



Wokingham Volunteer  
Centre



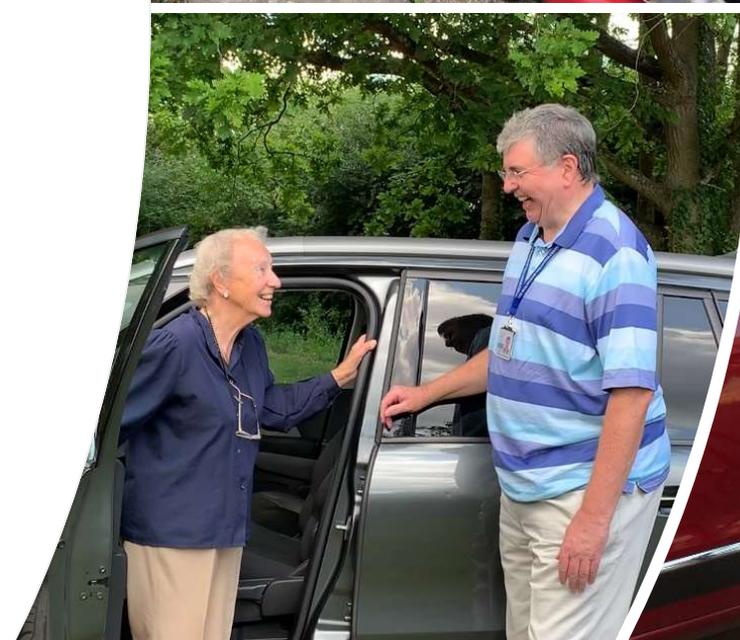
# Impact Report 2019-20

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CIO no. 1161498

# The Wokingham Volunteer Centre

- **Volunteer Centre – Main Office**
- Open: 9.00am – 2.00pm, weekdays
- Phone: 0118 977 0749
- Email: [volunteer@wok-vol.org.uk](mailto:volunteer@wok-vol.org.uk)
- **Green 'n' Tidy Gardening**
- Office: Monday/Tuesday/Thursday
- Phone: 0118 979 1340
- Email: [gardening@wok-vol.org.uk](mailto:gardening@wok-vol.org.uk)
- **Transport Scheme**
- Open: 9.30am – 12.30pm, weekdays
- Phone: 0118 978 2446
- Email: [transport@wok-vol.org.uk](mailto:transport@wok-vol.org.uk)





## What we are here for – TWVC objectives

- To provide a volunteer brokerage service to potential volunteers and charities/other voluntary bodies wishing to recruit them;
- To promote efficiency and effectiveness in the charitable activities of not-for-profit organisations, voluntary groups and charities working for the benefit of the public in the fields of community health and social care;
- To provide help for those vulnerable, elderly and disabled people in need through a range of basic, volunteer-based and subsidised low cost services and to signpost them to additional statutory and voluntary sources of help to enable them to continue living in their own homes and not require moving into care.



# Statement of public benefit

- Our Volunteer Brokerage service helps local charities and public sector groups to recruit and retain volunteers who will support children and young people, families, the elderly, mental and physical health and well-being, learning and physical disabilities, long term (including life-limiting) conditions, education, skills and training, returning to work, arts and culture, emergency services, animals and environmental conservation.
- Our Community Transport and Green 'n' Tidy Gardening services help hundreds of elderly and disabled residents to stay safely in their own homes, preserving their dignity and independence while reducing social isolation.
- We help local voluntary and public sector groups with low-cost meeting and training space, training in good practice in volunteer management and signposting to other infrastructure organisations and social enterprises.
- Where needs fall outside of our services, we signpost to a range of others, including befriending and other age-related or condition-specific groups and to advisory and statutory services for help with benefits claims and health and well-being issues.





Wokingham Volunteer  
Centre



## Our amazing people...



### **Board of Trustees**

Graham Powell - Chairman  
Martin Jeater - Treasurer  
Neil Dunlop - Secretary  
David Vaughan  
Brian Lewis (to September 2019)  
Phil Evans (to September 2019)  
David Knee  
Keiran Chandler (to September 2019)  
Margaret Newstead (to February 2020)  
Philip Cleary (from September 2019)  
Geraldine Durrant (from October 2019)

### **External Examiner**

PPK Accountants Ltd

### **Staff**

Christine Knox	Manager (to May 2020)
Nick Fellows	Chief Officer (from May 2020)
Helena Badger	Volunteer Services Manager
Janet Hird	Centre Administrator
Nicki Harvey	Transport Administrator (from Jan 2020)
Jim Spencer	Finance Officer
Miguel Ogilvie	Green 'n' Tidy Gardening Project Co-Ordinator (to June 2020)
Paul King	Green 'n' Tidy Gardening Project Co-Ordinator (from June 2020)
Martin Lee	Green 'n' Tidy Gardening Team Leader
Martin Jeater	Green 'n' Tidy Gardening Team Leader
Colin Armitage	Green 'n' Tidy Gardening Team Leader

# Our fantastic project volunteers...



## Community Transport

Ian Adnams  
Cairene Armour  
Chris Ayres  
Bill Barry  
Paul Baily  
Tony Beard  
Roz Betteridge  
Vijay Birly  
Sara Bowring  
Paul Briault  
John Burgess  
Christine Callaghan  
Keiran Chandler  
Kevin Chapman  
Martin Cirne  
Mervyn Clark  
Philip Cleary  
Ian Collins  
Gary Cranford  
Colin Crouch  
Alan Dixon  
Denise Dixon  
Neil Dunlop  
Di Evans  
Phil Evans  
Christine Field

Alison Foster  
Fabio Gallina  
Nick Glover  
Sandy Godfrey  
Lesley Hammond  
Nicki Harvey  
Jem Heath  
Wendy Horne  
Gail Houghton  
John Ibbotson  
Malcolm Inglis  
Jean Jackson  
Peter Jeffery  
Brian Jones  
Les Jubb  
Roger Kemp  
Joan Kennedy  
David Knee  
David Luff  
Hugh Maguire  
Chris Mann  
Christine May  
Danny McIvor  
Greg Moxham  
Ian Nicholson  
Ann Nolan

Noreen Novell  
Martin Nowell  
Jim Panormo  
Michael Prewett  
Jim Prior  
Rosemary Rayner  
Roger Reeves  
Wyn Richards  
Peter Rist  
Pam Roberts  
Phillipa Robinson  
Julie Russell  
Martin Spooner  
Sallyanne Steatham  
Andy Stokes  
David Symmons  
Derek Taplin  
June Taplin  
Alison Taylor  
Ciar Timon  
Richard Turner  
Roger Whyte  
Julie Yarrow  
  
IT  
Philip Cleary

## Green 'n' Tidy Gardening

Munirah Ahmad  
Colin Armitage  
Jim Bailey  
Mike Bailey  
Pauline Baker  
Len Barlow  
Lucy Bartkowiak  
Phil Breakspear  
Marion Breakspear  
Avril Burrows  
Rob Burrows  
Ruth Cleary  
Charlotte Clementson  
David Davies  
Wendy Davies  
Anne Desson  
Arlene Du Preez  
Paul Edwards  
Mary Ferry  
Pauline Fisher  
Margaret Hammett  
Les Hill  
Sheila Hunt  
Ron Hussey  
Patricia Kent  
Paul King

Clive Kingston  
David Knee  
Martin Lee  
Hugh Maguire  
Kevin Maynard  
Susannah McClymont  
George McCormack  
Heather McLeish  
Colin Melhuish  
Chris Menmuir  
Tony Nicholls  
Ethel O'Donnell  
John O'Leary  
Philip Paine  
Nigel Pitcher  
Mark Poley  
Diana Poole  
Graham Powell  
Roger Prescott  
Ian Reader  
Sarah Rose  
Ian Ross  
Alison Sears  
Graham Smith  
Peter Spratley  
Jeff Webb

Ruth Welch  
Sandra Wilkins  
Beverley Williams  
Joanne Wilson  
Julie Yarrow  
  
Office/Admin  
Julie Ogilvy  
Jeannette Streat



# Report from the Chair

Graham Powell

I am delighted to introduce this year's report on our activities at The Wokingham Volunteer Centre. It has been a year of change – some planned and some unexpected - but all managed effectively through collaboration and diligent work of trustees, staff, volunteers together with our partners across the VCS and Local Authorities.

The launch of the Friendship Alliance was carefully planned and is an important milestone. It has enabled expansion of our transport scheme as a pilot with some funding support from WBC.

We planned carefully for the retirement of Christine Knox and were delighted to welcome Nick Fellows as the new Chief Officer, following an open and fair recruitment process.

I am very proud of our response to the challenge of the Covid-19 pandemic. The effectiveness of the Wokingham Borough Community Response and TWVC's part in it was truly amazing. To get the Prescription Service up and running in three days, serving some of the most vulnerable people in our community would not have been possible without the strength, depth of knowledge, expertise and flexibility of our staff and, of course, the volunteers who stepped forward.



The success of our move to Indigo House in October was largely due to the planning and investments we had made in modernising IT and telephone systems in the months before. These planned improvements also meant that we were in an excellent position to adopt remote working when the lockdown came in March 2020.

You will read on other pages much more about how all our services have continued to make Wokingham Borough a great place to live for the many vulnerable people and those who choose to put something back into their local community through volunteering. Thank you all – we make a great team!



## Chief Officer's Nick Fellows report

The period covered by this report has witnessed unprecedented changes in all of our lives. For too many, this has meant personal tragedy and lives being impacted in a way that could never have been foreseen and which will be immensely difficult to recover from. What the immediate future holds is

unknown but it is highly likely to involve significant challenges for many people.

For the community of Wokingham Borough these challenges have been met with an incredible response from a huge number of people and we really have seen the best in local people as they stepped forward in their thousands to help those in need. The Wokingham Volunteer Centre is proud to have played a significant part in this community response, adapting and extending its services to ensure those in need received vital support at the right time. We worked closely with other partners to ensure a coordinated and tailored response and helped attract and direct many volunteers to the new roles created by this novel situation.

Change occurred in other ways too as, firstly, the Centre relocated from its old premises in the town centre and then, in May, long-serving Manager Christine Knox retired from her role. With the support of Trustees, staff and volunteers Christine oversaw significant growth and development of the organisation over a period of 16 years and I am proud to have been entrusted with leading the organisation's continued development, alongside the Trustees, in the years to come.

A new project kicked off in January focussed on taking our Transport Scheme members on social and shopping trips, helping our older clients to remain active and independent for longer whilst also being able to look forward to social activities they would otherwise be unable to access outside of their home. This project is a product of the newly formed Friendship Alliance, a partnership approach to reducing

loneliness between ourselves, Link Visiting, Age UK Berkshire and Involve. This approach was indicative of the willingness of Wokingham charities to work closely together and helped drive the fantastic community response that sprung into life in late March. We are working now on a vision for the future, with the support of Wokingham Borough Council, to develop a permanent community hub where the voluntary and community sector can work together to meet the needs of local people.

Volunteering offers so many rewards for every kind of person and there really are roles and organisations out there to suit everyone. Through our advice, support and volunteering portal we strive to attract and match charities' needs to willing people and pride ourselves on a long tradition of performing a vital service excellently. We look forward to being able to resume the personal contact through training, support and recognition that underpins our values as an organisation but, most importantly, we want to play our part in keeping everyone safe and well during difficult times.

## Treasurer's report Martin Jeater



As forecast, the charity ended the year to March 2020 with a planned but small deficit. Whilst costs have been kept to a minimum the impact of static local authority grant funding plus increased accommodation costs have made it increasingly difficult to balance the books.

Trustees have recognised the challenge and intend to seek additional funding from existing and new channels in light of anticipated significant upward demand for our services as our ageing population increases in the area. We are again hopeful that a new tendering exercise by Wokingham Borough Council may be undertaken in the coming year, allowing us to address some currently underfunded services from April 2021. However, the Trustees have approved a significant deficit budget for 20-21 which is affordable from existing reserves. It is too early to assess the financial impact of the Covid-19 pandemic and lockdown but it will reduce client funded income. The reserves position remains strong and the Trustees believe this period can be covered with no exposure to financial difficulties in the medium term.

# Christine Knox – Centre Manager 2004-2020

When Christine joined the Wokingham Volunteer Centre in April 2004 it was a small operation based in a little prefab building on Elms Field. It was running the Transport to medical appointments and Mobility scooter schemes and held information on a few local groups that needed volunteers. Christine was appointed for 10 hours per week to grow the Centre and make it financially viable.

Over 16 years Christine has been the driving force behind development of the centre and volunteering throughout the Borough. Everything she has done has been focused on delivering excellent service to vulnerable clients and nurturing our wonderful volunteers but she has now decided to move into early retirement.

Christine's key achievements include:

- 2005 Additional member of staff appointed to help with the rapidly expanding volunteer brokerage and start working with local companies
- 2007 Trialled 'speed matching' (like 'speed dating'!) for charities and potential volunteers – very successful and evolved into the first volunteer recruitment fair
- 2007 moved to Denton Road.
- 2008 Launched the supported volunteering project
- 2008 First volunteer recruitment fairs for our great local charities
- 2011 won WBC funding for the Green 'n' Tidy gardening scheme in a competitive tender process, and started gardening in October



**The Queen's Award  
for Voluntary Service**

*The MBE for volunteer groups*

- 2012 – Centre was awarded the Queen's Award for Voluntary Service (Year of the Diamond Jubilee and the London Olympics – so really special)
- 2013 - Launched locally available, low cost training in good practice in Volunteer Management for staff and volunteers from the local VCS and public sector
- 2014 - Launched the Transport Forum with some Partnership Development Fund from the CCG – we still support the Borough's voluntary car schemes with quarterly meetings and access to training in good practice and safeguarding
- 2016 - rolled out safeguarding training for all our volunteers, an extra safety net in the Borough for our service users
- 2018 – founder member of the Friendship Alliance
- 2019 - moved to new offices in Fishponds Road
- 2020 - launched the WB prescription service within 3 days in response to the COVID-19 emergency so that we were already active and protecting the most vulnerable on the day lockdown was announced.
- May 2020 – Christine retires and Nick Fellows is appointed Chief Officer.
- Countless clients, volunteers and community groups have been helped over the years and we all wish Christine a very happy retirement – with more time to volunteer herself!
- Thank you Christine and enjoy your retirement!

# Wokingham Borough Community Response



- The Wokingham Volunteer Centre was delighted to be a key partner in the fantastic community response initiative across Wokingham Borough as the outbreak of the Coronavirus hit and lockdown began in March 2020
- The Volunteer portal saw a surge in interest from volunteers offering their time and support to the many vulnerable or isolated people throughout the Borough, with a 300-times increase in visitor traffic!
- Over the lockdown period 65 Prescription Volunteers delivered more than 860 prescriptions to people in need!
- Gardening and transport volunteers befriended 59 of our regular clients while services were suspended, providing them with someone to talk to at a very difficult when they otherwise may not have seen anyone for several weeks
- Wokingham Borough Community Response was coordinated through the Voluntary Sector Action Group, led by Wokingham Borough Council and including many local charities and voluntary sector organisations

## Wokingham Borough Community Response



# Volunteer brokering

## What the charities say...

"The Recruitment Fair was brilliant. Lots of people through the door and we made so many new contacts. We sent 22 Volunteer Packs out to potential new volunteers so that's amazing!"

### **The Link Visiting Scheme**

"Thank you so much for inviting us to the volunteer recruitment fair - it certainly exceeded our expectations. We fully appreciate that these events do not just happen, they require a huge amount of time, effort and dedication."

### **Berkshire Lowland Search and Rescue**



## What the volunteers say...

"I started volunteering early last year and I am delighted to say I thoroughly enjoy meeting and assisting the people of Wokingham. It gives me great satisfaction that I now can help others in their time of need." **Colin, volunteer Driver**

"It gives me a sense of achievement. I volunteer with a great team and have made new friends in the process." **Debbie, volunteer at Brownies**

"Volunteering in my retirement is rewarding. It keeps me active and engaged, and I love to meet and help people who need and appreciate it."

### **Gillian, volunteer Befriender**

"Volunteering has given me an excellent opportunity to increase my knowledge and skills and help a local cause." **Louise, volunteer at Charity shop**

## Key Achievements of 2019-20

- Hosted two hugely successful Volunteer Recruitment Fairs in Sept 2019 and Jan 2020; 15 charities and 150-200 people attending each event
- Supported up to 100 charities and organisations across the Borough to find volunteers
- Continued growth and success of our volunteering portal
- Attended outreach events such as WBC Community Fun Days, Celebrate Age and talks at local schools and community groups



# Wokingham Community Transport Scheme

## Our service

- A low cost, volunteer dependent transport scheme for elderly and disabled residents in Wokingham, Winnersh, Barkham, Woosehill and Finchampstead
- Over 500 clients, with new enquiries every week
- Over 2900 requests for transport in 2019/20, over 96% for medical appointments and of these 30% were for the Royal Berks Hospital
- Transport provided to more than a dozen hospitals as well as local doctors, dentists, opticians, physiotherapy with destinations as far as Oxford and central London.

## Our volunteers

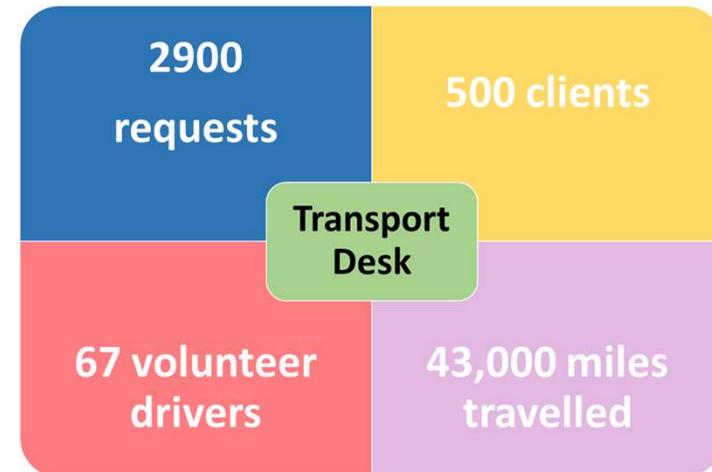
- Friendly and patient Transport Desk volunteers take calls Monday to Friday, 09:30-14:30.
- Our dedicated team of 67 drivers provide door to door service for service users, waiting with them during appointments and then taking them home.
- Drivers are trained in Adult Safeguarding and often alert us to concerns.
- Drivers logged over 43,000 miles and 4,619 hours (equivalent to 577 days!)

## Our service users

“Your drivers are courteous, helpful and a pleasure to travel with.”

“You always found someone to help. You are all heroes!” “You never fail me!”

“You do a magnificent job and really are a lifeline to so many people.”



# Green 'n' Tidy Gardening service

Your garden in our volunteers' hands



Maintaining 138 gardens across Wokingham Borough

- Waiting list has grown from 27 to 43 clients.
- 55 volunteers
- Teams operating 6 days a week

Fortnightly grass cutting in summer and leaf clearing in the autumn

Restarted service on 1<sup>st</sup> June after lockdown

- Catching up with overgrown gardens
- Several volunteers shielding
- Maintaining distancing between volunteers
- Eliminated handling cash with clients to prevent virus transmission



## What our Clients say...

“It is such a relief not to have to worry about the lawn getting long and your lovely people have even trimmed a couple of bits of "stuff " determined to take over!!!!!!”

“Thankyou so much for looking after my garden while I was in a home. It was such a relief to come back to a tidy garden.”



**Ask me about the  
Friendship Alliance!**

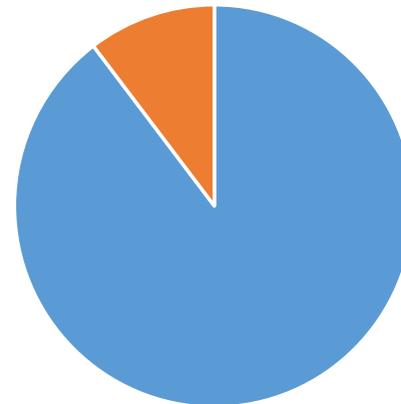


- We are proud to be one of the founding partners of this new initiative, working with partners to tackle social isolation and loneliness
- Members include ourselves, The Link, Age UK Berkshire and Involve
- As part of the project's first phase we set out to extend our transport service to include social and shopping trips for members of our Transport Scheme, so that we could help clients attend community events, social activities, support them with their shopping or even a trip to the hairdresser
- Other projects include setting up Chatty Cafes across the Borough, undertaking community/ neighbourhood outreach and engagement work and establishing a group of Friendship Champions to promote the various services and support that's available



# TWVC Training

- 52 volunteers attended six in-house **Adult Safeguarding** Level 1 training courses
- Our **Good practice in Volunteer Management** workshop attracted attendees from Berkshire Women's Aid, Me2 Club, Sebastian's Action Trust and Shinfield Volunteers
- The Training Programme has been heavily impacted by the Coronavirus pandemic but we look forward to returning to normal service as soon as possible



■ Adult Safeguarding    ■ Volunteer Management



Adult Safeguarding for Volunteers



# TWVC Volunteer Recruitment Fairs 2019, 2020



# Margaret Newstead RIP

- We were saddened by the death of volunteer and trustee Margaret Newstead in February 2020. After retiring from running a business in Portugal, Margaret returned to Wokingham 15 or so years ago and devoted herself to volunteering with local organisations. She was a transport desk volunteer at TWVC, becoming an expert in the use of the transport IT system, CATTs, and then helped to introduce it to Twyford Volunteers where she also helped and trained their office volunteers. At Citizens Advice Wokingham Margaret was famous for coming up with ideas for new projects.
- Margaret was a shining example to us all and she is much missed for her experience, wisdom and willingness to volunteer whenever something needed doing. Margaret became a trustee of TWVC in 2017. HRH Princess Anne recognised Margaret's special contribution as a local volunteer during her visit to Wokingham in September 2019. This was richly deserved.



Picture: Stewart Turkington / [www.stphotos.co.uk](http://www.stphotos.co.uk)

# Thanks to our funders & supporters

- Wokingham Borough Council
  - Wokingham Without Parish Council
  - Woodley Town Council
  - Finchampstead Parish Council
  - Patten Screenprint
  - Wokingham Rotary Club
  - Easthampstead Rotary Club
  - Wokingham United Charities
  - Inner Wheel of Wokingham
  - Wokingham Free Church Burial Ground
  - & individual donors and families of our service users
- Wokingham Town Council
  - Earley Town Council
  - Winnersh Parish Council
  - Classicstone Properties
  - Mowers & More
  - Haymill Computers
  - SIBIT Computers
  - Berkshire Masons

**Without your funding and the support of our many volunteers, our work supporting the most vulnerable of Wokingham Borough would not be possible.**

**THANK YOU!**





# **The Queen's Award for Voluntary Service**

*The MBE for volunteer groups*



# Wokingham Volunteer Centre



Offices 1 & 2, First Floor, Indigo House,  
Mulberry Business Park, Fishponds Road,  
Wokingham RG41 2GY

[www.wokinghamvolunteercentre.org.uk](http://www.wokinghamvolunteercentre.org.uk)

[www.volunteerwokinghamborough.org.uk](http://www.volunteerwokinghamborough.org.uk)

**Report of the Trustees and**  
**Unaudited Financial Statements**  
**for the Year Ended 31 March 2020**  
**for**  
**The Wokingham Volunteer Centre**

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

**The Wokingham Volunteer Centre**

**Contents of the Financial Statements**  
**for the Year Ended 31 March 2020**

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## **The Wokingham Volunteer Centre**

### **Report of the Trustees** **for the Year Ended 31 March 2020**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

#### **ACHIEVEMENT AND PERFORMANCE**

The Wokingham Volunteer Centre suffered a deficit of £5,663 (2019 - £576 deficit) for the year.

Total incoming resources were £129,442 (2019 - £124,573), whilst costs were £135,105 (2019 - £125,149) generating a deficit of £5,663 (2019 - £576 deficit) for the year.

Obtaining sustainable project funding remains a significant challenge and focus of attention for Trustees, especially in a climate of uncertainty around local authority funding. At the end of the reporting year, the impact of Coronavirus on funding and expenditure is unclear and adds to the uncertainty. However, the Volunteer Centre remains fiscally strong with a robust balance sheet.

#### **FINANCIAL REVIEW**

During the last financial period the charity continued to be dependent on grants from local councils as the majority of its income. The charity showed a deficit for the year. The grant funding for 2019-20 remained static (as for 2018-19 and 2017-18). The Trustees have approved a deficit budget for 2020-21 but plan to return to breakeven for the following year dependent upon the outcome of the services tender process.

#### **RESERVES**

As the ongoing funding situation from Wokingham Borough Council and the impact of Coronavirus remain uncertain the Trustees continue to support a designated reserves fund representing two quarters' operating costs. This amounted to £65,000 based on the 12 months to 31st March 2020. This left unrestricted reserves of £51,138 (2019 - £56,801).

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

##### **Governing document**

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

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Charity number**

1161498

##### **Principal address**

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

##### **Trustees**

D Vaughan  
B Lewis (resigned 12.9.19)  
P Evans (resigned 12.9.19)  
N Dunlop Secretary  
D Knee  
M Jeater Treasurer  
K Chandler (resigned 12.9.19)  
G Powell Chairman  
Mrs M Newstead (resigned 12.2.20)  
P Cleary (appointed 11.9.19)  
Mrs G Durrant (appointed 9.12.19)

**The Wokingham Volunteer Centre**

**Report of the Trustees**  
**for the Year Ended 31 March 2020**

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Independent Examiner**

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

**SUMMARY**

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

Approved by order of the board of trustees on 27 July 2020 and signed on its behalf by:

G Powell - Trustee

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

**Independent examiner's report to the trustees of The Wokingham Volunteer Centre**

I report to the charity trustees on my examination of the accounts of The Wokingham Volunteer Centre (the Trust) for the year ended 31 March 2020.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

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

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

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

Date: .....

**The Wokingham Volunteer Centre**

**Statement of Financial Activities**  
**for the Year Ended 31 March 2020**

	Notes	2020 Unrestricted funds £	2019 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
<b>Charitable activities</b>			
Charitable Activities		129,082	123,962
Investment income	2	361	611
<b>Total</b>		<u>129,443</u>	<u>124,573</u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Charitable Activities		135,106	125,149
<b>NET INCOME/(EXPENDITURE)</b>		<u>(5,663)</u>	<u>(576)</u>
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>		121,801	122,377
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>116,138</u></u>	<u><u>121,801</u></u>

The notes form part of these financial statements

**The Wokingham Volunteer Centre**

**Balance Sheet**  
**31 March 2020**

	Notes	2020 Unrestricted funds £	2019 Total funds £
<b>FIXED ASSETS</b>			
Tangible assets	5	3,825	6,145
<b>CURRENT ASSETS</b>			
Debtors	6	3,151	5,235
Cash at bank and in hand		128,266	119,049
		<hr/>	<hr/>
		131,417	124,284
<b>CREDITORS</b>			
Amounts falling due within one year	7	(19,104)	(8,628)
		<hr/>	<hr/>
<b>NET CURRENT ASSETS</b>		112,313	115,656
		<hr/>	<hr/>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		116,138	121,801
		<hr/>	<hr/>
<b>NET ASSETS</b>		116,138	121,801
		<hr/>	<hr/>
<b>FUNDS</b>	8		
Unrestricted funds		116,138	121,801
		<hr/>	<hr/>
<b>TOTAL FUNDS</b>		116,138	121,801
		<hr/>	<hr/>

The financial statements were approved by the Board of Trustees and authorised for issue on 27 July 2020 and were signed on its behalf by:

M Jeater - Trustee

G Powell - Trustee

## **The Wokingham Volunteer Centre**

### **Notes to the Financial Statements** **for the Year Ended 31 March 2020**

#### **1. ACCOUNTING POLICIES**

##### **Basis of preparing the financial statements**

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

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

##### **Financial reporting standard 102 - reduced disclosure exemptions**

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

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of Section 3 Financial Statement Presentation paragraph 3.17(d);
- the requirements of Section 11 Financial Instruments paragraphs 11.41(b), 11.41(c), 11.41(e), 11.41(f), 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of Section 12 Other Financial Instruments paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of Section 33 Related Party Disclosures paragraph 33.7.

##### **Income**

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

##### **Expenditure**

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

##### **Tangible fixed assets**

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

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

##### **Taxation**

The charity is exempt from tax on its charitable activities.

##### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

##### **Hire purchase and leasing commitments**

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

**The Wokingham Volunteer Centre**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2020**

**1. ACCOUNTING POLICIES - continued**

**Pension costs and other post-retirement benefits**

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

**2. INVESTMENT INCOME**

	2020	2019
	£	£
Deposit account interest	361	611
	<u>361</u>	<u>611</u>

**3. TRUSTEES' REMUNERATION AND BENEFITS**

During the year the Treasurer was also employed as a gardening Team Leader, receiving £5,157 (2019: £4,620) for services rendered. These costs are included as gardening expenditure within the wages costs of charitable activities. It was agreed that there was no conflict of interest.

**Trustees' expenses**

	2020	2019
	£	£
Trustees' expenses	30	42
	<u>30</u>	<u>42</u>

**4. STAFF COSTS**

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

	2020	2019
General and administration	8	7
	<u>8</u>	<u>7</u>

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

**5. TANGIBLE FIXED ASSETS**

	Plant and machinery	Motor vehicles	Computer equipment	Totals
	£	£	£	£
<b>COST</b>				
At 1 April 2019	2,280	4,800	4,200	11,280
Additions	-	-	474	474
	<u>2,280</u>	<u>4,800</u>	<u>4,674</u>	<u>11,754</u>
At 31 March 2020	2,280	4,800	4,674	11,754
<b>DEPRECIATION</b>				
At 1 April 2019	285	3,800	1,050	5,135
Charge for year	570	1,000	1,224	2,794
	<u>855</u>	<u>4,800</u>	<u>2,274</u>	<u>7,929</u>
At 31 March 2020	855	4,800	2,274	7,929
<b>NET BOOK VALUE</b>				
At 31 March 2020	1,425	-	2,400	3,825
	<u>1,425</u>	<u>-</u>	<u>2,400</u>	<u>3,825</u>
At 31 March 2019	1,995	1,000	3,150	6,145
	<u>1,995</u>	<u>1,000</u>	<u>3,150</u>	<u>6,145</u>

**The Wokingham Volunteer Centre**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2020**

<b>6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>	2020	2019
	£	£
Trade debtors	1,573	4,626
Other debtors	464	67
Prepayments	1,114	542
	<u>3,151</u>	<u>5,235</u>

<b>7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>	2020	2019
	£	£
Trade creditors	81	2,862
Taxation and social security	2,599	2,209
Other creditors	16,424	3,557
	<u>19,104</u>	<u>8,628</u>

<b>8. MOVEMENT IN FUNDS</b>		Net movement in funds	At 31.3.20
	At 1.4.19	£	£
<b>Unrestricted funds</b>			
General fund	56,801	(5,663)	51,138
Designated Reserves	65,000	-	65,000
	<u>121,801</u>	<u>(5,663)</u>	<u>116,138</u>
<b>TOTAL FUNDS</b>	<u>121,801</u>	<u>(5,663)</u>	<u>116,138</u>

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

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

**The Wokingham Volunteer Centre**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2020**

**8. MOVEMENT IN FUNDS - continued**

**Comparatives for movement in funds**

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.19 £
<b>Unrestricted funds</b>				
General fund	57,377	721	(1,297)	56,801
Admin	-	(7,475)	7,475	-
Centre Manager	-	(2,208)	2,208	-
Gardening	-	2,693	(2,693)	-
Transport Scheme	-	12,453	(12,453)	-
Vol Brokerage	-	(6,760)	6,760	-
Designated Reserves	65,000	-	-	65,000
	<u>122,377</u>	<u>(576)</u>	<u>-</u>	<u>121,801</u>
<b>TOTAL FUNDS</b>	<u>122,377</u>	<u>(576)</u>	<u>-</u>	<u>121,801</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	8,511	(7,790)	721
Admin	1	(7,476)	(7,475)
Centre Manager	20,441	(22,649)	(2,208)
Gardening	45,403	(42,710)	2,693
Transport Scheme	37,909	(25,456)	12,453
Vol Brokerage	12,308	(19,068)	(6,760)
	<u>124,573</u>	<u>(125,149)</u>	<u>(576)</u>
<b>TOTAL FUNDS</b>	<u>124,573</u>	<u>(125,149)</u>	<u>(576)</u>

**9. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2020.

**Report of the Trustees and**  
**Unaudited Financial Statements**  
**for the Year Ended 31 March 2020**  
**for**  
**The Wokingham Volunteer Centre**

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

**The Wokingham Volunteer Centre**

**Contents of the Financial Statements**  
**for the Year Ended 31 March 2020**

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<b>Statement of Financial Activities</b>	4
<b>Balance Sheet</b>	5
<b>Notes to the Financial Statements</b>	6 to 9

## **The Wokingham Volunteer Centre**

### **Report of the Trustees** **for the Year Ended 31 March 2020**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

#### **ACHIEVEMENT AND PERFORMANCE**

The Wokingham Volunteer Centre suffered a deficit of £5,663 (2019 - £576 deficit) for the year.

Total incoming resources were £129,442 (2019 - £124,573), whilst costs were £135,105 (2019 - £125,149) generating a deficit of £5,663 (2019 - £576 deficit) for the year.

Obtaining sustainable project funding remains a significant challenge and focus of attention for Trustees, especially in a climate of uncertainty around local authority funding. At the end of the reporting year, the impact of Coronavirus on funding and expenditure is unclear and adds to the uncertainty. However, the Volunteer Centre remains fiscally strong with a robust balance sheet.

#### **FINANCIAL REVIEW**

During the last financial period the charity continued to be dependent on grants from local councils as the majority of its income. The charity showed a deficit for the year. The grant funding for 2019-20 remained static (as for 2018-19 and 2017-18). The Trustees have approved a deficit budget for 2020-21 but plan to return to breakeven for the following year dependent upon the outcome of the services tender process.

#### **RESERVES**

As the ongoing funding situation from Wokingham Borough Council and the impact of Coronavirus remain uncertain the Trustees continue to support a designated reserves fund representing two quarters' operating costs. This amounted to £65,000 based on the 12 months to 31st March 2020. This left unrestricted reserves of £51,138 (2019 - £56,801).

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

##### **Governing document**

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

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Charity number**

1161498

##### **Principal address**

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

##### **Trustees**

D Vaughan  
B Lewis (resigned 12.9.19)  
P Evans (resigned 12.9.19)  
N Dunlop Secretary  
D Knee  
M Jeater Treasurer  
K Chandler (resigned 12.9.19)  
G Powell Chairman  
Mrs M Newstead (resigned 12.2.20)  
P Cleary (appointed 11.9.19)  
Mrs G Durrant (appointed 9.12.19)

**The Wokingham Volunteer Centre**

**Report of the Trustees**  
**for the Year Ended 31 March 2020**

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Independent Examiner**

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

**SUMMARY**

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

Approved by order of the board of trustees on 27 July 2020 and signed on its behalf by:

G Powell - Trustee

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

**Independent examiner's report to the trustees of The Wokingham Volunteer Centre**

I report to the charity trustees on my examination of the accounts of The Wokingham Volunteer Centre (the Trust) for the year ended 31 March 2020.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

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

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

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

Date: .....

**The Wokingham Volunteer Centre**

**Statement of Financial Activities**  
**for the Year Ended 31 March 2020**

	Notes	2020 Unrestricted funds £	2019 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
<b>Charitable activities</b>			
Charitable Activities		129,082	123,962
Investment income	2	361	611
<b>Total</b>		<u>129,443</u>	<u>124,573</u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Charitable Activities		135,106	125,149
<b>NET INCOME/(EXPENDITURE)</b>		<u>(5,663)</u>	<u>(576)</u>
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>		121,801	122,377
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>116,138</u></u>	<u><u>121,801</u></u>

The notes form part of these financial statements

**The Wokingham Volunteer Centre**

**Balance Sheet**  
**31 March 2020**

	Notes	2020 Unrestricted funds £	2019 Total funds £
<b>FIXED ASSETS</b>			
Tangible assets	5	3,825	6,145
<b>CURRENT ASSETS</b>			
Debtors	6	3,151	5,235
Cash at bank and in hand		128,266	119,049
		<hr/>	<hr/>
		131,417	124,284
<b>CREDITORS</b>			
Amounts falling due within one year	7	(19,104)	(8,628)
		<hr/>	<hr/>
<b>NET CURRENT ASSETS</b>		112,313	115,656
		<hr/>	<hr/>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		116,138	121,801
		<hr/>	<hr/>
<b>NET ASSETS</b>		116,138	121,801
		<hr/>	<hr/>
<b>FUNDS</b>	8		
Unrestricted funds		116,138	121,801
		<hr/>	<hr/>
<b>TOTAL FUNDS</b>		116,138	121,801
		<hr/>	<hr/>

The financial statements were approved by the Board of Trustees and authorised for issue on 27 July 2020 and were signed on its behalf by:

M Jeater - Trustee

G Powell - Trustee

## **The Wokingham Volunteer Centre**

### **Notes to the Financial Statements** **for the Year Ended 31 March 2020**

#### **1. ACCOUNTING POLICIES**

##### **Basis of preparing the financial statements**

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

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

##### **Financial reporting standard 102 - reduced disclosure exemptions**

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

- the requirements of Section 7 Statement of Cash Flows;
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##### **Tangible fixed assets**

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

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

##### **Taxation**

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##### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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##### **Hire purchase and leasing commitments**

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**The Wokingham Volunteer Centre**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2020**

**1. ACCOUNTING POLICIES - continued**

**Pension costs and other post-retirement benefits**

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

**2. INVESTMENT INCOME**

	2020	2019
	£	£
Deposit account interest	361	611
	<u>361</u>	<u>611</u>

**3. TRUSTEES' REMUNERATION AND BENEFITS**

During the year the Treasurer was also employed as a gardening Team Leader, receiving £5,157 (2019: £4,620) for services rendered. These costs are included as gardening expenditure within the wages costs of charitable activities. It was agreed that there was no conflict of interest.

**Trustees' expenses**

	2020	2019
	£	£
Trustees' expenses	30	42
	<u>30</u>	<u>42</u>

**4. STAFF COSTS**

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

	2020	2019
General and administration	8	7
	<u>8</u>	<u>7</u>

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

**5. TANGIBLE FIXED ASSETS**

	Plant and machinery	Motor vehicles	Computer equipment	Totals
	£	£	£	£
<b>COST</b>				
At 1 April 2019	2,280	4,800	4,200	11,280
Additions	-	-	474	474
	<u>2,280</u>	<u>4,800</u>	<u>4,674</u>	<u>11,754</u>
At 31 March 2020	2,280	4,800	4,674	11,754
	<u>2,280</u>	<u>4,800</u>	<u>4,674</u>	<u>11,754</u>
<b>DEPRECIATION</b>				
At 1 April 2019	285	3,800	1,050	5,135
Charge for year	570	1,000	1,224	2,794
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At 31 March 2020	855	4,800	2,274	7,929
	<u>855</u>	<u>4,800</u>	<u>2,274</u>	<u>7,929</u>
<b>NET BOOK VALUE</b>				
At 31 March 2020	1,425	-	2,400	3,825
	<u>1,425</u>	<u>-</u>	<u>2,400</u>	<u>3,825</u>
At 31 March 2019	1,995	1,000	3,150	6,145
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**The Wokingham Volunteer Centre**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2020**

<b>6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>	2020	2019
	£	£
Trade debtors	1,573	4,626
Other debtors	464	67
Prepayments	1,114	542
	<u>3,151</u>	<u>5,235</u>

<b>7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>	2020	2019
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Other creditors	16,424	3,557
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	At 1.4.19	£	£
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Designated Reserves	65,000	-	65,000
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**The Wokingham Volunteer Centre**

**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2020**

**8. MOVEMENT IN FUNDS - continued**

**Comparatives for movement in funds**

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.19 £
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Designated Reserves	65,000	-	-	65,000
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<b>TOTAL FUNDS</b>	<u><u>122,377</u></u>	<u><u>(576)</u></u>	<u><u>-</u></u>	<u><u>121,801</u></u>

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Vol Brokerage	12,308	(19,068)	(6,760)
	<u>124,573</u>	<u>(125,149)</u>	<u>(576)</u>
<b>TOTAL FUNDS</b>	<u><u>124,573</u></u>	<u><u>(125,149)</u></u>	<u><u>(576)</u></u>

**9. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2020.