



ANNUAL REPORT

voluntary
action
camden



2015/16

VAC'S Mission

To work with local residents, community groups and organisations to develop and support a vibrant civil society that underpins a high quality of life in Camden and the surrounding areas.

Strategic Objectives

- To support and empower individuals, groups and communities to become actively involved in civil society, particularly those that are socially excluded.
- To develop opportunities to share good practice and provide access to high quality resources to maximise the efforts of individuals, groups and local communities to achieve their objectives.
- To coordinate the diverse voices of individuals and civil society organisations to enable them to lobby and campaign and have a positive impact on wider agendas.

Voluntary Action Camden

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Welcome to VAC's Annual Report for 2015/16. This year's report focuses very much on the support needs of local community groups, the contribution those groups make to local

civil life and how VAC, as Camden's Council for Voluntary Service, can best support their work. We have chosen to structure our account around three themes of developing, connecting and influencing and I shall comment briefly on these below.

Writing this just three days after the election of Donald Trump as President of the USA, I am tempted to look back on 2015/16 as a time of relative calm. However, the surprise election of a majority Conservative Government in May 2015 meant the continuation of Central Government's austerity programme, with continuing significant cuts in welfare benefits, clear evidence of rising levels of poverty and need amongst the most vulnerable in society, further cuts to the support for disabled people and the steady growth of insecure employment. There continued to be major reductions in funding for local government leading to the loss of local services and the erosion of many aspects of civil life.

In common with other support organisations, VAC sustained a major reduction in its funding for 2015/16 from Camden Council leading to further retrenchment. For organisations and groups big and small, the impact of austerity policies placed, and continue to place, major pressures on all the resources we depend on: whether that's people's time and enthusiasm, affordable places to meet or hold an event, the capacity of organisations to collaborate

and enter partnerships or funds to provide services and support to those who need help.

At VAC, our objectives for the year remained unchanged: supporting individuals and groups to get involved in civil society, developing ways of sharing good practice and resources and helping to coordinate diverse voices of individuals and organisations so that together we can have a positive impact on wider social agendas.

VAC's Executive Committee saw a number of changes in 2015/16 with two new members joining us, Angela Routley and Oliver Peachey, both of whom brought new skills and insights to the team. There were also three resignations – Ralph Scott, Sara Elie and Catherine Russell – and I would like to take this opportunity to thank them for their service to the Committee.

This report demonstrates the range of work that VAC staff and volunteers have undertaken during the year to empower individuals and civil organisations, network within and across sectors and help develop the potential, particularly of small, volunteer-led groups. I am impressed by and proud of the flexibility and creativity of VAC's staff and volunteers who continue to find the innovative and people-focused approaches that make such a difference.

Sue Wilby

Chair of VAC

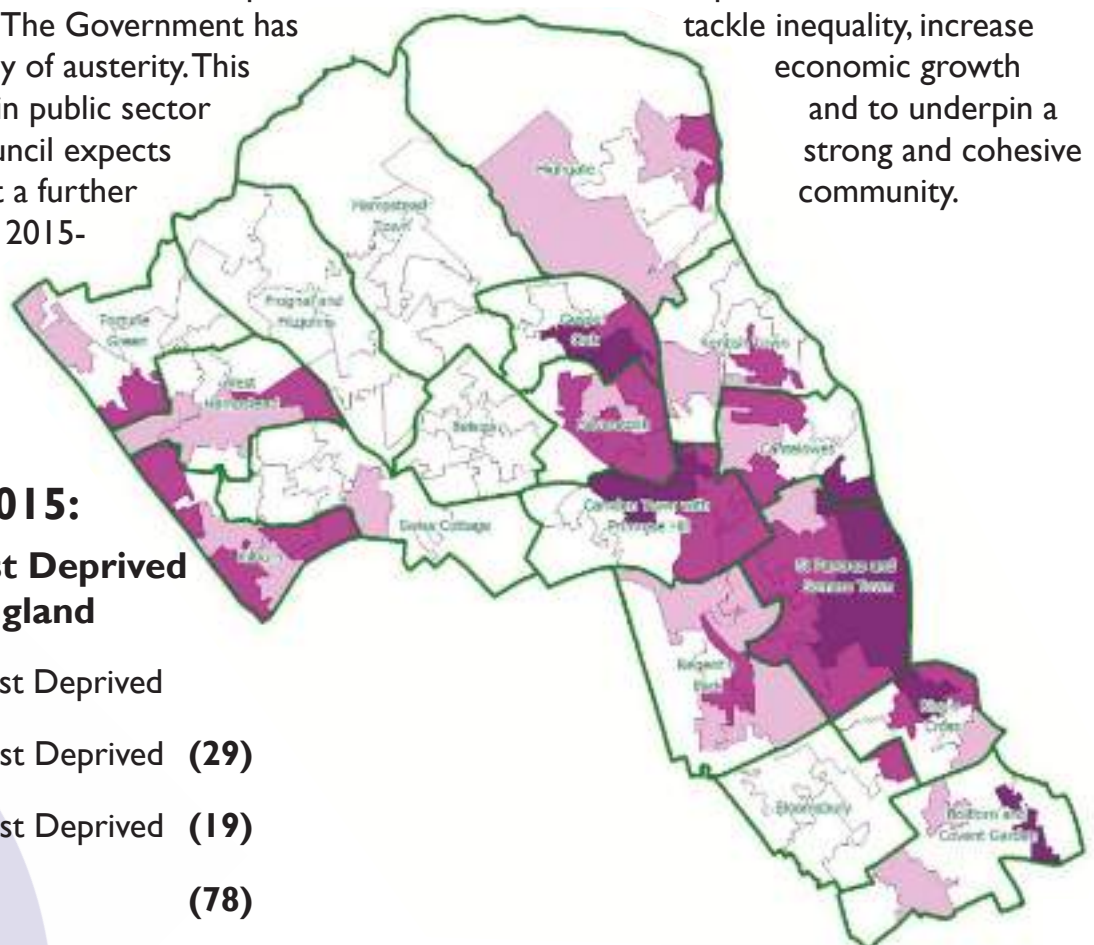
Camden Context

The London Borough of Camden is one of the most diverse places in the capital - and indeed in the country. It has a population of 225,000, 34% of the population are from Black, Asian, Minority, Ethnic & Refugee (BAMER) communities, 22% non – British White (Irish, New World and Eastern Europeans) and 52% adults. The largest communities with distinctive cultural identities are the Bangladeshi, Black African, Irish, Chinese and Indian. The borough is also a place of inequality. The difference in life expectancy for those living in the richest parts of the borough compared to those in deprived wards is 13 years for men and 8 years for women. 24% of residents live in 20% of the most deprived areas of England and there is an 84% higher prevalence of serious mental illness.

In the past decade the financial landscape has changed dramatically. The Government has been pursuing a policy of austerity. This has led to large cuts in public sector funding. Camden Council expects to have to implement a further £75 million in cuts in 2015-2018 in addition to the £93 million that had been

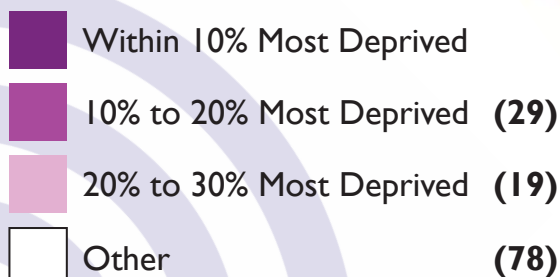
made in 2011-2015. Central government has also introduced changes to welfare benefits that are impacting on the demographics and cohesiveness of the borough. Some areas are now too expensive for families on benefits to live in, families are moving out to cheaper areas and have to face the challenge of trying to establish new support networks. Demand for NHS services is increasing faster than population growth, Camden has the highest mental health spend in London, poor outcomes for under-fives and a below average performance for helping people recover and live with illness. The borough is also facing the pressures of a growing older population and keeping the community safe.

The overall policy context is bringing huge challenges to the sustainability of services in the borough and the maintaining of strong and cohesive communities. There is a need to develop new solutions to tackle inequality, increase economic growth and to underpin a strong and cohesive community.



Indices of Deprivation 2015:

IMD Rank of Most Deprived 30% LSOAs in England



A Brief history of VAC

Voluntary Action Camden has its roots in the pioneering philanthropy of the nineteenth century and traces its origins back to the Charity Organisation Society of 1860 and the pioneering work of the nineteenth century Hampstead philanthropists. At the turn of the last century, the Hampstead system was widely recognised as establishing cooperation between municipalities and the voluntary and community sector and was also pioneering in acting as a coordinating body for a plethora of overlapping organisations.

In 1965 the organisation took on a Camden wide remit, adopting the name Voluntary

Action Camden (VAC) in 1983. Throughout the 1990s VAC developed its strategy working through forums and networks as an effective way of supporting, involving and strengthening the sector. Today, VAC continues to build on its historical foundations and, in particular, the role of co-ordinating the work of people, communities and organisations across a wide spectrum of activities. Whilst VAC focusses its work on the London Borough of Camden it also works across Greater London in providing specialised and bespoke services.

VAC Today

VAC is an independent charity which has been operating in Camden for over 100 years and is known as the 'Council for Voluntary Service' or 'CVS' for Camden. CVS' have been around for almost a century and exist in almost every local area, yet the term 'CVS' doesn't have a great deal of meaning to many people, especially those working outside of the voluntary and community sector.

CVS' up and down the country are a special type of charity known as infrastructure organisations, or "Civil Society Support Organisation". In VAC's case, this means working with local residents, community groups and organisations, as well as other sectors and local stakeholders, to develop and support a vibrant civil society that underpins a high quality of life in Camden and the surrounding areas.

To achieve this VAC's core work wraps around three main themes:

Developing local people, community organisations, community projects and partnerships through direct support, training and providing and sharing timely information, advice and guidance.

Connecting local people, communities, community organisations and partnerships to support and work with each other and other sectors through networking, collaboration and brokering opportunities.

Influencing: enabling and supporting local people, communities and community organisations to shape their life chances and opportunities by influencing civil society and pro-actively participating in social action, policy development, the design and delivery of services and general debates about community matters.

VAC also embeds these key themes through its works with local communities and other cross-sector organisations (e.g. private sector, council and NHS) to run projects that address local need. This includes research projects, training programmes and innovative pilot schemes in areas such as mental health, safeguarding children, health inequalities and neighbourhood development.

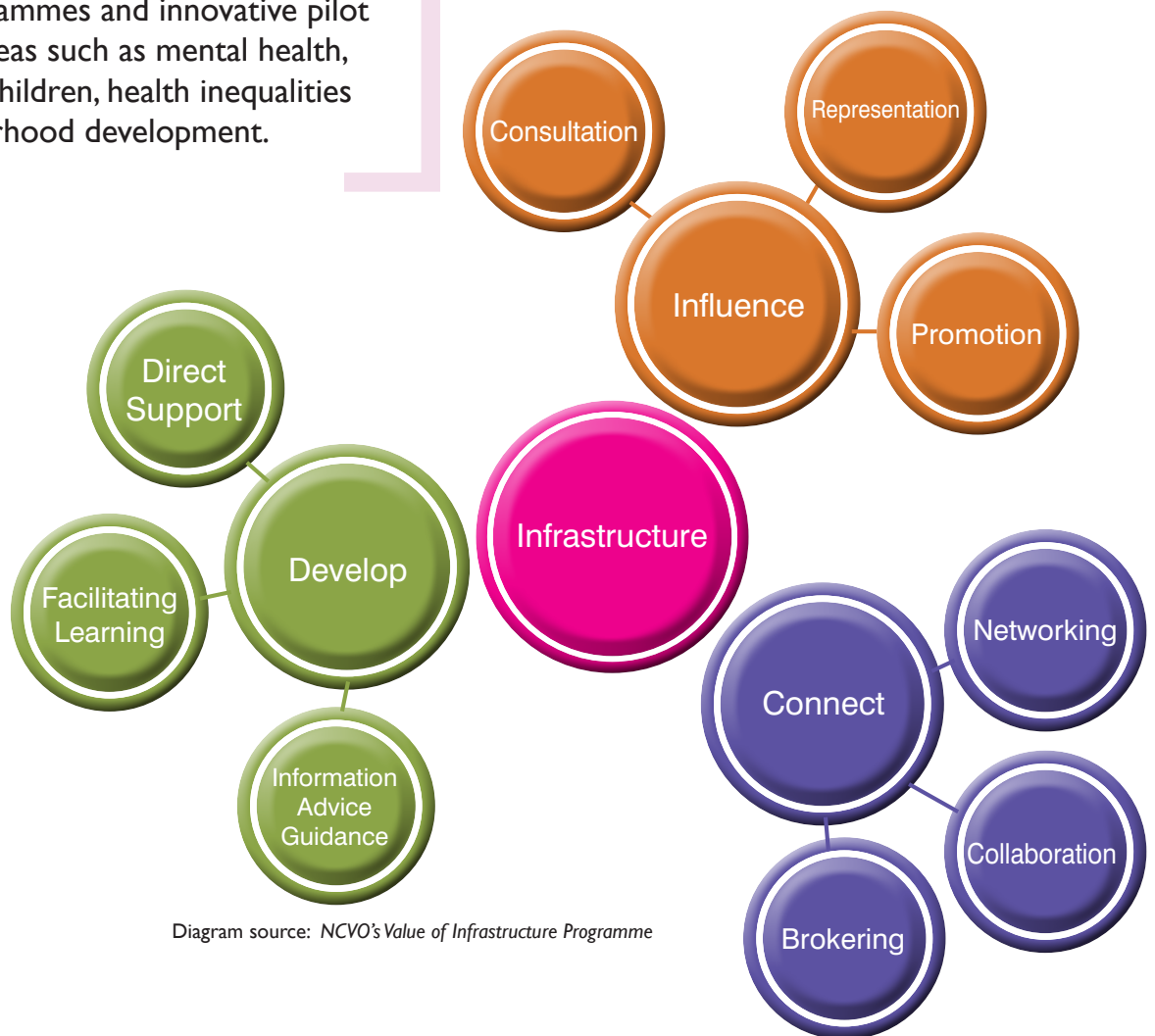


Diagram source: NCVO's Value of Infrastructure Programme

Conclusion

VAC has a role through all its work in keeping an eye on the changing needs and aspirations of local people, as well as changes in the national and local policy environment, influencing funders and policy makers and enabling local people to respond to those changing needs. This Annual Report provides VAC with the opportunity to showcase our cross-sector work with organisations, local residents and communities in 2015-16 and the difference this made to those involved in improving their lives and the lives of others in the communities in which they live or work.

Profile of the sector

The voluntary and community sector, especially micro and small organisations, have an intrinsic part to play in tackling the borough's challenges through the work they do on prevention, the reach they have into communities and the ability to be niche providers and try out new and flexible models of service delivery. The voluntary and community sector is a key mechanism through which communities can be enabled to do more for themselves and each other, and in so-doing, supporting individual and community resilience and the long term sustainability of the Camden community.

Within the borough of Camden there is a very diverse and vibrant voluntary and community sector: Camden is home to a mixture of registered charities, community interest companies, social enterprises as well as smaller (and often more informal) unregistered community groups and associations such as football clubs, reading groups, campaign and support groups. Many of these groups operate at the hyper-local level and are the “nuts-and-bolts” of the local voluntary and community sector.

VAC is often asked: how many community organisations are there in Camden? What do they do? Who do they work with? How much income do they have? Whilst these seem like simple questions, actually providing the answer is quite tricky!

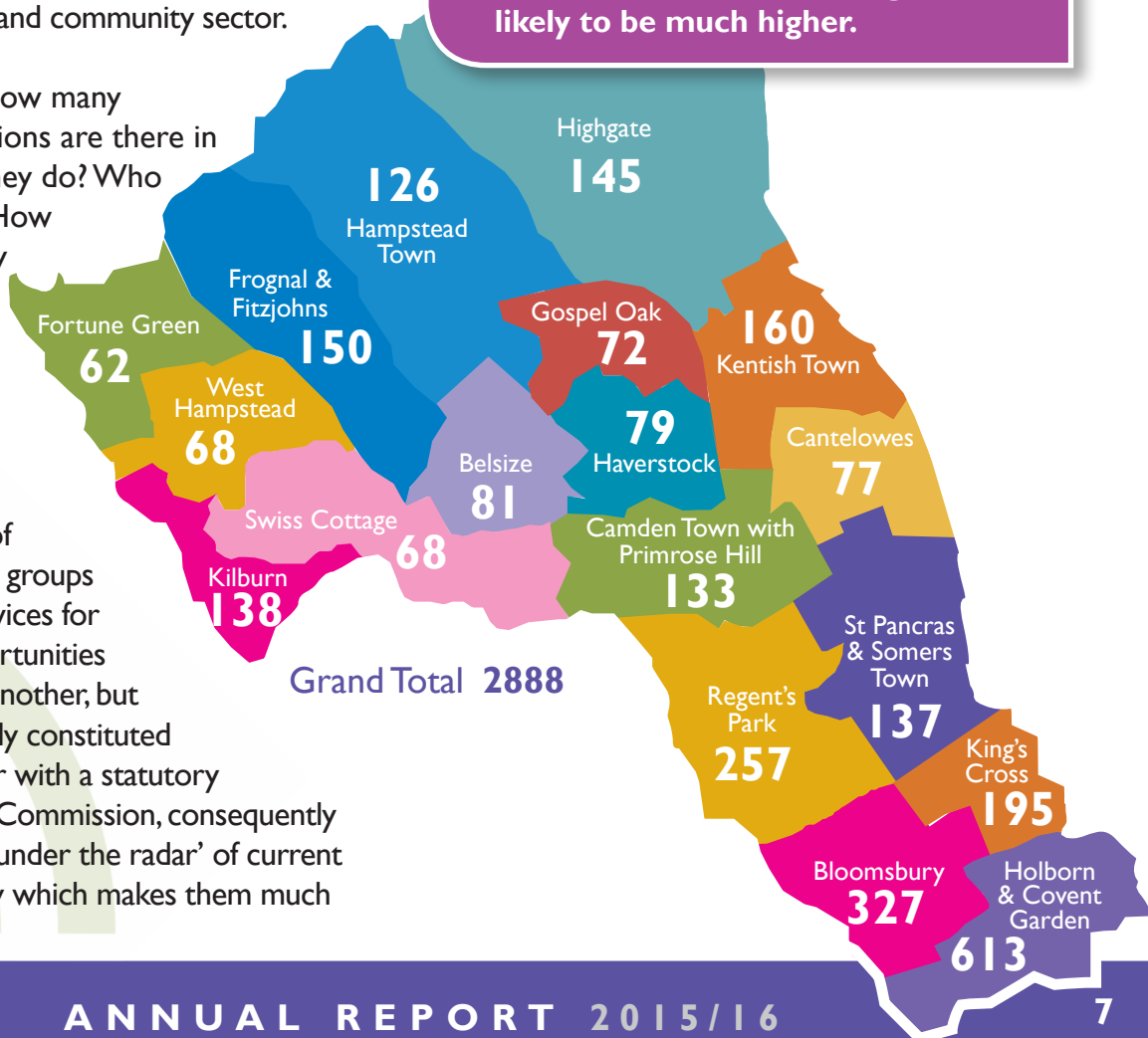
We know that many of these smaller, informal groups are providing vital services for local people and opportunities to connect with one another, but as they are not formally constituted or required to register with a statutory body, like the Charity Commission, consequently they tend to operate ‘under the radar’ of current sampling methodology which makes them much

harder to count and include in ‘sector-wide’ statistics.

In 2015-16, VAC undertook a significant piece of research to help increase the availability of statistical information about the local voluntary and community sector in Camden. This year VAC continues its research to build up a more detailed picture of the sector, especially data relating to smaller registered charities with a turnover under £500,000, and a significant number of smaller, unincorporated organisations that are not registered with any regulator.

Our findings to date:

- Over 2800 voluntary and community organisations are physically located in Camden
- Around 1252 of these organisations specifically work in Camden
- Over 753 of these are small, community associations not registered with the Charity Commission. The actual figure is likely to be much higher.



Area of Operation

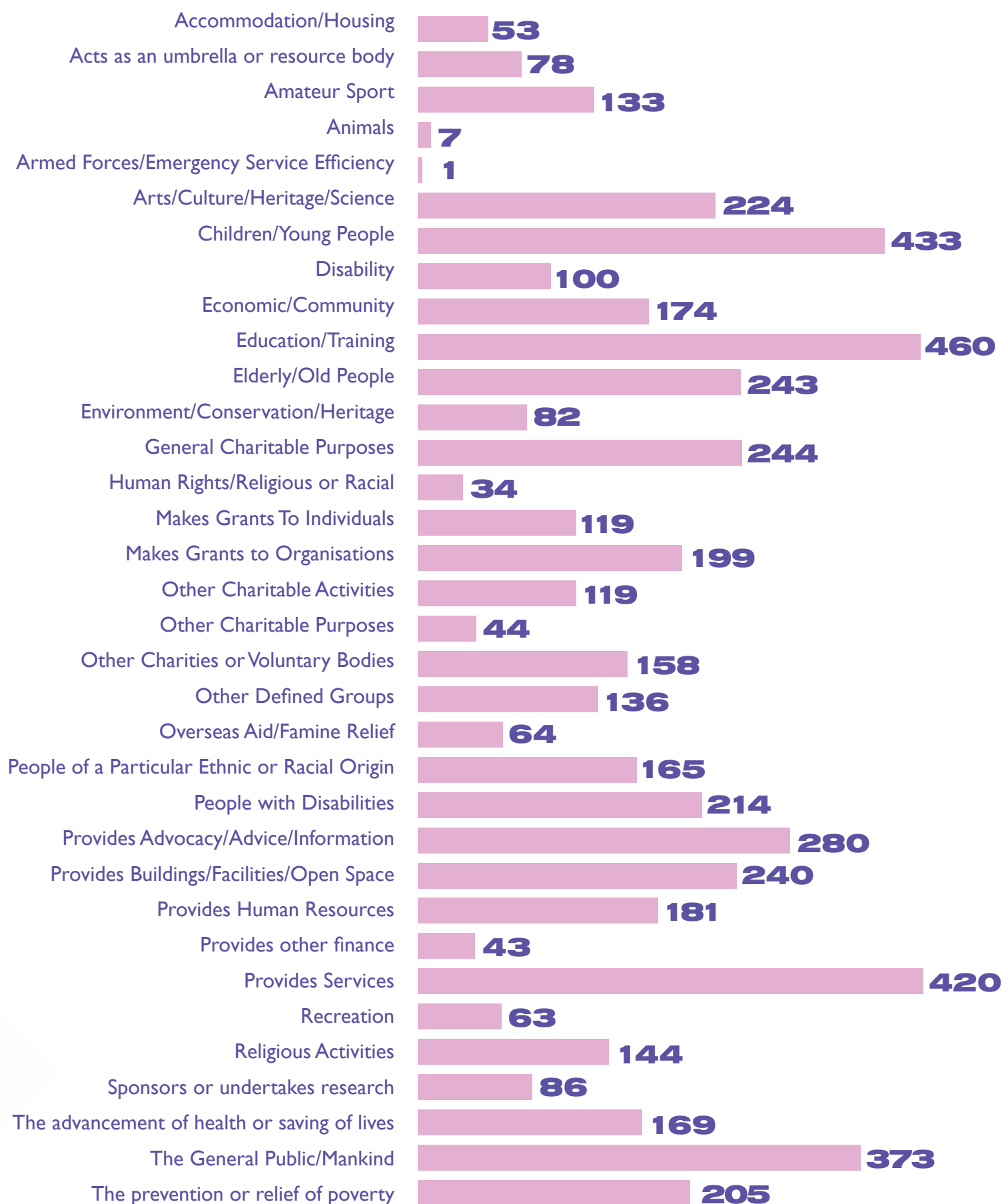
CAMDEN WARDS		NO. OF ORGS	
WORKS IN:	CAMDEN	LONDON	CAMDEN & LONDON
Belsize	32	11	43
Bloomsbury	46	25	71
Camden Town with Primrose Hill	70	11	81
Cantelowes	43	8	51
Fortune Green	35	5	40
Frogna and Fitzjohns	48	12	60
Gospel Oak	52	4	56
Hampstead Town	54	11	65
Haverstock	59	3	62
Highgate	55	12	67
Holborn and Covent Garden	79	50	129
Kentish Town	101	19	120
Kilburn	54	19	73
King's Cross	79	13	92
Regent's Park	58	27	85
St Pancras and Somers Town	78	12	90
Swiss Cottage	33	4	37
West Hampstead	21	9	30
Grand Total	997	255	1252

- The total income for 622* charities operating mainly in Camden (excluding the top 11 charities with the highest income) is £223,147,170
- 10% of charities registered in Camden have an income over £1 million
- 59% of charities registered in Camden have an income of less than £100k
- 30% of charities registered in Camden have an income between £10k and £100k
- 29% of charities registered in Camden have an income of less than £10k

* Financial data only available in the Charity Commission data file for 633 charities.

Services

Activities of Registered Charities in Camden



Outcome 1: Social cohesion and a sense of belonging are increased as established and new communities are empowered to take responsibility for their health, economic contribution, welfare and sense of community

Local communities are best placed to know what the community needs to meet local challenges and opportunities. This might be a group of people wanting to preserve a well-loved green space, square or local pub for community use, an individual setting up an organisation to help local unemployed people network with others and acquire skills to find employment, or a group of people who want to set up a support group to help others who are suffering from a chronic health or mental

health condition where there is no such service provided by the state.

Whatever the need may be, VAC works with a wide cross-section of civil society in Camden: helping groups to setup and develop internally; connect with users, peers, stakeholders, funders, and others; and helping organisations influence and shape policy, strategy and local delivery through a range of channels and mechanisms.

Providing access to skills & knowledge required to run and develop successful civil society organisations

This year VAC's team of staff, volunteers and coaches continued to support **over 142 organisations** with setting up as a new group, registering as a charity or social enterprise; business planning; governance;

fundraising and income generation; finance and payroll and employment and Human Resources advice. Generally, groups present with a mix of support needs.

- 32 x Employment & Human Resources
- 10 x Business Planning
- 32 x Governance & Setting Up a New Group
- 20 x Fundraising
- 9 x Marketing & Collaboration
- 39 x Payroll and Accountancy Support



“When it came to specifically deciding what governance and legal structure we wanted for our new group, VAC were really good at being able to identify and assess what the project was about and help us decide upon the most suitable structure. That was fantastic and VAC really helped get us through the actual bureaucratic procedure of setting up an organisation. They also helped us think about the business plan and what that needed to include, and to start thinking beyond this, for things like publicity and promotion. It was really helpful during the setup process just to meet with someone on a regular basis and talk things through.”

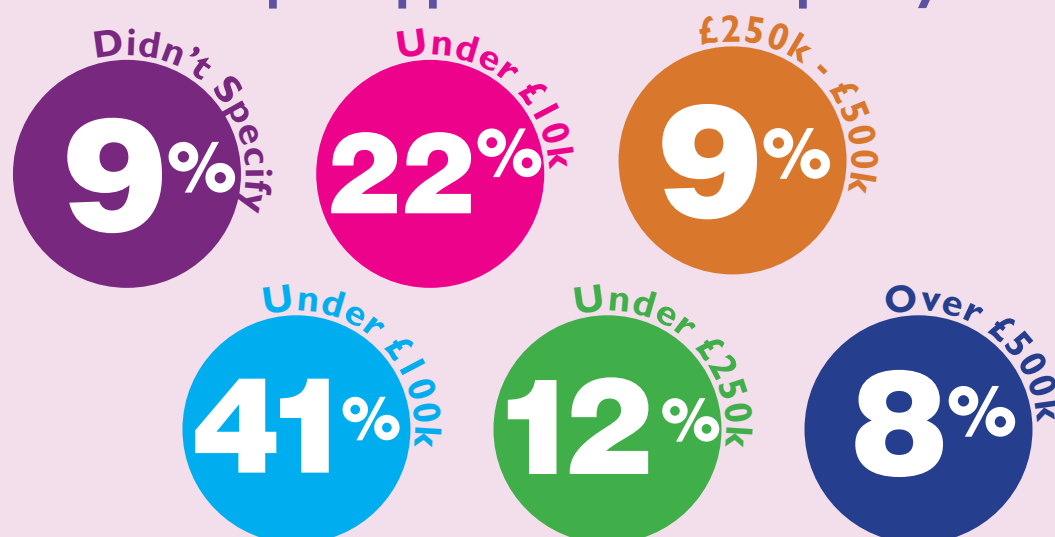
“I think VAC makes an amazing difference to community groups like us. Sometimes, as a front line organisation, we get so involved in the ins-and-outs of what we do we forget to look at our own organisational development. And VAC helps with that in a very specific way and helps double check that we are doing what is expected, for example around specific problems like HR policies, or we are re-doing our business strategy at the moment and looking again at all our policy documents. Our CEO has used VAC to look to see if there is anything that we need to update. They’ve been invaluable.”



“We continue to use the VAC Employment and HR service which has helped us with recruitment, reviewing application forms, sickness, and things like that. We ask many questions and the service has been excellent, always willing to give their time and nothing is too much.”

“VAC provided us with advice on preparing a constitution and aims and objectives, model papers for policies, information on room hire for office space, along with one-to-one, face-to-face sessions. Following their support, we completed our constitution with clear aims and objectives. We were able to prepare for the next steps: policy development, publicity, starting the project. VAC gave clear, detailed and effective communication. They responded quickly and discussed with us the best ways of achieving our goals. The support was appropriately tailored to our level.”

Income of Groups Supported with Capacity Building



Primary Services (%)

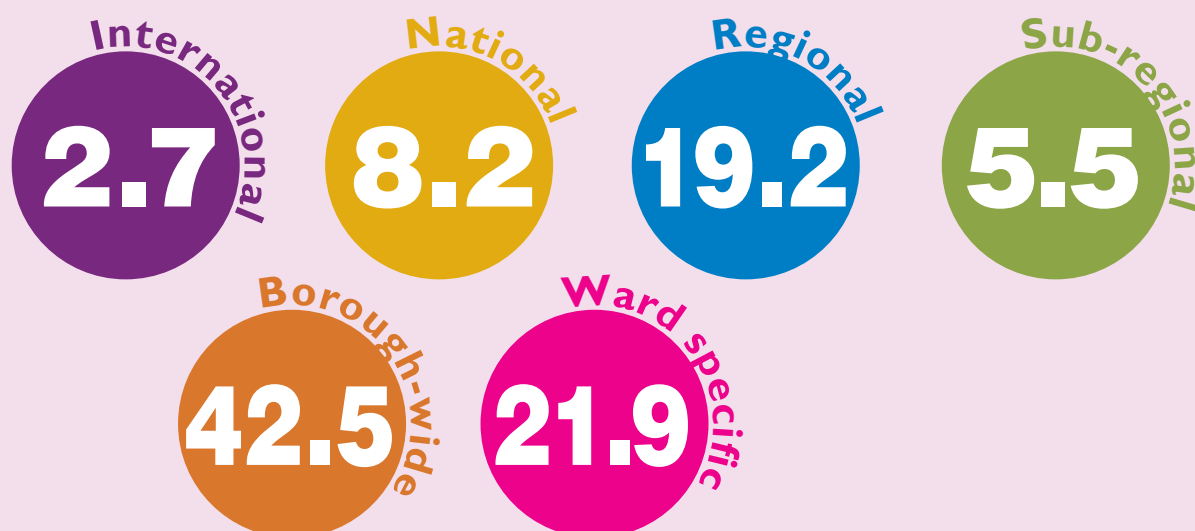


* Greater than 100 as organisations offer more than one service

Primary Beneficiaries

Other	1.4
Ex-offenders and families	2.7
LGBTT people	2.7
Drug/Alcohol/Substance users	4.1
Carers	5.5
People with basic skill needs	5.5
Tenants and residents	5.5
People with learning disabilities	6.8
Unemployed people	9.6
People in most deprived areas	11.0
People with mental health needs	13.7
Disabled people	20.5
Adults	21.9
Older people	21.9
Refugees, asylum seekers and migrants	27.4
Young people	28.8
Children	30.1
Women	30.1
Black and minority ethnic people	43.8
All people	64.4
Total	357.5 *

Primary Area of Operation (%)



Developing Opportunities for Training & Skill Development to Enable Local People to Address Local Need

Throughout 2015-16 VAC continued to provide a range of opportunities for local people involved in civil society activity to develop and use a range of skills required to help set up, lead and manage new and existing community-based initiatives.

Governance and Trustees

VAC supports governance because the trustees are core to voluntary activity. They are among the unsung heroes of the voluntary and community sector. Donating their time for free and bringing in invaluable expertise and experience, trustees are responsible for setting the overall strategy and direction of voluntary organisations and community groups, helping to steer the organisation through times of change and helping them embrace opportunities to develop their work and extend their reach into

the community. They are also responsible for the efficient and lawful governance of charities and not-for profits.

Enabling people to develop their own skills and knowledge to become a trustee is also a great way to help local people connect with the organisations that work in their community, helping them feel more empowered to help shape and influence decisions that affect the place in which they live or work.



VAC Staff & Trustees Come Together at VAC Away Day to look at Future Strategic Planning

VAC supports trustees in a number of ways by providing resources, advice, consultancy, training and one-to-one support. Trustees' Week in November is an opportunity to focus on trustees. This year VAC launched **new trustee resources** on our website and produced a special trustee's edition of the e-bulletin. We also explored **new ways of networking with Camden trustees** using online platforms and social media. Every year VAC also runs an 'Introduction to Governance in the Voluntary and Community Sector' course with Mary Ward Centre, aimed at new trustees or those who want a refresher. The course attracts a wide cross section of community organisations ranging from charities, through to cooperatives, social enterprises and campaign groups and is always well received by the participants. Many Camden organisations send along new trustees as part of their induction process. Often two or three attend from the same organisation as part of a process of revitalising a trustee board. This year there were **11 attendees**.

"The course was very well structured and gave me a good insight into the subject."

"Very well taught with digestible information."

“The course provides an excellent base to understanding first steps in setting up your own business.”

“The course helped me to gain a clear focus and direction and took away some uncertainties I was having about setting up a social business.”

“I feel ready to challenge myself to take the next step.”

Setting Up a Social Business

Faced with difficulty finding work but with a commitment to making their own lives and the lives of their local community better, over the last year VAC has noticed an increase in the uptake of local residents on the Business Start-up for Social Enterprise, Micro Enterprise, Sole Trader courses, delivered at Mary Ward College. Differing to standard Business Start Up courses, these courses are focused on using life experiences in paid or voluntary work to set up a business enterprise with a social focus. The course covers the practical steps needed to set up as a sole trader and/or a micro enterprise and/or a social enterprise and offers the opportunity to connect, network and share ideas with others embarking on a similar journey.



Project Management & Leadership

VAC also delivered a number of courses in **Project Management** and **Leadership & Management**.

These courses are designed to equip local people who work or are involved in the community

and voluntary sector with skills in project management that can be applied to the running of projects, small and large and in a number of settings and to enable local people to make the transition from working in a team to leading one.

Training Statistics

6 x Project Management Starter Courses

5 x Accredited Project Management Courses

1 x Business Start Up course

1 x Governance in the Voluntary & Community Sector course

1 x Accredited Leadership & Management Course

120 students received training

Feedback

100% satisfaction rate across all courses

99% said course content met student need

98% pass rate for APM Introductory Certificate

90% pass rate ILM Level 2 Certificate in Team Leading

“Thoroughly enjoyed the course and hope to progress to the certification course.”

“Very happy with what I have learnt. Great course.”

Providing Volunteering Opportunities as a Pathway to Employment

VAC has a long history of supporting volunteering as a pathway to employment. Volunteers, like trustees, donate their time for free and provide a fundamental backbone of support to organisations that may otherwise struggle to fund the work so needed. Volunteers also gain invaluable work-based skills helping them to use their experience to secure work in the future - as we are finding through our innovative Health Inequalities Hub project.

In 2015-16 VAC was directly supported by five in-house volunteers who helped to keep our website and database up-to-date, interview service users for case studies to gauge the impact of our work and provide essential support to the mental health project. VAC supported a further 50 volunteers through the Mental Health Champion and Health Advocate community based projects - projects designed to tackle health inequalities and reliant on the overwhelming support of volunteers.



VAC Volunteer Hasel Hooshiair receiving Volunteer Centre Camden's 2016 Camden Volunteer Awards from Mayor of Camden, Cllr Nadia Shah and the Deputy Lt for Camden, Sir Ian Johnston.

Case Study: Volunteering

Since May 2015 I have been working as a Data Entry and Website volunteer two days a week at Voluntary Action Camden.

Using VAC's database, I have been going through a list of unpublished organisations to update their details and publish them onto One Camden, which is a directory of community services and organisations based in Camden. Updating the details of these organisations enables the local community to search for useful community-based organisations, services and activities in Camden.

I also add funding opportunities to VAC's website which enables organisations in Camden, especially the smaller ones without the resources to search all the various sources of funding themselves, to find sources of funding which will help them setup or continue their projects.

Before volunteering at VAC I had never used the software Word Press. I have learnt how to use their database to update the details of organisations and have improved my communication skills as I talk over the phone and by email. My IT skills have improved a lot.

Volunteering keeps me busy, takes me out of the house and gives me a chance to socialise, meet new people and gain skills. I also enjoy it and like to help the community.

Hasel Hooshiair, Data Entry and Website Volunteer

Building Community Awareness & Capacity to Promote Child Safeguarding within Communities

For some communities in Camden the topic of safeguarding children is 'culturally' a sensitive area with some families fearful of statutory bodies, like the Council and the police, who are sometimes perceived to take away children because of the community's "alien culture" in bringing up children.

Since 2005, the Community Partnership Project has worked with both local Black, Asian, Minority, Ethnic & Refugee (BAMER) communities and statutory safeguarding bodies in Camden to help dispel these fears and improve awareness and responsiveness amongst local BAMER communities to engage with UK law and child protection issues.

The project helped to achieve this by:

- Identifying and working with BAMER communities and faith groups, supplementary and weekend schools within Camden and offering training opportunities and links to statutory services on safeguarding children.
- Working with BAMER communities, faith groups and supplementary/ mainstream schools to increase their knowledge and awareness of child abuse and harmful practices including FGM, abuse linked to belief, discipline in faith settings, forced marriage and honour based violence.
- Working with statutory child service providers in understanding the diversity within BAMER communities on child raising and harmful practices.





The project works to ensure that Camden's diverse communities know about UK laws on child safeguarding, reporting procedure on child protection concerns and where to get professional help and advice. It is also improving collaborative mechanisms for keeping Camden's children safe, by gathering and sharing information and continuing improvement in practice between statutory bodies, local community organisations and faith communities.

The success of the project lies in the partnership

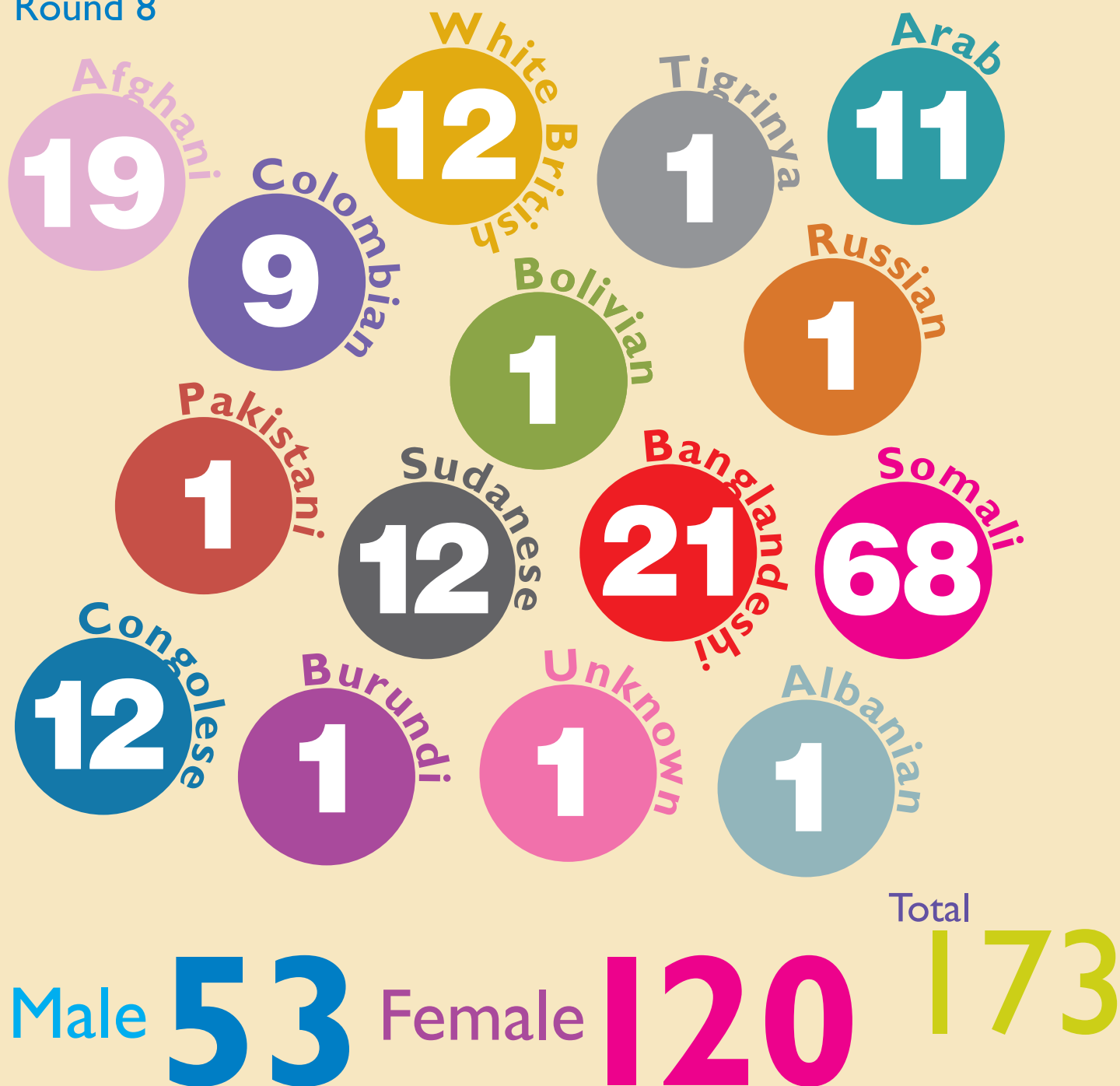
work and understanding how important the local community is, especially young people and local mosques, in helping to tackle generational and cultural attitudes towards child safeguarding issues and practices, going on to spread these messages further within communities through word-of-mouth.

A key outcome of the project this year is to open dialogue and debates on sensitive issues such as radicalisation and the role that Mosques could play on community safety.

Project Highlights in 2015-16

- Updated the **Safeguarding Children Information Pack** for BAMER Community faith groups and Supplementary schools. The issue of radicalisation and extremism, as a form of child abuse, was also explored and added in the Information Pack.
- **Update of the Frequently Asked Questions** on forms of abuse including harmful practices such as FGM, abuses linked to beliefs, forced & under-age marriage and honour based violence.
- **Protecting children in the community– Round 8 training sessions** included 12 sessions for 12 BAMER, faith groups, 1 mainstream and supplementary school. A total of 173 local BAMER residents have participated.
- On-going **review** work on child protection policies and procedures and support to all BAMER community, faith groups and supplementary schools.

'Protecting Children in the Community' training sessions –
Round 8



Training Feedback

- 74% of delegates said the training session had a huge impact on changing their attitude towards culturally accepted harmful practises.
- 88% of delegates said the training session was good or excellent in terms of gaining understanding of key safeguarding issues and leadership role in promoting the welfare of children.

Building Community Awareness & Capacity to Deal with Mental Health Issues

Mental Health Community Development Project

One in seven adults in Camden have been diagnosed in primary care with one or more mental health conditions, including common mental health disorders, serious mental illness or dementia¹. Mental health conditions also affect 13% of young people. Approximately 3,500 residents registered with a Camden GP have a serious mental illness, a figure significantly higher than both the London and England averages. The prevalence of mental health conditions is much higher in the most deprived areas. It is thought that a significant proportion of mental health conditions go undiagnosed. In many Black, Asian, Minority, Ethnic & Refugee (BAMER) communities in particular, mental illness is traditionally viewed as a taboo subject, shrouded in myths, fear and misunderstanding. This can lead to widespread

stigma and shame, preventing people from talking about their difficulties, understanding that they may be suffering from a treatable illness or seeking help at an early stage before reaching crisis point. People from BAMER backgrounds often face additional barriers to accessing treatment and services are not always seen as culturally appropriate.

Challenging stigma around mental illness is at the heart of VAC's Mental Health Community Development Project. Our key focus is to work with the local Bangladeshi, Irish and Black communities. Our work is informed by our Mental Health Advisory Groups, comprised of members of BAMER communities and voluntary and community organisations.

Develop

In 2015-16, VAC trained and **supported 12 volunteer Mental Health Champions (MHCs)** to talk about mental health and wellbeing in their community and equip them with simple, accessible tools to help them start conversations about mental health in a non-threatening and non-stigmatising way. As most of our MHCs come from local BAMER communities, including the Bangladeshi, Irish and Black communities, they bring cultural knowledge and awareness, along with insight into their community's needs and religious faith, where

appropriate. Some speak community languages and are able to take key mental health messages to those who face language barriers in accessing services.

This year VAC trained workplace MHCs who are based at a range of settings, including UK Irish Chaplaincy, Home-Start Camden, Camden Chinese Community Centre and Somers Town Community Association. They also find out about local mental health services and signpost people or encourage them to access appropriate support.

"I have increased awareness – in terms of understanding how culture and faith play a massive part in an individual's or community's understanding of what mental health is and how it can be approached and managed or treated."

"In our parent drop-ins at our school we have talked about how important mental health is and have informed parents of the different local services available."
(SEN school support worker)

¹Healthy Lives, Healthy Minds (Camden Annual Public Health Report 2015)

Connect

To enable MHCs to share ideas and discuss challenges, VAC continued to host regular **Group Support Meetings**. MHCs have also attended **joint training events** with the volunteer Health Advocates at which they learnt new skills, talked about each other's experiences, made new friends and contacts.

During the year, MHCs participated in a range of events to **talk with local people about mental health and wellbeing**. These included Kentish Town Festival, Festival in the Park at Camley Street, Hopscotch Family Fun Day and the World Mental Health Day event at St Pancras Hospital, organised by Voiceability with support from VAC.



VAC Mental Health Team and Mental Health Champions at Camden Mela Street Festival.



Interview with Paul Raymond, Irish Chaplaincy

"I manage the Irish Chaplaincy Seniors Project. The Irish Chaplaincy is a charity supporting older people, prisoners and their families and Irish Travellers. Based in Camden, we provide pastoral outreach, befriending and advocacy for isolated and vulnerable older Irish people.

I originally came to VAC several years ago and attended mental health training. I realised the great value of VAC's training for both myself and our volunteers to help us in our work. I'm now involved with VAC as a Mental Health Champion and Community Advisor for the Mental Health Team's work with older Irish men. The Mental Health Champions Project is embedded in the work I do. It's also given me the opportunity to share and learn from the experiences of other Mental Health

Champions from different faiths and cultural backgrounds. This has been of huge value to me and emphasises the role of culture and faith in mental wellbeing. Being able to explore those topics with VAC has enabled us to clarify our focus and helped us to train our volunteers.

VAC's mental health training has helped me to give appropriate advice when I talk to people about stigma and mental health. It's also helped me to develop my own mental health awareness. I'm now more aware of colleagues' and volunteers' wellbeing and how to start conversations about mental health. The crucial gain for our volunteers is that they are better able to look after their own mental health, as well as being better equipped to support their clients, signpost them or simply start a conversation about mental health and wellbeing. Our volunteers are now more aware of what sort of questions to ask, whether they might need to increase visits or signpost their client to an appropriate service.

I personally feel in a more supportive environment, knowing that VAC's Mental Health Team understand the work we do. VAC really understands the importance of what we do in terms of the mental health of our clients. Not all organisations have this understanding so we often find that we have to keep explaining our work to others. Having that partner support is so helpful.

VAC has also helped to make me feel more confident about liaising with mental health professionals and social services, strengthening our advocacy work and, if necessary, questioning their approach to our clients. So, for example, if we feel people are not getting the support they deserve and need, we will challenge that."



Influence

47 people from BAMER organisations and groups working with BAMER communities attended VAC's Mental Health event: Psychological Therapies – The Way Ahead for Camden's BAMER Communities. Participants had the opportunity to express their views on how psychological therapies services should best meet the needs of BAMER communities in future.

Expertise and feedback from our MHCs was passed on to Mental Health Commissioners to help shape the design of mental health services. VAC's MHCs also attended consultation meetings around Camden's

Prevention Challenge, the Bangladeshi Health and Wellbeing Scrutiny Panel, as well as other local consultation events, to express views and influence decision-makers.

The Mental Health staff team regularly attend governors' meetings of both Camden and Islington NHS Foundation Trust and the Tavistock and Portman NHS Foundation Trust. They raise issues relating to BAMER needs and access, making an important contribution to Trust policy and engagement.

Stats

93

staff and volunteers from Camden's voluntary and community organisations attended VAC's training on mental health.

9

courses delivered in Mental Health First Aid, Youth Mental Health First Aid, Introduction to Mental Health Awareness, Stigma and Mental Health

243

people attended a series of community-based workshops co-delivered by the Mental Health Team with volunteer Mental Health Champions. Subjects covered the Five Ways to Wellbeing, Sleep Hygiene, Stress Awareness and Dementia Friends.

689

voluntary and community organisations and individuals received VAC's regular Mental Health E-Bulletin.



Mental Health Awareness training for volunteers from Home-Start and Somali Youth Development Resource Centre

“One of the best training courses I have been on. I am more confident to work with our families.”
(following MHFA training)



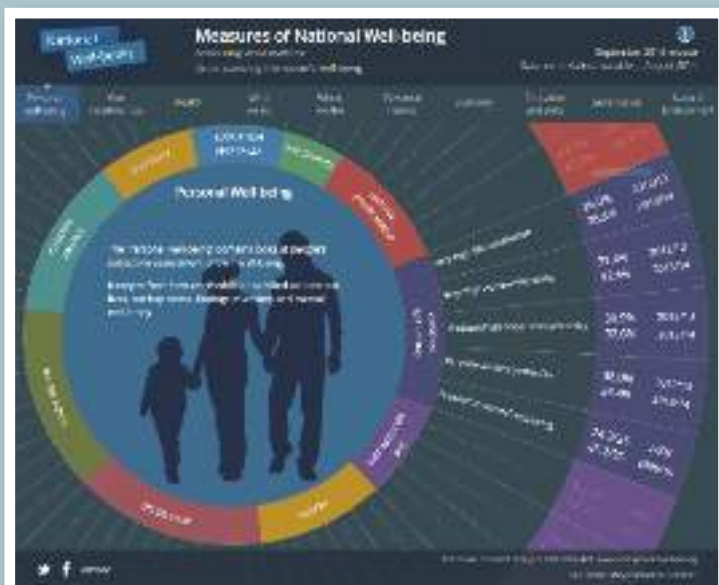
Nubian Users' Forum give culturally sensitive support to people from African and Caribbean backgrounds who use or have used mental health services

“I feel more confident about facilitating the groups and being open about sharing my feelings, experience and knowledge.”
Vijya, MHC



VAC Mental Health Champions had a stall at Kentish Town Festival to raise awareness about mental health and wellbeing

“I enjoyed presenting the sleep hygiene workshop to a lively group. People interacted well and gave good feedback. I was nervous but didn't need to be. I used the sleep diary and the 10 steps to improve sleep.”
Yvonne, MHC



“It's great to meet different people from other voluntary organisations. I can learn and get information from them.”
Fion, Workplace MHC



Developing New Community Based Delivery Models for a Range of Preventable Diseases & More Effective Management of Long Term Conditions

Health Inequalities Hub

The Health Inequalities Hub (HIH) was established in 2014 to promote community-based services that improve health and well-being. Volunteer Health Advocates, placed in GP practices across the borough, are essential to the service, helping patients connect with local community services that help improve health and well-being.

In 2015-16, **14 new Health Advocates were trained by VAC in Royal Society of Public Health Level 1 Health Awareness.** They signposted **540 patients from 8 GP practices** to a huge variety of activities and services - from reading groups, to martial arts, and employment services to group museum visits. Volunteers have also provided information for practice staff, and GPs are increasingly referring patients whose needs aren't all clinical to spend time chatting with the volunteers. This has been particularly valuable to people who are feeling isolated and want to take part in social activities in their neighbourhoods. Just under 50% of people referred by the Health Advocates in 2015-16 were from BAMER communities. People of all ages are talking to the Health Advocates, but there are twice as many women as men asking about local activities and services.

Influencing: The volunteers have also taken up **community research training and learning** opportunities that continue to increase knowledge about services available in the local area. They **carried out research** and **collected data** to help civil society organisations evidence their impact on health and well-being. The data collected by the Health Advocates was used to influence commissioning of local services. During the year the project has had support from a Department of Health statistician, who simplified and improved data collection and analysis. The Hub monitors demand from patients and take up of activities, as well as the volunteers' knowledge and skills development. An unexpected outcome has been the number of volunteers who move into health related jobs after volunteering on the project.

Highlights:

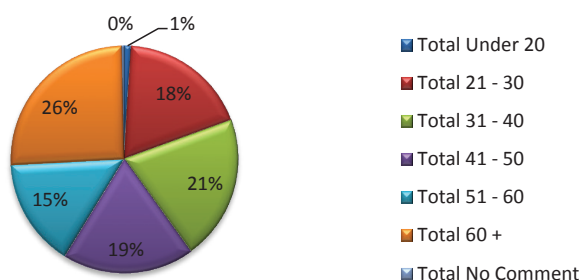
- **4 support and networking days** and **4 x feedback sessions** were held with volunteers and cross-sector colleagues to assess and develop the project approach.
- **1 problem solving workshop** on local services held with **23 cross-sector colleagues** at which volunteers presented their findings about local services to clinicians and commissioners. The workshop generated a report on a more collaborative way forward working with civil society organisations to deliver future prevention / health services. Participants went on to be involved in developing Camden's Care Strategy.
- Volunteer Health Advocates collected data on activity choices from **950 patients across 9 GP practices**. The data was used to promote healthy activity and to influence the health prevention agenda via NHS commissioners.
- **Ongoing dialogue** with Health Commissioners was established to develop community based preventative services to tackle illnesses prevalent in Camden's poorest communities.
- **Input from the Health Inequalities Hub** into the development of the Camden Local Care Strategy.

“Data collected by a Health Advocate from the Somali community showed a rise in East African women coming to that practice. This presented an opportunity for the volunteer to run a peer focus group to explore why the women often used emergency services rather than the GP. Some funds were given to the volunteer to set up and run the focus group with the women. They took part in planning, organising a venue, childcare and refreshments and getting other women along. The session revealed lack of knowledge about using NHS services and ended with the women agreeing to educate other people in their community.”



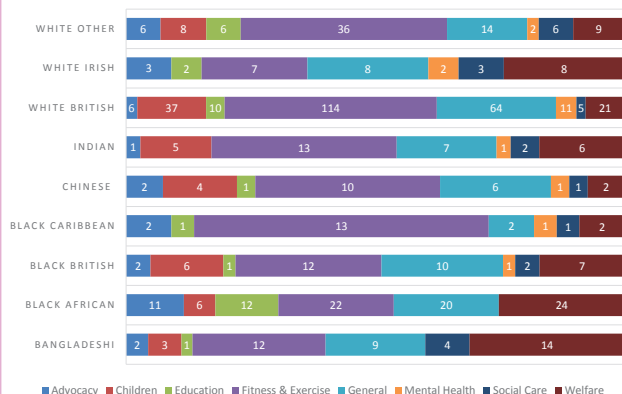
Stats

Health Advocate Referrals by Age (%)



- 14 new Health Advocates trained
- 9 participating GP practices
- 540 patients signposted
- 50% referred from BAMER communities

HEALTH ADVOCATE REFERRAL THEME BY ETHNICITY

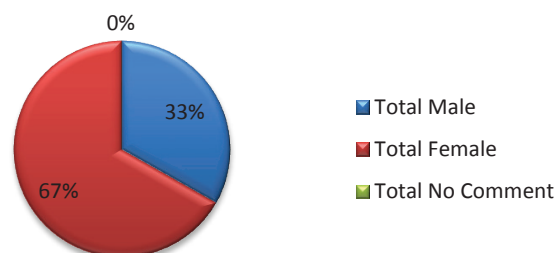


Case Study: Brunswick Square Surgery

In early June we were contacted by the practice manager at Brunswick. She had seen a patient who was experiencing difficulties with housing and benefits payments. We met with the patient on 17th June at the surgery. The patient is currently living in a hotel claiming Employment Support Allowance. He had tried to claim housing benefit but had been advised by a council officer that he would be ineligible. His available funds were coming to an end and he was concerned about being made homeless. We gave him details of legal advice sessions at the Mary Ward Centre and St Michael's Church in Camden and I also made an appointment for him to speak with his local MP at his surgery at the West Euston Partnership. The patient has since met with advice workers and his local MP has taken on his case. He was glad that he had someone that would listen to him and signpost him to appropriate services. We are again meeting with this patient on 8th July to see how we can assist him further.

Volunteer Health Advocate

Health Advocate Referrals by Gender



Outcome 2: Communities, civil society organisations and individuals are empowered to collaborate across boundaries, present their views to external bodies and play an integral part in decision making and the design and delivery of services

Small community organisations provide a vital link between the people they work for and the key strategic players in the borough e.g. the National Health Service and Council. The community organisations provide a conduit enabling access to 'marginalised communities', like Black, Asian, Minority Ethnic and Refugee (BAMER) communities, who are generally more at risk of the issues caused by rising inequality, and prone to being victims of discrimination.

Ensuring these community organisations are able to keep operating in the long run and continue to bridge the gap between communities and statutory service providers, has and always will be a key priority for VAC. Much of our work in the last year has centred on enabling groups and local residents to understand and respond to local and national political, economic, social, technological, legal and environmental challenges and opportunities, as well the strategic priorities for the area in which they operate.

Developing & Supporting Dialogue between Stakeholders to Tackle Issues of Common Concern

Annual Summit



Local Residents and Cross-Sector Colleagues at VAC's Annual Summit in December 2015

Every year VAC hosts an annual summit to bring together local residents and colleagues from the voluntary and community sector, statutory sectors and local business etc. to look at ways of developing cross-sector, collaborative approaches to resolving local issues. In the current climate of austerity and furthering community segregation, the theme this year focused on "Resilience". **81 cross-sector delegates** took part in a debate on what the role of the voluntary and community sector is, or could be, in building resilience and the support that people need to make things happen. Presentations were given on the national policy perspective on resilience, the role of small BAMER faith groups and the mental health challenges faced by black and minority ethnic groups. The feedback VAC received showed that this was a really interesting debate with many opportunities and challenges to explore in the coming years.

Focus Groups on Future Support Needs of the Sector

During the summer of 2015 VAC carried out four focus groups with a cross sector of the voluntary and community sector to establish where the current and future gaps in knowledge and skills were in the sector. 30 organisations attended and the discussion focused on the following themes:

- What are your service users and community's needs, challenges and constraints now and in the next five years?
- What challenges are facing your organisation in the current climate?
- What support does your organisation need in the next five years and beyond?
- VAC also sent out a survey to its members to feed into the consultation process and received 61 responses. The material gathered was analysed and used to inform VAC's support offer for 2016 and beyond.

Camden Giving

Throughout 2015-16 VAC has been working with trusts, business and the council to develop a community foundation for Camden. The Foundation is a focus for raising money locally from residents, businesses and others as well as involving those who live, work and play in Camden in initiatives that bring money into the community. Community Foundations and local Giving initiatives are being developed in many boroughs and localities and there is a groundswell of support for these initiatives from councils and the business sector.

Camden Giving will be a place based giving initiative: a bottom-up, collaborative approach with the aspiration to make Camden a fairer and more inclusive place to live and work. It will raise and pool donations to support grassroots community initiatives. It will also establish a shared vision that includes community activism, volunteering, new opportunities to collaborate, goodwill and connections. Camden Giving will connect the voluntary and community sector, the public sector and private sector and the residents of Camden together to bring in resources into the borough so that we can better respond to the needs and wishes of the people of Camden. It is anticipated that Camden Giving will be able to tap into steering group member's capabilities to start small grant giving and other initiatives in the near future.

Demonstrating Social Value

Whilst commissioners continue to open up the tendering process to an ever widening list of competitors it has become more important than ever for civil society organisations to convincingly demonstrate social value to ensure that this is not excluded by the power of 'price'. This is especially so for smaller community organisations that do so much work at the hyper-local level, but are often overshadowed by larger players in tendering opportunities. Evidencing social value when bidding for contracts and grants is challenging as impact can be subjective and difficult to measure, particularly when trying to quantify social benefits in financial terms.

During 2015-16 VAC delivered a 'How to Demonstrate Your Impact' course for nine, small local organisations. The course was designed to provide an overview of how to collect and present evidence of an organisation's impact using quantitative and qualitative methods. It gave examples of best practice for collecting and presenting data. It also helped groups understand how they can share the knowledge they have of the local community so that it will be considered as part of the Joint Strategic Needs Assessment, which informs decisions about local services.

VAC also setup one-to-one fundraising surgeries for six small, local organisations to meet with a knowledgeable and experienced representative from the Reaching Communities Fund to discuss a draft funding application. This resulted in at least one organisation securing three year funding.



Responding to Change, Exploring New Ways of Working & Sharing Resources.

Delivery of quality information through a range of communication channels has been a key priority for VAC since 2013. Whether this be promoting local events, jobs, volunteering or training opportunities; legal updates for the sector about changes to charity law, for example; a policy briefing covering the implications of Brexit or change in government for the voluntary and community sector; providing a 'marketplace' for offers and resources for the sector; promoting

opportunities to collaborate on community projects or bid for tenders – or where to look or who to contact for information, advice and guidance, VAC has a number of communication channels in place and is consistently growing its reach into the community every year. All this is helping to support individuals, organisations and communities to respond to changing demands, influence policy, campaign and advocate for their rights.

Signposting to Information, Advice & Guidance

VAC has been working in the borough since it was established in 1965 and is well known within and across sectors through both formal and informal networks. With these extensive links and experience of working in and with the community, VAC has developed a vast knowledge-bank of the support available for voluntary and community organisations locally, regionally, nationally and at times internationally. This enables us to quickly deal with many straightforward issues over the phone,

by email or face-to-face. This could be helping a local resident find a community group delivering a particular service in a particular area, someone wanting to know how to get into volunteering, or a small group that needs help finding premises, a trustee role description or simple conflict of interest policy. In 2015-16 VAC helped signpost 186 local organisations and individuals to sources of advice information and guidance.



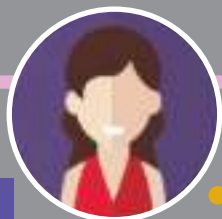
Type of Signposting Query

Type of Advice	%
Commissioning	0.5
Policy	1.0
VAC facilities	1.0
IT and Technology	1.5
Business planning	1.5
Facilities management	1.5
Impact / Monitoring	1.5
Events	2.0
DBS check	2.5
Legal advice	2.5
Collaboration	2.9
Legal Structures	2.9
Premises	2.9
Find a Group	3.9
Governance	4.4
Campaigning	4.9
Publicity	4.9
Setting up a group	5.9
Training	5.9
General assistance	6.4
Finance	8.3
Other	8.3
Funding	9.3
Volunteering	13.7
Total	100

How Signposting Queries are Resolved

Resolution Type	%
Referred externally	24.8
Referred to In-Depth Support	16.2
Resolved without referral	29.5
Gave advice and referred externally	10.5
Referred to other VAC staff	13.3
No. of enquiries	100

Social media



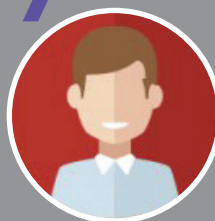
- 996 Followers = 71% increase from 2014-15
- 35291 impressions over 12 months
- 7100 profile visits / year
- 209 views of VAC's YouTube Channel (186% increase from 2014-15)
- 310 Facebook likes (40% increase from 2014-15)

Overall * Klout score 44.64% (4.64% higher than average)

Web Analytics

- 23,389 unique sessions
- 51,918 page views = 15% increase from 2014-15
- 2.5minute average session duration
- Over 3000 subscribers to VAC's ebulletin

& e-bulletin



Audience interests

- Non-profit 54%
- Government Resources 63%
- Politics and Current Events 65%

* A Klout Score, with a score range of 1–100, is a recognised measure of social influence i.e. your ability to drive action through your engagement with followers and theirs with you.



Outcome 3: Communities become more sustainable and resilient as individuals and civil society organisations are able to identify needs and take steps to effectively meet those needs and enrich community life.

Recent research by YouGov showed that in 2013-14 just under a fifth of people (18%) had been involved in getting together to support a community project in their local area at least once in the past year, and only 1 in 4 people would call their neighbours good friends, with the figure dropping even lower in London to 1 in 5.

Many factors affect how integrated people feel within their community, including ethnic diversity,

segregation, social mobility, age and opportunity, with many communities' feeling more and more isolated and fragmented from each other. Yet, research also suggests that neighbourhoods that feel better connected to each other tend to report lower levels of crime, an improvement in being able to access and make the most of the opportunities available to them in the community, and overall, a greater sense of community belonging and well-being.

Camden Community Festival Fund

Community festivals and street parties are a great way for neighbours and local people who live and work in the same area to get to know each other better. VAC has been administering Camden Council's Community Festivals Programme since 2013. The grants programme is supported by Camden Council in recognition of the contribution

made by community festivals to strengthening Camden communities, in developing a rich culture and economy within the borough and offers opportunities for volunteering and mentoring for Camden residents. In 2015-16 the scheme provided funding for 42 local festivals and street parties taking place throughout the borough.

Source: Camden Mela Festival



“The public thought the atmosphere and sense of community cohesion were great.”The Fair in the Square Festival,The Fair in the Square.

“The event successfully brought together members of the local community and voluntary groups in a positive and engaging way.We were able to promote the activities of the various groups involved and encourage more people to get involved. In line with the title of the event, we were also able to encourage interest in gardening/nature conservation and promote recycling.” Fordwych Green & Recycling Fair, Fordwych Residents Association

“There were a variety of different groups of people and of all ages. We engaged a lot of older volunteers.” Primrose Hill Summer Fair 2016, Primrose Hill Community Association.



Case Study

This was a very diverse event and it was excellent to see children, families, young people and older people from White, Bangladeshi, Chinese, Somali and various other backgrounds all coming together for a fantastic event. The parade was fantastic. We had the Mayor of Camden at the front followed by Punjabi Dhol drummers, followed by young people from ‘Mix It’, who are a diverse cultural group of children from Camden, holding up a Bengal Tiger. Then we had Bollywood Dancers! The parade was very colourful and very cultural. We had excellent feedback from the people that attended the Camden Mela.

**Camden Mela Festival,
King’s Cross Brunswick
Neighbourhood
Association**

Source: Primrose Hill Summer Fair 2016



Source: Camden Mela Festival, Camden New Journal



Case Study

The Festival Partnership has encouraged the involvement of all the local people and groups in the area, creating a community partnership that has brought enjoyment at the Festival family weekend. Those benefiting include people of all ages from the English, Scottish, Irish, Bangladeshi, Somali, Eritrean, Mozambique, Chinese, Moroccan, South American, Turkish and Eastern European communities. This includes people with disabilities who contributed to the festival planning and enjoyment of the festival programme. For activities like the Healthy Living tent, a lot of positive contacts have been made with people who otherwise might never have come anywhere near a health check or advice. The Saturday jazz, folk and poetry, including a Poetry open mike session, and the poetry washing line session were well received and created by young people and adults.

Camden New Town Community Festival “Family Day”



Source: Camden New Town Community Festival

Neighbourhood Social Justice Project

The project, funded by Trust for London, is supporting local organisations and communities involved in shaping more sustainable neighbourhoods and has been working to:

- Reduce inequality through maximising community benefits from public assets.
- Improve capacity of community organisations to develop new resources and services that target long-standing problems.
- Increase ability of community organisations to influence local policy and practice.

This year the project has continued to support the Somers Town Neighbourhood Planning process and assist communities with planning issues across the borough. Workshops and learning support have been delivered to help people understand planning processes, local governance like urban Parish Councils and housing delivery options like Community Land Trusts.

To-date the project has:

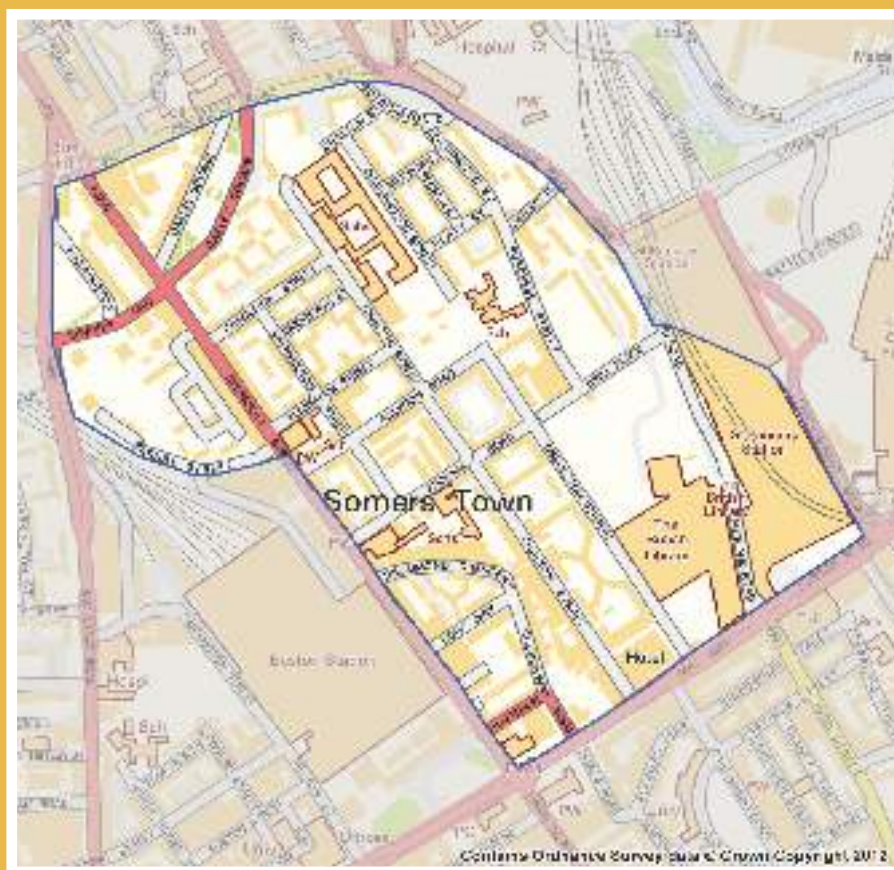
- Facilitated community understanding of local land economy.
- Built knowledge about alternative delivery vehicles like land trusts, impact bonds and coproduction.
- Secured cabinet and officer commitment from Camden Council to explore collaborative models.
- Built relationships with national bodies, e.g. CLT network, Oxford Brookes University, UCL and University of Westminster to share learning and build evidence.

The project has levered significant pro bono expertise to support local groups in understanding planning, environmental law, housing policy and land development process.

Increasing ability of community organisations to influence policy and practice:

- 2 seminars for 29 people (residents and community groups) to use statutory processes: petitioning and responding effectively to planning applications
- 3 planning surgeries have enabled 79 local residents in Somers Town to respond to a local planning application proposing development on green space
- 10 Somers Town residents designed and conducted a Residents Housing and Open Space Survey to provide grass roots evidence for their Neighbourhood Plan. 300 people took part.
- 1 x Neighbourhood Plan completed for submission.
- 1 networking meeting for civil society groups to share information and tools to influence local and London development policies.
- Over 1200 residents formed Somers Town Petitioners to protect public amenities from sale or overdevelopment.

“We’ve had nothing but building works here for thirty-five years. There’s more to come, it’s ongoing all the time. When neighbourhood planning came about VAC organised a lot of talks and discussion, brought people in and they were always ready to give advice and listen to people. VAC gave us a lot of support in enabling us to put our thoughts forward and helping people to write letters as well. I think they’ve been a great help. They are a really good support; without them we would have no other organisation to turn to. In that respect it is invaluable.”



Big Local

Big Local is an initiative by Local Trust to “enable residents to make their communities and their areas even better places in which to live”. VAC became involved with Big Local in 2013 after being asked to recommend neighbourhoods in Camden that fitted Local Trust criteria. Big Local was subsequently secured for Somers Town. In 2015, after the programme had come to a standstill, VAC were contracted by Local Trust to get things back on track and support a small resident-led group which could lead Big Local in Somers Town, make it fit for purpose to a point and secure the £1m endowment fund.

A new group called Somers Town Futures is now up and running with the endowment of £1m to be

spent over ten years on resident-led community initiatives that will improve the lives of people in Somers Town and make the area a better place to live. Successful projects already funded include a community newspaper ‘Between the Tracks’, ‘Somers Town Stars’, a children’s dance club and ‘The History Club’ which has held standing-room-only monthly events.

VAC recruited and employed two staff to run Somers Town Futures this year and we continue to support the organisation with governance training for trustees and, through our development programme, will support the group to become a stand-alone charity if required.

“Somers Town Futures wouldn’t have happened if VAC hadn’t been there for us. First they brought the idea to the community and every step of the way supported our application to Big Local for the endowment. Then once the money was secured they worked closely with the Local Trust in putting together a residents steering committee, recruited the staff and guided us through the process of becoming a charitable incorporated organisation. Without their vision, patience, guidance and expertise this project wouldn’t be available to the people of Somers Town. Because of VAC this endowment will benefit the community for years to come.”

Development Manager, Somers Town Futures



Interview with Jaimie Tarquin Denholm, Editor of Between The Tracks

The establishment of Between The Tracks, an independent newspaper for Somers Town funded by Somers Town Futures, has been of great benefit to a community which is set to face substantial challenges over the next few years. The paper has enabled, and hopes to continue to enable, community organisations and local residents to share important news regarding upcoming developments and to celebrate the history and cultural diversity of our locality. It is giving a voice to local people in a disadvantaged and disregarded but nevertheless important and interesting part of London. So far, the paper has included news on the developments concerning High Speed Two and Crossrail Two which will severely affect the people of Somers Town; updates on the health and vitality of our local market; independent historical research; interviews with local residents and artists; opinion pieces on issues such as air pollution and listings with invitations to our local dance and history clubs. We hope that the paper continues to improve and thrive as a forum for the people of Somers Town.

“I moved to Somers Town over three years ago and there were no activities for my age group. But, ever since my mum set up a dance club for loads of children aged 4 – 11, it has been the best club ever! The tutor is really fun and nice and her name is Jenny and thanks to my mum called Josie and Somers Town Futures, without them this group wouldn’t be here.”

Local Resident Chelsea-Marie Lord, Age 11



Supporting & Developing a ‘Voice’ of Those Wishing to Be Heard

Health & Safety for Marginalised Communities

Too many people are working in dangerous and unhealthy conditions – and often working long hours for low pay. Job insecurity pushes people to keep their heads down and just get on with the job, even if it’s risking their health. Lots of people may not have the help and support of a trade union.

This course, run in partnership with the London Hazards Centre, was targeted in particular at

migrant workers, unpaid carers, cleaners and people working in the hospitality industry. Some of the most marginalised people – probably working long hours, in dangerous conditions and on low pay. Eight local residents learnt about their rights, how to enforce them and who is responsible for enforcing health & safety.

Promoting and Supporting Consortium

During the year, VAC supported the formation and development of a local consortium to bid for the tender to run the Crick Healthy Living Centre. The bid from the local consortium was successful and the Centre, now renamed the Somers Town and St

Pancras Healthy Living Centre, will be launched in 2017. Support also continued to the local Centre for Independent Living Consortium seeking to bid to run the facility when this is launched in the coming year.

Promoting and Supporting Cross Sector Forums

VAC continued the planning and delivery of the Children Schools and Families Providers Forum and took an active part on the work of the Camden Clinical Commissioning Group, the Camden Community Safety Partnership, Tavistock and Portman and the NHS Foundation Trust Board.

“The Children Schools and Families Providers Forum benefits from having a credible, experienced and well known Camden figure Chair the conference. There is always one presentation that is specifically VCS focussed and delivered by someone in the VCS, the director of VAC has given two presentations and one presentation was given by an external VCS speaker (recommended by VAC). The direct feedback from participants on these presentations has been very favourable.”

Council Review of Its Relationship with the Voluntary and Community Sector

VAC supported the Council in taking forward its review of its relationship with the voluntary and community sector. This involved joint delivery of workshops with Council staff and the facilitation and support of opportunities for the voluntary and community sector to formulate their views on the proposals being put forward. Some key issues were the proposed removal of rent grant aid for organisations occupying Council property through to the need for small grants to support community organisations. Voluntary Action Camden submitted two formal responses, one in partnership with the community centres consortium. The second response in December 2015 was the result of input and discussion with 13 individuals and 23 organisations.



STATEMENT OF FINANCIAL ACTIVITIES

Statement from the Executive Committee

These summarised accounts contain information from both the Statement of Financial Activities and the Balance Sheet for the year ended 31 March 2016, but are not the full statutory report and accounts. The full financial statements were approved by the executive committee on 1 August 2016 and subsequently submitted to the Charity Commission and the Companies House. The auditor has issued an unmodified audit report on the full financial statements and on the consistency of the executive committee report with those financial statements. Their report on the full annual financial statements contained no statement under sections 498 (2) (a), 498 (2) (b) or 498 (3) of the Companies Act 2006. Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Copies of the financial statements may be obtained from:

29 – 31 Hampstead Road, London NW1 3JA

Signed on behalf of the executive committee

Simone Hensby

Director

1 August 2016

Voluntary Action Camden

Statement of financial activities (incorporating an income and expenditure account)

For the Year Ended 31 March 2016

	Restricted £	Unrestricted £	2016 Total £	2015 Total £
Incoming resources				
<i>Activities in furtherance of the charity's objects:</i>				
Capacity building	152,796	294,346	447,142	413,158
Information, co-ordination & partnerships	311,833	-	311,833	400,653
Promotion, policy & projects	57,691	-	57,691	66,158
<i>Activities to generate funds:</i>				
Lettings, room hire & service charges	-	191,551	191,551	184,895
Interest receivable	-	401	401	639
Total incoming resources	522,320	486,298	1,008,618	1,065,503
Resources expended				
<i>Charitable expenditure</i>				
Capacity building	112,770	556,158	668,928	745,470
Information, co-ordination & partnerships	296,375	-	296,375	343,401
Promotion, policy & projects	62,885	-	62,885	60,534
Total resources expended	472,030	556,158	1,028,188	1,149,405
Net expenditure for the year	50,290	(69,860)	(19,570)	(83,902)
Transfers between funds	99	(99)	-	-
Net (outgoing)/incoming resources before recognised gains and losses	50,389	(69,959)	(19,570)	(83,902)
Actuarial gains/(losses) on defined benefit pension schemes	-	447,000	447,000	(587,000)
Net movement in funds for the year	50,389	377,041	427,430	(754,804)
Reconciliation of funds:				
Total funds brought forward	50,240	(1,444,249)	(1,394,009)	(723,107)
Total funds carried forward	100,629	(1,067,208)	(966,579)	(1,477,911)

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 16 to the financial statements.

Voluntary Action Camden (Limited by Guarantee)
Balance sheet

Company No. 2388150

As at 31 March 2016

		2016 Total £	2015 Total £
Fixed assets			
Tangible fixed assets	6,069	<u>6,069</u>	<u>8,171</u>
Current assets			
Debtors	217,297	217,297	292,837
Short term deposits	251,892	251,892	251,765
Cash at bank and in hand	38,263	<u>38,263</u>	<u>255,847</u>
		507,452	800,449
Liabilities			
Creditors: Amounts falling due within one year	(103,100)	<u>(103,100)</u>	<u>(438,629)</u>
Net current assets		<u>404,352</u>	<u>361,820</u>
Net assets excluding pension scheme liability	410,421	410,421	369,991
Defined benefit pension scheme liability	(1,377,000)	<u>(1,377,000)</u>	<u>(1,764,000)</u>
Net assets/(liabilities) including pension liability		<u>(966,579)</u>	<u>(1,394,009)</u>
Funds			
Restricted funds excluding pension liabilities		<u>100,629</u>	<u>50,240</u>
Unrestricted funds:			
Designated funds	81,721	81,721	81,721
General funds	228,071	<u>228,071</u>	<u>238,030</u>
Unrestricted income funds excluding pension		309,792	319,751
Pension reserve		<u>(1,377,000)</u>	<u>(1,764,000)</u>
Total funds		<u>(966,579)</u>	<u>(1,394,009)</u>

Approved by the Executive Committee on 1 August 2016 and signed on its behalf by Simone Hensby, Director

Thanks and Acknowledgements

VAC Staff Team

Alex Charles
Ann Wolfe
Asha-Kin Duale
Caroline Jepson
Dilware Rashid
Donna Turnbull
Kevin Nunan
Mandira Manandhar
Manuella Bunketi
Maria Ajala
Maureen Brewster
Monica Crooks
Peter Simonson
Ricky Tokhi
Simone Hensby
Sue Dowd
Sylvia Okene

VAC Volunteers

Hasel Hooshlar (Data Entry & Website)
Len Lauk (Case Study Researcher)
Martina Rusnakova (Mental Health Project Support)
Michael Parkes (Community Planning)
Yvonne Van Hek (Mental Health Project Support)

Executive Committee 2015-2016

Sue Wilby (Chair)
Julie Christie Webb (Vice Chair)
Ralph Scott (Treasurer)
Yeshi Abay (Treasurer)
Abul Rahman
Angela Routley
Brian Parker
Catherine Russell
Efua Taylor

Gaynor Humphreys
Harunur Rashid
Oliver Peachey
Sarah Elie
Cllr Georgia Gould (Observer)
Cllr Meric Apak (Observer)
Cllr Abi Wood (Observer)

Expert Helpers

Community Land Trust Network
Duncan Bowie University of Westminster
Environmental Law Foundation
National Association of Local Councils
Sue Brownill Oxford Brookes University
University College London

Mental Health Champions

Abdi Ali
Alice Mercier
Celia Potterton
Dilhani Hettiarachchige
Fion Ngan
Grace DiCarlo
Hagir Ahmed
Larlan Davis
Mohamoud Hassan
Momota Khatoon
Najmun Khan
Paul Raymond
Peter Baxter
Rena Toufexis
Rosanna Garau
Saiqa Pandor
Selina Cheung
Shelly Khan
Stuart Knowles
Sukti Neogi

Tanya Su
Vijya Patel
Yvonne Van Hek

Health Inequalities Hub – Volunteer Health Advocates

Abubakar Moussa
Agram Muse
Anna Alston
Asma Satar
Bwantumu M Swaleh
Chanika Bengamin
Ellen Nkomo
Emma Somers
Grace DiCarlo
Ieasha Wright
Jacquie Cox
Jamila Heineke
Jane Hickson
Mari Fembe
Michele Priestley
Nasrin Rashid
Noel Adebayo
Omolabake Adelokiki
Peter Joseph
Peter Simonson
Rahima Rahman
Rashmi Padke
Sara Goitom Asgedom
Selwa Al Abdali
Seun Ariyibi Ilenda
Simonne Wedderburn
Winston Farrer

Volunteer Development Coaches

Daniel Silverstone
Luca Salice
Celia Potterton

SOCIAL RESPONSIBILITY STATEMENT

Voluntary Action Camden (VAC) is committed to being a socially responsible organisation and regularly reviews our actions and practices to ensure socially responsible principles are embedded in all activities and business decisions.

Human Rights

VAC recognises that many groups of people within society are likely to suffer disadvantage, harassment or discrimination in many aspects of their lives thereby devaluing them and denying them their basic rights. VAC commits itself to combating such intolerable discrimination and to take positive action, both within the organisation itself and by nature of the projects and activities VAC runs to help tackle social injustice and inequality, particularly with vulnerable communities most at risk of discrimination.

Labour Practices

VAC has a number of employment policies to ensure labour practices are legally compliant and reflect effective governance. This includes policies relating to: Recruitment, Health & Safety at Work, Dignity at Work, Equal Opportunities, Lone Working, Capability, Whistle-blowing, Grievance, Sickness and Disciplinary. In 2015/16 VAC set about renewing its Investors in People Quality Mark, which was granted in 2016/17. This quality mark is for VAC to advance performance through the management and development of the team.

The Environment

At VAC we recognise that all our activities have environmental impacts. Our organisation has a role to play in protecting the environment and can make a difference. VAC trustees, staff and volunteers consider the effects of all our activities on the national and global environment. We endeavour to lead our members by example. VAC's 'Ethical Environment Policy' sets out how VAC will meet its environmental obligations in the short and long-term. To-date VAC has successfully secured the Camden Climate Change Alliance Mark of Achievement – Cutting Carbon.

Fair Operating Practices

Behaving ethically is fundamental to establishing and sustaining legitimate and productive relationships between organisations. VAC is committed to building relationships within and between the private, public and civil society organisations – both on a local and national level. VAC encourages collaborative working, both in its own activities and by encouraging our members to seek out collaborative opportunities where appropriate. VAC's approach to its own competitors has been to develop specific specialisms and to deliver quality services for our members.

Consumer Issues

VAC is committed to consumer protection by providing services of a high quality and protecting consumer data and privacy. Our commitment to consumer protection is set out within our Customer Service, Data Protection and Privacy policies. VAC has up-to-date insurance for Public Liability, Employer Liability and Professional Indemnity.

Community Involvement and Development

Community Involvement and Development are at the heart of VAC's values, strategic objectives, projects and activities. To this effect, VAC has secured the National Association for Voluntary and Community Action's Quality Mark as an infrastructure organisation. This is an externally audited evaluation of the services offered to voluntary and community groups by a local infrastructure organisation and demonstrates that VAC is a leading provider of services in our area. Amongst other things, the Quality Mark recognises VAC's work to support the identification of needs in the local community and facilitate innovation and improvements in service provision to meet those needs; to support local voluntary organisations and community groups to fulfil their missions more effectively; to facilitate effective communication and collaboration amongst local voluntary organisations and community groups and between different sectors, and to support local voluntary organisations and community groups to influence policies, plans and practices that have an impact on their organisations and beneficiaries.



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