



Trustees' Report and Financial Statements  
**For the year ended 31 March 2018**

# Volunteer Centre Kensington & Chelsea

Volunteer Centre Kensington & Chelsea  
(A Company Limited by Guarantee)  
Company No: 03725459  
Charity No:1076392

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## Chair's Foreword

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The Volunteer Centre Kensington and Chelsea is the oldest volunteer centre in the UK. It has been the central hub for volunteering in the Royal Borough of Kensington and Chelsea for nearly 50 years, recruiting, placing and celebrating volunteers. Operating from offices in Ladbroke Grove and a number of outreach venues across the borough, we placed more than 1,600 people, working with over 330 local organisations this year. We also continued to work with these organisations to create and shape high-quality roles for volunteers, enabling a diverse range of people to enrich their lives while helping those around them.

Through our specialist programmes, our team serves some of the most deprived residents in the borough, empowering them to overcome the specific barriers they face by using volunteering as a route to employment, better health and well-being, and increased independence. The support that we provide to volunteers can be life changing – resulting in valuable new skills and experience, greater focus and self-confidence, and stronger connections with the rest of the community.

The fire at Grenfell Tower led to an increase in the breadth and depth of our work this year, as well as in the complexity of our operating environment, and in the expectations of local people in every organisation serving them. Like many local charities, our team worked alongside local people and those who had travelled from far and wide to offer themselves as volunteers in response to the emergency. More than 12,000 registered as prospective volunteers with us through the Council, many times the number of people that could be offered a placement.

Our Community Champions programme was already engaged in working with the residents of the Lancaster West estate where the Tower is located. With the help of our commissioners in Public Health, our reinforced Community Champions supported more than 3,000 North Kensington residents, both on the estates and in hotels, providing tailored support and connecting them with vital services. We have worked closely with a range of statutory and community partners to co-ordinate the longer-term support needed to enable local people to play a lead role in the recovery. We have also stepped up our street-based community initiatives, such as Operation Cup of Tea and K&C Ambassadors, which build social capital, develop wellbeing, and make positive use of the many strengths of the people and assets in our community.

The funding we secured for our work since the fire improved VCKC's end of year balances. Most of this income has been carried forward for recovery work in the current financial year. Our unrestricted reserves provide some protection in the event of a short-term reduction in income or any other unexpected financial challenge. The level of unrestricted reserves at 31 March 2018 was £176,626.

Finally, I would like to thank the funders of our main services, particularly the Royal Borough of Kensington and Chelsea, the NHS West London Clinical Commissioning Group, London Funders, the City Bridge Trust and Camden Charities. I would also like to thank our dedicated team, both paid and unpaid, who work so hard to deliver the services which make such a difference to peoples' lives.

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

## Legal & Administrative Information

### CHARITY NAME

Volunteer Centre Kensington & Chelsea

### CHARITY NUMBER

1076392

### COMPANY NUMBER

03725459

### REGISTERED OFFICE

1, Thorpe Close  
London W10 5XL

### BOARD OF TRUSTEES

Anne-Hélène Biosse-Duplan	Chair
Joseph Carim	
Jennifer Clarke	
Gail Le Coz	Company Secretary
Roger Lintern	Treasurer
Michael Locke	Vice-Chair
Srishti Mahhajan	
Michael Pearson	

### CHIEF EXECUTIVE

Michael Ashe

### BANKERS

CAF Bank  
Kings Hill  
West Malling  
Kent ME19 4TA

### SOLICITORS

Russell-Cooke Solicitors  
2 Putney Hill  
London SW15 6AB

### AUDITORS

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

# Trustees' Annual Report

## For the year ended 31 March 2018

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The Trustees present their annual report and the financial statements for the year ended 31 March 2018. The Trustees confirm that the financial statements comply with current statutory requirements, the memorandum and articles of association and the recommendations in '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 2015).

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

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

#### **Role**

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

#### **Trustee appointment, induction and training**

The Board of Trustees makes appointments to the Board at its discretion. The Board endeavours to ensure that its membership contains people with a broad mix of skills and experiences and that the backgrounds of the members reflect a balance that is appropriate to the charity's mission and activities. Trustees receive induction and training and this year networking opportunities have also been organised.

#### **Organisational structure**

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

#### **Pay and remuneration of staff**

VCKC's pay policy aims to offer fair pay to attract and keep appropriately qualified staff to lead, manage, support and deliver its aims. VCKC's Trustees are responsible for setting remuneration levels for its senior staff - the Chief Executive Officer and Chief Operating Officer. In order to inform the setting of appropriate pay for these staff, VCKC commissioned an independent benchmarking report in 2017. It has implemented the recommendations made in the report.

#### **Involvement of volunteers**

The Volunteer Centre's paid staff are supported by approximately 25-30 volunteers, based at our office and undertaking a range of administrative, communication, advice and outreach tasks, with some volunteers concentrating on supporting one of the specialised delivery programmes.

#### **Related parties**

VCKC does not have branches or subsidiaries.

## OBJECTIVES, VISION, MISSION AND VALUES

### Principal Objectives

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

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

### Vision

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

### Mission

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

### Core Values

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

## ACTIVITIES AND ACHIEVEMENTS

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

- Core Services
- Well-Being
- Community Champions
- Resettlement
- Employment

### Measuring effectiveness

Currently, measures of success vary significantly from programme to programme, based in each case on the design of the programme (including input from clients, staff, trustees, partners and the corpus of good practice) in light of any constraints requested by a programme's funder(s) and negotiation with them during any application process. Our primary measures are set in terms of outcomes - did clients achieve the positive change anticipated when they joined the programme - with targets for the number of clients achieving the outcomes over a particular reporting period. VCKC is working towards setting a handful of outcomes that will be common across all its programmes, one benefit of which will be to enable Trustees and staff to assess more easily the changes achieved by VCKC as a whole. Secondary measures are set in terms of outputs - did clients complete a process or get to a milestone that we consider necessary to achieve a desirable outcome. For example, an output measure common to all our programmes is that a client is placed as a volunteer with an organisation of their choosing. Tertiary measures are sometimes used at the specific request of a funder; for example, the number of clients recruited to a particular programme, or recruited from a particular catchment.

### **Core Services**

With funding from the Royal Borough of Kensington and Chelsea and support from a team of recruited and trained volunteers, our Core Services team supports voluntary and community organisations who need volunteers, and helps individuals who want to volunteer.

The Core Services team works closely with organisations to develop inclusive and supportive volunteering programmes. This is achieved through training, forums, networking opportunities, and 1:1 support. Through an active presence on social media and a full monthly newsletter, volunteers and volunteer coordinators are kept up to date with our latest learning and development opportunities. Organisations also have the opportunity to feature new volunteering roles in our newsfeeds and in dedicated promotional mail-outs.

During the year, the Volunteer Centre had 333 volunteer-involving organisations in membership. We supported 106 of those local organisations through our volunteer brokerage service, quality assurance and advice services in relation to volunteering. Our training and peer support events covered a range of subjects from volunteer management to dealing with mental health issues. We work with organisations across Kensington and Chelsea, from arts and heritage to victim support, including those that are wholly voluntary, branches of large national charities based in the borough, and several businesses, too.

Our brokerage service matches individuals who are interested in volunteering with appropriate volunteering opportunities in organisations that deliver services to the local community. We registered 3,602 new volunteers, of whom 1,603 were placed as volunteers with local organisations in this reporting year. Our volunteers are diverse - young, retired, unemployed and working people from many walks of life, seeking volunteering opportunities for many reasons – to develop their skills or make good use of the skills they have, gain confidence and experience, improve their well-being, get a job, make a difference or be part of something bigger than themselves.

K&C Ambassadors are a team of volunteers that are passionate about the borough, its diverse community and rich history. The programme offers flexible volunteering where people can support local organisations during events, campaigns and celebrations across the borough. The programme guarantees that volunteers have a way to get involved in their community, without the need for long term commitment or prior experience. It offers flexible, one-off volunteering opportunities and engages people unable or unwilling to commit to regular, long-term volunteering. It also provides 'taster' opportunities to explore longer-term volunteering. Above all, K&C Ambassadors makes volunteering fun and accessible for all.

K&C Ambassadors had 207 active volunteers who carried out more than 900 hours of service through the programme during 2017-18.

### **Well-Being**

We work with people experiencing physical and learning disabilities or mental health issues, supporting their journey of recovery, using volunteer opportunities in order to help build self-confidence, a sense of belonging and greater independence. We enable people through placements that support them and are compatible with their health issues, skills and interests. We invest heavily in developing local organisations to be able to take on volunteers with particular requirements, providing them with training and advice. The programme is supported by both the Royal Borough of Kensington and Chelsea's Adult Social Care department and the West London Clinical Commissioning Group (WLCCG). This year we facilitated 41 volunteering placements for physically and learning disabled people and 87 volunteering placements of people experiencing poor mental health.

We also ran a mentoring programme, *My Wellbeing Journey*, offering for 15 people with mental health needs, physical disabilities or learning difficulties the opportunity to access a personal mentor. Mentees are matched with trained volunteer mentors to embark on a journey of self-discovery, with a focus on their individual wellbeing journey, personal development, goal setting, increasing skills, access to training, social activities, volunteering or employment support. This programme is funded by the Royal Borough of Kensington and Chelsea's Adult Social Care department and WLCCG through Kensington and Chelsea Social Council (KCSC). This year we were also awarded a grant by WLCCG through KCSC to start piloting a client-led, group-work approach to mental health recovery, *Volunteering on Prescription*, which started in April 2018.

### **Community Champions**

The Community Champions programme recruits and supports volunteers to identify barriers to health and well-being in the places they live. They work together, and in partnership with public services, to develop ways to overcome those barriers and deliver sustainable solutions to health, housing and social care issues. Champions show how local people can work with statutory services and voluntary organisations to improve outcomes. The Volunteer Centre's Community Champions project is one of 10 across Hammersmith & Fulham, Kensington & Chelsea, and Westminster.

Our Community Champions project supports people who live on the Lancaster West and Silchester Estates. For more than a year before the fire in Grenfell Tower, project staff and volunteers had worked together to reach out to every resident and engage them in a baseline survey of health needs. The report, published shortly before the fire, showed that local people's top health priority was the reduction of stress and anxiety, and the primary cause they identified was the "re-development" of the area. It is against this background that the community has responded to the traumatic events of 14 June 2017 and everything they have experienced since then.

Among its many effects, the fire led the project to move temporarily from a mode of supporting residents to improve their own health to one in which paid staff worked to improve people's health more directly, by facilitating access to services - first emergency relief and then longer-term support focused on housing, mental health and the voice of local people in recovery planning and delivery. Our Public Health commissioners provided substantial additional funding to enable us to add capacity, enabling our team to work with displaced residents in some of the hotels, to take people out of the area during Carnival, to support residents' associations and other grass-roots groups, and to engage with and advise statutory providers and funders in the interests of local people.

During the year our activities engaged 3,279 local people.

### **Resettlement**

Our InsideOut programme is designed to help integrate people with convictions back into the local community, and is funded by the City Bridge Trust. Our current focus is on those ex-offenders with complex needs – older people, institutionalised offenders, and people with mental health issues – and therefore at higher risk once back in their local community. We offer a tailored one-to-one service, helping users develop a Personal Development Plan, identify needs and achieve personal and professional goals. Through the support we provide, participants in the project gain confidence, access to a wide range of essential services, re-integrate into their local community and gain skills, work experience and employment.

After a hiatus, we have re-established the Volunteer Centre as an accredited placement for prisoners Released on Temporary Licence (RoTL) in partnership with HMP Downview. RoTL gives prisoners a better chance of resettling by allowing them to work, paid or unpaid, in the community for a period of weeks or months before their release, developing the relationships they will need for well-being, gaining confidence in a workplace and, ideally, earning and saving the money needed for accommodation and independent living.

This year the programme worked with 59 people.

## Employment

Our New Opportunities project is a high quality, individually tailored programme that provides one-to-one support in order to help local people enter, or re-enter, paid employment. Client's circumstances vary widely: many have been out of the workforce for a significant period of time or have never worked in the UK and/or lack the necessary English skills to secure a job. Some are lone parents who lack the social network or financial means to provide safe childcare in order to study, volunteer or work. Others lack the qualifications to find sustained employment for a living wage. Others were newly qualified graduates or those wanting to move into management jobs.

10 training courses were organised for local people this year, including accredited First Aid, Fire Marshall & Fire Safety, Food Safety Level 2, Self-Employment, Customer Care, and Health and Safety training. We ran our weekly Job Club sessions to assist residents with employment searches, building CVs, and facilitate introductions to employers.

The Department of Work & Pensions placed 64 clients with significant, long-term barriers to employment with us, 31 of whom gained employment through our programme. Others were placed into volunteering or work placements as a step towards employment.

During the year our Employment work was generously supported by Campden Charities. We enabled 28 clients to access the benefits of their individual grant scheme, helping local people to work towards, get into, and sustain, employment.

## FINANCIAL REVIEW

The Charity's income was £565,665 in the year ended 31 March 2018 compared to £428,139 in the year ended 31 March 2017. The total expenditure was £443,068 in the year to 31 March 2018 compared to £413,382 in the year ended 31 March 2017. The general fund balance (unrestricted funds) carried forward on the 31 March 2018 was £176,626, whilst the restricted funds for ongoing projects carried forward on the 31 March 2018 was £107,617.

## Risk Management

The Board reviews risks to the effective operation and sustainability of VCKC regularly, assessing the major risks that the charity is exposed to. The risk register is updated at least annually and appropriate systems and procedures are established to mitigate internal control risks and external risks that the charity faces. Principal risks and mitigation strategies are:

Inability to secure core and programme funding

- VCKC invests appropriate time in performance management and quality assurance to ensure that VCKC is effective. Demonstrable effectiveness is key to securing and sustaining funding for its work. Time is also invested in understanding client need, supporting client participation, and reflecting this in VCKC's work. VCKC maintains good working relationships with a range of current and prospective funders, building mutual understanding and helping to identify shared objectives. The Board's sub-committee charged with the co-ordination of the development of funding convenes in advance of every Board meeting and reports its work to the Trustees at each full Board meeting.

Insufficient system capacity to deliver management the information necessary to enable managers and Trustees to perform effectively

- VCKC gathers data on its performance from regular monitoring of its work with clients, from periodic generation of case-studies based on client and staff experience, from annual surveys of staff and Trustees, and from its routine financial processes. VCKC retains this data (in compliance with its regulatory obligations) and reports it internally to staff and Trustees, and externally to funders, regulators and the wider public (again subject to compliance with regulatory obligations). VCKC does not yet have a single integrated system for capturing, retaining and interrogating this data, making these processes inefficient at times. In order to reduce this risk, VCKC is taking steps to simplify and integrate its systems, and to invest in resources to support this process.

## **The Grenfell Tower fire**

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

VCKC's modest contribution to the wide-ranging response of people locally and nationally, supported by voluntary, statutory and business organisations can be considered in three phases: emergency; short-term and; long-term. The emergency phase involved staff and trustees in responding to urgent basic needs, helping to co-ordinate support to existing and new clients, and responding to the offers of voluntary help from across the UK and beyond. This work was funded from our reserves. After this first phase, offers of funding were made from individual donors and institutional funders on an emergency basis, to support VCKC's work in general. These were accepted gratefully and enabled us both to pay current staff for working many extra hours and to engage new staff from the community to help us to manage the 12,000 enquiries we received from potential volunteers via RBKC.

In the following weeks, we were approached by potential donors with offers of support for specific activities, including supplemental funding to enable us to increase the capacity of our Community Champions work, to do outreach work more generally in North Kensington, and to engage with local and national organisations in meeting need and supporting local people and volunteers. Some additional funding was made available very quickly, including by RBKC's Public Health team for Community Champions and Operation Cup of Tea. Other work took longer to specify and secure funding agreements for.

The Trustees are conscious at all times of the need to act transparently and to take as much time as necessary to deliver value for money, to those affected directly by the fire, the wider community, and the public in general, as well as to specific donors. Most of these funds are considered restricted, and are treated as such in the accompanying accounts for the year. Some of the work funded in this way was begun in the financial year reported here, but not completed during it. Where this is the case the money is carried forward in these accounts as a restricted fund until the work it supports finishes.

Overall, the work VCKC delivered in response to the disaster, and the financial support it received as a result, has increased both our income and expenditure in this financial year, and will have an impact on both our income and expenditure in the next financial year, too. It is not clear at present how the disaster will affect future income and expenditure. This will be determined by the role that local people want VCKC to have in their recovery, the Trustees' view of VCKC's capacity and strategy, the policy of RBKC and other statutory bodies, and the appetite of a wide range of potential donors to support the process of recovery and to see VCKC as an appropriate vehicle for positive change.

## **Reserves Policy**

The Board has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be equal to at least 3 months of the charity's expenditure. The level of reserves available to the charity at 31st March 2018 of £176,626 was above the target. The Board keeps under review the extent to which existing activities and expenditure could be curtailed, should circumstances require such action.

## **Investment Policy**

The unrestricted funds in reserve fluctuate and can be called upon temporarily to meet immediate cash flow needs. They are held in higher yield savings accounts with a UK bank.

## **FUTURE PLANS**

The Grenfell Tower fire has affected our part of London in ways that are still not fully understood. Its effects will last for decades, like ripples in a pond that centre on those that perished, those that survived, their relatives and friends, those who came to help them and those that witnessed the terrible event.

Once our contribution to the emergency phase of the response was completed and there was a chance for reflection, the Volunteer Centre needed to look at how our strategy had, and had not, prepared us for our role: did we have the capacity we needed to take part in the response; did we know and understand the people, groups and institutions affected; did we have the relationships and trust needed to navigate a complex environment in which authority and legitimacy were scrutinised and questioned locally, nationally and internationally? This process of reflection and planning continues.

The Volunteer Centre occupies a niche in a complex social ecosystem, and believes that supporting volunteers and volunteering locally at the grassroots is a foundation for an effective strategy in that ecosystem. Our work develops both individuals and organisations, building their capabilities and capacity to be independent and healthy while improving the world around them; helping those who are ready to contribute to secure great opportunities to do so; making it easier for everyone to take a step beyond their usual boundaries, finding new meaning and new relationships by giving their time to help others. Around that core purpose the Volunteer Centre will develop and maintain programmes that enable people to give their time who might otherwise struggle to do so – offenders and ex-offenders, those with poor health, those whose incomes are insufficient to sustain them. We will continue to promote volunteering to the widest audience possible, offer opportunities for people to try volunteering for the first time, and bring people together to support local events and take part in the communal life of the places they live and work.

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

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

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

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

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

In so far as the trustees are aware:

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

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies. Approved by the Board of Trustees on 17 December 2018 and signed on its behalf, by:

Anne-Hélène Biosse-Duplan  
Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

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

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2018

**Opinion**

We have audited the financial statements of Volunteer Centre Kensington and Chelsea (the 'charitable company') for the year ended 31 March 2018 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2018, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

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

**Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

**Other information**

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

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

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2018

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Opinions on other matters prescribed by the Companies Act 2006**

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

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

**Matters on which we are required to report by exception**

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

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

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

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

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

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2018

**Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

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

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

2018

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

STATEMENT OF FINANCIAL ACTIVITIES  
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2018

	Notes	Unrestricted Funds £	Restricted Funds £	2018 Total £	2017 Total £
<b>Income</b>					
Donations and grants	2	-	5,334	5,334	6
Charitable activities	3	346,528	213,705	560,233	427,939
Investments	4	98	-	98	194
<b>Total</b>		<u>346,626</u>	<u>219,039</u>	<u>565,665</u>	<u>428,139</u>
<b>Expenditure</b>					
Charitable activities	5	289,212	153,856	443,068	413,382
<b>Total</b>		<u>289,212</u>	<u>153,856</u>	<u>443,068</u>	<u>413,382</u>
<b>Net income/(expenditure)</b>	9	57,414	65,183	122,597	14,757
Transfer between funds	14	(9,922)	9,922	-	-
<b>Net movement in funds</b>		47,492	75,105	122,597	14,757
<b>Reconciliation of funds</b>					
Total funds brought forward		129,134	32,512	161,646	146,889
<b>Total funds carried forward</b>		<u>£176,626</u>	<u>£107,617</u>	<u>£284,243</u>	<u>£161,646</u>

All income and expenditure derives from continuing activities.

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

The notes form part of the financial statements.

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

BALANCE SHEET

AS AT 31<sup>ST</sup> MARCH 2018

	Notes	2018		2017	
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible fixed assets	11		7,492		1,646
<b>CURRENT ASSETS</b>					
Debtors	12	25,977		26,686	
Cash at bank and in hand		277,254		144,541	
		<u>303,231</u>		<u>171,227</u>	
<b>CREDITORS:</b> Amounts falling due within one year	13	<u>26,480</u>		<u>11,227</u>	
<b>NET CURRENT ASSETS</b>			<u>276,751</u>		<u>160,000</u>
<b>NET ASSETS</b>	15		<u>£284,243</u>		<u>£161,646</u>
<b>FUNDS</b>					
Restricted	14		107,617		32,512
Unrestricted	14		176,626		129,134
			<u>£284,243</u>		<u>£161,646</u>

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

The financial statements were approved and authorised for issue by the Board of Trustees on 17 December 2018 and signed on its behalf by:

**Anne-Helene Biosse Duplan – Chair**

The notes form part of the financial statements.

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

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2018

	2018 £	2017 £
<b>Cash flows from operating activities</b>		
Net movement in funds	122,597	14,757
Adjustments for:		
Depreciation	3,046	823
Interest receivable	(98)	(194)
Decrease/(increase) in debtors	709	(5,953)
Increase/(decrease) in creditors	15,253	(22,196)
	141,507	(12,763)
<b>Cash flows from investing activities</b>		
Interest received	98	194
Purchase of tangible fixed assets	(8,892)	-
	(8,794)	194
<b>Change in cash and cash equivalents</b>	132,713	(12,569)
Cash and cash equivalents brought forward	144,541	157,110
<b>Cash and cash equivalents carried forward</b>	£277,254	£144,541
<b>Analysis of cash and cash equivalents</b>		
Cash at bank and in hand	£277,254	£144,541

The notes form part of these financial statements.

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2018

**1. ACCOUNTING POLICIES**

**Basis of accounting**

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

**Income recognition**

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

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

**Expenditure recognition**

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

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

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

**Fund accounting**

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

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

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

**Tangible fixed assets and depreciation**

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

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

**Leases**

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

**Pensions**

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

**Financial instruments**

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the Statement of Financial Activities.

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2018

/contd...

2. DONATIONS AND GRANTS	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Donations	£Nil	£5,334	£5,334	£6
All of the £6 recognised in 2017 related to unrestricted funds.				
3. INCOME FROM CHARITABLE ACTIVITIES	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
<b>Volunteer Brokerage</b>				
Royal Borough of Kensington and Chelsea	120,870	-	120,870	118,500
Consulting and training fees	140	-	140	-
<b>Employment</b>				
Campden Charities	80,000	-	80,000	72,000
Department for Work and Pensions	23,500	-	23,500	32,784
<b>Well-being</b>				
Royal Borough of Kensington and Chelsea	-	30,000	30,000	30,000
West London Clinical Commissioning Group	57,232	-	57,232	56,250
Kensington and Chelsea Social Council	-	7,638	7,638	-
Consulting and training fees	-	-	-	55
<b>Resettlement Scheme</b>				
City Bridge Trust	-	40,650	40,650	43,350
<b>Ambassadors</b>				
Greater London Authority	-	-	-	5,000
Royal Borough of Kensington and Chelsea	-	6,311	6,311	5,000
Westway Trust	-	1,250	1,250	-
London Funders	-	3,374	3,374	-
<b>Good Neighbours</b>				
Royal Borough of Kensington and Chelsea	-	-	-	10,000
<b>Community Champions</b>				
Royal Borough of Kensington and Chelsea	49,786	60,000	109,786	50,000
West London Clinical Commissioning Group	-	5,000	5,000	5,000
<b>Grenfell Response</b>				
Royal Borough of Kensington and Chelsea	10,000	29,939	39,939	-
London Funders	5,000	24,543	29,543	-
London Community Foundation	-	5,000	5,000	-
	<u>£346,528</u>	<u>£213,705</u>	<u>£560,233</u>	<u>£427,939</u>

Of the £427,939 recognised in 2017, £329,589 related to unrestricted funds and £98,350 to restricted funds.

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2018  
/contd...

4. INVESTMENT INCOME	Unrestricted funds	Restricted funds	Total 2018	Total 2017
Bank interest	<u>£98</u>	<u>£Nil</u>	<u>£98</u>	<u>£194</u>

All of the £194 received in 2017 was unrestricted funds.

5. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct costs	Support costs	Total 2018	Total 2017
Volunteering services	<u>£327,954</u>	<u>£115,114</u>	<u>£443,068</u>	<u>£413,382</u>

Of the £413,382 expenditure recognised in 2017, £279,666 was charged to unrestricted funds and £133,716 was charged to restricted funds.

6. ANALYSIS OF DIRECT COSTS	Total 2018 £	Total 2017 £
Staff costs	304,735	278,755
Other direct costs	<u>23,219</u>	<u>21,711</u>
	<u>£327,954</u>	<u>£300,466</u>

7. ANALYSIS OF SUPPORT COSTS	Total 2018 £	Total 2017 £
Staff costs	63,738	59,334
Office costs	21,422	21,414
Premises costs	23,161	25,589
Governance costs (see Note 8)	<u>6,793</u>	<u>6,579</u>
	<u>£115,114</u>	<u>£112,916</u>

8. GOVERNANCE COSTS	2018 £	2017 £
Audit and accounts	3,698	3,164
Trustees meeting and insurance	205	573
Staff costs	<u>2,890</u>	<u>2,842</u>
	<u>£6,793</u>	<u>£6,579</u>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2018  
/contd...

<b>9. NET INCOME FOR THE YEAR</b>	2018	2017
The net income for the year is stated after charging:		
Operating lease rentals	£21,503	£14,920
Depreciation of tangible fixed assets	£3,046	£823
Auditor's remuneration – audit services	£3,098	£2,564
– non audit services	£600	£600
	£28,247	£18,907

During the year Trustees received no remuneration (2017: £Nil) or reimbursed expenses (2017: £Nil).

<b>10. STAFF COSTS AND NUMBERS</b>	2018	2017
Staff costs were as follows:		
	£	£
Wages and salaries	278,474	231,243
Social security costs	24,642	19,544
Pension costs	15,754	12,590
	318,870	263,377
Recruitment and training costs	8,815	8,600
Freelance fees	43,678	68,954
	£371,363	£340,931

The average monthly number of employees during the year was 10 (2017: 8).

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

	2018	2017
	No.	No.
Charitable activities	8.2	6.5
Support activities	0.8	0.8
	9.0	7.3

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

Total employee benefits received by key management amounted to £75,816 (2017: £57,605).

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2018  
/contd...

11. FIXED ASSETS	Computer Equipment £	
Cost:		
Balance at 1 April 2017		3,292
Additions		8,892
		<u>12,184</u>
Balance at 31 March 2018		<u>12,184</u>
Depreciation:		
Balance at 1 April 2017		1,646
Charge for the year		3,046
		<u>4,692</u>
Balance at 31 March 2018		<u>4,692</u>
Net book value:		
At 31 March 2018		<u>£7,492</u>
At 31 March 2017		<u>£1,646</u>
12. DEBTORS	2018	2017
	£	£
Trade debtors	15	5,012
Prepayments and accrued income	25,962	21,674
	<u>£25,977</u>	<u>£26,686</u>
13. CREDITORS – Amounts falling due within one year	£	£
Trade creditors	1,141	7,308
Accruals and deferred income	20,688	3,570
Other creditors	2,143	349
Social security and other taxes	2,508	-
	<u>£26,480</u>	<u>£11,227</u>

Deferred income relates to performance-related grants for which payment has been received in advance of the services to be provided.

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2018  
/contd...

**14. MOVEMENT IN FUNDS**

	Brought Forward £	Income £	Expenditure £	Transfers Between Funds £	Carried Forward £
<b>2018</b>					
<b>Restricted funds</b>					
Community Champions	-	65,000	22,395	-	42,605
Well-being	-	37,638	37,638	-	-
K&C Ambassadors	-	10,935	11,486	551	-
Grenfell response	-	64,816	30,291	-	34,525
Resettlement Scheme	32,512	40,650	52,046	9,371	30,487
<b>Total restricted funds</b>	<u>32,512</u>	<u>219,039</u>	<u>153,856</u>	<u>9,922</u>	<u>107,617</u>
<b>Unrestricted funds</b>					
<b>General</b>	<u>129,134</u>	<u>346,626</u>	<u>289,212</u>	<u>(9,922)</u>	<u>176,626</u>
<b>TOTAL FUNDS</b>	<u>£161,646</u>	<u>£565,665</u>	<u>£443,068</u>	<u>£Nil</u>	<u>£284,243</u>

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

Comparative information for the previous financial year is as follows:

	Brought Forward £	Income £	Expenditure £	Transfers Between Funds £	Carried Forward £
<b>2017</b>					
<b>Restricted funds</b>					
Community Champions	-	5,000	5,000	-	-
Mentoring	1,178	10,000	15,997	4,819	-
K&C Ambassadors	-	10,000	13,622	3,622	-
Stepping Stones	-	20,000	20,000	-	-
Good Neighbours	-	10,000	18,113	8,113	-
Resettlement Scheme	50,146	43,350	60,984	-	32,512
<b>Total restricted funds</b>	<u>51,324</u>	<u>98,350</u>	<u>133,716</u>	<u>16,554</u>	<u>32,512</u>
<b>Unrestricted funds</b>					
<b>General</b>	<u>95,565</u>	<u>329,789</u>	<u>279,666</u>	<u>(16,554)</u>	<u>129,134</u>
<b>TOTAL FUNDS</b>	<u>£146,889</u>	<u>£428,139</u>	<u>£413,382</u>	<u>£Nil</u>	<u>£161,646</u>

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2018  
/contd...

<b>15. ANALYSIS OF NET ASSETS BETWEEN FUNDS</b>	Unrestricted Funds £	Restricted Funds £	Total Funds £
Fixed assets	1,115	6,377	7,492
Current assets	185,622	117,609	303,231
Current liabilities	(10,111)	(16,369)	(26,480)
	<u>          </u>	<u>          </u>	<u>          </u>
At 31 March 2018	<u>£176,626</u>	<u>£107,617</u>	<u>£284,243</u>

Comparative information for the previous financial year is as follows:

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Fixed assets	1,646	-	1,646
Current assets	137,850	33,377	171,227
Current liabilities	(10,362)	(865)	(11,227)
	<u>          </u>	<u>          </u>	<u>          </u>
At 31 March 2017	<u>£129,134</u>	<u>£32,512</u>	<u>£161,646</u>

**15. COMPANY STATUS**

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

**16. TAXATION**

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

**17. OPERATING LEASE COMMITMENTS**

Total future minimum lease payments due under non-cancellable operating leases amount to £5,376 (2017: £5,376), all of which falls due within one year.

**19. RELATED PARTIES**

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



**Volunteer**  
*Centre*

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**Kensington  
& Chelsea**

**Volunteer Centre Kensington & Chelsea  
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Volunteer Centre Kensington & Chelsea  
(A Company Limited by Guarantee)  
Company No: 03725459  
Charity No:1076392

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