others who had taken it forward previously. They ensure the garden thrives through regular care and watering; more birds and squirrels come to feed. It is lovely to be able to provide such a peaceful haven in Waterloo



**Building improvements** The £6,000 remaining in the CCLORS (Covid-recovery) grant received in the previous year was spent, as planned, on electrical improvements. It was also necessary to spend £6,000 on unforeseen lift repairs.

At the end of the year, Lambeth Council began work on a number of important energy-saving measures, but the work was mainly undertaken in the following financial year.

### **Number of volunteers**

The Charity Commission now requires us to provide the number of volunteers supporting WAC.

The traditional approach to volunteering is to think of one individual giving time to help another. On this basis WAC had at least 96 volunteers, the largest contingent (64) being from the legal professions - barristers, solicitors etc - volunteering with WLAS. Others volunteering on this model were the receptionists, and those dealing with recycling, giving welfare benefits advice, looking after the garden, or sharing building expertise. However, WAC is a **community centre** and many more volunteers are involved on a mutual support basis eg this is how several of the older people's activities run. Also, many of self -running activities which use WAC's spaces are mutual support groups - we have a special low rate for hall hirers who have no paid staff. Even those

## WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

which do have some element of paid staff often rest on members giving of their time and several involve volunteers in the conventional sense. We have not included these in the figures above. Furthermore, WAC supports unpaid groups in the community eg using our equipment, advertising their activities through WAC or providing information and support. We also benefit from unpaid extra support with one-off needs. WAC believes that as wide a range of people as possible should be able to volunteer. This year we had a regular help from a teenager from Roots and Shoots. He loved helping so much that he came to WAC even when that meant missing their Christmas Party. His needs were such that the charity always sent someone with him to support his volunteering. We hope the experience will help him into paid work in future.

Volunteering should and does benefit the "givers" as well as the community. Anyone who compares WAC's outputs for the year with our income will probably see why we have The Queens Award for Voluntary Service.

**Hall Hire at WAC** – As a community centre WAC has always provided space for community activities which are not run by WAC. As a community effort, the whole building has been brought into use and another floor added, and WAC has been able to increase this. Given our focus, the Centre has been constructed so it is mainly halls/meeting rooms and storage spaces. Most groups cannot have their own halls. Indeed, small groups would find it impossible to focus on managing space as well as pursuing their core purpose activity. However, it is important that for the period a group hires a space which they can arrange so it feels right for them, as well choose the language and style which they want. So, walls are kept bare and, as far as possible, group equipment is stored away after use. During the week the dancehall may look like a church from West Africa, a 1960s disco, a legal advice service, or much else. This flexible system has been worked well for decades. WLAS, the Divine Word of God Church and London School of Samba have been in WAC for over 30 years. Other groups have joined as space increased.

Since the 1990s there have been new drivers for creating more space including the increasing difficulty of finding affordable places for local community activity. Importantly, it also became clear that public sector grants were declining so we had to boost income and reduce costs. WAC increased the intensity of the building's use to a 7-day week norm, with morning to evening access. This necessitated improved sound proofing between halls, more toilets etc. Some activities cross-subsidise others (for example, they contribute to support the advice services, and activities for elders) while costs are kept down for most users who are not wealthy. Before lockdown WAC had managed to become largely self-supporting financially, aided by volunteer efforts, donations etc.

All activities promote WAC's core purposes: health and wellbeing, community integration and empowerment. There are 4 levels of charge: free, community/mutual where all effort is voluntary or charitable and small social enterprises, and finally an "other/business" category (occasional one-off events).

In 2022-2023 – the Covid recovery year - hall hire activities were often struggling for numbers as were those directly run by WAC, while some activities had collapsed. Attendance has slowly revived over the year and new initiatives emerged.

**Weekly activities** included various form of **dance**. Dance is a great way in to stay healthy and meet people in the crowded inner city. In March 2022 *Dance your Way Home* by Emma Warren was published by Faber – part of this book is about the dance activity Emma participated in at WAC. The publishers wanted to have the book launch in WAC, but unfortunately WAC was already fully booked. Still, it was lovely to read the book reviews eg "beautifully written, insightful and expansive, this book confirms what I have always believed- if you can move, you can dance".

In WAC **Children's dance classes** are mainly daytime events and many classes are needed to accommodate different age groups and skill levels. Many are run by [dilektaptikdance@hotmail.co.uk](mailto:dilektaptikdance@hotmail.co.uk).

## WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

**Adult weekly dance** sessions include **Rock 'n' Roll /Jive** See <http://www.parisrockclub.com>; Line dance for all Call: [Jean Le Clerc 07944775556](tel:07944775556); **Salsa and drumming** [salsateca.co.uk](http://salsateca.co.uk); **Samba Dancing / Drumming** See [http:// www.londonschoolofsamba.co.uk](http://www.londonschoolofsamba.co.uk)

**Martial Arts/Sword fencing** classes see <https://www.southlondonfencingclub.co.uk> ;

**Karate** - [london@renshinkankarate-england.org.uk](mailto:london@renshinkankarate-england.org.uk)

**Music and Choir** Pico Woodwind Quartet Email: [iain.purvis@icloud.com](mailto:iain.purvis@icloud.com); Kodaly Choir of London Email: [edward\\_jmills@hotmail.com](mailto:edward_jmills@hotmail.com)

**Religious/ spiritual** Divine Word of God Email: [gilsonlondon@gmail.com](mailto:gilsonlondon@gmail.com); International Christian Church Email: [dominik.herlitzek@usd21.org](mailto:dominik.herlitzek@usd21.org) ; Enlightened Christian Gathering Email: [imeutuk@live.co.uk](mailto:imeutuk@live.co.uk); Eglise Baptise du plein evangile Email: [famienkonan@yahoo.com](mailto:famienkonan@yahoo.com) ; British Union of Spiritist Societies Email: [gilsonlondon@gmail.com](mailto:gilsonlondon@gmail.com); Drum Healing Email [www.pascf.org](http://www.pascf.org)

**Drawing** Life Drawing Email: [info@londonlivedrawing.com](mailto:info@londonlivedrawing.com)

In addition there are **one-off activities** often associated with local Charities eg the Old Vic returned to running Matinee Idols in WAC, a morning of events for about 60 over-50 s prior to attending a subsidised tickets show at the theatre. We were fortunate while our group activities were rebuilding the Old Vic also needed space for rehearsals, training, community workshops etc due to building works at the theatre. We are Waterloo as usual used space for their collection and wrapping of Christmas present destined for appropriate WAC users and many others in need in the community. Guys and ST Thomas's, Waterloo Health Centre, Oasis Nurture Project held a Pamper Party for Parent/carers.

In summary, the year saw much local community activity and meetings. As regular activities built up, it became clear that we needed to retain some space in evenings/at weekends for one-offs events. We aim to do this on Saturdays.

### **Progress on Lambeth Council's proposed new Voluntary Sector Buildings Strategy**

During the year there has unfortunately been only very limited progress on establishing the proposed new legal arrangements between Lambeth and WAC.

In the previous year WAC had responded in great detail about the proposed new asset strategy put forward by the Council for the small proportion of LBL buildings used by the Community and Voluntary Sector. WAC made proposals about how the strategy could be improved by drawing on best practice nationally; be operated much more equitably on a partnership model; and be more flexible to reflect different uses and external funding opportunities to draw additional money into the borough.

The Initial proposal made by Lambeth during Covid in Spring 2021 would have impacted considerably on WAC with very significant rent increases and a limiting length of lease which would prevent WAC from raising external grant funding. Also, a short lease would remove the amazing amount of practical help we have received from construction companies over the years to rescue this formerly derelict building and to continue the enhancements needed to accommodate ever increasing usage.

Questions raised by WAC about why we, as a successful multi-purpose community resource, were being included with a group of much smaller, mainly single use spaces, were not answered. We questioned why WAC was not being considered with larger organisations being offered leases of at least 25 years? We have not yet received an answer.

Nevertheless, WAC commenced discussions with Lambeth and held a productive meeting at the Centre with the Council officers and our professional advisers where the basis of a new lease arrangement was fully discussed. This led to a draft Heads of a Terms for the Lease being produced by Lambeth offering a 20+year lease and modified terms including a staged

**WATERLOO ACTION CENTRE  
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FOR THE YEAR ENDED 31 MARCH 2023**

increase in rental over a 6-year period.

Having made a potentially positive start, however, and despite early letters from Lambeth promising action to progress matters, nothing more was heard from the Council over the next 12 months. Despite repeated letters from WAC asking for an update, no acknowledgement or answer was received.

It was not until mid-2023 that any further communication was received, and a meeting held in August 2023 that set things back to the original unsatisfactory starting point. The earlier Lambeth staff member, with whom WAC had mainly been dealing, had left and the Council proposed to start again apparently having no record of his correspondence or meeting with WAC or our lawyers. Developments will be reported in the next Annual Report.

2. Positive steps to tackle Climate Change challenges and implement more sustainable energy conservation measures.

Lambeth has, in common with many other London Councils, signed up to the Climate Emergency Declaration and pledged to take significant steps to tackle energy conservation and reduce carbon emissions. Additional external funding from Government and other sources has been made available to help make progress in tackling older buildings with traditional gas-fuelled heating systems alongside poor insulation.

WAC could have applied for such external funding but was constrained by the proposed new lease arrangements and Lambeth notified us that, alongside a number of other older premises, the Council would prioritise works in the building to help meet the Council carbon reduction targets.

WAC then started detailed work with specialist energy conservation firms to survey the building and address a number of priority actions including improved insulation, enhanced glazing, LED lighting, voltaic panels on the roof to generate electricity and a ground source heat pump system in place of a very dated gas-fired and high carbon producing heating system. The actual improvements have been carried out during 2022/23 and will be reported on in the next Annual Report.

## **WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023**

### **WAC trustees thanks to key staff and volunteers**

WAC trustees wish to acknowledge the achievements of the year and thank key people for their contribution.

Our small but excellent staff: David Andrews, Centre Co-ordinator and the only full-time staff member, has this year done an outstanding job as have the other staff, tutors, and contractors. WAC has of course vastly more volunteers than paid staff, especially if including the many who contribute on a mutual support basis. Wider support from the community is also crucial. Many of our users come from traditions where it takes a village to raise a child. In hard times it certainly takes a community to sustain a community centre.

### **Public benefit statement**

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PD2)'. The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

### **FINANCIAL REVIEW**

*The Statement of Financial Activities showed a net deficit of £56,000 (2021 - net deficit £12,064) for the year and reserves stand at £194,366 (2021 - £250,366). The financial position at the year revealed by the Balance Sheet shows net current assets or working capital of £193,996 (2021 - £249,760). The net book value of tangible fixed assets held, all of which are used directly for charitable purposes, amounted to £370 (2021 - £606).*

WAC remains in a sound financial position.

### **Principal Funding Sources**

Our primary source of income is self-generated funds through hall hire. We also receive some income from donations and sale of recycled goods.

### **Investment powers and policy**

Under the Memorandum and Articles of Association, the charity has the power to make any investment which the trustees see fit. The trustees have considered the most appropriate policy for investing funds and have found that cash deposits meet their requirements to generate income.

### **Reserves policy**

There have inevitably been hard as well as easier times in the financial history of WAC. The Covid period and issues of the financial crisis have once again confirmed the importance of having an adequate level of reserves to cover contractual commitments and safeguard the on-going work of the Centre. The reserves are now below what we aspire too and we would hope to rebuild them to cover a minimum of six months expenditure and reserves towards building improvements. WAC is aiming to improve reserves as soon as possible but for the immediate future this has to be balanced with the growing problems in the community. We will aim to conserve reserves at this difficult time and to rebuild them as soon as circumstances permit.

Our budget for the next financial year indicates that we should be back to breaking even and our figures for first 6 months of the year indicate that this is what is being achieved.

The Directors consider that the charity's reserves will enhance the services provided and provide financial security for the future. The reserves held in unrestricted funds, which have not been designated or invested in fixed assets, at the 31 March 2022 were £40,888 (2021 – £22,676).

### **Designated reserves**

Trustees agreed that:

- £78,560 be earmarked for provision for repairs to the buildings and to cover if any loss of income, due to any parts of the building being put temporarily out of use for building works or for external reasons in the local area.

## **WATERLOO ACTION CENTRE REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023**

- £50,000 be earmarked against employment responsibilities. Approximately 6 months' salary costs.

### **FUTURE ACTIVITIES**

The staffing restructuring undertaken in 2018-19 created for the first time a post solely dedicated to Hall Hire lettings and management. This was a logical development step forward on WAC's route to becoming financially independent by generating income from hall hire while also having sufficient time to ensure that hall usage continued to meet our charitable goals.

We aim to continue this approach as soon as Covid permits.

We also hope to continue building improvements which means there can be even more provision of space for community use as well as ensuring continued improvements in their quality.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Governing document**

Waterloo Action Centre (the word 'Limited' being omitted by licence from the Department of Trade) is registered as a company limited by guarantee and not having a capital divided by shares.

The company was incorporated on 5th February 1982 and registered as a charity on 13th May 1982 and constituted as a Limited Company under the Memorandum and Articles of Association. The charity registration number is 284591 and the company registration number is 01611872.

#### **Recruitment and appointment of Trustees**

Three trustees are elected at WAC's AGM and stand down at the end of the next AGM. One is nominated by Waterloo Legal Advice Service and the AGM informed of their nomination for the coming period. Five trustees are elected by representatives of Tenants and Residents Associations (TRAs) and Housing Co-ops in the Waterloo area and two by community projects in Lambeth, including south of Waterloo, which are relevant to activities at WAC. Three places are available for co-option by the trustees to provide otherwise unmet skills. Thus, there is a built-in broad representation, which automatically updates as the needs and priorities of the community change.

The trustees have no beneficial interest in the company other than as members. The trustees are also the directors of the company. All the trustees are members of the company and guarantee to contribute £1 in event of winding up.

The Directors of the organisation are also the charity trustees for the purposes of charity law.

#### **Trustee induction and training**

The method of election ensures that most trustees already have knowledge of the community needs, WAC and other local projects or specialist knowledge. At each Management Committee meeting there are reports from each service area to ensure trustees are up to date with activities and changes in legislation or funding requirements, and trustees also have away days to consider developments needed to match changing needs.

Trustees are also offered further sources of information, either through one to one help from other members of the Committee/staff or consultants, as well as through the publications and links to the websites of organisations such as the Charity Commission.

#### **Organisation**

The trustees normally meet monthly, except for August and December. They are responsible for the strategic direction and policy of the charity. All areas of work report to the Trustees.

#### **Related parties**

The charity works closely with other similar organisations as detailed in the achievements and performance section of the Trustees Report. 5 Trustees are nominated by Tenants/Residents

**WATERLOO ACTION CENTRE  
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FOR THE YEAR ENDED 31 MARCH 2023**

Associations and Housing Co-ops in the area, One Trustee was during this year also a Trustee of Waterloo Community Development Group. Two Trustees were on the Steering Group of South Bank and Waterloo Neighbours Forum.

**Risk Management**

The directors actively review the major risks which the charity faces on a regular basis, and believe that maintaining reserves at the current levels, combined with an annual review of the controls over key financial systems will provide sufficient resources in the event of adverse circumstances. The directors have also examined the operational and business risks faced by the charity and confirm that they have established systems to mitigate the significant risks.

**REFERENCE AND ADMINISTRATIVE DETAILS**

<b>Charity Number:</b>	284591
<b>Company Number:</b>	01611872
<b>Directors and Trustees:</b>	For clarification we point out that words "directors" and "trustees" refer to the same people. One is a term used by Charities; Director is used by Companies. Like many charities WAC is both - it is a "not for profit" company.  Howard Simmons – Chair Jennifer Stiles - Vice Chair John Patrick Deane - Treasurer (Appointed on 20/10/2022) Alan Morton-Smith (Resigned on 05/04/2022) Robert Hayward OBE Zoe Kennedy Sally Marullo Frank Vergara – did not stand for re-election at AGM 5/9/23 Sinead (Jenny) O'Neill – did not stand for re-election at AGM 5/9/23 George Thomas
<b>Senior Management Team:</b>	David Andrews - Centre Co-Ordinator  Wasim Hussain - Finance Worker  Jean Le Clerc - Bookings Manager
<b>Registered Office:</b>	14 Baylis Road, London SE1 7AA
<b>Bankers:</b>	TSB 296-302 High Holborn, London WC1V 7QR
<b>Independent Examiner:</b>	Elizabeth Jane Gagie, FCCA. Hagg Farmhouse, Ellington, Northumberland, NE61 5JW.

**WATERLOO ACTION CENTRE  
REPORT OF THE DIRECTORS AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2023**

**TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS**

The trustees (who are also directors of Waterloo Action Centre for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company Law requires the Directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Directors are required to:

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

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

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

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

APPROVED BY THE BOARD AND SIGNED ON ITS BEHALF BY:

  
**JOHN DEANE  
TREASURER**

**20 December 2023**

# INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WATERLOO ACTION CENTRE

I report to the trustees on my examination of the financial statements of the company for the year ended 31 March 2023.

This report is made solely to the charity's trustees, as a body, in accordance with the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my Independent Examination, for this report, or for the opinions I have formed.

## **Respective responsibilities and basis of report**

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").


Having satisfied myself that the financial statements of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

## **Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
  - the financial statements do not accord with such records; or
  - the financial statements do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the Charities SORP (FRS102).

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 financial statements to be reached.

Signature 

E J Gagie FCCA

Date 22/12/23

**WATERLOO ACTION CENTRE**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2023**  
**SUMMARY INCOME AND EXPENDITURE ACCOUNT**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
<b>Income</b>					
Donations	2	5,791	4,009	9,800	11,814
Income from charitable activities	3	137,343	6,025	143,368	136,853
Income from trading activities	4	2,095		2,095	2,738
Investment income	5	2,166		2,166	299
<b>Total income</b>		<u>147,395</u>	<u>10,034</u>	<u>157,429</u>	<u>151,704</u>
<b>Expenditure</b>					
Expenditure on charitable activities	6	154,479	16,224	170,703	207,704
<b>Total expenditure</b>		<u>154,479</u>	<u>16,224</u>	<u>170,703</u>	<u>207,704</u>
<b>Net income/(expenditure) and net movement in funds for the year before transfers</b>					
		(7,084)	(6,190)	(13,274)	(56,000)
Transfer between funds					
<b>Net income/(expenditure) and net</b>		(7,084)	(6,190)	(13,274)	(56,000)
<i>Reconciliation of funds</i>					
Total funds, brought forward		158,318	36,048	194,366	250,366
<b>Total funds, carried forward</b>		<u>151,234</u>	<u>29,858</u>	<u>181,092</u>	<u>194,366</u>

The Statement of Financial Activities also complies with the requirements for an Income and Expenditure Account under the Companies Act 2006.

**CONTINUING OPERATIONS**

None of the company's activities were acquired or discontinued during the above two financial years.

**TOTAL RECOGNISED GAINS AND LOSSES**

The statement of financial activities includes all gains and losses recognised in the above financial years.

**WATERLOO ACTION CENTRE**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**BALANCE SHEET AS AT 31 MARCH 2023**

	Notes	2023		2022	
		£	£	£	£
<b>Fixed assets</b>					
Tangible fixed assets	10		134		370
<b>Current assets</b>					
Debtors	11	6,301		7,285	
Cash at bank and in hand		<u>177,714</u>		<u>194,503</u>	
		184,015		201,788	
<b>Liabilities</b>					
Creditors falling due within one year	12	<u>-3,057</u>		<u>-7,792</u>	
<b>Net current assets</b>			180,958		193,996
<b>Net assets</b>			<u>181,092</u>		<u>194,366</u>
<b>The funds of the charity</b>					
Unrestricted funds:					
General	13		22,675		41,258
Designated	13		128,560		117,060
Restricted funds	13		<u>29,858</u>		<u>36,048</u>
<b>Total charity funds</b>			<u>181,092</u>		<u>194,366</u>

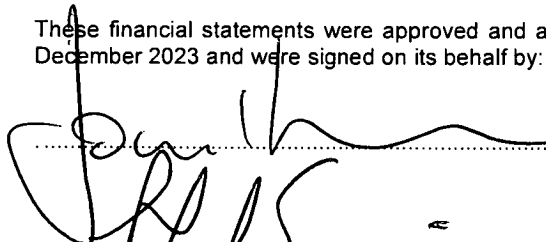
For the financial period ended 31 March 2023 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

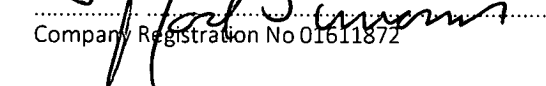
The directors acknowledge their responsibilities for:

- a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

These financial statements were approved and authorised for issue by the Board of Directors and Trustees on 20 December 2023 and were signed on its behalf by:

 ..... **JOHN DEANE - Treasurer**

 ..... **Howard Simmons - Chair**

Company Registration No 01611872

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**1. ACCOUNTING POLICIES**

**1.1 Basis of preparation of financial statements**

The financial statements of the charitable company, which is a public benefit 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 financial statements 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 Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest£.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these financial statements.

**1.2 Preparation of financial statements on a going concern basis**

The charity's financial statements show net deficit of £13,274 (2022 - deficit £56,000) for the year and free reserves of £22,540 (2022 - £40,888). The trustees are of the view that these results and plans for the future have secured the immediate future of the charity for the next 12 to 18 months and on this basis the charity is a going concern.

**1.3 Income recognition**

All income is included in the Statement of Financial Activities when the charity is legally entitled to it, receipt is probable, and the amount can be measured with sufficient reliability.

**Grant income**

Grants are credited to the Statement of Financial Activities when the charity is entitled to the funds. Income is only deferred where there are time constraints imposed by the donor or if the funding is performance related.

Where entitlement to grants receivable is dependent upon fulfilment of conditions within the charity's control, the income is recognised when there is sufficient evidence that conditions will be met.

Grants supporting the core activities of the charity and with no specific restrictions placed upon their use are included within donations and legacies. Grants that have specific restrictions placed upon their use are included within income from charitable activities.

Capital grants for the purchase of fixed assets are credited to restricted incoming resources on the earlier date of when they are received or receivable. Depreciation on the related fixed assets is charged against the restricted fund.

**Donations and legacies**

Donations are recognised in the period in which they are received. Legacy income is recognised when the charity's entitlement is judged to be probable and where the amount can be reliably measured.

**Contract income**

Income from charitable activities include income recognised as earned (as the related goods and services are provided) under contract.

**Investment income**

Investment income is included when receivable.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**1.4 Volunteers and donated services, facilities and goods**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the charity is not recognised in the main body of the financial statements but detail is contained in the trustees report.

On receipt, donated professional services, donated facilities and goods are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**1.5 Expenditure recognition**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

Expenditure is classified under the following activity headings:

- a) Cost of raising funds comprises costs of seeking grants and donations and, space hire and their associated support costs.
- b) Expenditure on charitable activities include expenditure associated with the main objectives of the charity and include both the direct costs and support costs relating to these activities.

**1.6 Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance and administration personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 7.

**1.7 Funds structure**

The general fund comprises those monies, which may be used toward meeting the charitable objectives of the company at the discretion of the Management Board.

The restricted funds are monies raised for, and their use restricted to, a specific purpose or donations subject to donor imposed conditions.

**1.8 Investments**

Fixed asset investments are stated at cost less provision for diminution in value.

**1.9 Tangible fixed assets and depreciation**

Tangible fixed assets (excluding investments) are stated at cost less depreciation. The cost of minor additions or those costing less than £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Equipment Centre	25% on cost
Computer Equipment	25% on cost

## WATERLOO ACTION CENTRE

### NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2023

**1.10 Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**1.11 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term cash deposits.

**1.12 Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**1.13 Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortized cost using the effective interest method.

**1.14 Taxation**

The charity is a registered charity and, therefore, is not liable for Income Tax or Corporation Tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

**1.15 Judgement and key sources of estimation uncertainty**

In the application of the company's accounting policies, the charity is required to make judgments, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

**1.16 Pension**

The charity operates a defined contribution pension scheme on behalf of its employees. Contributions are charged to the Statement of Financial Activities in the period in which they are payable. The assets of the scheme are held separately from those of the charity in an independently administered fund.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**2. GRANTS & DONATIONS**

	UNRESTRICTED FUNDS	RESTRICTED FUNDS	TOTAL 2023	TOTAL 2022
	£	£	£	£
Phyl & Hughie Charitable Trust		3,000	3,000	6,000
Klarna Bank Donation For Welfare Benefits				4,250
Euromonitor	3,000		3,000	1,000
Dorothy Isabel's Will	1,001		1,001	
Good Box Donations	812		812	
Voodoo Restaurant		1,009	1,009	
LUSH Retail	291		291	
CAF	250		250	
Sundry donations < £1,000	437		437	564
	<u>5,791</u>	<u>4,009</u>	<u>9,800</u>	<u>11,814</u>

The grants and donations income in 2023 totalling £9,800 was attributed to unrestricted funds of £5,791 and restricted funds of £4,009.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**3. INCOME FROM CHARITABLE ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
<b>Centre Activities</b>				
Hall & Room Occupancy charges	133,143		133,143	81,574
HMRC JRS grant				19,361
Government funding for Organisations in Leisure Industry				16,000
Worshipful Company of Merchant Taylors				7,967
Lambeth Estate Residents Association				3,600
Contributions from people attending WAC Activities	4,201		4,201	3,401
Sainsburys Helping Everyone Eat				500
Better Community Grants Fund				450
First MTR South Western Trains LTD				450
<b>Legal Services</b>				
Jones Day		5,000	5,000	4,000
More Fisher Brown		1,000	1,000	
Misc		25	25	
	<u>137,343</u>	<u>6,025</u>	<u>143,368</u>	<u>136,853</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**4. OTHER TRADING ACTIVITIES**

	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
	£	£	£	£
Bric-a brac sales	2,095		2,095	2,738
	<u>2,095</u>		<u>2,095</u>	<u>2,738</u>

Income from other trading activities in 2023 totaling £2,095 was all attributed to unrestricted funds.

**5. INVESTMENT INCOME**

	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
	£	£	£	£
Bank interest	2,166		2,166	299
	<u>2,166</u>		<u>2,166</u>	<u>299</u>

The investment income in 2023 totaling £2,166 was all attributed to unrestricted funds.

**6. ANALYSIS OF EXPENDITURE**

	Legal Service s	Other Voluntary Services	Total	Total 2023	Total 2022
	£	£	£	£	£
Staff Costs		54,033	54,033	54,033	62,769
Volunteer Expenses		2,440	2,440	2,440	2,652
Premises Costs		47,821	47,821	47,821	87,936
Legal Services	5,525	1,320	6,845	6,845	3,446
Other Direct Costs		5,319	5,319	5,319	2,130
Support Costs (Note 7)		54,245	54,245	54,245	45,651
Governance Costs ( Note 7)					3,120
	<u>5,525</u>	<u>165,178</u>	<u>170,703</u>	<u>170,703</u>	<u>207,704</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**7. ANALYSIS OF SUPPORT AND GOVERNANCE COSTS**

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between charity's key activity undertaken (see note 6) in the year. All the general support and governance costs have been apportioned to the various charitable activities on the basis of staff time allocated to each activity.

	General Support	Governance Function	Total 2023	Total 2022
	£	£	£	£
Staff Costs	37,695		37,695	27,495
Training Costs	132		132	1,569
Communications Cost	4,854		4,854	4,940
IT and Website	5,225		5,225	6,652
Subscription	1,689		1,689	1,124
Books and Periodicals	42		42	74
Bank Charges	357		357	232
General expenses	4,015		4,015	3,311
Depreciation	236		236	236
Trustees & board meeting expenses				18
Independent examiners fees				3,120
	<b>54,245</b>		<b>54,245</b>	<b>48,771</b>

**8. NET INCOME/(EXPENDITURE) FOR THE YEAR**

This is stated after charging:

	2023	2022
	£	£
Independent examiner's fees		3,120
Depreciation on tangible fixed assets	236	236

**9. ANALYSIS OF STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES, AND COST OF KEY MANAGEMENT PERSONNEL**

	2023	2022
	£	£
<b>STAFF COSTS</b>		
Salaries	88,691	88,459
National Insurance	-	486
Pension	1,958	1,319
	<b>90,649</b>	<b>102,187</b>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**9. ANALYSIS OF STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES, AND COST OF KEY MANAGEMENT PERSONNEL (Cont/d)**

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

	2023	2022
Direct project work	1.1	3.7
Administration work	0.6	0.6
Cleaners/Caretakers	1.2	
Centre Co-ordination/Finance management	1.6	

No employee earned more £60,000 including benefits.

None of the trustees received any remuneration during the year.

**10. FIXED ASSETS**

	2023	2022
<b>Net book value:</b>	£	£
Equipment Centre		
Computer Equipment	134	370
	134	370

	Opening Balances	Additions	Disposals	Closing Balances
	£	£	£	£
<b>Cost</b>				
Equipment Centre	32,303			32,303
Computer Equipment	15,848			15,848
	48,151			48,151

	Opening Balances	Charge For Period	Disposals	Closing Balances
	£	£	£	£
<b>Depreciation</b>				
Equipment Centre	32,303			32,303
Computer Equipment	15,478	236		15,714
	47,781	236		48,017

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**11. DEBTORS**

	<b>2023</b>	<b>2022</b>
	£	£
Trade Debtors	6,101	7,032
Other Debtors	200	253
	<b>6,301</b>	<b>7,285</b>

**12. CREDITORS: Amounts falling due within one year**

	<b>2023</b>	<b>2022</b>
	£	£
Trade creditors	1,445	2,457
Taxation and social security	577	1826
Other creditors	1,034	389
Accruals		3,120
	<b>3,057</b>	<b>7,792</b>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**13. ANALYSIS OF CHARITABLE FUNDS**

	Balance at 01/04/2022 £	Income £	Expenditure £	Transfer Between Funds £	Balance at 31/03/2023 £
<b>Restricted Funds</b>					
Lambeth Estate Residents Association	3,600		3,600		
First MTR South Western Trains LTD	1,958		1,958		
Waterloo Legal Advice Service	30,490	6,025	5,591	-2,000	28,924
WLAS Salary Recharge			1,066	2,000	934
Voodoo Restaurant		1,009	1,009		
Phyl and Hughie Charitable Trust		3,000	3,000		
	<b>36,048</b>	<b>10,034</b>	<b>16,224</b>		<b>29,858</b>
<b>Designated Funds</b>					
Employment related costs	38,500			11,500	50,000
Building repair & Maintenance	78,560		21,606	21,606	78,560
	<b>117,060</b>		<b>21,606</b>	<b>33,106</b>	<b>128,560</b>
<b>General Funds</b>	<b>41,258</b>	<b>150,395</b>	<b>135,873</b>	<b>33,106</b>	<b>22,674</b>
<b>Total Funds</b>	<b>194,366</b>	<b>157,429</b>	<b>170,703</b>		<b>181,092</b>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**Description, nature and purpose of restricted funds:**

**Phyl and Hughie Charitable Trust** – Funding received for general social services for vulnerable people.

**Description, nature and purpose of designated funds:**

**Employment related cost:** Funding designed to cover employment related costs.

**Building repair and maintenance:** Funding designed to cover the cost of building repair and maintenance.

**Description, nature and purpose of unrestricted funds:**

**General Funds:** General fund represents funds available to spend at the discretion of the trustees.

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

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2023 £
Fixed assets	134			134
Net Current assets	22,540	128,560	29,858	180,958
	<u>22,674</u>	<u>128,560</u>	<u>29,858</u>	<u>181,092</u>

**Analysis of net assets between funds - previous year**

	Unrestricted Funds	Designated Funds £	Restricted Funds £	Total 2022 £
Fixed assets	370			370
Net Current assets	40,888	117,060	36,048	193,996
	<u>41,258</u>	<u>117,060</u>	<u>36,048</u>	<u>194,366</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**15. DEFERRED INCOME**

	2023	2022
	£	£
Balance brought forward		7,967
Amount released to income in the year		(7,967)
Amount deferred in the year		-
Balance carried forward		-

Deferred income in 2022 represented donation income received of £7,967 from Worshipful Company of Merchant Taylors for benefits advice to people who are frail or have disabilities from 1st April 2022.

**16. SHARE CAPITAL**

The company is limited by guarantee and does not have a share capital divided by shares. The trustees are also the directors of the company. All the trustees are members of the company and guarantee to contribute £1 in event of winding up.

**17. PENSIONS**

The pension cost charge represents contributions payable by the charity to the fund and amounted to £1,958 (2022 - £1,319). Contributions totaling £294 (2022 - £299) were payable to the fund at the year end and are included in creditors.

**18. RELATED PARTY TRANSACTIONS**

The charity received £3,000 (2022 - £6,000) from The Phyl and Hughie Williams Charitable Trust of which Jennifer Stiles is a trustee.

Details of transactions with trustees and senior management are in note 9. There were no other related party transactions during the year.

**WATERLOO ACTION CENTRE**

England & Wales - Charity number 284591

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# Accounts

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# **WATERLOO ACTION CENTRE**

Charity No. 284591    Company No: 01611872 (England & Wales)

# **ANNUAL REPORT**

**AND FINANCIAL  
STATEMENT  
2021-22**

## **WATERLOO ACTION CENTRE**

### **REPORT AND FINANCIAL STATEMENTS**

#### **CONTENTS**

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## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES

#### FOR THE YEAR ENDED 31 MARCH 2022

The trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31st March 2022, which are also prepared to meet the requirements for a directors' report and Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statements of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

For clarification we point out that words "directors" and "trustees" refer to the same people. One is a Term used by Charities; Director is used by Companies. Like many charities WAC is both. It is a not for profit company.

#### OUR PURPOSE AND ACTIVITIES

The main objects are the relief of poverty, sickness and distress, the protection of health and the advancement of education as well as the provision of facilities for recreation or other leisure time occupation in the interest of social welfare. Such facilities being provided with the object of improving the conditions of life of the persons for whom they are primarily intended, those persons having need of such facilities by reason of their youth, age, infirmity, poverty or social and economic circumstances.

#### VISION

- A modern, dynamic and sustainable community centre that provides a home for groups in the area
- Recognised hub of community services and activities in the Waterloo area
- A centre that is owned and managed on behalf of the community.

#### AIMS

- To provide a warm and friendly welcome to all members of the community who use our services.
- To secure the ownership of the centre for the community, with a sustainable financial framework around it.
- To continually improve the services delivered by the centre and demonstrate value for money to the organisations funding them.
- To increase usage of the centre by the community and the groups active in the area, particularly those groups which are socially excluded.

#### CORE VALUES

- Social inclusion and equality of opportunity
- Opportunities for all who wish to give as well as to receive (which in our experience is most people)
- Strong networks which interlink to form and sustain community
- Services planned and controlled by those who know best (usually consumers, potential consumers and those who understand and respect them).
- Empowerment and education so that people can lead richer lives individually and collectively.

#### The role and contribution of volunteers

WAC is rooted in community effort with much being done on a shared basis through many different activities so a very wide number and range of people have an opportunity to contribute. This adds greatly to the bounce in the centre because people enjoy contributing and sharing. It is also how WAC achieves so many outputs with so little money or staffing.

We also receive important one-off help with items like painting decorating and gardening and the provision of outings and one-off entertainment.

WAC holds **The Queens Award for Voluntary Service** and continues to live up to this standard. Active 7 days a week promoting health and wellbeing and engagement, without public funding. WAC could not function without unpaid effort from users and the wider community. References to this involvement will be found throughout the report.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

The citation for the award reflects our core values.

*"Promoting everyone's right to give as well as receive, WAC, developed by the local community, facilitates economic, diverse and relevant solutions to community needs."*

#### **WAC Director's Report for 2021-22**

**Waterloo Action Centre collective achievements for the year are set out below:**

#### **An extremely difficult year for WAC – Key Points**

- Covid restrictions came and went altering the activities that WAC was able to offer to its users, with massive extra precautions required for those activities which could be run.
- WAC relies mainly on generating its income through hall hire. Almost all uses focus on generating health and wellbeing, and social engagement but with the slightly better off users subsidising the advice services and activities for older people. Hall hire and WAC's other earned income was seriously reduced over the year.
- WAC holds the Queen's Award for Voluntary Service. It is extremely productive at very low cost because of its reliance on unpaid community effort. Some aspects of this volunteering were seriously affected by Covid.
- Our more vulnerable users and other local disadvantaged residents were very hard hit by isolation, health issues, financial problems etc. Their problems were intensified by the difficulty of getting help from anywhere with so much statutory provision closed or at best requiring access solely by IT.
- Lambeth Council undertook a major review of leases and rent levels for some community centres during the 6 weeks 15<sup>th</sup> March-25<sup>th</sup> April 2021, during a period of continued lockdown, when many of the most important users of WAC i.e. the most vulnerable, could not be involved in the discussions.

Despite all this WAC continued to work with and for the community and we were very grateful to those who made this possible.

Contents of this report

1. Services delivered
2. WAC Management Committee response to the Lambeth "consultation"
3. User/community campaign to defend WAC
4. Accounts with Independent Examiner's Report

#### **1. Services delivered in the year**

##### **a. Activities run mainly with seniors in mind**

As restrictions permitted, the social and activity groups of older people began to resume on a face- to-face basis in WAC. Thanks are due to David, WAC's Centre Manager, particularly for all his extra work to ensure distancing, ventilation (including wide open doors onto the garden), masks and cleaning materials etc. Initially, to restrict numbers, only people who had been attending the activity previously were allowed back. WACi Arts, The Out and About Club, and Mauritian Pensioners were restarted by their participants. An attempt was made to restart the sewing group but its lead volunteer, Linda Ireneschild, had died just before lock-down and it just wasn't the same without her. A few people came in to use the sewing machines, but the group did not really take off again until March 2022 when Beatrice Gitendu, an experienced sewing tutor, kindly took over the volunteer coordinating role. Then the group started to flourish again, and new people also joined. While there is a great appetite to learn sewing skills to mend and create new clothes, it is very difficult to find skilled volunteers because for many years dressmaking was 'unfashionable'.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

The weekly self- running table tennis group resumed eagerly at the first opportunity.

A number of activities held on Zoom during lockdown - Tai Chi, Gentle Exercise and Dancing - returned to being face-to-face in WAC during the year. Thanks are due to the Tutors involved for their Zoom efforts.



*Gentle Exercise class*

A WAC Trustee, Franck Vergara, ran weekly Happy Zoom sessions until September 2021 for anyone involved in WAC groups for older people, so people could see one another and exchange news. WAC thanks Franck for donating to seniors for Christmas 2021 cosmetic gift bags from L'Occitane. These were very well received.

Andy Boyle resumed collecting the weekly cooked chicken donations from Nando's for the Tuesday and Thursday groups to use in their lunches.

Monthly Tea Dances run by Jean Le Clerc restarted.

Sadly, not everyone was able to come back; some had died, and others had developed extra problems during Covid e.g. fear of leaving home, dementia. The knitting and crochet group were not able to restart until spring 2022 because the volunteer at the heart of this group, Bea Leighton, lost some of her mobility during lockdown and could not return to WAC for a long time. The group she had assembled around her did not want to meet without her. What they did do was liaise on the phone and meet in ones and twos near their homes, when this became possible. They also managed, even in lockdown, to continue some of their joint handicrafts from their own homes eg knitting squares for blankets, with the usual person sewing them together.

Such informal liaison between members of groups was crucial for many during lockdown, particularly for most of our seniors who do not have family living locally. However, the reason WAC runs many smallish groups rather than one or two large ones is not only because people have different interests. More fundamentally it is because the period of retirement is now longer than in the past while the opportunities to make new friendships are fewer than during working years. This often leads to enormous loneliness and isolation, especially when people may lose lifelong friends and family through death, or younger friends and family move away to find work and housing. Absurdly, society does not plan for older people to meet and make new friends in the long post-work years, but WAC does recognise and addresses this need.

WAC's smallish groups encourage friendships and mutual responsibility and create opportunities for many to participate in running each group. Once people have new friends they support each other; most have been looking after others all of their lives. Opening the door to such friendships is how WAC's services work. We have no paid member of staff focusing on the older people's groups, although we do pay tutors for a small number of the groups. Relying on people to help one another is incredibly productive. In lockdown it was even more fundamental to wellbeing - constant phone calls between one another in the group and other forms of mutual help. Fantastic! WAC is especially grateful to all the responsible people who spotted that particular people in their group were likely to be extra isolated and made a point of contacting them regularly.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

Unfortunately, when the groups returned there were few men in them. Some had died, some had gone to live with relatives. There had always been fewer men than women but now the groups all looked like women's groups and men felt rather uncomfortable. Fortunately, George Beguinot offered his help. His mother and aunt had long participated in running activities in WAC. They enjoyed it and so, although still busy with his paid work, George volunteered. We asked him to do something for men who are also often lonely after retirement. He started a Wednesday men's group. This is very helpful and hopefully may encourage more men to join other WAC activities for older people.



*Men's Group*

#### **b. Computer support**

The computer room created in the previous year with funding from the Walcot Foundation and Power to Change/CCLORS has proved very useful. As Covid restrictions eased it provided a safe space for people who had been regular users of WAC but lacked digital access at home. On two afternoons a week WAC was able to pay Akin Akinwunmi to assist those who needed IT help. Users may also bring in their own computers and smart phones to ask Akin to help sort out any problems.

Many users were beginners without email addresses but Akin helped them remedy this as a first step towards obtaining a digital identity and then moving on to other skills according to what was most important to them. Users appreciate a safe place to explore their digital identity in a friendly, helpful atmosphere where they can make mistakes and be fortified against possible pitfalls (like remembering to log out of their email in public places and keeping their passwords secret).

User goals included:

- access to job searches, and related matters eg creating CVs and access to powerful soft cloud software. Searchers included some older people who would not have previously been seeking work
- council flat searches - a computer process which had become necessary to gain or change accommodation
- access to shopping, health care, applying for passports
- following up on access to benefits advice from WAC's benefits worker
- registering for an appointment at WAC's legal advice service, WLAS
- use of smartphones
- access to contacting family and friends online and exploring leisure interests.

The sessions are mostly aimed at middle-aged and older people, but we do get some younger users who have missed out on the digital revolution. Their lives too are transformed with the new skills and knowledge and access they gain in the computer room at WAC.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022



*Photo of computer room with Akin and users*

**Digital access to NHS** Also on Mondays for the last 5 months of 2021, the computer room was used by an NHS-funded project to help people learn how to access the NHS online.

**WAC's Website** was totally overhauled by local resident Chris Dann. Please see for yourself [www.waterlooactioncentre.co.uk](http://www.waterlooactioncentre.co.uk)

#### **c. Reception volunteers**

Since its earliest days, WAC has run a reception service 9-5 on weekdays as a place people could turn to for help. This is staffed by volunteers who provide information about WAC and also signpost people onto other community, voluntary sector services. It is also a place where distressed people come and sit while the kindly volunteer provides tea, comfort or just a safe place to be. This reception service had to be closed during the lockdown periods but with the reopening during this year the service resumed. The main volunteers who helped during this year were Judith Bryan, Marie Dove, Gertrude Emeter, Shelley Schwartz, Ashel Nabanyam, Ayeisha Muhammad, Maureen Birch, Elizabeth Merricks, and Dorothy Bates.

#### **d. Waterloo Legal Advice Service (WLAS)**

Waterloo Legal Advice Service is the longest running project in WAC. It was started in 1972 by Helena Kennedy QC in conjunction with Jenny Stiles, then the local community worker. It moved into 14 Baylis Rd (now WAC) as soon as this derelict former library was made available to the community and enough work had been done to make some spaces safe. For 47 years until lockdown WLAS provided a service almost every Thursday evening in WAC to which people could drop in in person. The doors were open at a pre-publicised time. To prevent people feeling they had to queue for hours, everyone who arrived before the doors closed was normally seen, even though this frequently meant some lawyers staying until late in the evening. This service meant 85 people/families each week were able to access advice from a practising lawyer.

The Government instructions re. Covid meant that from March 2020 WLAS had to close as a face-to-face service. WLAS coordinating volunteers developed a remote service for continuing cases and some urgent new cases. In the financial year covered by this report, the remote was gradually replaced by face-to-face sessions with lawyers again, but using an online system for pre-booking, in order to maintain appropriate distancing. WLAS and WAC are grateful to all those who volunteered in these roles despite other pressures in their lives, and to those who steered the project in these unknown waters of the Covid years. Deb Anderson, a local resident who is a retired barristers' clerk, particularly had an enormous additional load in helping operate the online system, and Harlan Connor, the son of one of the volunteer lawyers, took time during his undergraduate studies to design and structure the online systems necessary for the assessment and booking arrangements. 34sp, a web provider, has provided online services, including website management and emails, for free to WLAS as a charity to allow the system to operate and bookings to be made.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

Around 700 to 1,000 people/families were given legal advice during year, covering areas such as employment, housing and property disrepair, family law, probate and immigration. An example was a local resident who was employed as a cleaner at a company which had sold its business to another company. Her job continued with the new company but, during the changeover, a few months' worth of pay was not paid to her and she was left stuck between the companies, both refusing to pay her. After a number of visits to WLAS where the service (and the resident's very determined friend) supported her through the various hearings and decisions to be made, she received a full settlement covering all her missing wages and costs. The award was worth thousands of pounds and was absolutely essential to her.

#### **e. Welfare benefits for older people and people who live in SE1 or SE11**

The range of people served had to be limited because WAC no longer receives any public funding for advice services and the need is greater than ever. In lockdown the needs grew and the access to help from other places shrunk as many funded agencies closed or only dealt with people online. During the first year of lockdown, we managed to increase the hours of the paid worker Val Roach to 3 a week. With grants and community support we managed to sustain this level for 2021-22. The experienced volunteers who help with advice work were not available during the Covid period but Carol, a very experienced volunteer, was able to re-join for parts of this year which was a great help.

Unfortunately, we do have to turn down referrals from outside SE1 and SE11. There is not nearly enough of such help.

During the year the service obtained crucial weekly income for clients including through lodging appeals.

Financial achievements for the client group – older people and people with disabilities included:

- Personal Independence Payments (PIP): 16 successes for people with disabilities (most of these were appeals for people who had previously been refused). Many initial applications for disability payments are failed but then on appeal show the person was really entitled to them. This system is highly biased against the least confident and supported applicants, but gains achieved included £60- £89.60 a week extra for care for each person, often with an additional weekly mobility allowance. Other cases had been submitted and were pending; getting a verdict takes a while. Five clients also received substantial back payments respectively for £5,545, £4,648, £3,038, £3,118, £1,075
- 5 families received weekly payments towards the care of children with disabilities
- 5 older people were assisted to claim the weekly state pension to which they were entitled
- 4 frail older people were assisted in securing weekly Attendance Allowance payments, all at the higher rate. This enables a person to pay for a carer or other support which can prove infinitely more satisfactory than having a carer provided by a local authority/agency eg the person chosen can speak the same language, have the same interests and rapport, and be consistently the same person
- 5 people were assisted onto pension credit and another onto Universal Credit
- 70 people were assisted with Freedom Passes or Blue Badge applications
- A client was assisted to achieve a funeral payment of £1,886.43
- The experienced volunteer succeeded in obtaining the write-off of a credit card debt for £8,351. Others were also helped with credit card issues
- Many clients were assisted with debt problems including rent, council tax arrears, utility bills.
- 26 food vouchers were issued for foodbanks.

Clearly such help is lifechanging for the people involved including for their mental health, as well as their physical wellbeing and quality of life.

**WATERLOO ACTION CENTRE****REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)****FOR THE YEAR ENDED 31 MARCH 2022**

*Senior Advisor Val Roach with receptionist Maureen Birch one of the valued members of our volunteer reception team.*

**f. Recycling second hand goods**

This service would be called a “charity shop” if we liked the word charity and if we had a shop. The former art gallery space we formerly used was too narrow to meet social distancing standards, so throughout this year the recycling was done on a covered stall outside WAC. WAC thanks We are Waterloo (the local BID) for lending the stall and their staff member who assembled and took it down each day. A significant problem was that local residents all seemed to be using their time on furlough, or working from home, or just not being able to do much, to clear out their homes. Masses of recycling was left at WAC even when we had notices up to say we couldn't take any more. The British Red Cross which had taken away excess donations previously was no longer able to collect, and we couldn't find any other charity prepared to collect. Some local support services for homeless people took some items. When charity shops re-opened a mile or so away, we returned to being able to pass on the excess goods on in bulk.

The “shop” was run outside on 3 days a week as often as possible. The word seemed to have gone out on the homelessness networks, as even more homeless people than usual came. This included a much higher proportion of homeless women than we had come across before. Some users were ex-prisoners having deliberately committed crimes to get a warm bed and accommodation. Warm clothing, sleeping bags and bedding was a priority but so also was smart clothes for those seeking to find work. Household goods such as plates and cutlery were important for some who had housing but not contents. We managed to source a fridge for the local Big Issue salesman when he was housed. All very useful. Some local residents also needed goods. Many people across the spectrum enjoyed the opportunity for a chat in the street. Thanks are due to Asher, our organiser, and to another volunteer Claire Kalvis, as well as George Thomas who helped move goods in and out of WAC and then take the surplus to charity shops in the Walworth Road as they re-opened. Thanks are also due to all the other people who lent a hand including some homeless people. So much was given away or sold for tiny sums which did not make as much money as when a wider range of goods had been sold inside, but it was socially very useful.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022



*Asher volunteering at the recycled goods stall*

**g. Hall hire** – As it became permitted, most of the organisations which had used WAC regularly before lockdown started coming back including London School of Samba, Morley Blades Sword Fencing, Rock and Roll, Karate, some of the churches although, because of the concerns about singing, these had to start later in year than some other groups. The organisers of a few groups had moved away, but there were also some new activities, including a big increase in children’s ballet groups from toddlers upwards.

Social distancing remained essential for much of the year which was a problem for some organisations, including how many users could come back. Others struggled to achieve their former numbers as people were still taking care. Either way, the groups were not getting their usual income. So, WAC shared the pain, charging a much lower rate for most hall hire for much of the year.

This obviously contributed to WAC receiving a far lower income from hall hire during the year, even when activities could run. However, the aim was to help as many of the activities as possible survive into better times.

#### **h. Improvements to the premises**

While the building could still not be used nearly as fully as usual, the opportunity was taken for some significant further improvements to the building continuing from those made in the previous year. This year the funding had to come mainly from reserves.

Major elements included emergency lighting which has either been upgraded or newly installed throughout the building. New lit signage has also been installed, including enhanced signage to fire exits. The previous Fire Alarm, though working perfectly, was over 20 years old and maintaining was sometimes difficult simply because parts were increasingly hard to obtain. So, a new system was installed, covering the entire building including the basement and rooms on the second floor. A total of 11 call points (the red box you press in event of fire) have been installed throughout the building ensuring the alarm can be alerted easily wherever you are in the building.

The distribution boards/fuse boards were also replaced due to their age. Extra plug sockets have been installed in the halls, and redundant gas piping removed thus improving lighting and appearance in those halls. The Water Tank was also replaced.

#### **i. The Garden**

It was a beautiful year for WAC garden with work done to enhance soil and planting and lovely weather. The doors from the largest hall lead on to the garden and were left open for air flow because of Covid, so garden was a real bonus. Thanks are particularly due to George Thomas, a long term volunteer who became a Trustee during the year, who included care of the garden among many volunteer roles he undertook for WAC. We are also grateful for a grant from MTR South Western Trains Ltd towards garden improvement.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022



*Rose bush in WAC garden*

### **2. Lambeth Council “consultation” or yet another problem: a new VSC Asset Strategy**

A considerable amount of time and energy during 2021 was taken up by our attempts to engage with and influence a suddenly announced Lambeth Council proposal for a new Voluntary and Community Sector (VSC) Asset Strategy for the borough.

Over several years the Community Sector had identified to the Council the need for a consistent and fair strategy on terms whereby the Council offers premises to VCS organisations, including related matters such as rent and repairs. Unfortunately, the moment the Council chose to propose a strategy was during the Covid lockdown. Terrible timing! The consultation was brief and limited in scope and transparency. The purported aim was to devise a strategy which would tidy up the muddles and create something consistent, but the proposal fell short of this objective. It only covered a very limited range of the premises involved (see below), the approach was totally top-down and, in our view, a great opportunity to develop a partnership approach through collegiate working was missed.

WAC was approached for the first time in March 2021. We were informed that a consultation would take place over 6 weeks, the minimum period prescribed, from 15th March to the 25th April 2021. WAC immediately drew attention to the lack of equality of opportunity i.e. to take part in discussions, as the period fell within Covid lockdown when users were not permitted to come into WAC premises. Many users of WAC, like those of other community premises, are on the disadvantaged side of the computer divide, so they would not be able to participate even remotely. Normally, in projects such as WAC, the users play a large part in running the centre. It is important in their lives, and they need to be able to meet up to discuss things and have an opportunity to invite representatives from the Council to meet with them. This was clearly impossible during that period.

WAC suggested the consultation be extended by a few weeks into a more relaxed Covid controls period. However, Lambeth Council responded that proceeding at this time was consistent with equal opportunities, and that the matter was urgent and needed to go to a June/July Council Cabinet meeting. Thus, the Council stuck rigidly to the 6-week consultation period and consultation firmly closed on 25<sup>th</sup> April. The Town Hall then delayed its internal working so the matter did not go to Cabinet until October.

Although the consultation was supposed to set a pattern for Council-owned premises in general, most premises were not included in the exercise – in any event some had to temporarily suspended all activities during lockdown – so it could not meet the aspirations of a general guideline.

The Council refused to release the list of those premises involved in the current consultation until after it closed. So during the consultation period projects across the borough could not contact one another for discussion.

Overall, it was clear that the Council intended to continue operating on an ad hoc basis. For example, during the consultation, the Council advertised another premises for community use on the following basis: “The rent will be waived for the duration of the lease so long as the organisation provides community services in line with our community service agreement as we want to support the occupant to keep funds within the community, making a positive social impact”.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

WAC considered a judicial review on the approach being adopted and legal advice was that this was warranted. However, it was felt more constructive to try and engage with the process and press for greater collaboration and involvement by the Community Sector. The goal the Council said they were searching for - an approach which would provide consistency, fairness and transparency for all - was fully supported by WAC. In addition, WAC suggested there should be reciprocity between the voluntary and statutory sectors. Lambeth describes itself as a partnership council and a supporter of equal opportunities.

In essence Lambeth were proposing a new series of rental agreements and short-term leases and the introduction of a borough-wide charge of £5.75 per square foot with minor adjustments for size and location of property.

In addition, the Council proposed the creation of a new officer post to liaise with occupiers and tenants (to be paid for from the increased rental income) and the establishment of an officer-controlled VCS Property Panel with executive authority to oversee matters.

WAC pointed out a range of flaws and serious matters of governance and democratic accountability in this approach.

- Short rental agreements and leases would inhibit and prevent attracting and applying for external sources of funding as most capital grant givers require some security in the property. Thus, this would seem to go against Lambeth's policy of encouraging VCS organisations to bring money into the borough.
- Officers should always be clearly accountable to Councillors as the elected representatives of the local people. The review panel determining which groups should be allowed to continue to use their space was proposed to be purely officer-led, with no Councillors involved and no appeals system.
- WAC pointed out that many other Local Authorities had undertaken property reviews and there were valuable lessons to be learned by considering their experiences both good and bad, and in taking advice from voluntary sector agencies with specialist regional and national knowledge such as Locality

For WAC the proposed new rental would be approximately £45,000 plus insurance costs per year, and WAC would be required to give up its protection under the 1954 Landlord and Tenant Act and accept a new lease of less than 10 years.

WAC pointed out that originally it had taken over an empty and derelict Council property and through community effort repaired and modernised it raising more than £1.5 million pounds from external sources alongside a massive amount of voluntary labour. WAC has been in occupation since 1973 developing a range of vital community support services and encouraging community participation and self-help with a clear focus on the vulnerable, frail and elderly and those facing discrimination and disadvantage. This has been recognised by, for example, the Queen's Award for the Voluntary Sector.

A new rental at the level proposed by the Council could only be paid by diverting the funds raised to provide services to the public and therefore threatening both community provision and the continued existence of WAC. Many local organisations, community groups, businesses, and health agencies alongside the local Councillors and MP rallied to support WAC and wrote into the Council. A separate section of this report outlines the WAC Community Defence Campaign.

WAC made constructive contributions and responses to the Council consultation process with three formal written submissions. Despite being promised responses to the points raised and questions asked, in the event, none were forthcoming from the Council. The final draft of the new VCS Asset Strategy was not consulted upon, and WAC was allowed just one person to make a 3-minute presentation to the Cabinet meeting in October 2021 where the strategy was agreed.

The Council did make a number of significant changes to its proposals including agreeing to introduce the Strategy in a phased way over six years, agreeing to offer longer leases where appropriate to allow for external fund-raising, and to involve the community sector to a greater extent in the proposed Asset Strategy Panel with oversight by Councillors.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

At the time of writing this report, only one further meeting, in November 2021, has been held between WAC representatives and the Council. This discussed an extended lease for WAC and it has been accepted that the legal requirement is that any new rental should be discounted by the significant money invested in the building to date through community efforts. Draft Heads of Terms for a Lease have been discussed and proposals submitted to the Council for consideration. However, this was done over a year ago and despite repeated reminders no further response has yet been forthcoming from the Council.

Unfortunately, Lambeth does not support an elected umbrella organisation such as a Council of Voluntary Service to put forward VCS views and needs.

**3. WAC Community Defence** – This section is supplied by the users group which formed to defend WAC.

Lambeth Council Cabinet meetings were still being held in private when in October 2021 it met to approve the Voluntary and Community Sector (VCS) Asset Strategy which affected 38 of the many VSC organisations in Council property. No one was allowed into the meeting from WAC except one WAC Trustee who was permitted to speak to the Cabinet for 3 minutes.

Many users had been appalled by the Council proposals which we had found on returning to WAC as lockdown eased, the consultation having been carried out in our absence. Users formed a WAC Community Defence Committee. One of our activities was this demonstration outside Lambeth Town Hall for the duration of the Cabinet meeting.



*Demo outside the Town Hall*

We also created a Community Defence website on which users with digital skills could find out more and comment. This is still available to see [www.waccommunitydefence.org](http://www.waccommunitydefence.org). There are 313 testimonials by people saying why they value WAC.

A petition on Change.org supporting WAC was signed by 2,681 people, many leaving comments which can still be seen on the website.

Those without computer access could sign a paper petition. There were 273 signatures most with comments before the 6-week consultation period ended. Largely obtained by community members taking the petition around their housing block or taking it out to the market street. These were submitted to the Council via a Ward Councillor. The petition has continued after people came back to WAC. It now has vastly more comments and signatures because so many more wanted to support WAC even though Lambeth had ended its consultation period.

Comments about WAC, not about the Lambeth proposals but about general use, can be seen on Google; these are mainly hall users and like the others very appreciative of WAC.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

We are very grateful to those also who wrote letters and otherwise raised their voices in support of WAC including our MP Florence Eshalomi and all 3 Ward Councillors as well as local GPs. (The NHS had not been consulted by Lambeth about the Council proposals.) We also thank the many community organisations and individuals who, of course, supported WAC.

WAC is at the heart of this community. Whatever the Town Hall thinking, the Labour candidates standing for election in May 2022 for the ward used photos of themselves associating with WAC in their election campaign, as local political candidates have done for decades. Back in the 1970s it was the Lambeth Labour Chair of Town Planning and the Labour Chair of Social Services who suggested that the derelict former Library be offered to the community for community development. Peter Lane, one of those two councillors, still lives in the ward. He supported arguing that the community had renovated the building and has, and is, providing great community output as per the original hope.

WAC not only provides benefits to its users – there were over 30,000 of these in the year before lockdown – but has also been a base for action in the community. For example, Coin St Community Builders originated in WAC. WAC also supported local residents to develop 6 other co-ops in the area when government money was available for these. So, Waterloo has, we understand, the highest density of Housing Co-ops in the country. With WAC's support, car parks have also been developed into green space, pedestrian crossings obtained across very busy roads, Waterloo Community Counselling developed from WAC, a sheltered housing scheme was obtained, TRAs developed and housing improvements achieved. It's a great and active community.

Lambeth Council have made no attempt to value the costs to health and social care services if the wellbeing generated by community effort at WAC were removed. Nor explain how they, or perhaps we as community charge payers, would pay for replacement services. Whose interest is this proposal in? More control for the Town Hall and less for the community? Under the proposals decisions about who kept council premises was to rest with Council officers, who rarely stay in Lambeth long, not even with elected Councillors. The idea that the council should take over maintenance of the premises is also bizarre. The Council should get an independent third party to examine WAC and the other libraries in north Lambeth and see which is in the best condition. It will be WAC even though in the 1960s this was the one left by the council as too unsafe to use. Anyone who lives in Lambeth housing is incredulous that Lambeth feels in a position to take over other building maintenance. The view from the Town Hall is very different than from the ground up.

WAC is an outstandingly successful community project.

#### **WAC trustees thanks to key staff and volunteers**

WAC trustees wish to acknowledge the achievements of the year and thank key people for their contribution.

Our small but excellent staff: We were very sorry to lose Alan Hinton as Premises Manager when he moved to Brighton at the start of this year. David Andrews, Centre Co-ordinator and the only full-time staff member, has this year done an outstanding job as have the other staff, tutors, and contractors. WAC has of course vastly more volunteers than paid staff, especially if including the many who contribute on a mutual support basis. Wider support from the community is also crucial, whether helping with links to funding as LERA did for us with the Klarna Bank funding, or helping with gifts in kind, small sums of money or expertise. Many of our users come from traditions where it takes a village to raise a child. In hard times it certainly takes a community to sustain a community centre.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

#### Public benefit statement

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PD2)'. The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

#### FINANCIAL REVIEW

The Statement of Financial Activities showed a net deficit of £56,000 (2021 – net deficit £12,064) for the year and reserves stand at £194,366 (2021 - £250,366). The financial position at the year revealed by the Balance Sheet shows net current assets or working capital of £193,996 (2021 – £249,760). The net book value of tangible fixed assets held, all of which are used directly for charitable purposes, amounted to £370 (2021 – £606).

WAC remains in a sound financial position.

#### Principal Funding Sources

Our primary source of income is self-generated funds through hall hire. We also receive some income from donations and sale of recycled goods.

#### Investment powers and policy

Under the Memorandum and Articles of Association, the charity has the power to make any investment which the trustees see fit. The trustees have considered the most appropriate policy for investing funds and have found that cash deposits meet their requirements to generate income.

#### Reserves policy

There have inevitably been hard as well as easier times in the financial history of WAC. The problems of this and the previous year have once again confirmed the importance of having an adequate level of reserves to cover responsibility to cover contractual commitments and safeguard the on-going work of the Centre. The reserves are now below what we aspire too and we would hope to rebuild them to cover a minimum of six months expenditure and reserves towards building improvements. WAC is aiming to improve reserves as soon as possible but for the immediate future this has to be balanced with the growing problems in the community. We will aim to conserve reserves at this difficult time and to rebuild them as soon as circumstances permit.

The Directors consider that the charity's reserves will enhance the services provided and provide financial security for the future. The reserves held in unrestricted funds, which have not been designated or invested in fixed assets, at the 31 March 2022 were £40,888 (2021 – £22,676).

#### Designated Reserves

Trustees agreed that:

- £78,560 be earmarked for provision for repairs to the buildings and to cover if any loss of income, due to any parts of the building being put temporarily out of use for building works or for external reasons in the local area.
- £38,500 be earmarked against employment responsibilities. We would like to increase this provision to 6 months' salary costs when resources permit.

#### FUTURE ACTIVITIES

The staffing restructuring undertaken in 2018-19 created for the first time a post solely dedicated to Hall Hire lettings and management. This was a logical development step forward on WAC's route to becoming financially independent by generating income from hall hire while also having sufficient time to ensure that hall usage continued to meet our charitable goals.

We aim to continue this approach as soon as Covid permits.

We also hope to continue building improvements which means there can be even more provision of space for community use as well as ensuring continued improvements in their quality.

## **WATERLOO ACTION CENTRE**

### **REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)**

#### **FOR THE YEAR ENDED 31 MARCH 2022**

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

Waterloo Action Centre (the word 'Limited' being omitted by licence from the Department of Trade) is registered as a company limited by guarantee and not having a capital divided by shares.

The company was incorporated on 5<sup>th</sup> February 1982 and registered as a charity on 13<sup>th</sup> May 1982 and constituted as a Limited Company under the Memorandum and Articles of Association. The charity registration number is 284591 and the company registration number is 01611872.

##### **Recruitment and appointment of Trustees**

Three trustees are elected at WAC's AGM and stand down at the end of the next AGM. One is nominated by Waterloo Legal Advice Service and the AGM informed of their nomination for the coming period. Five trustees are elected by representatives of Tenants and Residents Associations (TRAs) and Housing Co-ops in the Waterloo area and two by community projects in Lambeth, south of Waterloo, which are relevant to activities at WAC. Three places are available for co-option by the trustees to provide otherwise unmet skills. Thus, there is a built-in broad representation, which automatically updates as the needs and priorities of the community change.

The trustees have no beneficial interest in the company other than as members. The trustees are also the directors of the company. All the trustees are members of the company and guarantee to contribute £1 in event of winding up.

The Directors of the organisation are also the charity trustees for the purposes of charity law.

##### **Trustee induction and training**

The method of election ensures that most trustees already have knowledge of the community needs, WAC and other local projects or specialist knowledge. At each Management Committee meeting there are reports from each service area to ensure trustees are up to date with activities and changes in legislation or funding requirements, and trustees also have away days to consider developments needed to match changing needs.

Trustees are also offered further sources of information, either through one to one help from other members of the Committee/staff or consultants, as well as through the publications and links to the websites of organisations such as the Charity Commission.

##### **Organisation**

The trustees normally meet monthly, except for August. They are responsible for the strategic direction and policy of the charity. All areas of work report to the Trustees.

##### **Related parties**

The charity works closely with other similar organisations as detailed in the achievements and performance section of the Trustees Report. 5 Trustees are nominated by Tenants/Residents Associations and Housing Co-ops in the area, One Trustee is also a Trustee of Waterloo Community Development Group. Two Trustees are on the Steering Group of South Bank and Waterloo Neighbours Forum.

##### **Risk Management**

The directors actively review the major risks which the charity faces on a regular basis, and believe that maintaining reserves at the current levels, combined with an annual review of the controls over key financial systems will provide sufficient resources in the event of adverse circumstances. The directors have also examined the operational and business risks faced by the charity and confirm that they have established systems to mitigate the significant risks.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

##### REFERENCE AND ADMINISTRATIVE DETAILS

**Charity Number:** 284591

**Company Number:** 01611872

**Directors and Trustees:** For clarification we point out that words “directors” and “trustees” refer to the same people. One is a term used by Charities; Director is used by Companies. Like many charities WAC is both - it is a “not for profit” company.

Howard Simmons – Chair

Jennifer Stiles – Vice Chair

John Patrick Deane – Treasurer (Appointed on 20/10/2022)

Alan Morton-Smith (Resigned on 05/04/2022)

Robert Hayward OBE

Zoe Kennedy

Sally Marullo

Frank Vergara

Sinead (Jenny) O'Neill

George Thomas (Appointed 27/10/2021)

Catherine Muller (Resigned 29/04/2021)

**Senior Management Team:** David Andrews – Centre Co-Ordinator  
Wasim Hussain – Finance Worker  
Alan Hinton – Bookings Manager up to 31/05/2021  
Jean Le Clerc – Bookings Manager from 10/05/2021

**Registered Office:** 14 Baylis Road, London SE1 7AA

**Bankers:** TSB 296-302 High Holborn, London WC1V 7QR

**Independent Examiner:** David Terry, Ramon Lee Ltd, 93 Tabernacle Street, London EC2A 4BA.

## WATERLOO ACTION CENTRE

### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

#### TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The trustees (who are also directors of Waterloo Action Centre for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company Law requires the Directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Directors are required to:

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

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

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

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

**APPROVED BY THE BOARD AND SIGNED ON ITS BEHALF BY:**

DocuSigned by:  
  
5BFC94CDD31547C...  
**JOHN DEANE**  
**TREASURER**

**16 December 2022**

## **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WATERLOO ACTION CENTRE**

I report to the trustees on my examination of the financial statements of the company for the year ended 31 March 2022.

This report is made solely to the charity's trustees, as a body, in accordance with the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my Independent Examination, for this report, or for the opinions I have formed.

### **Respective responsibilities and basis of report**

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the financial statements of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

### **Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the financial statements do not accord with such records; or
- the financial statements do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the Charities SORP (FRS102).

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 financial statements to be reached.



**D TERRY – CHARTERED ACCOUNTANT  
RAMON LEE LTD  
93 TABERNACLE STREET  
LONDON EC2A 4BA**

**16 December 2022**

**WATERLOO ACTION CENTRE**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2022**  
**SUMMARY INCOME AND EXPENDITURE ACCOUNT**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
<b>Income</b>					
Donations	2	7,564	4,250	11,814	2,800
Income from charitable activities	3	104,336	32,517	136,853	147,046
Income from trading activities	4	2,738	-	2,738	331
Investment income	5	299	-	299	225
<b>Total income</b>		<u>114,937</u>	<u>36,767</u>	<u>151,704</u>	<u>150,402</u>
<b>Expenditure</b>					
Expenditure on charitable activities	6	153,680	54,024	207,704	162,466
<b>Total expenditure</b>		<u>153,680</u>	<u>54,024</u>	<u>207,704</u>	<u>162,466</u>
<b>Net income/(expenditure) and net movement in funds for the year before transfers</b>					
		(38,743)	(17,257)	(56,000)	(12,064)
Transfer between funds		<u>583</u>	<u>(583)</u>	<u>-</u>	<u>-</u>
<b>Net income/(expenditure) and net</b>		<b>(38,160)</b>	<b>(17,840)</b>	<b>(56,000)</b>	<b>(12,064)</b>
<i>Reconciliation of funds</i>					
Total funds, brought forward		196,478	53,888	250,366	262,430
<b>Total funds, carried forward</b>		<u><u>158,318</u></u>	<u><u>36,048</u></u>	<u><u>194,366</u></u>	<u><u>250,366</u></u>

The Statement of Financial Activities also complies with the requirements for an Income and Expenditure Account under the Companies Act 2006.

**CONTINUING OPERATIONS**

None of the company's activities were acquired or discontinued during the above two financial years.

**TOTAL RECOGNISED GAINS AND LOSSES**

The statement of financial activities includes all gains and losses recognised in the above financial years.

The notes on pages 21 to 32 form part of these financial statements

**WATERLOO ACTION CENTRE**  
**BALANCE SHEET AS AT 31 MARCH 2022**

	Notes	2022		2021	
		£	£	£	£
<b>Fixed assets</b>					
Tangible fixed assets	10		370		606
<b>Current assets</b>					
Debtors	11	7,285		2,868	
Cash at bank and in hand		<u>194,503</u>		<u>266,676</u>	
		201,788		269,544	
<b>Liabilities</b>					
Creditors falling due with in one year	12	<u>(7,792)</u>		<u>(19,784)</u>	
<b>Net current assets</b>			193,996		249,760
<b>Net assets</b>			<u><u>194,366</u></u>		<u><u>250,366</u></u>
<b>The funds of the charity</b>					
Unrestricted funds:					
General	13		41,258		23,282
Designated	13		117,060		173,196
Restricted funds	13		36,048		53,888
<b>Total charity funds</b>			<u><u>194,366</u></u>		<u><u>250,366</u></u>

For the financial period ended 31 March 2022 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for:

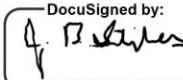
- a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

These financial statements were approved and authorised for issue by the Board of Directors and Trustees on 16 December 2022 and were signed on its behalf by:

  
5BFC94CDD31547C...

..... **JOHN DEANE – Treasurer**

DocuSigned by:  
  
3D474C854589483...

..... **JENNY STILES – Vice Chair**

**Company Registration No 01611872**

The notes on pages 21 to 32 form part of these financial statements

**WATERLOO ACTION CENTRE**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2022**

**1. ACCOUNTING POLICIES**

**1.1 Basis of preparation of financial statements**

The financial statements of the charitable company, which is a public benefit 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 financial statements 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 Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these financial statements.

**1.2 Preparation of financial statements on a going concern basis**

The charity's financial statements show net deficit of £56,000 (2021 - deficit £12,064) for the year and free reserves of £40,888 (2021 - £22,676). The trustees are of the view that these results and plans for the future have secured the immediate future of the charity for the next 12 to 18 months and on this basis the charity is a going concern.

**1.3 Income recognition**

All income is included in the Statement of Financial Activities when the charity is legally entitled to it, receipt is probable and the amount can be measured with sufficient reliability.

**Grant income**

Grants are credited to the Statement of Financial Activities when the charity is entitled to the funds. Income is only deferred where there are time constraints imposed by the donor or if the funding is performance related.

Where entitlement to grants receivable is dependent upon fulfilment of conditions within the charity's control, the income is recognised when there is sufficient evidence that conditions will be met.

Grants supporting the core activities of the charity and with no specific restrictions placed upon their use are included within donations and legacies. Grants that have specific restrictions placed upon their use are included within income from charitable activities.

Capital grants for the purchase of fixed assets are credited to restricted incoming resources on the earlier date of when they are received or receivable. Depreciation on the related fixed assets is charged against the restricted fund.

**Donations and legacies**

Donations are recognised in the period in which they are received. Legacy income is recognised when the charity's entitlement is judged to be probable and where the amount can be reliably measured.

**Contract income**

Income from charitable activities include income recognised as earned (as the related goods and services are provided) under contract.

**Investment income**

Investment income is included when receivable.

## WATERLOO ACTION CENTRE

### NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

#### 1.4 Volunteers and donated services, facilities and goods

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the charity is not recognised in the main body of the financial statements but detail is contained in the trustees report.

On receipt, donated professional services, donated facilities and goods are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

#### 1.5 Expenditure recognition and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

Expenditure is classified under the following activity headings:

- a) Cost of raising funds comprises costs of seeking grants and donations and, space hire and their associated support costs.
- b) Expenditure on charitable activities include expenditure associated with the main objectives of the charity and include both the direct costs and support costs relating to these activities.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

#### 1.6 Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance and administration personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 7.

#### 1.7 Funds structure

The general fund comprises those monies, which may be used toward meeting the charitable objectives of the company at the discretion of the Management Board.

The restricted funds are monies raised for, and their use restricted to, a specific purpose or donations subject to donor imposed conditions.

#### 1.8 Investments

Fixed asset investments are stated at cost less provision for diminution in value.

#### 1.9 Tangible fixed assets and depreciation

Tangible fixed assets (excluding investments) are stated at cost less depreciation. The cost of minor additions or those costing less than £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Equipment Centre	-	25% on cost
Computer Equipment	-	25% on cost

## WATERLOO ACTION CENTRE

### NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

##### **1.10 Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

##### **1.11 Cash at bank and in hand**

Cash at bank and in hand includes cash and short term cash deposits.

##### **1.12 Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

##### **1.13 Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

##### **1.14 Taxation**

The charity is a registered charity and, therefore, is not liable for Income Tax or Corporation Tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

##### **1.15 Judgement and key sources of estimation uncertainty**

In the application of the company's accounting policies, the charity is required to make judgments, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

##### **1.16 Pension**

The charity operates a defined contribution pension scheme on behalf of its employees. Contributions are charged to the Statement of Financial Activities in the period in which they are payable. The assets of the scheme are held separately from those of the charity in an independently administered fund.

## WATERLOO ACTION CENTRE

### NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

#### 2. GRANTS AND DONATIONS

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
Phyl and Hughie Charitable Trust	6,000	-	6,000	1,000
Klarna Bank - Donation for Welfare benefits work	-	4,250	4,250	-
Euromonitor International	1,000	-	1,000	-
Anne Critchley's Will	-	-	-	1,440
Sundry donations < £1,000	564	-	564	360
	<u>7,564</u>	<u>4,250</u>	<u>11,814</u>	<u>2,800</u>

The grants and donations income in 2021 totalling £2,800 was attributed to unrestricted funds of £1,800 and restricted funds of £1,000.

#### 3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
<b><u>Centre Activities</u></b>				
Hall & room occupancy charges	81,574	-	81,574	7,622
HMRC JRS grant	19,361	-	19,361	44,271
Government funding for Organisations in Leisure industry	-	16,000	16,000	40,286
Worshipful Company of Merchant Taylors	-	7,967	7,967	8,067
Lambeth Estate Residents' Association	-	3,600	3,600	-
Contributions from people attending WAC provided activities	3,401	-	3,401	48
Sainsbury's Helping Everyone Eat Better Community Grants Fund	-	500	500	-
First MTR South Western Trains LTD	-	450	450	3,274
Power To Change -CCLORS grant	-	-	-	27,272
Walcot Foundation	-	-	-	11,006
Shell Employee Volunteering	-	-	-	1,200
<b><u>Legal Services</u></b>				
Jones Day	-	4,000	4,000	4,000
	<u>104,336</u>	<u>32,517</u>	<u>136,853</u>	<u>147,046</u>

Income from charitable activities in 2021 totalling £147,046 was attributed to unrestricted funds of £93,427 and restricted funds of £53,619.

## WATERLOO ACTION CENTRE

### NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

#### 4. OTHER TRADING ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
Bric-a brac sales	2,738	-	2,738	331
	<u>2,738</u>	<u>-</u>	<u>2,738</u>	<u>331</u>

Income from other trading activities in 2021 totalling £331 was all attributed to unrestricted funds.

#### 5. INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
Bank interest	299	-	299	225
	<u>299</u>	<u>-</u>	<u>299</u>	<u>225</u>

The investment income in 2021 totalling £225 was all attributed to unrestricted funds.

#### 6. ANALYSIS OF EXPENDITURE

	Legal Services	Other Voluntary Services	Total 2022	Total 2021
	£	£	£	£
Staff costs	-	62,769	62,769	64,573
Volunteer expenses	-	2,652	2,652	15
Premises costs	-	87,936	87,936	38,059
Legal services	3,446	-	3,446	2,727
Other direct costs	-	2,130	2,130	2,306
Support costs (Note 7)	-	45,651	45,651	51,906
Governance costs (Note 7)	-	3,120	3,120	2,880
	<u>3,446</u>	<u>204,258</u>	<u>207,704</u>	<u>162,466</u>

Of the £207,704 expenditure in 2022 (2021 - £162,466), £97,544 was charged to unrestricted funds (2021 - £115,859), £56,136 to designated funds (2021 - £304) and £54,024 to restricted funds (2021 - £46,303).

## WATERLOO ACTION CENTRE

### NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

#### 7. ANALYSIS OF SUPPORT AND GOVERNANCE COSTS

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between charity's key activity undertaken (see note 6) in the year. All the general support and governance costs have been apportioned to the various charitable activities on the basis of staff time allocated to each activity.

	General Support	Governance Function	Total 2022	Total 2021
	£	£	£	£
Staff costs	27,495	-	27,495	39,006
Training costs	1,569	-	1,569	28
Communication costs	4,940	-	4,940	5,077
Information technology and website	6,652	-	6,652	5,577
Subscription	1,124	-	1,124	1,304
Books and periodicals	74	-	74	-
Bank charges	232	-	232	201
General expenses	3,311	-	3,311	477
Depreciation	236	-	236	236
Trustees and board meeting expenses	18	-	18	-
Independent examiner's fees	-	3,120	3,120	2,880
	<u>45,651</u>	<u>3,120</u>	<u>48,771</u>	<u>54,786</u>

#### 8. NET INCOME/(EXPENDITURE) FOR THE YEAR

This is stated after charging:

	2022	2021
	£	£
Independent examiner's fees	3,120	2,880
Depreciation on tangible fixed assets	<u>236</u>	<u>236</u>

#### 9. ANALYSIS OF STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES, AND COST OF KEY MANAGEMENT PERSONNEL

	2022	2021
	£	£
<b>STAFF COSTS</b>		
Salaries	88,459	99,348
National Insurance	486	1,411
Pension	1,319	1,428
	<u>90,264</u>	<u>102,187</u>

## WATERLOO ACTION CENTRE

### NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

#### 9. ANALYSIS OF STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES, AND COST OF KEY MANAGEMENT PERSONNEL (Cont/d)

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

	2022	2021
Direct project work	3.7	3.7
Administration work	0.6	0.6

No employee earned more £60,000 including benefits.

None of the trustees received any remuneration during the year. One (2021 One) trustee was reimbursed travelling expenses during the year of £246 (2021 £5). A very active long term volunteer became a Trustee on 27/10/2021, his volunteer expenses continued for his volunteer roles amounted to £675 during the year.

The key management personnel of the charity comprise of Centre Co-Ordinator, Finance Manager and Bookings Manager. The total employee benefits (including employer's pension contribution) of the key management personnel of the charity were £55,288 (2021 - £66,807).

#### 10. FIXED ASSETS

	2022	2021
<b>Net book value:</b>	<b>£</b>	<b>£</b>
Equipment Centre	-	-
Computer Equipment	370	606
	370	606

	Opening Balances	Additions	Disposals	Closing Balances
	£	£	£	£
<b>Cost</b>				
Equipment Centre	32,303	-	-	32,303
Computer Equipment	15,848	-	-	15,848
	48,151	-	-	48,151

	Opening Balances	Charge For Period	Disposals	Closing Balances
	£	£	£	£
<b>Depreciation</b>				
Equipment Centre	32,303	-	-	32,303
Computer Equipment	15,242	236	-	15,478
	47,545	236	-	47,781

**WATERLOO ACTION CENTRE**  
**NOTES TO THE FINANCIAL STATEMENTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**11. DEBTORS**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Trade Debtors	7,032	1,518
Other Debtors	253	1,350
	<u>7,285</u>	<u>2,868</u>

**12. CREDITORS: Amounts falling due within one year**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Trade creditors	2,457	2,408
Taxation and social security	1,826	3,780
Other creditors	389	2,749
Accruals	3,120	2,880
Deferred income (Note 15)	-	7,967
	<u>7,792</u>	<u>19,784</u>

## WATERLOO ACTION CENTRE

### NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

#### 13. ANALYSIS OF CHARITABLE FUNDS

	Balance at 01/04/2021	Income	Expenditure	Transfer between funds	Balance at 31/03/2022
	£	£	£	£	£
<b>Restricted funds:</b>					
Donation for Welfare benefits worker	-	4,250	4,250	-	-
London Borough of Lambeth	-	16,000	16,000	-	-
Worshipful Company of Merchant Taylors	2,371	7,967	10,338	-	-
Lambeth Estate Residents' Association	-	3,600	-	-	3,600
Sainsbury's Helping Everyone Eat Better Community Grants Fund	-	500	500	-	-
First MTR South Western Trains Ltd	3,274	450	1,766	-	1,958
ITV	4,406	-	4,406	-	-
Letterheads	8,367	-	8,367	-	-
Waterloo Legal Advice Service	31,093	4,000	4,020	(583)	30,490
Phyl and Hughie Charitable Trust	996	-	996	-	-
Power To Change -CCLORS grant	3,381	-	3,381	-	-
	<u>53,888</u>	<u>36,767</u>	<u>54,024</u>	<u>(583)</u>	<u>36,048</u>
<b>Designated funds:</b>					
Employment related costs	38,500	-	-	-	38,500
Building repair and maintenance	134,696	-	56,136	-	78,560
	<u>173,196</u>	<u>-</u>	<u>56,136</u>	<u>-</u>	<u>117,060</u>
General funds	23,282	114,937	97,544	583	41,258
	<u>196,478</u>	<u>114,937</u>	<u>153,680</u>	<u>583</u>	<u>158,318</u>
Total funds	<u>250,366</u>	<u>151,704</u>	<u>207,704</u>	<u>-</u>	<u>194,366</u>

## WATERLOO ACTION CENTRE

### NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

#### 13. ANALYSIS OF CHARITABLE FUNDS (Cont/d)

##### Analysis of charitable funds – previous year

	Balance at 01/04/2020	Income	Expenditure	Transfer between funds	Balance at 31/03/2021
	£	£	£	£	£
<b>Restricted funds:</b>					
Worshipful Company of Merchant Taylors	2,371	8,067	8,067	-	2,371
ITV	4,406	-	-	-	4,406
Letterheads	8,367	-	-	-	8,367
Waterloo Legal Advice Service	30,258	4,000	3,165	-	31,093
Phyl and Hughie Charitable Trust	170	1,000	174	-	996
Power To Change -CCLORS grant	-	27,272	23,891	-	3,381
Walcott Foundation	-	11,006	11,006	-	-
First MTR South Western Trains Ltd	-	3,274	-	-	3,274
	<u>45,572</u>	<u>54,619</u>	<u>46,303</u>	<u>-</u>	<u>53,888</u>
<b>Designated funds:</b>					
Employment related costs	38,500	-	-	-	38,500
Building repair and maintenance	135,000	-	304	-	134,696
	<u>173,500</u>	<u>-</u>	<u>304</u>	<u>-</u>	<u>173,196</u>
General funds	43,358	95,783	115,859	-	23,282
	<u>216,858</u>	<u>95,783</u>	<u>116,163</u>	<u>-</u>	<u>196,478</u>
Total funds	<u>262,430</u>	<u>150,402</u>	<u>162,466</u>	<u>-</u>	<u>250,366</u>

##### Description, nature and purpose of restricted funds:

**Klarna Bank - Donation for Welfare benefits work** – Funding received for IT support to older people and people with disabilities.

**Government funding for Organisations in Leisure industry** - Government grant to businesses affected by Covid administered by Lambeth.

**Worshipful Company of Merchant Taylors** – Funding received for Welfare benefits advice work with older people and people with disabilities.

**Lambeth Estate Residents Association** – Funding received to support older people with IT.

**Sainsbury's Grant** – Funding for Activities with older people and advice.

**First MTR Southwestern Trains Ltd** – Funding received for improvements relating to the garden. £1,766 was spent during the year.

**ITV:** benefits advice to people who are frail or have disabilities.

**Letterheads:** benefits advice and computer assistance to older people or people with disabilities.

## WATERLOO ACTION CENTRE

### NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2022

#### 13. ANALYSIS OF CHARITABLE FUNDS (Cont/d)

**Waterloo Legal Advice Service:** Funding received towards the costs of legal advice by unpaid professionals.

**Phyl and Hugh Charitable Trust** – Funding received for general social services for vulnerable people.

**Power to Change CCLORS** - CCLORS stands for the Covid -19 Community Led Recovery Scheme. The project title of the charity was Benefits Advice and Computer Access for Vulnerable People. Funding received to improve the new computer room to support older peoples access to computers.

**Walcot Foundation:** Funding was to enable support to vulnerable people despite the problems in service delivery which arose from the Covid crisis , it included an emphasis on training and support via computers and smartphones

#### **Description, nature and purpose of designated funds:**

**Employment related cost:** Funding designated to cover employment related costs

**Building repair and maintenance:** Funding designated to cover the cost of building repairs and maintenance. Significant improvements were made during the year to updating the fire alarm system, emergency lighting, and other health and safety feature.

#### **Description, nature and purpose of unrestricted funds:**

**General funds:** General fund represents funds available to spend at the discretion of the trustees.

#### 14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2022 £
Fixed assets	370	-	-	370
Net Current assets	40,888	117,060	36,048	193,996
	41,258	117,060	36,048	194,366

#### **Analysis of net assets between funds – previous year**

	Unrestricted Funds	Designated Funds £	Restricted Funds £	Total 2021 £
Fixed assets	606	-	-	606
Net Current assets	22,676	173,196	53,888	249,760
	23,282	173,196	53,888	250,366

**WATERLOO ACTION CENTRE****NOTES TO THE FINANCIAL STATEMENTS (Cont/d)****FOR THE YEAR ENDED 31 MARCH 2022****15. DEFERRED INCOME**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Balance brought forward	7,967	8,067
Amount released to income in the year	(7,967)	(8,067)
Amount deferred in the year	-	7,967
Balance carried forward	<u>-</u>	<u>7,967</u>

Deferred income in 2021 represented donation income received of £7,967 from Worshipful Company of Merchant Taylors for benefits advice to people who are frail or have disabilities from 1st April 2022.

**16. SHARE CAPITAL**

The company is limited by guarantee and does not have a share capital divided by shares. The trustees are also the directors of the company. All the trustees are members of the company and guarantee to contribute £1 in event of winding up.

**17. PENSIONS**

The pension cost charge represents contributions payable by the charity to the fund and amounted to £1,319 (2021 - £1,428). Contributions totalling £299 (2021 - £366) were payable to the fund at the year end and are included in creditors.

**18. RELATED PARTY TRANSACTIONS**

The charity received £6,000 (2021 - £1,000) from The Phyl and Hughie Williams Charitable Trust of which Jennifer Stiles is a trustee.

Details of transactions with trustees and senior management are in note 9. There were no other related party transactions during the year.

**WATERLOO ACTION CENTRE**

England & Wales - Charity number 284591

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# Accounts

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# **WATERLOO ACTION CENTRE**

Charity No. 284591    Company No: 01611872 (England & Wales)

# **ANNUAL REPORT**

**AND FINANCIAL  
STATEMENT  
2020-21**

# **WATERLOO ACTION CENTRE**

## **REPORT AND ACCOUNTS**

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**WATERLOO ACTION CENTRE**  
**REPORT OF THE DIRECTORS AND TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2021**

The trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31st March 2021, which are also prepared to meet the requirements for a directors' report and Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statements 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).

For clarification we point out that words "directors" and "trustees" refer to the same people. One is a Term used by Charities, Director is used by Companies. Like many charities WAC is both. It is a not for profit company.

### **OUR PURPOSE AND ACTIVITIES**

The main objects are the relief of poverty, sickness and distress, the protection of health and the advancement of education as well as the provision of facilities for recreation or other leisure time occupation in the interest of social welfare. Such facilities being provided with the object of improving the conditions of life of the persons for whom they are primarily intended, those persons having need of such facilities by reason of their youth, age, infirmity, poverty or social and economic circumstances.

### **VISION**

- A modern, dynamic and sustainable community centre that provides a home for groups in the area
- Recognised hub of community services and activities in the Waterloo area
- A centre that is owned and managed on behalf of the community.

### **AIMS**

- To provide a warm and friendly welcome to all members of the community who use our services.
- To secure the ownership of the centre for the community, with a sustainable financial framework around it.
- To continually improve the services delivered by the centre and demonstrate value for money to the organisations funding them.
- To increase usage of the centre by the community and the groups active in the area, particularly those groups which are socially excluded.

### **CORE VALUES**

- Social inclusion and equality of opportunity
- Opportunities for all who wish to give as well as to receive (which in our experience is most people)
- Strong networks which interlink to form and sustain community
- Services planned and controlled by those who know best (usually consumers, potential consumers and those who understand and respect them).
- Empowerment and education so that people can lead richer lives individually and collectively.

### **The role and contribution of volunteers**

WAC is rooted in community effort with much being done on a shared basis through many different activities so a very wide number and range of people have an opportunity to contribute. This adds greatly to the bounce in the centre because people enjoy contributing and sharing. It is also how WAC achieves so many outputs with so little money or staffing.

We also receive important one-off help with items like painting decorating and gardening and the provision of outings and one-off entertainment.

WAC holds The Queens Award for Voluntary Service and continues to live up to this standard. Active 7 days a week promoting health and wellbeing and engagement, without public funding. WAC could not function without unpaid effort from users and the wider community. References to this involvement will be found throughout the report.

# WATERLOO ACTION CENTRE

## REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

### FOR THE YEAR ENDED 31 MARCH 2021

The citation for the award reflects our core values

*Promoting everyone's right to give as well as receive, WAC, developed by the local community, facilitates economic, diverse and relevant solutions to community needs."*

#### **Director's Report for 2020 / 2021**

There is a 10-minute film about activities available from WAC's website [www.waterlooactioncentre.co.uk](http://www.waterlooactioncentre.co.uk).

**Waterloo Action Centre collective achievements for the year are set out below.**

#### **Overview - Responding to a year of acute challenges**

On 19<sup>th</sup> March 2020 our very busy community centre, which had helped over 30,000 people that year, had to close to open access because of the national Covid crisis. Yet many of our users were very vulnerable without external links or help. The year 1<sup>st</sup> April 2020 – 31<sup>st</sup> March 2021 was a nightmare of balancing risks – the dangers from the virus against such ills as not being able to get food, human contact, other essentials or access. The balance changed with Government guidance during the year – a roller-coaster for those of us on the front line. The one good bit was that many of the homeless people who we had helped over the years, with ever-increasing difficulty, suddenly vanished from the streets. Accommodation was made available with Government finance in hotels etc. Another change was that there weren't any tourists or many commuters. You could hear the birds and everyone around was a neighbour. Finding herself moved on by the police when she tried to sit out on a park bench, one of WAC's 90-year-old users decided to isolate by spending each afternoon sitting on a bench in Waterloo Station. She was undisturbed and said it was the quietest, safest place, almost deserted with just the occasional train.

Even in the most dangerous early months of the epidemic a presence was maintained in WAC 3 days a week. There were 2 people in for each of those 3 days, from a team of David Andrews (Centre Co-ordinator), Val Roach (Welfare Benefits Workers with older people and people with disabilities) and Jenny Stiles (Vice Chair). All of them could walk to WAC. Chris Thorn, a local resident took over as cleaner (we did a lot of cleaning!) and security person. There was minimal contact with the public but at least there was somewhere people could turn to for emergency help.

Furlough was crucial in allowing us to keep other staff on, paid and safely at home, gradually coming back in as we were able to do more in the Centre. An easier summer led to a greater crisis in the winter, so in-person activities were reduced again even for the most needy. However, we had developed more ways in which we could go on supporting the most vulnerable.

A lot of thought and communication went on with other local agencies such as the local food bank, Blackfriars Settlement and Coin St Community Builders, on who could help, where and how.

#### **Main strands of work**

##### **Older Peoples Groups - maintaining and building connections**

WAC's system of smallish groups, in which people become friends and often run an activity between them, proved a marvelous basis for on-going mutual support throughout the lockdown. WAC recognizes that, with the very long older-age period during which a person is not at work to make friends and when friends/relatives are likely to die or move away, places to meet and make new friends are essential and, given the chance such as that provided by WAC, they do make such friends and life opens up again. This is always valuable. In lockdown we were so grateful for having adopted this approach. WAC does not have staff to work with older people since Lambeth ended its day centre contracts with the voluntary sector, but this network of mutual support was the major source of help to many in lockdown. Some people were especially responsible about keeping in contact with others in their group who would be most isolated. Others from WAC also tried to keep in touch with the most vulnerable, but the overwhelming strength came from people phoning one another, which was a great help, even for those who had relatives, and was even more important for those who didn't.

##### **Computer Access - tackling isolation and the digital divide**

This was another element of WAC's work from previous years which came into its own in lockdown. We had been running computer courses for older people for years. Compared with others of their age group WAC's older users therefore tend to be more computer-savvy. However, some had relied on using the computers in WAC, some had had partners who dealt with computers, few could use Zoom, and some weren't up to the extra demands of lockdown and did not have relatives/friends to advise.

## WATERLOO ACTION CENTRE

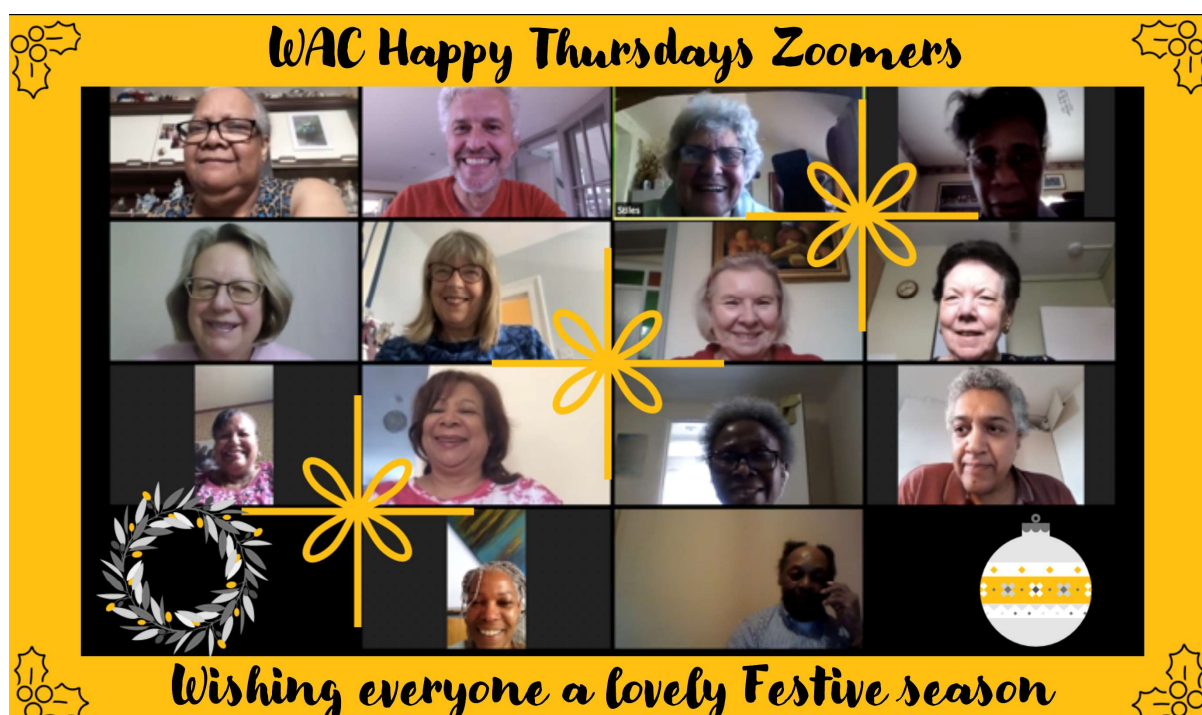
### REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

#### FOR THE YEAR ENDED 31 MARCH 2021

In the autumn when the virus was less virulent, a 3-month grant from the Walcot Foundation enabled WAC to sign a contract with IT specialists who could help individuals having a problem with their IT equipment, or with doing a particular task. It was not about teaching computing generally but focused on what a person needed to do and, wherever possible, on using their own equipment. This is the sort of help many get typically from younger relatives or friends but those who don't have it can be stranded. It was so much easier for people who were deliberately isolating or simply living alone in the new Covid world if they had computer access. Some of the devices were found to be faulty and putting them right was an enormous benefit to the users. We ran 2-hour sessions 3 times a week for about 6 people a session. A few people only needed one session, but most needed more. Some 14 others who were isolating had to be visited at or near their home, to get systems sorted. Then, if Zoom was sorted out on the first visit, they could be helped with next steps via Zoom. Some of the help at home was particularly complex, as it required computer access for people with disabilities. The scheme also helped by linking others who could afford to pay for computer help to someone who could provide this.

A later grant from Power to Change /CCLORS (Covid-19 Community-led Organisations Recovery Scheme) enabled us to continue some of the digital work for the rest of the financial year and into next year but not to the extent we had hoped because Covid restrictions were imposed more strongly again. However, the computer help indicated above left many much better able to use computers from home and thus to take some of the problems out of lockdown.

#### Zoom Groups - Boosting physical and mental wellbeing



Weekly throughout the year, from 7<sup>th</sup> May a WAC Trustee, Franck Vergara hosted a Happy Thursday Zoomers group, so that WAC users, particularly from the older people's groups, could see one another and chat, check how one another were doing in these difficult times and exchange tips and, above all, see familiar faces and spend a relaxing moment together. About 12-15 people joined the call. The sessions continued into 2021-22, even after some people were able to come back to WAC.

As part of our IT request to the Walcot Foundation (see above), we asked for three more weekly Zoom sessions and for equipment. The Gentle Exercise Tutor (Sheila Dickie) then ran her sessions on Zoom as well as phoning and posting to class members who could not come on-line. Sheila was initially helped by the IT specialists. Zoom sessions for users enabled more to join.

Also, with this funding Zoom dance classes based on songs from the 60's to the 80's were started twice a week, including lots of arm movements, so some could join in seated.

# WATERLOO ACTION CENTRE

## REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

### FOR THE YEAR ENDED 31 MARCH 2021

Laura Ichajapanich, the Tai Chi tutor and Jean Le Clerc, a dance teacher, both allowed free/what-you-can-afford access to their Zoom sessions to WAC users along with their paying clients. Once started, these ran throughout lockdown.

WAC also sent regular Updates to users whose e-mails we had. These meant we could publicize many other opportunities for people to enjoy things on-line, as well as keep people feeling linked to WAC.

#### Creation of a dedicated Computer Room



The Walcot grant also enabled WAC to create a computer room for public use with 10 places. Before lockdown public need for computers had been growing. WAC offered some access but in odd corners of the building and this was insufficient. It was clear that demand would be even greater after the Covid crisis because so much more was going only on-line.

Full use of the computer room did not happen as soon as we had hoped. For the six months from 20<sup>th</sup> October 2020, when the Walcot Grant ended, we were fortunate to receive a 6-month grant for ongoing digital inclusion work through CLLORS, from Power to Change and the National Lottery.

This included funding IT staffing for use of the new computer room by a wide range of locals suffering from lack of computer access, including people we envisaged would be searching for jobs. However, the 2020 winter resurgence of the virus and associated Government Guidance imposed a tightening of restrictions on people mixing, so for the rest of the year we remained in lockdown, with only minimal essential access.

WAC was able to keep Zoom sessions and some IT training going at WAC as well as helping people with computers at home. The new dedicated computer space became a great asset when we were allowed to come together again but only for very limited numbers.

#### Advice services for frail older people and those with disabilities

The only on-going grant WAC receives is from The Worshipful Company of Merchant Taylors which covers 3 years (2019/20 is the middle year) and is providing funding one day a week and support costs for Val Roach, WAC's advice worker with older people and people with disabilities. In this lockdown year neither of the volunteers who had helped on this project could be available – they had family responsibilities. However, the public need for help was greater than ever and many found they could not get help from any human being anywhere. People constantly complained of being unable to communicate with statutory bodies and statutory funded sources. Also, many systems had been changed so you had to be on-line to access them.

Need was so great in lockdown that it was crucial to be able to offer Val. For the first 3 months Val kindly volunteered one day week, for a second day WAC paid her from its reserves and, with the normal Merchant Taylor funded day, this came to 3 days a week in all. After the first 3 months we were able to pay her for those extra 2 days through the generosity of The Walcot Foundation and then the Power to Change/national Lottery/Covid-19 Community led.

In the early days of lockdown, although WAC maintained people in the building to help 3 days a week, users were only admitted in person in the direst of emergencies. However, it was somewhere people could phone or knock on the door when they had nowhere to turn to and we also continued to provide food vouchers. However, Val was finding that there were some people who could not be helped this way. So after a few weeks, Trustees agreed to her allowing one person at a time into the building to see her, if they could not get their benefit any other way. There was, of course, enormous care about cleaning and social distancing. Then this restriction was eased further, so not only the people for whom Val is normally funded could come and see her but whoever was in most desperate need.

# WATERLOO ACTION CENTRE

## REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

### FOR THE YEAR ENDED 31 MARCH 2021

Val and David (when Val was not there) issued 110 vouchers for the food bank during the year, which was significantly more than in the previous year.

As soon as possible more people were admitted who were in severe financial difficulty whom Val needed to see in person in order to help them. Some problems arose through lack of computer access. So, Val and the IT workers mentioned earlier started working together, passing on the users to one another according to which skills they needed. For the rest of the year and into the future WAC now intends to work like this. There is no point someone having to turn to the scarce skills of a benefits specialist if they can be shown how to do most things on a computer themselves and be given computer access. So, the IT work which was started for older people was broadened to include younger claimants, where this was essential to ensure they could get any money to live on. An IT worker obtained a donation of 5 computers/smart phones and free IT access which were given, where necessary, with on-going training, to people with special needs and computer access was provided in WAC, when Covid permitted. In the next year we intend that the computer room will become more open as Covid fades, with more people being able to help themselves on-line. WAC never believes in people being dependent if they can be empowered and, with the increasing digital divide, this is another barrier to help people cross.

Due to all the issues of lockdown, many of the people Val saw needed her care and wide capacity for thinking of other solutions.

Val's financial achievements for her "normal" client group – older people and people with disabilities included:

- 16 appeals on behalf of people with disabilities who had been refused Personal Independence Payments (PIP), gaining £59.70- £89.15 a week extra for care for each person, sometimes with an additional mobility element as well. 5 more appeals had been made and verdicts were awaited. Only one appeal had been refused and Val was taking this to a higher level of appeal.
- 2 patients suffering with Long Covid were successfully assisted with first applications for PIP, daily living and mobility. One received £151.40, the other £ 83.30 a week.
- 3 clients gained Housing Benefit support totaling £373.43 a week.
- 3 clients received Council Tax support totaling £73.34 a week.
- One client received £3,163.49 which had been underpaid by Universal Credit.
- A £300 hardship grant was obtained for one client from a charity.
- Many clients were helped to get Freedom Passes or Blue Badges.
- 3 people who had not been claiming state pension were assisted to obtain it, giving one a £113.96 weekly income and two a £134.11 weekly income each. One of these also received a £7,510.16 back payment.
- 3 people each gained Employment and Support Allowances at £111.65 a week.
- 2 people obtained Pension Credit top-ups of £26.33 a week.
- 4 people obtained Attendance Allowances, with results awaited on 2 other applications – this enables people to employ a person of their choice to help them, which can prove infinitely more satisfactory than having a carer provided by a local authority/agency. Once the hurdle of getting the difficult form dealt with is over, this form of assistance is much cheaper for the state as well as offering a preferred solution to the user. For example, they can make arrangements with someone who speaks the same language, has same interest etc.

Clearly such sums made an enormous difference to people struggling at the margins.

#### **Waterloo Legal Advice Service (WLAS)**

The Waterloo Legal Advice Service had been seeing between 80 -100 clients each Thursday in the years prior to lockdown. On March 24th 2020 it had to close its physical doors to clients. However, with the assistance of the WAC website and putting notices on the windows we were still able to offer assistance to some continuing clients and, as the lockdown progressed, to a number of new clients with urgent problems by offering remote advice. As the year advanced and some of the restrictions were lifted, the legal advice service was assisted by WAC who put in place a system to support some of the clients who had previously had little or no access to computer and therefore been unable to access the legal advice service working as it was remotely. The clients most in need of assistance during the lockdown were often those who were finding it hardest to deal with getting advice and assistance remotely. Although due to lockdown we were only able to assist a fraction of the number WLAS would generally see in a year, the professional legal volunteers were still able to advise and take on matters for over 200 clients when many other services were closed to them. The main areas that clients needed assistance with were employment, housing and immigration.

# WATERLOO ACTION CENTRE

## REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

### FOR THE YEAR ENDED 31 MARCH 2021

#### **Improvements to WAC's building**

The charitable trust CCLORS (Power to Change/ National Lottery) kindly agreed that money which could not be spent on IT help because of the tightening of Government guidance reducing access to buildings could be used for capital work. With this and the money already requested in that grant the following improvements were achieved:

- 13 new double electrical sockets in the dance and rear halls, thus making the halls much safer removing the risk of trailing wires.
- Repainting of the lobby and reception area while WAC had few users in the building.
- Relaying of garden path which had become uneven.
- LED lighting for the two downstairs halls and some other places. LED lighting is clearer and more economical on maintenance and running costs.

So, when WAC re-opened to more users in 2021-2022, it was with an improved building.

#### **WAC Garden**

This was sustained for the future by basic watering and maintenance by Chris Thorn, WAC's security person for the crisis, and then once a few key volunteers could come back in, by George Thomas.

#### **Staffing**

Unfortunately, Alan Hinton, Hall Hire Manager decided to move to Brighton and had given his notice before the end of this financial year. After the first few months on full furlough Alan had returned to part work, part furlough. He was a great help to WAC during that time. Diania Mesa, one of our caretakers, soon found alternative employment after graduation and left in August 2020. Chris Thorne, the caretaker who lived closest to WAC, was very helpful in very efficiently providing caretaking, cleaning and security for this year when we wanted to eliminate as far as possible staff having to travel into WAC.

The Government's furlough system was crucial in helping us get through the year without making any one redundant.

David Andrews, Centre Coordinator, has had a crucial role in holding the Centre together during this challenging year, and when people come in with deep worries it was great to be able to refer at least some of them to Val Roach's care and knowledge. Chris Dann, Akin Akinwunmi, and Liam Curtis, the IT people we engaged on contracts, were also excellent.

#### **Other supporters**

We are, as ever, very grateful to Ken Hamilton for volunteering his great knowledge about buildings and how to sort out their problems. WAC has a regular maintenance/DIY contract with Johnny Walker who lives locally.

Many thanks also to all the tutors, volunteers, users and funders who have done so much to help others through this very difficult year. Finally, thank you to all the people who wanted to come in and help or do things in WAC but who we could not let in because of having to keep the building in minimum use due to the Virus. We hope to be able to welcome everyone back next year.

We are grateful to Power to Change for the donation of the computers for the computer room (as well as for their part in the CCLORS grant). Also to Community TechAid and to Millennium Community Services for the computers and phones we given to pass on.

Although the Employee Volunteering was not available this year for its visits to re-paint, garden and help people with their computers, Shell, one of the normal participants, kindly donated £1,200 to WAC in lieu of their volunteering.

Volunteering, mutual support and a supportive community made this year much better than it would otherwise have been, but it was still a horrific year.

#### **Public benefit statement**

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PD2)'. The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

# WATERLOO ACTION CENTRE

## REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

### FOR THE YEAR ENDED 31 MARCH 2021

#### FINANCIAL REVIEW

There is a deficit for the year of £12,064 (2020 – surplus £43,433) and reserves stand at £250,366 (2020 - £262,430). WAC remains in a sound financial position.

It is an enormous blessing to be financially viable in the present times and we are very grateful to all those who made this possible.

#### Principal Funding Sources

Our primary source of income is self-generated funds through hall hire. We also receive some income from donations and sale of recycled goods.

#### Investment powers and policy

Under the Memorandum and Articles of Association, the charity has the power to make any investment which the trustees see fit. The trustees have considered the most appropriate policy for investing funds and have found that cash deposits meet their requirements to generate income.

#### Designated Reserves

Trustees agreed that:

- £135K be earmarked for provision for repairs to the buildings and to cover if any loss of income, due to any parts of the building being put temporarily out of use for building works or for external reasons in the local area.
- £38,500 be earmarked against employment responsibilities. We would like to increase this provision to 6 months' salary costs if income permits.

We note that 2021-22 is very difficult to predict because of the Coronavirus and that our plans may have to be adjusted in an unprecedented fashion.

#### Reserves policy

The Directors and Trustees consider it prudent to maintain an adequate level of unrestricted reserves to cover the community centre's contractual commitments and provide sufficient working capital and have set this at minimum of six months expenditure.

The Directors consider that the Charity's reserves will enhance the services provided and provide financial security for the future. The reserves held in unrestricted funds, which have not been designated or invested in fixed assets, at the 31<sup>st</sup> March 2021 were £22,676 (2020 – £43,055).

#### FUTURE ACTIVITIES

The staffing restructuring undertaken in 2018-19 created for the first time a post solely dedicated to Hall Hire lettings and management. This was a logical development step forward on WAC's route to becoming financially independent by generating income from hall hire while also having sufficient time to ensure that hall usage continued to meet our charitable goals.

We aim to continue this approach as soon as Covid permits.

We also hope to continue building improvements which means there can be even more provision of space for community use as well as ensuring continued improvements in their quality.

**WATERLOO ACTION CENTRE**  
**REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

Waterloo Action Centre (the word 'Limited' being omitted by licence from the Department of Trade) is registered as a company limited by guarantee and not having a capital divided by shares.

The company was incorporated on 5<sup>th</sup> February 1982 and registered as a charity on 13<sup>th</sup> May 1982 and constituted as a Limited Company under the Memorandum and Articles of Association. The charity registration number is 284591 and the company registration number is 01611872.

**Recruitment and appointment of Trustees**

Three trustees are elected at WAC's AGM and stand down at the end of the next AGM. One is nominated by Waterloo Legal Advice Service and the AGM informed of their nomination for the coming period. Five trustees are elected by representatives of Tenants and Residents Associations (TRAs) and Housing Co-ops in the Waterloo area and two by community projects in Lambeth, south of Waterloo, which are relevant to activities at WAC. Three places are available for co-option by the trustees to provide otherwise unmet skills. Thus there is a built-in broad representation, which automatically updates as the needs and priorities of the community change.

The Trustees have no beneficial interest in the company other than as members. The Trustees are also the directors of the company. All of the Trustees are members of the company and guarantee to contribute £1 in event of winding up.

The Directors of the organisation are also the charity trustees for the purposes of charity law.

**Trustee induction and training**

The method of election ensures that most trustees already have knowledge of the community needs, WAC and other local projects or specialist knowledge. At each Management Committee meeting there are reports from each service area to ensure trustees are up to date with activities and changes in legislation or funding requirements, and trustees also have away days to consider developments needed to match changing needs.

Trustees are also offered further sources of information, either through one to one help from other members of the Committee/staff or consultants, as well as through the publications and links to the websites of organisations such as the Charity Commission.

**Organisation**

The trustees meet monthly and are responsible for the strategic direction and policy of the charity. All areas of work report monthly to the Trustees' meeting.

**Related parties**

The charity works closely with other similar organisations as detailed in the achievements and performance section of the Trustees Report below. None of the charity's trustees are directors or trustees of these other organisations.

**Risk Management**

The directors actively review the major risks which the charity faces on a regular basis, and believe that maintaining reserves at the current levels, combined with an annual review of the controls over key financial systems will provide sufficient resources in the event of adverse circumstances. The directors have also examined the operational and business risks faced by the charity and confirm that they have established systems to mitigate the significant risks.

# WATERLOO ACTION CENTRE

## REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)

### FOR THE YEAR ENDED 31 MARCH 2021

#### REFERENCE AND ADMINISTRATIVE DETAILS

**Charity Number:** 284591

**Company Number:** 01611872

#### **Directors and Trustees:**

For clarification we point out that words “directors” and “trustees” refer to the same people. One is a term used by Charities, Director is used by Companies. Like many charities WAC is both - it is a “not for profit” company.

Howard Simmons - Chair  
Jennifer Stiles - Vice Chair  
Alan Morton-Smith - Treasurer (App't 12/07/21)  
Robert Hayward OBE  
Zoe Kennedy  
Sally Marullo  
Frank Vergara  
Sinead (Jenny) O'Neill  
George Thomas (App't 27/10/21)  
Catherine Muller (Res'n 29/04/21)

**Senior Management Team:** David Andrews – Office Manager / Centre Co-Ordinator  
Wasim Hussain – Finance Worker  
Alan Hinton – Bookings Manager

**Registered Office:** 14 Baylis Road, London SE1 7AA

**Bankers:** TSB 296-302 High Holborn, London WC1V 7QR

**Independent Examiner:** David Terry, Ramon Lee Ltd, 93 Tabernacle Street, London EC2A 4BA.

#### TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The Trustees (who are also directors of Waterloo Action Centre for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulation.

Company law requires the Directors to prepare financial statements for each financial year. Under that law the Directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its income and expenditure for that period. In preparing these financial statements, the Directors are required to:

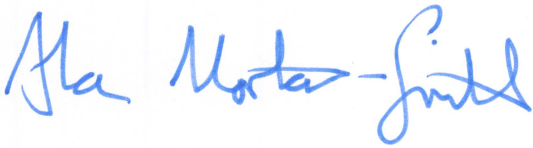
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures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

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

**WATERLOO ACTION CENTRE**  
**REPORT OF THE DIRECTORS AND TRUSTEES (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

The report of the directors has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

**APPROVED BY THE BOARD AND SIGNED ON ITS BEHALF BY:**



**Alan Morton-Smith**  
**TREASURER**

**15<sup>th</sup> December 2021**

# **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WATERLOO ACTION CENTRE**

I report on the accounts of the company for the year ended 31<sup>st</sup> March 2021.

This report is made solely to the charity's trustees, as a body, in accordance with the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my Independent Examination, for this report, or for the opinions I have formed.

## **Respective responsibilities and basis of report**

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

## **Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 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; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

**D TERRY – CHARTERED ACCOUNTANT  
RAMON LEE LTD  
93 TABERNACLE STREET  
LONDON EC2A 4BA**

**15<sup>th</sup> DECEMBER 2021**

**WATERLOO ACTION CENTRE**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2021**  
**SUMMARY INCOME AND EXPENDITURE ACCOUNT**

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2021 £	2020 £
<b>Income</b>						
Donations	2	1,800	-	1,000	2,800	2,395
Income from charitable activities	3	93,427	-	53,619	147,046	192,118
Income from trading activities	4	331	-	-	331	8,623
Investment income	5	225	-	-	225	1,104
<b>Total income</b>		<u>95,783</u>	<u>-</u>	<u>54,619</u>	<u>150,402</u>	<u>204,240</u>
<b>Expenditure</b>						
Expenditure on charitable activities	6	115,859	304	46,303	162,467	160,807
<b>Total expenditure</b>		<u>115,859</u>	<u>304</u>	<u>46,303</u>	<u>162,467</u>	<u>160,807</u>
<b>Net income/( expenditure)</b>		(20,076)	(304)	8,316	(12,064)	43,433
Gross transfer between funds		-	-	-	-	-
<b>Net movement in funds</b>		<u>(20,076)</u>	<u>(304)</u>	<u>8,316</u>	<u>(12,064)</u>	<u>43,433</u>
<i>Reconciliation of funds</i>						
Total funds, brought forward		43,358	173,500	45,572	262,430	218,997
<b>Total funds, carried forward</b>		<u><u>23,282</u></u>	<u><u>173,196</u></u>	<u><u>53,888</u></u>	<u><u>250,366</u></u>	<u><u>262,430</u></u>

The Statement of Financial Activities also complies with the requirements for an Income and Expenditure Account under the Companies Act 2006.

### CONTINUING OPERATIONS

None of the company's activities were acquired or discontinued during the above two financial periods.

### TOTAL RECOGNISED GAINS AND LOSSES

The statement of financial activities includes all gains and losses recognised in the above financial years.

The notes on pages 15 to 24 form part of these accounts.

**WATERLOO ACTION CENTRE**  
**BALANCE SHEET AS AT 31 MARCH 2020**

	Notes	£	2021 £	£	2020 £
<b>Fixed assets</b>					
Tangible fixed assets	10		606		303
<b>Current assets</b>					
Debtors	11	2,868		5,295	
Cash at bank and in hand		266,676		278,290	
		269,544		283,584	
<b>Liabilities</b>					
Creditors falling due within one year	12	19,784		21,458	
<b>Net current assets</b>			249,760		262,127
<b>Net assets</b>			250,366		262,430
<b>The funds of the charity</b>					
Unrestricted funds:					
General	13		23,282		43,358
Designated	13		173,196		173,500
Restricted funds	13		53,888		45,572
<b>Total charity funds</b>			250,366		262,430

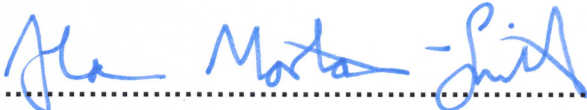
In preparing these financial statements:

For the financial period ended 31<sup>st</sup> March 2021 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial period and of its profit or loss for the financial period in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

These accounts were approved and authorised for issue by the Board of Directors and Trustees on 15<sup>th</sup> December 2021 and were signed on its behalf by:

.....  ..... **ALAN MORTON-SMITH – Treasurer**

.....  ..... **SALLY MARULLO - Trustee**

**Company Registration No 01611872**

The notes on pages 15 to 24 form part of these accounts.

# WATERLOO ACTION CENTRE

## NOTES TO THE ACCOUNTS

### FOR THE YEAR ENDED 31 MARCH 2021

#### 1. ACCOUNTING POLICIES

##### 1.1 Basis of preparation of accounts

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charity SORP (FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Waterloo Action Centre meets the definition of a public benefit entity under FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the Charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

##### 1.2 Preparation of accounts on a going concern basis

The Charity's Financial Statements show net deficit of £12,064 (2020 - surplus £43,433) for the year and free reserves of £22,676. The trustees are of the view that these results and plans for the future have secured the immediate future of the Charity for the next 12 to 18 months and on this basis the Charity is a going concern.

##### 1.3 Income recognition

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and amount can be measured reliably.

- (a) Income received by way of grants and donations are included in full in the Statement of Financial Activities when received, unless they relate to a specified future period, in which case they are deferred.
- (b) Income from charitable activities received by way of revenue grants and donations are credited to restricted incoming resources on the earlier date of when they are received or when they are receivable, unless they relate to a specified future period, in which case they are deferred.
- (c) Grants and donations of general nature which are not conditional on delivering certain levels of service are included as part of Grants and Donations as shown under note 2. Performance related grants and donations which have conditions for a specific outcome are include as Income from Charitable Activities as shown in Note 3.
- (d) Capital grants for the purchase of fixed assets are credited to restricted incoming resources on the earlier date of when they are received or receivable. Depreciation on the related fixed assets is charged against the restricted fund.
- (e) Investment income is included when receivable.
- (f) Income from charitable activities include income recognised as earned (as the related goods and services are provided) under contract.

**WATERLOO ACTION CENTRE**  
**NOTES TO THE ACCOUNTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**1.4 Expenditure recognition and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure is classified under the following activity headings:

- a) Cost of raising funds comprises costs of seeking grants and donations and, space hire and their associated support costs.
- b) Expenditure on charitable activities include expenditure associated with the main objectives of the charity and include both the direct costs and support costs relating to these activities.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**1.5 Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance and administration personnel, payroll and governance costs which support the Charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 7.

**1.6 Funds structure**

The general fund comprises those monies, which may be used toward meeting the charitable objectives of the company at the discretion of the Management Board.

The restricted funds are monies raised for, and their use restricted to, a specific purpose or donations subject to donor imposed conditions.

**1.7 Investments**

Fixed asset investments are stated at cost less provision for diminution in value.

**1.8 Tangible fixed assets and depreciation**

Tangible fixed assets (excluding investments) are stated at cost less depreciation. The cost of minor additions or those costing less than £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Equipment Centre	-	25% on cost
Computer Equipment	-	25% on cost

**1.9 Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**1.10 Cash at bank and in hand**

Cash at bank and in hand includes cash and short term cash deposits.

**1.11 Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

# WATERLOO ACTION CENTRE

## NOTES TO THE ACCOUNTS (Cont/d)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 1.12 Financial instruments

The Trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

#### 1.13 Taxation

The Charity is a registered charity and, therefore, is not liable for Income Tax or Corporation Tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

#### 1.14 Judgement and key sources of estimation uncertainty

In the application of the company's accounting policies, the charity is required to make judgments, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

#### 1.15 Pension

The charity operates a defined contribution pension scheme on behalf of its employees. Contributions are charged to the Statement of Financial Activities in the period in which they are payable. The assets of the scheme are held separately from those of the charity in an independently administered fund.

## 2. GRANTS AND DONATIONS

	Unrestricted Funds £	Restricted Funds £	2021 £	2020 £
Phyl and Hughie Charitable Trust	-	1,000	1,000	-
Letterheads	-	-	-	1,700
Sundry donations < £1,000	360	-	360	695
Anne Critchley's will	1,441	-	1,441	-
	<u>1,800</u>	<u>1,000</u>	<u>2,800</u>	<u>2,395</u>

The grants and donations income in 2020 totalling £2,395 was all attributed to unrestricted funds.

# WATERLOO ACTION CENTRE

## NOTES TO THE ACCOUNTS (Cont/d)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	2021 £	2020 £
Farrers & Co	-	-	-	5,000
Worshipful Company of Merchant Taylors	-	8,067	8,067	8,167
ITV	-	-	-	4,406
Letterheads	-	-	-	8,367
Hall & room occupancy charges	7,622	-	7,622	152,572
Contributions from people attending WAC provided activities	48	-	48	5,672
Jones Day	-	4,000	4,000	4,000
HMRC JRS grant	44,271	-	44,271	-
Government funding for Covid - administered by London Borough of Lambeth	40,286	-	40,286	3,934
Power To Change -CCLORS grant	-	27,272	27,272	-
Walcot Foundation	-	11,006	11,006	-
Shell Employee Volunteering	1,200	-	1,200	-
First MTR South Western Trains LTD	-	3,274	3,274	-
	<u>93,427</u>	<u>53,619</u>	<u>147,046</u>	<u>192,118</u>

Income from charitable activities in 2020 totalling £192,118 was attributed to unrestricted funds of £162,178 and restricted funds of £29,940.

#### 4. OTHER TRADING ACTIVITIES

	Unrestricted Funds £	2021 £	2020 £
Bric-a brac sales	331	331	8,623
	<u>331</u>	<u>331</u>	<u>8,623</u>

Income from other trading activities in 2020 totalling £8,623 was all attributed to unrestricted funds.

#### 5. INVESTMENT INCOME

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Bank interest	225	-	225	1,104
	<u>225</u>	<u>-</u>	<u>225</u>	<u>1,104</u>

The investment income in 2020 totalling £1,104 was all attributed to unrestricted funds.

# WATERLOO ACTION CENTRE

## NOTES TO THE ACCOUNTS (Cont/d)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 6. ANALYSIS OF EXPENDITURE

	Legal services £	Voluntary services £	2021 £	2020 £
Staff costs	-	64,573	64,573	49,680
Volunteer expenses	-	15	15	3,644
Premises	-	38,059	38,059	34,936
Legal services	2,727	-	2,727	4,158
Other direct costs	-	2,306	2,306	6,165
Support costs (Note 7)	-	51,906	51,906	57,714
Governance costs (Note 7)	-	2,880	2,880	4,510
	<u>2,727</u>	<u>159,739</u>	<u>162,466</u>	<u>160,807</u>

Of the £162,466 expenditure in 2021 (2020 - £160,807), £115,859 was charged to unrestricted funds (2020 - £149,115), £304 to designated funds (2020 - £1,205) and £46,303 to restricted funds (2020 - £10,487).

#### 7. ANALYSIS OF SUPPORT AND GOVERNANCE COSTS

The Charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between charity's key activity undertaken (see note 6) in the year. All the general support and governance costs have been apportioned to the various charitable activities on the basis of staff time allocated to each activity.

	General support £	Governance function £	2021 £	2020 £
Staff costs	39,006	-	39,006	46,562
Training	28	-	28	-
Communications costs	5,077	-	5,077	6,555
Information technology and website	5,577	-	5,577	1,471
Subscription	1,304	-	1,304	1,015
Books and periodicals	-	-	-	60
Bank charges	201	-	201	424
General expenses	477	-	477	1,526
Depreciation	236	-	236	101
Trustees and board meeting expenses	-	-	-	1,750
Independent examiner	-	2,880	2,880	2,760
	<u>51,906</u>	<u>2,880</u>	<u>54,786</u>	<u>62,224</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE ACCOUNTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**8. NET INCOME/(EXPENDITURE) FOR THE YEAR**

This is stated after charging:

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Independent Examination	2,880	2,760
Depreciation	236	101
	<u>236</u>	<u>101</u>

**9. ANALYSIS OF STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES, AND COST OF KEY MANAGEMENT PERSONNEL**

**STAFF COSTS**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Salaries	99,348	91,936
National Insurance	1,411	1,657
Pension	1,428	1,216
	<u>102,187</u>	<u>94,809</u>

The average number of employees analysed by function was:

Direct project work	3.7	3.7
Administration work	0.6	0.6

No employee earned more £60,000 including benefits.

None of the Trustees received any remuneration during the year. One (2020 – One) trustee was reimbursed travelling expenses during the year of £5 (2020 – £5).

The key management personnel of the charity comprise of the Office Manager/Centre Co-Ordinator. The total employee benefits (including employer's pension contribution) of the key management personnel of the charity were £28,969 (2020 - £36,630).

**WATERLOO ACTION CENTRE**  
**NOTES TO THE ACCOUNTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**10. FIXED ASSETS**

	<b>2021</b>	<b>2020</b>
	£	£
<b>Net book value:</b>		
Equipment Centre	-	-
Computer Equipment	606	303
	606	303

	Opening Balances £	Additions £	Disposals £	Closing Balances £
<b>Cost</b>				
Equipment Centre	32,303	-	-	32,303
Computer Equipment	15,309	539	-	15,848
	47,612	539	-	48,151

	Opening Balances £	Charge For Period £	Disposals £	Closing Balances £
<b>Depreciation</b>				
Equipment Centre	32,303	-	-	32,303
Computer Equipment	15,006	236	-	15,242
	47,309	236	-	47,545

**11. DEBTORS**

	<b>2021</b>	<b>2020</b>
	£	£
Trade Debtors	1,518	4,035
Other Debtors	1,350	1,260
	2,868	5,295

**12. CREDITORS: Amounts falling due within one year**

	<b>2021</b>	<b>2020</b>
	£	£
Trade creditors	2,408	4,283
Taxation and social security	3,780	3,655
Other creditors	2,749	2,693
Accruals	2,880	2,760
Deferred income (Note 15)	7,967	8,067
	19,784	21,458

# WATERLOO ACTION CENTRE

## NOTES TO THE ACCOUNTS (Cont/d)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 13. ANALYSIS OF CHARITABLE FUNDS

	Balance at 01.04.20	Income	Expenditure	Transfer between funds	Balance at 31.03.21
	£	£	£	£	£
<b>Restricted funds:</b>					
Worshipful Company of Merchant Taylors	2,371	8,067	8,067	-	2,371
ITV	4,406	-	-	-	4,406
Letterheads	8,367	-	-	-	8,367
Waterloo Legal Advice Service	30,258	4,000	3,165	-	31,093
Phyl and Hughie Charitable Trust	170	1,000	174	-	996
Power To Change -CCLORS grant	-	27,272	23,891	-	3,381
Walcot Foundation	-	11,006	11,006	-	-
First MTR South Western Trains Ltd	-	3,274	-	-	3,274
	<u>45,572</u>	<u>54,619</u>	<u>46,303</u>	<u>-</u>	<u>53,888</u>
<b>Designated funds:</b>					
Employment related costs	38,500	-	-	-	38,500
Building repair and maintenance	135,000	-	304	-	134,696
	<u>173,500</u>	<u>-</u>	<u>304</u>	<u>-</u>	<u>173,196</u>
General funds	43,358	95,783	115,859	-	23,282
	<u>216,858</u>	<u>95,783</u>	<u>116,163</u>	<u>-</u>	<u>196,478</u>
Total funds	<u>262,430</u>	<u>150,402</u>	<u>162,467</u>	<u>-</u>	<u>250,366</u>

#### Analysis of charitable funds – previous year

	Balance at 01.04.19	Income	Expenditure	Transfer between fund	Balance at 01.04.20
	£	£	£	£	£
<b>Restricted funds:</b>					
Worshipful Company of Merchant Taylors	-	8,167	5,795	-	2,372
ITV	-	4,406	-	-	4,406
Letterheads	-	8,367	-	-	8,367
Waterloo Legal Advice Service	25,814	9,000	4,556	-	30,258
Phyl and Hughie Charitable Trust	305	-	135	-	170
	<u>26,119</u>	<u>29,940</u>	<u>10,487</u>	<u>-</u>	<u>45,572</u>
<b>Designated funds:</b>					
Employment related costs	40,000	-	-	(1,500)	38,500
Building repair and maintenance	121,528	-	1,205	14,677	135,000
	<u>161,528</u>	<u>-</u>	<u>1,205</u>	<u>13,177</u>	<u>173,500</u>
General funds	31,350	174,300	149,115	(13,177)	43,358
	<u>192,878</u>	<u>174,300</u>	<u>150,320</u>	<u>-</u>	<u>216,858</u>
Total funds	<u>218,997</u>	<u>204,240</u>	<u>160,807</u>	<u>-</u>	<u>262,430</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE ACCOUNTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**Description, nature and purpose of restricted funds:**

**Worshipful Company of Merchant Taylors:** benefits advice to people who are frail or have disabilities.

**ITV:** benefits advice to people who are frail or have disabilities.

**Letterheads:** benefits advice and computer assistance to older people or people with disabilities.

**Waterloo Legal Advice Service:** Funding received towards the costs of legal advice by unpaid professionals.

**Phyl and Hugh Charitable Trust:** Funding received to provide small one off emergency payments.

**Walcot Foundation:** Funding was to enable support to vulnerable people despite the problems in service delivery which arose from the Covid crisis , it included an emphasis on training and support via computers and smartphones

**Power To Change -CCLORS grant:** Covid-19 Community Led Recovery Scheme to provide advice and computer access for vulnerable people.

**First MTR South Western Trains Ltd:** funding for improvements to the garden.

**Description, nature and purpose of designated funds:**

**Employment related cost:** Funding designated to cover employment related costs

**Building repair and maintenance:** Progress was made during the year on development of a computer room, and other improvements to the electricity points provision. However many other improvements are needed in this large, very well used Victorian building.and maintenance and renewals are inevitably needed and sometimes urgent. Unless addressed quickly these imperil both activities important to users and also the income for the charity. Hence such a contingency plan is crucial.

**Description, nature and purpose of unrestricted funds:**

**General funds:** General fund represents funds available to spend at the discretion of the Trustees.

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

	<b>Unrestricted Funds</b>	<b>Designated Funds</b>	<b>Restricted Funds</b>	<b>Total 2021</b>	<b>Total 2020</b>
	£	£	£	£	£
Fixed assets	606	-	-	606	303
Net Current assets	22,676	173,196	53,888	249,759	262,127
	<u>23,282</u>	<u>173,196</u>	<u>53,888</u>	<u>250,366</u>	<u>262,430</u>

**WATERLOO ACTION CENTRE**  
**NOTES TO THE ACCOUNTS (Cont/d)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**Analysis of net assets between funds – previous year**

	Unrestricted Funds	Designated Funds	Restricted Funds	Total 2020	Total 2019
	£	£	£	£	£
Fixed assets	303	-	-	303	-
Net Current assets	43,055	173,500	45,572	262,127	218,998
	<u>43,358</u>	<u>173,500</u>	<u>45,572</u>	<u>262,430</u>	<u>218,998</u>

**15. DEFERRED INCOME**

	2021 £	2020 £
Balance brought forward	8,067	22,639
Amount released to income in the year	(8,067)	(22,639)
Amount deferred in the year	7,967	8,067
Balance carried forward	<u>7,967</u>	<u>8,067</u>

Deferred income represents donation income received of £7,967 from Worshipful Company of Merchant Taylors for benefits advice to people who are frail or have disabilities from 1st April 2021.

**16. SHARE CAPITAL**

The company is limited by guarantee and does not have a share capital divided by shares.

**17. PENSIONS**

The pension cost charge represents contributions payable by the charity to the fund and amounted to £1,428 (2020 - £1,216). Contributions totalling £366 (2020 - £310) were payable to the fund at the year end and are included in creditors.

**18. RELATED PARTY TRANSACTIONS**

During the year, one (2020 – one) trustee was reimbursed travelling expenses of £5 (2020 – £5).

The charity received £1,000 (2020 - £Nil) from The Phyl and Hughie Williams Charitable Trust of which Jennifer Stiles is a trustee.

There were no other related party transactions for the period ended 31<sup>st</sup> March 2021.