Registered number: 02052268

Charity number: 295501

# One Westminster (A company limited by guarantee)

# TRUSTEES REPORT AND AUDTIED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2016



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# **LEGAL AND ADMINISTRATIVE INFORMATION**

# **CHARITY NUMBER**

295501

**COMPANY NUMBER** 

2052268

# **REGISTERED OFFICE**

37 Chapel Street London, NW1 5DP

### **BOARD OF TRUSTEES**

Shirley Springer (Chair)
Daniela Bultoc – resigned on 18 November 2015
Ann Frye
Idil Hassan – resigned on 1 August 2015
Omar Ismail
Miranda Keast – resigned on 7 September 2015
Irene Kohler
David Luyombya
Sue Annis – co-opted on 1 June 2016
Matthew Ayres – co-opted on 1 June 2016
Rahul Bhargava (Treasurer) – co-opted on 1 June 2016
Laura Brown – co-opted on 1 June 2016
Emma Sharp – co-opted on 1 June 2016
Guy Swales

# Observer

**Edmond Yeo** 

**lain Bott** 

Westminster City Council

# **Secretary and Chief Executive**

Jackie Rosenberg – appointed 1 September 2015

### **BANKERS**

Unity Trust Bank Nine Brindley Place Birmingham B1 2HB

# **AUDITORS**

The Kings Mill Partnership
Chartered Accountants
Registered Auditors & Business Advisors
75 Park Lane
Croydon
Surrey, CR9 1XS

# **Trustees Report for Annual Accounts 2016**

The Trustees, who are also directors of One Westminster (the "Company", for the purposes of the Companies Act), submit their Annual Report and the financial statements for the year ended 31 March 2016. The Trustees confirm that the Annual Report and financial statements of the Company comply with current statutory requirements, the requirements of the Company's governing document and the provisions of the Statement of Recommended Practice FRS 102 Accounting and Reporting by Charities" issued in March 2005.

# STRUCTURE, GOVERNANCE AND MANAGEMENT

# **Governing document**

The organisation is a charitable company limited by guarantee, incorporated on 3 September 1986 and registered as a charity on 3 October 1986. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding one pound.

# **Organisational structure**

One Westminster was formed on 1 April 2014 by the merger between Volunteer Centre Westminster (VCW- est. 1986) and Voluntary Action Westminster (VAW est. 1965) with the merged organisation retaining the former charity and company registration numbers of VCW.

The former joint CEO of VCW and Executive Director of VAW, Gareth Owen, became the Chief Executive of One Westminster on 1 April 2014. Following detailed discussion and agreement during the year 2015-2016, Gareth Owen resigned as CEO at the end of August 2015 and One Westminster engaged the services of Jackie Rosenberg — Deputy CEO at Paddington Development Trust (PDT), as Interim CEO on a part-time basis. This arrangement has now formally been extended until end March 2017. Jackie Rosenberg continues in her role within PDT, also on a part-time basis.

The Trustees wish to record their appreciation and thanks for the dedication and effort made by Gareth Owen in seeing through the merger and birth of One Westminster into a vibrant and professional organisation.

# Recruitment and appointment of Trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees (or the Board). The members of the Board are elected to serve for a period of two years after which they must be re-elected at the next Annual General Meeting for a further two years, but must not serve more than four years consecutively.

The Board will actively be recruiting new members over the course of the next financial year.

# Risk management

The Board of Trustees has in place an active risk register which is regularly reviewed. The register reviews all aspects of the Charity's activities and puts in place measures to reduce risk where necessary.

A full set of policies and procedures covering all aspects of the charity's work, including health and safety, child protection, financial management etc. is in place and is reviewed annually.

# **Statement on Public Benefit**

The Trustees have paid due regard to the guidance on public benefit produced by The Charity Commission and are confident that the work of the charity meets all the criteria for public benefit.

### **OBJECTS**

The Objects of One Westminster remain:

- To promote volunteering and the role of voluntary organisations to achieve any charitable purpose for the benefit of the community...
- To promote any charitable purpose and, in particular, the advancement of education, relief of unemployment, the protection of health and the relief of poverty, distress and sickness and
- To promote and organise cooperation to facilitate the achievement of the above charitable purposes and to that end to bring together in council representatives of voluntary organisations and statutory authorities within the area of benefit which are engaged in the furtherance of the above charitable purposes.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our work and in planning future activities.

One Westminster continues to delivery high quality services aimed at supporting some of the most disadvantaged members of the community. We retain our work supporting, advocating and enabling volunteering across the city, providing support, advice, signposting and networking opportunities within the Westminster voluntary and community sector including the facilitation and development of the Westminster Community Network. We also deliver a number of discreet direct services to older people, adults with learning disabilities, the unemployed and local families through our Lottery funded projects and council contracts. Our social enterprise — Time and Talents continues to work with employers to enable them to provide much needed highly skilled volunteers for local charities and community groups to assist them in delivering their own charitable objectives.

# **ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE - YEAR 2015-16**

#### **OVERVIEW**

In response to the financial challenges which continued throughout the year, One Westminster undertook difficult decisions to ensure the viability and sustainability of the charity in the longer term. In particular, the organisation terminated its lease at 4 Sutherland Avenue at the end of September and moved the majority of operations into our premises at 37 Chapel Street retaining Pimlico Resource Centre, Aylesford Street as a base for our Time and Talents team but primarily for community office space and meeting room. In addition a number of core un-funded posts were declared redundant including IT, Facilities Management and Business Development. We therefore said goodbye to valued members of staff – Alexandra Soetan, Julian Hamlin and Peter Jones.

Notwithstanding our challenges, two years on from the merger, One Westminster is now a fully recognised brand with high local recognition within the voluntary sector and statutory sector across Westminster. We have continued to develop and promote volunteering and managed to sustain our work in supporting, training, sign-posting and networking on behalf of the wider sector. We successfully secured a Volunteering Organisational Development Contract and CVS contract from the City Council and this has enabled us to firm up our offer to the local community. Our web-site has been completely revamped and our fortnightly ebulletin has exceptionally high readership. We have re-built a directory of voluntary and community sector services and host regular Charity Leaders, Westminster Community Network and Children and Young People's Network events and meetings. We have also extended our engagement with Central London CCG and with West London CCG in partnership with Kensington and Chelsea Social Council.

Our contracts and Lottery projects have all performed to a high standard delivering real impact within the community with VolEmploy and Youth VolEmploy securing genuine life changes and employment opportunities for Westminster residents and our Befriending programme is making a real difference to the lives of a significant number of socially isolated older residents. Our work with adults with learning disabilities is also having a major impact on reducing social isolation for this vulnerable resident population. Finally our Family Learning Project has delivered a much needed service to parents and children living within the highly disadvantaged Church Street ward.

# ONE WESTMINSTER'S WORK WITH AND FOR VOLUNTEERS

### **VOLUNTEER OUTREACH AND DEVELOPMENT SERVICE**

All targets were achieved for our original volunteering brokerage service contract for Westminster City Council, which ended in October 2015. We were successfully awarded the three year contract funded by Council for the new Volunteer Outreach and Development Service starting in November 2015.

One of the main aspects of the new contract was to set up a comprehensive outreach programme to increase the number of people volunteering from hard to reach groups. The specific groups are unemployed people, older people aged over 65, young people 16-25 in education, homeless people, and those recovering from substance abuse. In the first five months of the new contract a total of 75 outreach sessions took place, with regular and ad hoc outreach being successfully set up for all of the target groups. The new Team Westminster website (<a href="https://www.westminster.gov.uk/volunteering">www.westminster.gov.uk/volunteering</a>) managed by One Westminster went live in February 2016, with over 400 volunteer opportunities with voluntary organisations and community groups based in Westminster.

Our launch event to promote the new volunteer service to the Westminster Voluntary Sector took place on March 16<sup>th</sup> 2016 at Paddington Arts, which was attended by 73 staff/volunteers attended from 40 different Volunteer Involving Organisations (VIOs) in Westminster.

One Westminster successfully bid for a one year contract from the DWP in March 2016. This resulted in recruitment of a part-time Volunteer Outreach Officer to specifically support more unemployed people into volunteering placements. Many thanks go to Nigel, Catherine and Peshang for all their efforts over the year.

## ONE WESTMINSTER'S VOLUNTEERS

One Westminster had more than twenty volunteers who regularly volunteered at our Sutherland Avenue office, which included reception volunteers providing vital support at our drop in and also in reception.

After our office relocation to Chapel Street in September 2015, volunteers have continued to be an integral part in the delivery of our services, including the new volunteer outreach and development service. This included key support at our volunteer drop-in sessions and on outreach activities and events to promote volunteering. Other volunteers also provided help to other projects, including learning disabilities, organisation support, and the Disclosure Barring Service (DBS).

The personal development of our volunteers is crucial to making sure they gain the maximum benefit throughout their volunteering journey at One Westminster. This included comprehensive training and induction, ongoing supervision, social events and the recognition of volunteers at our National Volunteers Week Event. Our volunteers have also gained invaluable work experience and learnt new skills with some having a mentor though our mentoring programmes, which has resulted in several volunteers successfully moving on to paid work.

# ONE WESTMINSTER'S WORK WITH AND FOR THE VOLUNTARY SECTOR

### 1. CVS AND COMMUNITY NETWORK

A major achievement this year was winning back the CVS contract from Westminster City Council in November 2015. The previous contract had been awarded to a private sector provider who had run the service for the past 3 years to the massive detriment of the voluntary sector in Westminster. The new contract was originally for an 8 month period, but this was extended.

During the period November – end March, our main objective was to re-build a relevant up-to-date and live directory of services, conduct a state of the sector survey and ensure high visibility for the referral and support services offered by One Westminster. This was achieved via our new web-site, e-bulletin and twitter accounts. Subscribers to our e-bulletin now stand at 1,130 and we have 1,835 followers on our twitter account.

Our other key outputs for the 8 month period were:-

- 142 one to one and signposting sessions with 73 organisations
- New online directory with 188 organisations
- Annual survey and update of the database
- New Organisational Support session on the website with daily updates
- 3 Meet the Funder events attended by a total of 39 organisations
- 2 training sessions in partnership with our Time &Talents project on Marketing and Project Management attended by a total of 10 organisations
- 24 bulk emails providing important information on funding and training opportunities
- 2 Westminster Community Network events attended by 49 and 52 people respectively
- 3 Children and Young People Network meetings attended by an average of 15 people per meeting
- Production of a new Directory of Social Prescription services for Central London CCG and attendance at 6 Multi-Disciplinary Team meetings
- Attendance at a wide range of other networking events across the borough including meetings with Westminster City Council, meetings of the Westminster Health and Well-Being Board and both CCGs including the Central London CCG Provider Network.

A significant piece of work undertaken over the period has been our representation of the voluntary sector on the Central London CCG Provider Network. This has involved the CEO attending monthly meetings over a significant period, whilst the Provider network produced a new model of delivery of services for older people and people with long-term conditions. Despite the best efforts of all involved, the original business case, which included funding to support a number of Westminster voluntary organisations to provide their services, was not accepted by the Central London CCG due to severe financial pressures incurred during the summer. Consequently, a revised service, was proposed and a new Care Coordination service is due to commence in July 2016. This new service includes a .5 Social Prescriber post and One Westminster hope to secure this service in due course.

# 2. JUST FOR YOU

Funded by City Bridge Trust this project ran for its final year from April 2015 - March 2016. Over the course of the year we ran 2 sets of 3 weekly workshops providing intensive training to voluntary sector providers in the following areas: needs analysis, outcomes planning, monitoring and evaluation, reporting, communications and fundraising. 16 organisations benefitted from these workshops, completing the work with 40 organisations for the whole project.

We also provided 6 additional group training and networking sessions. The subjects covered were: introduction to marketing; project management; and four sessions focussed directly at fundraising (3 Meet the Funders sessions and 1 with a fundraising Consultant identifying the less well-known grant making trusts). These subjects were requested by the programme's participating organisations. They were aimed at delivering specific information to make their organisation more sustainable.

47 participants from 40 organisations benefited from the training, which was delivered by internal and external trainers.

The total number of 1-2-1 support sessions held during this year was 163 with 92 different organisations. As well as the follow up sessions for Just for You participants, these were mainly sessions focussed on understanding how to prepare for and make funding bids to support proposed work. The Just for You project expertise developed within One Westminster forms a critical part of our approach to this work, especially our work with smaller groups.

# 3. CHILDREN AND YOUNG PEOPLE SUPPORT - JOHN LYONS CAPACITY BUILDING PROJECT

Funded by John Lyons Charity, this is a part-time project aiming to provide more in-depth support services to a defined group of organisations working with children and young people (CYP) in the borough. During this first year of the project, we delivered one-to-one support to 17 organisations; helped to provide 6 group training sessions attended by 13 different CYP organisations; 13 organisations working with CYP recruited volunteers and 12 sent volunteers for training on working with CYP in Westminster and child protection. The project has also taken over the coordination of the Westminster CYP Network, which has been re-focussed and is now meeting bi-monthly with regular speakers and information exchange; invitations to the Network and regular information bulletins go out to 110 organisations working with children and young people.

# 4. POSITIVE VOLUNTEERING PROJECT (PVP)

Funded by Westminster Children's Service and with support from the John Lewis Partnership's "Make a difference" grant, this project delivered 17 sessions from June 2015 – March 2016.

The project built on a previous highly successful pilot and was designed to enable local children and family voluntary organisations to send prospective volunteers for an induction training course.

240 Volunteers received a day long training course covering:-

- Engagement and communication skills delivered by One Westminster
- Introduction to Safeguarding and Child Protection delivered by Westminster's Child Protection Team
- Understanding the Children's services landscape delivered by one of 20 specially training front line practitioners from Westminster's Children's services

## In the course evaluation:

- 99.5% of participants rated the training as useful or somewhat useful.
- 94% felt more confident volunteering with families and children as a result of the training.
- 96% had a deeper knowledge about safeguarding and child protection.
- 91% had a deeper knowledge about Westminster Family Services.
- In a further impact study:
- 69% Felt more confident in dealing with children and families
- 44% felt the course had improved their own personal relationships
- Before the training 25% of those who responded to the impact survey were unemployed. By the time of completing the impact survey almost half were in paid employment or volunteering in a field related to the training.

Our CVS and wider voluntary sector engagement is delivered by our small hardworking team of Nina, Emma and Davide.

# ONE WESTMINSTER'S PROJECTS

### **BIG LOTTERY PROJECTS X 4**

In the autumn, our new Chief Executive reviewed all One Westminster's Lottery projects and following discussions with the Lottery secured increased funding to allow us to employ the services of a Project Manager to oversee the work of the 4 projects. The appointment of Suj Ahmed has allowed One Westminster to ensure the successful conclusion of our VolEmploy and Youth VolEmploy projects which concluded at the end of June 2016, and to ensure high quality delivery of our Learning Disabilities and Family Learning projects.

## 1. VOLEMPLOY

The VolEmploy project has been delivered by the Volunteer Centre and then One Westminster for 5 years by Yohannes ably supported by Samia. VolEmploy has consistently received praise by external evaluators for its impact in securing employment for long-term unemployed clients. This final year was no different.

Over the duration of the 5-year project the following outcomes were achieved: -

**Outcome 1 Target:** 400 residents from BME/refugee groups and deprived communities in Westminster will improve their employability, life-skills and confidence and will become better equipped to integrate into wider society.

Achieved - 400 residents from BME/refugee groups and deprived communities in Westminster were matched 1:1 with a mentor from a professional background

142 residents from BME/refugee groups and deprived communities in Westminster went on to find work during their time on the mentoring programme

250 residents from BME/refugee groups and deprived communities in Westminster attended workshops on employability skills delivered by the Volunteer Centre Westminster or One Westminster

**Outcome 2 Target:** 175 employee volunteers will take part in meaningful skills based community work and develop mentoring skills and experience that will be transferable into the workplace and other life situations.

**Achieved** - 221 employee volunteers were recruited, trained and matched 1:1 with a mentee who needed support around increasing their employability

Outcome 3 — Target: 100 local volunteer involving organisations will have their volunteer capacity improved by taking volunteers from the scheme with skills and interests that match the volunteering roles.

**Achieved** - 166 mentees from the project went on to find volunteer placements with over 100 local volunteer involving organisations.

The Trustees wish to offer their thanks and admiration to Yohannes for his commitment and dedication to the delivery of this project and to the Volunteer Centre and One Westminster over his years of service with both organisations.

# 2. YOUTH VOLEMPLOY

A key feature of the Youth VolEmploy project was a decision taken by the Project Leader to move from the attempt to recruit NEETs into recruiting unemployed graduates. This was taken in recognition that the NEET cohort were extremely hard to identify with the limited staffing capacity of the project. It was also recognised that a large number of young graduates, particularly from BME communities, were struggling to find employment.

The external independent evaluation of the Youth VolEmploy Mentoring Project reported as follows: -

"Over the course of the three years, 200 young people and 153 mentors were recruited, inducted into their roles and matched in order to work together to develop the young people's employability skills. Over 80% of the young people recruited identified as being from Black and ethnic minority backgrounds.

Both the mentors and mentees interviewed for this report found the mentoring relationship powerful and generally effective......, the hard outcomes in relation to those who found work and volunteer placements are impressive with over half of the young people gaining employment during the course of the mentoring and nearly 50% finding volunteer placements.

An evident strength of the Youth VolEmploy Mentoring Project were the training workshops and networking events that both mentors and mentees attended in significant numbers. The general consensus was that these were high quality events that were of equal benefit to both mentors and mentees. The number of mentors who attended was an unexpected outcome for the project. "

The Trustees wish to express their sincere gratitude to the Project Leader – Nathalie for her hard work in delivering a very challenging project and to Samia for her excellent support.

# 3. FAMILY LEARNING INVOLVEMENT PROJECT - FLIP

This is a new project which commenced in April 2015. A small part-time team based at the Portman Children's Centre in Church Street are employed to provide a Family Learning Programme designed to improve children's educational attainment within school and support parents to better understand the needs of their children and how to support their learning. It has been a challenging year with the project delivering some really good programmes but not yet reaching its potential. In part, this has been due to a lack of management which came about when One Westminster failed to secure its' Family Outreach contract with Westminster City Council on which the original bid to the Lottery had been based. However, these issues have been resolved with the appointment of our Lottery funded Project Manager. In addition, the yearly evaluation of the project led us to employ the support of the Westminster Adult Education Services' Family Learning team who have provided training to our staff.

The FLIP team ran a number of different fun learning activities each week - Supper Club, Arts and Crafts, Homework/Reading Club and Movers and Groovers. In addition, a further session enabled parents to meet and discuss parenting without their children present. The project has used this forum to seek views from parents on the direction for the project. In 2015/16 we worked with around 60 families, the majority of them Arabic speaking, and hope to build on these numbers over the course of the remaining 2 years via our improved links with Westminster NE Locality Service and local schools. Many thanks to the Portman Centre and its staff team for their support over the course of the year. Many thanks also go to the FLIP team – Thais, Anthony and Lana for their efforts this year.

# 4. BEFRIENDING AND MENTORING FOR ADULTS WITH LEARNING DISABILITIES

This is our newest project and builds on the success of a previous Lottery funded project. This project commenced in October 2015 and we were delighted that Sandra secured the post as Project Leader and could return to One Westminster.

Over the period October – end March the following activities occurred ensuring that this project will be a great success:-

- Establishing a strong project framework including monitoring and evaluation processes, tools and documentation and the creation of a bespoke database.
- The established of an Advisory Group involving representatives of 5 services working with PWLD in Westminster, with scope to expand the membership.
- The project was publicised widely through meetings and on-going contacts with key stakeholders, e.g. services' representatives, house managers, key workers.
- A dedicated page on our website was created introducing the service to the community.

As a result of this work, 15 PWLD were referred to the scheme and assessments conducted, with 5 matchings (1 not proceeding) and 2 in preparation.

- 2 recruitment campaigns for volunteers took place followed by induction and bespoke training.
- 12 volunteers are now integrated in the project, but 5 are on hold due to health and job circumstances and to strong delays of DBS checks.
- We hosted a Christmas Party which although organised shortly after the project launch, attracted 35 people.
- A newsletter has been prepared with a LD volunteer since December. The activity
  runs at a slower pace and requires extra dedicated time, but brings PWLD's voice to
  our work and promotes best practice. This placement is also clearly benefiting the
  volunteer, particularly around confidence, initiative and skills development.

#### **VOLUNTEER PROJECT FOR PEOPLE WITH LEARNING DISABILITIES**

Delivered under contract and a service level agreement for Westminster City Council this project aims to provide volunteering opportunities for people with Learning Disabilities. The project provides a range of individual volunteering opportunities with a variety of organisations within the City of Westminster. This year activities have included, gardening, hospital shop assistance, city guides, office administration, IT support, catering and newsletter production.

A key delivery of the project has been the development of group activities which have proved extremely popular and provided a means to reduce the social isolation often experienced by adults with learning disabilities. Group activities this year included the establishment of an events team, an outreach team, gardening, Maida Hill market stall, fundraising and food collection.

We could not deliver the project without the on-going support and engagement with our voluntary sector and other partners such as Westminster Society for People with Learning Disabilities and Pursuing Independent Pathways as well as City of Westminster College and the Adult Education Service.

This year we delivered the following outputs against our contract:-

- 11 specialist volunteers recruited and trained to support people into volunteering
- 48 individuals supported to volunteer
- 26 group activities
- 1,207 hours of volunteering delivered by people with learning disabilities.
- 12 awareness sessions delivered
- 8 employment workshops delivered to 10 service users.

Many thanks to Najla for all her efforts in managing and delivering this contract.

# **BEFREINDING PLUS**

This project is commissioned by Westminster City Council and is based on research which shows that loneliness can contribute to serious mental and physical health problems, which require costly health and social care interventions. Investing in the Befriending Plus programme which addresses loneliness and social isolation faced by many older people in Westminster by matching them with volunteer befrienders is therefore an investment in public health, and a long-term cost-saving exercise for the local authority. We are delighted that the Befriending plus contract has now been extended until July 2017.

Alongside our regular engagement with GPs and other health professionals, we attended a number of CCG Network meetings and team meeting to increase our referrals.

A huge amount of effort goes into making this project a success. All volunteers have to secure DBS checks and references and undergo a thorough interview and assessment process before they are matched with a client. All volunteers receive inductions, training sessions and ongoing support via group and individual meetings. Matches between clients and volunteers is a conducted with great care to ensure that the client gets the very best possible experience from befriending and genuinely likes and gets on with their befriender.

Our key outputs for the year were: -

- 83 new befriender volunteers recruited trained and supported
- 75 active volunteers by end of year
- 109 referral enquiries
- 45 new matches made
- 55 on-going matches supported and reviewed

Huge thanks go to Nawal and Peshang for all their efforts in delivering this wonderful project.

# CARE HOMES PROJECT

Funded by the Department of Health via NCVO, the Volunteering in Care Homes project was designed to support care homes to recruit volunteers to work alongside professional staff. The project, which was conducted in a number of homes across England and concluded this year at the end of March.

One Westminster delivered the project in 3 care homes, Carlton Dene Elderly Resource Centre (Statutory), St Georges' Nursing Home (Private) and Westmead Elderly Resource Centre (Statutory).

NCVO arranged for a full external evaluation of the whole project. The evaluation found strong subjective evidence that befriending and activity-based volunteering roles have major positive impacts for residents in care homes, especially around social and emotional wellbeing. In order to reap these benefits, volunteers need to be effectively recruited, sufficiently trained, well matched and receive substantial ongoing support and coordination. Indeed, the lack of volunteer management within some homes significantly inhibited the impact of the project. The evaluation also highlighted a number of important broader challenges that need to be overcome in order for volunteer engagement to become well established across the sector, including strategic leadership, culture change, good practice learning, financial resources and regulatory incentives.

The evaluation did highlight the success of the work conducted within Westminster for which the staff member, Alexandra was solely responsible. All three Care Homes within Westminster indicated that they would try to sustain the work that Alexandra had started which is a fantastic testimony to her hard work and the success of our element of the project.

# ONE WESTMINSTER'S SOCIAL ENTERPRISE

With ever increasing costs and need and decreases in available public and trust funding, One Westminster continues to find ways to generate income. Our flag-ship social enterprise remains our Time and Talents programme – the oldest corporate volunteering brokerage service in England. In addition, we continued to serve as a DBS Umbrella service throughout the year. Finally, we continue to rent out desk spaces and room hire to our partner

organisations in order to generate some income. In total these three services generated £87,336 to our core costs in 2015/16.

#### TIME & TALENTS

Time & Talents continues to go from strength to strength. Brokering relationships between Westminster's diverse corporate sector with our voluntary and community sector is a massive opportunity and provides real and lasting changes within our community.

This year we worked with 25 corporate partners and 65 community organisations delivering everything from a one-off opportunity through to developing lasting relationships. Our corporate partners come in all shapes and sizes, from government departments such as HM Revenue and Customs or Department of Energy and Climate Change to multi-national companies such as Brown Forman and Land Securities. See below for a full list of our corporate partners.

We received 1.5 enquiries from a prospective employee volunteer every working day last year.

- Each successfully matched volunteer spent an average of 5 hours in the local community benefitting 4 people.
- 1342 individual volunteers
- 4534 volunteer hours
- 5069 beneficiaries including indirect beneficiaries through community regeneration projects
- £48,643 worth of materials, gifts in kind and donation were made to the local community.

In line with current needs, we find that increasingly voluntary and community organisations are seeking skills-based volunteering over practical support like gardening or painting. This year 51% of our projects were practical and 49% skill-based.

Many thanks to our corporate partners:

AMEY, Ascott International, AT&T Business, Brown Forman, Bulgari Hotels, Department of Energy and Climate Change, DP World, Department for Transport, EDF Trading, Gap Inc. Godiva Chocolate, HM Revenue & Customs, John Lewis Partnership, Microsoft, Michael Page, Newton Europe, Land Securities, PIMCO, Porter Novelli, PricewaterhouseCoopers, Proximity London, Rockspring, Regent's University London, Westminster City Council, Wood Mackenzie.

Many thanks are also due to our wonderful Time & Talents team – Peter, Frankie, Alexandra and Frazer.

Time and Talents contributed £7,500 to One Westminster's core costs in 2015/16.

### **DBS ADMINISTRATION**

The DBS service continued throughout the year and proved continually in demand despite the fact that it is now possible to register for checks on-line. The personal service provided by One Westminster is clearly still really appreciated even though our charges are not particularly competitive. Many project who come to us are working with volunteers and many projects are run and led by people who do not have English as a first language. The highly complex forms do require a keen eye and attention to detail. This service continues to be used by local groups and those outside of our catchment area. Having covered staff costs and our overheads, in 2015-16 we generated £2,540 in income from this service.

During 2015/16 this service was delivered by our colleague Susan, who has since left the organisation. We owe her huge thanks for working above and beyond her paid hours on numerous occasions.

### **SPACE LETTINGS**

Having access to affordable office accommodation continues to be one of the biggest challenges facing the voluntary and community sector in Westminster. Being able to rent out spaces and pigeon holes to smaller and other partner voluntary sector providers is therefore a key service for One Westminster. As well as providing much needed space to these groups and organisations, our service provides crucial core income for us at a time when funding is limited and core funding is especially hard to find. Our income generated on all our lettings during 2015/16 was £77,296.

The move from Sutherland Avenue in September inevitably reduced the available space we had to let out to other groups and consequently our generated income has fallen. We had to remove the hot desking but managed to keep offering pigeon holes for small organisations. We continue to rent out space within Chapel Street to the following organisations: Single Homeless Project, Hear Women, Minority Development and Advocacy, and Ethar Relief. In addition the Women's Trust sub-lease a suite of rooms with a dedicated entrance at Chapel Street. 17 member organisations rent Pigeon Holes.

One Westminster manages an office and meeting room in Pimlico thanks to Peabody Housing Trust. Peabody have leased us the premises free of charge in return for us managing the premises on behalf of local groups serving the needs of South Westminster residents. We have continued to house our Time & Talents team within the Pimlico Resource Centre whilst letting out desk spaces to other local groups including Acknowledging Youths, Bishop Creighton House, Film Works Trust, London Muslim Women's Welfare Association and Westminster Bangladeshi Association.

**Funders:** Thanks to all our funders and commissioners for providing resources for our projects during 2015-16:

- Westminster City Council
- Big Lottery
- Westminster Tri-Borough

- John Lyon's Charity
- Henry Smith Charity
- NCVO

#### **FINANCIAL REVIEW**

#### Results

The Charity's income was £1,096,953 in the year ended 31<sup>st</sup> March 2016 compared to £1,245,257 in the year ended 31<sup>st</sup> March 2015. The total expenditure amounted to £1,076,369 in the year ended 31<sup>st</sup> March 2016 compared to £1,311,758 in the year ended 31<sup>st</sup> March 2015. The total fund balance carried forward at 31<sup>st</sup> March 2016 was £77,191.

One Westminster were presented with many financial challenges in 2015/16. The funding for some of our activities fell below expectation and created a shortfall in unrestricted funds by the end of March 2016.

# Reserves and investment policy

Free reserves are defined as the net assets of the charity excluding those assets tied up in fixed assets or representing restricted funds. The stated policy of the Trustees is to set a target level of free reserves equivalent to three months future expenditure less amounts already held in restricted reserves. Free reserves as defined by Charity Commission guidance are equivalent to the charity's general reserve which is in deficit. The Trustees are fully aware of the urgency of building up a reserve and all efforts are in place to enable this.

The Memorandum & Articles of Association provides that the charity invests monies not immediately required for its own purposes in or upon such investments, securities or property, as may be thought fit. At the present time the Trustees' policy is to maintain all such monies on deposits earning a market rate of interest.

#### PLANS FOR THE FUTURE

The Trustees approach 2016/17 with confidence in the future. Most of the measures taken in the past 6 months have focussed on the future viability of the charity by ensuring that we live within our means. The focus for the financial year ahead will be to continue to ensure that we have sound financial, administrative and governance in place to secure a solid foundation from which to grow. Key areas for our work will therefore be:-

- Strengthening our risk strategy
- Recruiting new members to the Board of Trustees including a Treasurer
- Producing a 3 year business plan for 2017-2020
- Strengthening existing partnerships and identifying new ones
- Securing a strong management structure within the organisation
- Developing further our income diversification strategy and identifying new ways of securing core income.

# **Small Company Exemptions**

Advantage is taken in preparing this report of the special exemptions applicable to small companies conferred by Part 15 of the Companies Act 2006 and in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities.

### TRUSTEES' RESPONSIBILITIES

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- 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.

Provision of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- o so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- o that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditors in connection with preparing their report and to establish that the charitable company's auditors are aware of that information.

# **APPROVAL**

This report was approved by the Trustees on ......12/10/16.....and signed on their behalf, by

S Springer, Chair

# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ONE WESTMINSTER

We have audited the financial statements of One Westminster for the year ended 31 March 2016 set out on pages 22 to 30. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective January 2015) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

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 its members, as a body, for our audit work, for this report, or for the opinion we have formed.

# Respective responsibilities of trustees and auditors

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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

# Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

# **Opinion on financial statements**

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 2016 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;

# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ONE WESTMINSTER (CONTINUED)

- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

# Opinion on other matter prescribed by Companies Act 2006

In our opinion the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.

# Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where 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 trustees' 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' exemption in preparing the Trustees' report.

Romit Basu (Senior Statutory Auditor)

The Kings Mill Partnership

**Chartered Accountants** 

Registered Auditors & Business Advisors

75 Park Lane

Croydon

Surrey

CR9 1XS

Date: 18.00, 060. 2016

# STATEMENT OF FINANCIAL ACTIVITIES (Incorporating income and expenditure account) For the year ended 31 March 2016

	Note	Unrestricted Funds £	Restricted Funds £	2016 Total £	2015 Total £
Income and Endowments from:					
Incoming resources from generated					
funds					
Other trading activities		249,249	-	249,249	141,899
Donations and legacies		8,780		8,780	31,024,
Investment income		159	-	159	41,022
Incoming resources from charitable activities					
Grants and contract funding		17,900	820,865	838,765	1,031,312
TOTAL INCOMING RESOURCES	2	276,088	820,865	1,096,953	1,245,257
RESOURCES EXPENDED					
MESOS ICES EN LINDES					
Charitable activities:					
Grant and contract funding	3	241,797	794,337	1,036,134	1,252,180
Governance costs	5	40,235		40,235	59,578
TOTAL RESOURCES EXPENDED		282,032	794,337	1,076,369	1,311,758
NET (EXPENDITURE)/INCOME BEFORE					
TRANSFERS		(5,944)	26,528	20,584	(107,523)
Transfers between funds		-	-	<b>⊒</b> :	:-
NET (EXPENDITURE)/INCOME AFTER TRANSFERS		(5,944)	26,528	20,584	(107,523)
Total funds brought forward		(25,387)	81,994	56,607	164,130
TOTAL FUNDS CARRIED FORWARD					n = 1
	12	(31,331)	108,522	77,191	56,607

There were no recognised gains and losses other than those shown above in the Statement of Financial Activities. The results for the above financial years are derived from continuing operations.

The notes on pages 24 to 30 form part of the financial statements.

# BALANCE SHEET As at 31 March 2016

			2016		2015
	Note	£	£	£	£
FIXED ASSETS		я	_		
Tangible assets	8		30,183		53,037
CURRENT ASSETS					
Debtors	9	31,332		63,125	
Cash at bank and in hand		117,149		85,250	
		148,481		148,375	
CREDITORS: Amounts falling due within one rear	10	(100,489)		(125,589)	
NET CURRENT ASSETS		Name of the Address o	47,992	7	22,786
TOTAL ASSETS LESS CURRENT LIABILITIES			78,175		75,823
CREDITORS: Amounts falling due after more han one year	11		(984)		(19,216)
NET ASSETS			77,191		56,607
UNDS	12		81		
Restricted funds			108,522		81,994
Inrestricted funds:					
-General funds			(61,515)		(78,424)
-Designated funds			30,184		53,037
OTAL FUNDS					
			77,191		56,607

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to companies subject to the small companies regime and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

The financial statements were approved and authorised for issue by the Board on  $\frac{i2/10/16}{i}$  and signed on their behalf, by:

S Springer Chair

The notes on pages 24 to 30 form part of the financial statements.

### 1. ACCOUNTING POLICIES

#### **Basis of preparing**

The financial statements have been prepared in accordance with the Statement of Recommended Practice Accounting and Reporting by Charities: the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006.

# **Exemption from preparing a cash flow statement**

Exemption has been taken from preparing a cash flow statement on the grounds that the charitable company qualifies as a small charitable company.

#### Voluntary income

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. The value provided by volunteers has not been included.

#### **Grants**

Grants including grants for the purchase of fixed assets are recognised in full in the Statement of Financial Activities in the year in which they are receivable. Income is deferred when received in advance of the period to which it relates.

#### **Resources expended**

Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered.

Resources expended are allocated to the particular activity where the cost relates directly to the activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of staff time attributable to each activity.

# Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. All assets costing more than £350 are capitalised. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Office furniture and fittings - 20% straight line Computer equipment - 33% straight line

Office improvements - over the remaining term of the lease

#### Leases

Expenditure incurred in respect of operating leases is written off as a charge to the profit and loss account in the year in which it is incurred.

#### Other income

Other income, including bank interest, is recognised in full when received.

#### **Unrestricted funds**

Unrestricted funds are donations or other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

#### **Designated funds**

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

# 1. ACCOUNTING POLICIES (Continued)

#### **Restricted funds**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support.

### **Pension scheme**

The charity makes contributions to a multi-employer pension scheme with a defined benefit element, which is administered by The Pension Trust, and other defined contribution schemes. The costs of the contributions are charged to the Statement of Financial Activities as they fall due. Further particulars of The Pension Trust Scheme are given in note 15.

# 2. INCOMING RESOURCES

	Unrestricted	Restricted	Total funds	Total funds
	funds	funds	2016	2015
	2016	2016		2015 £
	£	£	£	£
Incoming resources from generated funds	258,188		258,188	213,945
Charitable activities	17,900	820,865	838,765	1,031,312
	276,088	820,865	1,096,953	1,245,257
3. CHARITABLE ACTIVITIES COSTS				
			2016	2015
Grant and contract			£	£
funding:				
Direct costs			72,338	101,030
Staff Costs			523,048	663,498
Support costs			480,983	487,652
21				
			1,076,369	1,252,180
4. SUPPORT COSTS				
	Staff	Premises	Other	Total
	Costs	Costs	Costs	
	£	£	£	£
Charitable	34,705	176,462	229,581	440,748
Governance	<del>-</del>	_, _,	40,235	40,235
Covernance				
	34,705	174,386	269,816	480,983

Support costs are the costs of central management. These costs are apportioned to activities based on staff costs.

2016	2015
£	£
4,200	3,000
-	3,443
36,035	53,135
40,235	59,578
2016	201
2016 £	201
r	
22.420	101
23,438	18,1
4,200	3,00
Tatal	Total
Total 2016	Tota 201.
2016 £	201.
-	
581,961	791,94
47,964	70,19
21,853	22,22
10,158	
661,936	884,36
-	
_	

No employees received emoluments of £60,000 - £70,000 in the year (2015: 1). The average number of full time equivalent employees in the year was 27 (2015:25). During the year the employees were also assisted by unpaid volunteers.

661,936

884,361

# 8. TANGIBLE FIXED ASSETS

					Office	
			Office	Computer	furniture and	
			Improvement	equipment	fittings	Total
	_		£	£	£	£
	Cost		48.408	00.007	12.010	120 171
	At 1 April 2015		15,465	98,887 585	13,819	128,171 585
	Additions			383	<u>-</u>	<b>303</b>
	At 31 March 2016		15,465	99,472	13,819	128,755
	Depreciation					
	At 1 April 2015		10,770	53,197	11,167	75,134
	Charge for the year		4,695	17,817	923	23,438
	charge for the year					
	At 31 March 2016		15,465	71,014	12,093	98,572
	Not Dool Make					
	Net Book Value					
	31 March 2016			28,458	1,726	30,183
	31 March 2015		4,694	45,690	2,652	53,036
9.	DEBTORS					
					Total	Total
					2016	2015
					£	£
	<b>Trade Debtors</b>				30,960	30,614
	Other debtors					10,000
	Prepayments				372	22,511
					K en	
					31,332	63,125
10	0. CREDITORS: AMO	UNTS FAL	LING DUE WITHIN ONE	YEAR		
					2016	2015
					£	£
	Trade Creditors				9,478	19,735
	Accruals and def	erred inco	me		63,180	58,493
	Other creditors				27,831	47,361
	W 1 /2 =					·
					100,489	125,589
					100,407	123,303

11.	CREDITORS: AMOUNTS	FALLING DUE AFTER I	MORE THAN ONE YEAR		
				2016	2015
				£	£
	Other creditors			984	19,216
				984	19,216

### 12. STATEMENT OF FUNDS

# **RESTRICTED FUNDS**

	Brought forward £	Incoming resources £	Resources expended £	Transfers in/out £	Carried forward £
Befriending Plus	10,092	65,323	(64,165)	-	11,250
Care Homes	4,412	10,394	(14,806)		-
City Bridge Trust/Just for you	•	48,300	(48,300)	-	-
City Guides	-	13,200	(13,200)		-
Involve Project	9,977	4,000	(13,977)	_	-
LD Befriending - New	· <u>-</u>	57,198	(37,811)	-	19,387
LD Befriending - Old	1,007	24,583	(24,893)		697
Sports Westminster	4,818	13,667	(18,485)	-	-
Volemploy		76,300	(72,073)	-	4,227
Voluntary Sector Broker	-	37,992	(83,381)	2.1	-
VODS	1,068	93,688	(37,992)	-	11,375
Youth Volemploy	6,854	90,062	(93,916)	-	3,000
Positive Volunteering	4,208	5,200	(9,409)	-	-
Flexicare Befriending	-	3,750	(3,750)		-
Better care fund	2,783	-	(2,783)	-	-
Digital Champions Vole	11,542	-	(11,542)	-	-
English Translation for					
Muslim Women	1,395	-	(1,395)	-	-
Children & young people	21,892	36,173	(28,671)		29,394
Kick-It Stop Smoking	1,946	-	(1,946)	-	
Volunteer Camden	-	7,933	(7,933)	-0	_
FLIP	-	94,792	(91,510)	•	3,282
CVS	-	56,194	(51,358)	-	4,836
Third Sector NHS	-	50,000	(50,000)	-	-
Website Development	-	8,900	(8,900)		_
Big Lottery Senior Project Mng	_	6,272	(1,381)	-	4,891
Flexible Support Fund	:=:	16,944	(760)	-	16,184
	81,994	820,865	(794,337)	•	108,522

The restricted funds relate to grants in support of the specific named projects shown in the above table. The aim and use of each restricted fund is set out in the Trustees' report.

# 12. STATEMENT OF FUNDS (CONTINUED)

### **UNRESTRICTED FUNDS**

	Brought forward £	Incoming resources £	Resources expended £	Transfers in/out £	Carried forward £
Designated funds: Tangible fixed assets	53,037		(23,438)	585	30,184
	53,037		(23,438)	585	30,184
General funds	(78,424)	276,088	(258,594)	(585)	(61,515)
	(25,387)	276,088	(282,032)		(31,331)

The Trustees are implementing a course of action which they anticipate will return unrestricted reserves to credit. This is referred to in the Trustees' Report as part of the Financial Review.

# 12. SUMMARY OF FUNDS

Brought forward	Incoming resources	Resources expended	Transfers in/out	Carried forward
£	£	£	£	£
53,037	, <del>-</del>	(23,438)	585	30,184
(78,424)	276,088	(258,594)	(585)	(61,515)
 (25,387)	276,088	(282,032)	-	(31,331)
81,994	820,865	(794,337)		108,522
 56,607	1,096,953	(1,076,369)	-	77,191
	forward £ 53,037 (78,424) (25,387) 81,994	forward resources	forward resources expended  £ £ £  53,037 - (23,438) (78,424) 276,088 (258,594)  (25,387) 276,088 (282,032)  81,994 820,865 (794,337)	forward resources expended in/out

The Trustees are implementing a course of action which they anticipate will return unrestricted reserves to credit. This is referred to in the Trustees' Report as part of the Financial Review.

# 13. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General funds	Designated funds	Restricted funds	Total funds	Total funds
	2016	2016	2016	2016	2015
	£	£	£	£	£
Fixed assets	-	30,183	-	30,183	53,037
Current assets	117,149	-	31,332	148,481	147,828
Current liabilities	(101,473)	-	-	(101,473)	(144,258)
	(15,676)	30,183	31,332	77,191	56,607

### 14. COMMITMENTS UNDER OPERATING LEASES

At 31 March 2016 the charity had commitments for rental payments under non-cancellable operating leases as follows:

		20		2016	2015	
	Within year 1	Between 1 & 2 years	Between 2 & 5 years	More than 5 years	Total	Total
	£	£	£	£	£	£
Rent	-	-	-	34,000	34,000	74,000
Other	2,000	8,899	2,076		12,975	17,079
Total	2,000	8,899	2,076	34,000	46,975	91,079

# **15. CONTINGENT LIABILITY**

There is a potential liability that could be levied by the Trustees of the pension scheme administered by The Pension Trust referred to in note 1. The debt is due in the event of One Westminster ceasing to participate in the scheme or the Scheme winding up. The contingent liability was estimated by the Scheme Actuary to be £132,952 at 30 September 2015.

At this point in time the Trustee does not intend to wind up the Scheme but if One Westminster ceased to have active members contributing to the scheme, it would be deemed to have withdrawn from the scheme subject to a twelve month 'period of grace'. However, there is no reason to believe that the charity will cease to have active members in the foreseeable future. Therefore, in accordance with accounting standards, no amounts have been provided for in these financial statements as no probable liability exists at the balance sheet date.

#### 16. TAXATION

The charitable company is exempt from corporation tax on its charitable activities.