

LVSC

Voluntary and
community action
for London

100th
anniversary



New Directions

**Annual Review
2009/10**

**London Voluntary
Service Council**

LVSC brings together and supports the 60,000 plus voluntary and community organisations in London. Together they employ over 250,000 people, or 7% of the capital's working population.

Vision and objectives

LVSC's vision is of a vibrant and sustainable city where the lives of Londoners are enhanced through voluntary and community action.

London's voluntary and community sector (VCS) is at the heart of our work. To achieve our vision, on behalf of London's VCS we work to:

1. Be a central resource for knowledge and policy for the London voluntary and community sector (VCS)

We want to:

- Be a central repository and directory for knowledge on the sector
- Be an influential center of policy analysis and response
- Demonstrate the impact of the sector on the lives of Londoners

2. Act as a collaborative leader for London's VCS

We aspire to:

- Enable and deliver a strong strategic and independent voice for the sector
- Promote and champion the sector
- Act as a bridge between the voluntary and community sector and other partners

3. Enable the VCS to best deliver for Londoners

We want to:

- Equip people and organisations in the sector to serve their communities
- Enable people and organisations in the sector to collaborate effectively
- Share best practice across the sector

Poverty, equality, health and climate change are cross-cutting themes throughout all of our work.



Paul Butler

Foreword

The last 12 months have been a period of planned and rapid change for LVSC.

With the arrival of a new permanent Chief Executive we set about a comprehensive review of our role in London, engaging both a wide range of voluntary and community organisations across London and our key public and charitable partners and stakeholders.

This has reconnected LVSC with its founding purposes of tackling poverty and inequality in London, brought in a new theme of work in relation to climate change and emphasised our essential role in leading and supporting the wider voluntary and community sector (VCS) in London. It provides a firm and exciting basis for LVSC to move into its second hundred years.

The robustness of this new strategy is reflected in its relevance to the fast changing external environment over the same period. A new Coalition government focussed on deficit reduction, local authorities and other public bodies faced spending cuts, and significant changes in the structures of London government has only reinforced the need for LVSC to strengthen its collaborative leadership role in the sector.

As you will read in this year’s Annual Review we have lived up to these challenges over the last year. Yet more difficulties lie ahead. Many of the poorest Londoners, already most hit by the impact of the recession, are

now having to deal with the impact of public spending cuts on the support services they need or the benefits they rely on. Voluntary and community organisations who support these people are also already facing damaging cuts.

Delivering more for less is no longer a simple desire it is a necessity for all of us.

LVSC is already working with London organisations and the new Government on its community organiser programme, and engaging in meaningful discussions with them on the priorities for London. At the same time we are vigorously challenging the proposals to cut the London Councils Grants Scheme.

No matter how controversial it is we will continue to give London’s poorest and most marginalised people and communities a voice; we will advocate on behalf of and support voluntary and community organisations across the capital, and we will work with partners constructively where this best delivers our mission.

We look forward to our next hundred years with optimism, clarity and with renewed direction.

Paul Butler, LVSC Chair and Peter Lewis, LVSC Chief Executive



Peter Lewis

“No matter how controversial it is we will continue to give London’s poorest and most marginalised people and communities a voice”



New Directions

2009-10 was a year of historic consequence and new direction for LVSC.

March 6th 2010 marked the centenary of LVSC's inauguration, which we celebrated in style at the Mansion House, hosted generously by the Lord Mayor Nick Anstee, with the Mayor of London Boris Johnson and Leader of London Councils Merrick Cockell as VIP guests (see image above with LVSC's chair Paul Butler).

“LVSC and their members have accomplished great things in the past 100 years and I wish them every continued success”

Mayor of London, Boris Johnson

“LVSC plays a key role in the important partnerships between London's public sector and its community organisations. We are proud to have been a long term supporter, and look forward to continuing to be so through and beyond its centenary.”

Councillor Merrick Cockell, Chairman of London Councils

Over the course of the year LVSC comprehensively reviewed and consulted on a new strategic direction, engaging with voluntary and community sector (VCS) organisations, key partners and funders in a range of ways, culminating in a high level seminar in September.

The new strategy necessitated an

organisational restructure, bringing in a much-needed communications function, and setting up LVSC to deliver against its new strategic plan.

We also physically moved from the Resource Centre to more central premises near Old Street, making ourselves more accessible to the sector and key partners, but ending our relationship with the Resource Centre who had served our needs so well for so long.

It was also the year of the recession, and LVSC reacted swiftly, drawing together the experiences of Londoners and our members who support them, to produce the first 'Big Squeeze' report in February as part of a joint conference with London Funders and London Councils entitled We're in it Together. From this came a number of initiatives including the new Debt Strategy Group, chaired by the Deputy Mayor, to develop proposals to tackle the rising levels of debt across the capital.

The 'Big Squeeze' report itself perhaps unsurprisingly showed the most marginalised Londoners were bearing the brunt of the recession, and our members were picking up extra demands for advice and support to meet those extra needs.

With KPMG and the the London Development Agency (LDA) we prepared our members for the impacts of the recession with an innovative conference guiding people on cash-flow management, minimising fraud risk and approaches to redundancy.



Case study: Toynbee Hall

Graham Fisher, Chief Executive of Toynbee Hall contributed to LVSC's 'Big Squeeze' phase 2 report on how the recession has effected London's voluntary and community sector.

“By contributing to the report we have been able to advocate how vital our services are for Londoners to a high-profile, strategic audience of funders and policy-makers, keeping Londoners needs on their agenda. It has created a higher profile for debt advice, which has in turn helped Londoners to access services and particularly combat denial.”

Graham Fisher, Chief Executive of Toynbee Hall





We reviewed our Learning Service, and realised our role was to ensure an effective training programme for the sector rather than necessarily deliver it ourselves. This led us to our innovative partnership with Happy People to deliver a high-quality low-price learning programme for those working in the sector.

“Our innovative partnership with Happy people will deliver high-quality low-price learning for those working in the sector”

We set up our new Children and Young People’s Project and new Employment and Skills Policy Network for London. Our representation on key London-wide bodies has increased, and our impact with it. Our reputation enabled us to convene roundtables involving VCS representatives and key policy and decision-makers regionally and nationally, including

with Nick Hurd MP when he was shadow Minister for the Third Sector.

Our work since March 2010 has focussed on the publication of our ‘Big Squeeze’ phase 2 report in the run up to the election and since then briefings and analysis on the election result and its consequences.

With several funding streams coming to an end, and public sector spending cuts on their way, we realise we will be smaller and more nimble moving forward, and we are committed to continuing to support the VCS across London, championing its role and fighting the causes of those who need that support the most.

Our representation on key London-wide bodies has increased, and our impact with it.



Enabling the voluntary and community sector (VCS) to best deliver for Londoners

Providing organisational support to London's VCS has been a core priority at LVSC for many years. LVSC has continued to do this over the course of this year with the following range of support:

Support and advice

Funded by the LDA the Advice Line dealt with 193 cases in relation to organisational development, fundraising and governance. Outreach visits to disabled people's organisations continued as part of the initiative to increase their access to LVSC services. As a result of a reduction in funding from the LDA this service ended in March 2010.

PEACe

Funded by City Bridge Trust and the LDA, PEACe (LVSC's Personnel, Employment Advice and Conciliation Service) responded to over 500 enquiries. Reflecting the economic crisis, a higher than usual number were related to redundancy.

Peer learning networks

Funded by the Big Lottery BASIS programme LVSC ran two networks for officers from second-tier VCS organisations: Cascade for information workers and the Second Tier Advisors Network (STAN). Both increased their membership this year and between them delivered 15 learning and development events.

Community leadership development

Funded by the LDA Opportunities Programme, LVSC, in partnership with the School for Social Entrepreneurs, the Scarman Trust and Race on the Agenda, provided development opportunities for leaders and potential leaders from Black and Minority Ethnic (BME) communities. It came to an end in March 2010 as a result of the end of the funding.

LVSC's PEACe service responded to over 500 enquiries this year alone.



Case Study: Kensington & Chelsea Social Council and local group Virtual Engine Training Enterprise

The Virtual Engine Training Enterprise (VETE) is a member of Kensington & Chelsea Social Council (K&CSC) offering a range of learning activities in a variety of settings such as private homes and community centres. They enable people who are unable, unwilling or inhibited from attending formal learning institutions due to lack of confidence, culture or disability to access training in an environment that is convenient and familiar to them. K&CSC recommended VETE use the LVSC PEACe helpline.

“It is vital that we underpin our service delivery with an appropriate framework of policies and procedures. The support and guidance we received from the LVSC PEACe helpline, has benefited us enormously. As a result of the invaluable support we have been able to make changes that reflect the organisation’s operating environment and meet legal requirements. Our users can now enjoy a higher quality service and increased virtual training opportunities in Kensington and Chelsea.”

Gloria Elliott, Director of Virtual Engine Training Enterprise



Enabling the voluntary and community sector (VCS) to best deliver for Londoners continued

Learning service

The Learning service provided training to over 1,000 Londoners during the year including 37 in-house training programmes delivered at VCS organisations across London. At the same time LVSC completed a review of the service, tendered for a partner and began a process which has led to an innovative partnership with Happy People to deliver our training programme moving forward.

“Our thanks go to David Jones and to Tebussum Rashid at LVSC for their commitment and invaluable help to Citizens Advice in the development of such a quality training product (Commissioning and Tendering training course). It has been a pleasure to work with such a positive organisation.”

Helen Paris, Funding Specialist,
Citizens Advice Bureau

1,979,740

Page views on the
LVSC website

Website

The LVSC website has continued to be a fantastic resource for London’s VCS. It is one of the main resources within the sector to disseminate information and to conduct wide-ranging consultation on policy issues. Our statistics anchor this view. Even more organisations have advertised their events, training and jobs on the site over 2009-10, where there were over 350,000 visits to the site and over half a million downloads. A full review of the website is planned for 2010-11 to increase its capacity and function for London’s VCS.

Distinct visits to site	380,307
Page views	1,979,740
Hits	7,238,539
Total downloads	514,678

Case Study: Richmond CVS and local group The Iris Trust



Empowered with the knowledge and direction Richmond CVS received from the LVSC Second Tier Advisors Network (STAN), they have been able to advise and support local voluntary and community organisations. This includes The Iris Trust for Inspiration and Well-being, who aspired to become a charitable company and help some of the most vulnerable Londoners, in this case women who have faced domestic violence.

“None of us at The Iris Trust had experience in running a charity and Simon from Richmond CVS helped us to get off the ground. Now we are growing and can supply more services to vulnerable women, who otherwise may not have accessed our courses at all. Without this support and knowledge, we may have even given up.”

Angelika Chaffey, The Iris Trust





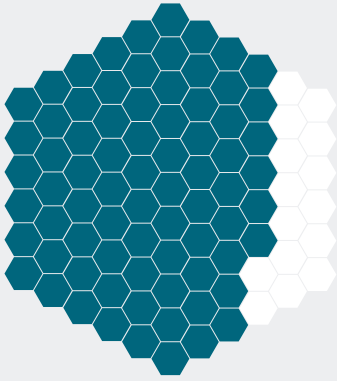
Case Study: CommUnity Links Bromley

In September 2010 CommUnity Links Bromley launched their online directory that maps the 3500 voluntary and community organisations operating within the borough.

“Being part of the LVSC Cascade network has been an invaluable part of developing the online directory. After fantastic feedback from peers in the network, I was inspired to make the implementation of this project easier. This helped with the project execution and means Londoners are sign-posted correctly to the vital voluntary and community services available in their area. LVSC’s involvement in streamlining this directory has meant it has had more impact with the organisations and communities we work with.”

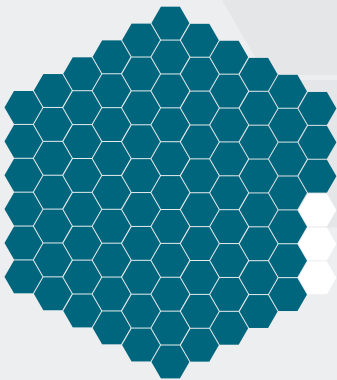
Philippa Leary, Membership, Information and Communications Officer, CommUnity Links Bromley





82%

of people surveyed said that they thought the policy e-bulletin was a valuable service.



97%

of organisations surveyed for our Big Squeeze report 2010 said the recession is affecting the communities they work with.

Policy and Influence

LVSC's respected policy team supports London's voluntary and community sector (VCS) through equipping them to inform policy development through briefings, e-bulletins, network support, research, representation, events and consultation responses.

Key achievements include:

- Raising awareness of the impact of the recession on Londoners and the VCS organisations that support them through our Big Squeeze campaign.
- Securing greater recognition of the role of the VCS in four Mayoral strategies.
- Gaining media and policy-maker interest in London Councils' proposed 80% cut to its grants programme.
- Securing the commissioning of a report by the London Skills and Employment Board (LSEB) into the impact of commissioning models on VCS employment and skills providers.
- Establishing a new Children and Young People's Network and Employment and Skills Policy Network for London.

Policy and knowledge – funded by Big Lottery BASIS until end August 2010

LVSC's core policy team provides a highly rated policy hub for the VCS in London. Activities and achievements include:

- **Policy e-bulletin:** The team research and compile a monthly e-bulletin digesting key policy developments and communicating them in a simple and informative way to the wider

sector in London. Feedback from organisations representing over 159,954 people shows how valuable the service is to both front line and other support organisations:

- 82% thought the policy e-bulletin was a valuable service;
- 82% read the policy e-bulletin on a regular basis; and
- 62% forwarded the policy e-bulletin on to their contacts.
- As a result of receiving the policy e-bulletin:
 - 52% said that they had attended an event;
 - 39% said that they had sent us their views; and
 - 48% said that they had responded to a consultation.
- Our Big Squeeze campaign, survey, case studies and reports 2009 and 2010 mapped the effect of the recession on Londoners and the VCS organisations that support them. The reports created awareness at policy and decision-maker level, as well as through various media channels, and led to specific initiatives, such as the setting up of the London Debt Strategy Group.
- Supporting VCS groups to contribute to the development of the London Plan, London Economic Development Strategy, London Transport Strategy and London Health Inequalities Strategy through arranging the 'London Calling' event and co-ordinating briefings and consultation responses. Thirteen VCS organisations were given specific one-to-one support.

- As a result the VCS are included as a key partner in each of these strategies and as a key delivery agent in the London Health Inequalities Strategy implementation plan.
- Gaining and supporting representation for the VCS on various cross-sector boards and partnerships including the London Health Commission, London Employment and Skills Board, London Empowerment Partnership, London Child Poverty Delivery Group, London Health Inequalities Group, Project Oracle and London Strategic Migration Partnership.
- Bringing London's VCS organisations together with the London Development Agency (LDA) to ensure that the specific barriers to commissioning VCS organisations were identified and mitigated against within the LDA's Commissioning Framework.
- A mapping exercise of London's Health and Social Care forums to improve communication between the national, regional and local VCS on health and social care issues.
- Research to identify the level, and sources, of funding from 2006 –2009 of the 33 London Councils for Voluntary Services (CVS's).
- Consistently raising the issue of unequal employment and child poverty rates.

Case study: Inclusion London

A pan-London disability equality organisation, Inclusion London has worked with LVSC on the London Health Inequalities strategy consultation to ensure LVSC's response reflected the concerns of Deaf and disabled people's organisations in London.

“We represent organisations working with some of the most marginalised Londoners.

We were delighted when LVSC suggested we work together on the consultation as it ensured that a wide range of organisations were aware of our views and the concerns of disabled people's organisations in London. It is crucial the voices of all Londoners are heard if we are to create a more equal London, so having LVSC provide a network for policy development and contact is vital.”

Anne Kane, Policy Manager,
Inclusion London



Networks: Voluntary Sector Forum – funded by London Councils

Voluntary Sector Forum (VSF) is the independent network of all the 400 plus VCS organisations funded by London Councils. The forum is hosted and co-ordinated by LVSC and key achievements this year have been:

- Four equalities training events to London Councils commissioned organisations, in partnership with HEAR (London's network of equalities organisations).
- Regional Action, Local Benefit – a publication profiling 29 case studies highlighting the value of London Councils' commissioned voluntary and community sector organisations to Londoners.
- An Equalities and Human Rights Commission funded event on Personalisation in February 2010 in partnership with HEAR.
- A Local Election 2010 hustings, in partnership with the Women's Resource Centre and HEAR in March 2010.
- A high impact campaign including consultations and conferences in relation to the proposed new London Councils funding programme.

Case Study: Motorvations

As part of the LVSC Children and Young People's (CYP) project, Motorvations, an alternative education provision for at-risk young people, has been able to regularly access support services provided by LVSC.

“LVSC has been particularly proactive in providing Motorvations with support and guidance to help develop the work we conduct with young people.

The updates related to vital safeguarding requirements for working with young people have been invaluable, as have LVSC's advice about funding streams, which has helped us to expand our services for at-risk young Londoners.”

Chris Lee, Director, Motorvations





Case study: Action Acton

Action Acton Chief Executive John Blackmore is a member of the LVSC London Employment and Skills Policy Network.

“This network has proven extremely useful for keeping on top of changes happening in employment and skills policy that affect the sector. We can use information gained, for example to help develop our employment courses for local residents wanting to set-up stalls in Acton market.

At the end of the day, LVSC has helped enhance the services we offer to the Londoners and the communities we serve.”

John Blackmore Chief Executive Action Acton



The Children and Young People's Project – funded by London Councils

The Children and Young People's (CYP) support services are available to 17 frontline Children and Young People's organisations funded by London Councils, and range from information and advice, to tailored training and capacity building delivered through one-to-one consultancy, network events, focus group sessions and exchange visits.

In a remarkable first year the CYP Project has seen a high level of involvement across its activities. The CYP team has successfully built trusting relationships with the organisations involved and has offered support that is tailored to their needs. Good links with relevant networks, other agencies and appropriate partnerships for delivery continue to be developed.

London Employment and Skills Policy Network – funded by Trust for London

Having identified a gap in London VCS policy work LVSC informally set up an employment and skills policy group before formally establishing the network in December 2009 with funding from Trust for London and European Social Fund. Key achievements over its first year include:

- Securing a London Skills and Employment Board (LSEB) commissioned report on the impact of commissioning models on achieving the Board's targets.
- Establishing a popular monthly e-bulletin and holding quarterly meetings to discuss changes in policy and commissioning.
- Influencing the LSEB to address the disproportionately low employment rates for disabled, lone parent and BME Londoners.
- Contributing to the London Welfare to Work Convention.
- Building membership up to 120 organisations.
- Supporting VCS providers to engage with the Government Work Programme.

Third Sector Alliance (3SA) – funded by Capacitybuilders

The London VCS policy network, Third Sector Alliance (3SA), continued to input into the London Health Commission, London Strategic Migration Partnership and London Skills and Employment Board through its support of VCS representatives on each of these bodies, providing a feedback loop for the sector's input.

The network concentrated on influencing three policy areas over the year: the impact of the recession; health and social care and commissioning. The latter area saw the network arranging roundtable events for London's VCS to contribute to the London Development Agency's Commissioning Framework and Investment Strategy and were successful in ensuring that the impact on the VCS and small and medium businesses should be considered as part of all the Agency's commissioning decisions. In April 2009 3SA also arranged a roundtable at the House of Commons to discuss future support for the VCS with Nick Hurd, the then shadow Minister for Charities, Volunteering and Social Enterprise.

The London Regional ChangeUp Consortium (LRC) – funded by Capacitybuilders

The London Regional ChangeUp Consortium (LRC) is a cross-sector partnership that works to ensure effective infrastructure support to VCS organisations in London. In 2009-10 it continued to work closely with its eight sub-groups working on: equalities, ICT, neighbourhoods, workforce development, social enterprise, volunteering, premises and the Olympics.

The sub-groups activities included the launch of the London Premises Search engine, mappings of London's ICT support and workforce development support for London's VCS, development of a volunteering charter and health check for organisations recruiting volunteers and a report on the infrastructure support needed by neighbourhood groups. The Consortium arranged meetings to discuss the value of infrastructure support and arranged an event 'Calling All Consortia' to provide support to all Capacitybuilders funded organisations.





Fulfilling our cross-cutting themes of poverty, equality, health and climate change

As part of LVSC's strategic review it was recognised that the key themes of poverty, equality and health, embedded in our constitution, were all relevant to LVSC's work. It was also recognised that based on the challenges London was facing we should add climate change as a theme to our work.

We are in the early stages of embedding these cross-cutting themes but have achieved the following over the last period:

Equalities

An awareness of equalities issues has been embedded across the organisation through the business planning process. We have conducted a full disability access audit of our services and are implementing the recommendations. We adopted a new Statement of Inclusion to guide our work.

Poverty

We were invited to join the Ministerial-led London Child Poverty Delivery Group and have contributed actively to its work, supporting other London VCS organisations to contribute as appropriate. We have signed up to be a London Living Wage Employer, and have a seat on the Advisory Board. We will be working with London Citizens to encourage more VCS organisations to become London Living Wage Employers.

Our employment and skills policy work starts from the basis that a Living Wage is the basis for ending in-work poverty.

We have used our role on the LSEB to prioritise the Board's work on improving the employment outcomes for London's poorest and most disadvantaged communities.

We contributed written and oral evidence to the London Select Committee investigation into the impact of undercounting in relation to the Census in London, and offered suggestions to increase participation in 2011 to maximise resources coming into London from the government.

Health

Our health policy work has been prioritised, focussing on the Mayor's Health Inequalities Strategy. We coordinated VCS input into the strategy and gave evidence at a London Assembly scrutiny securing strategic and delivery roles for VCS organisations in the final strategy and action plan.

We've also commissioned a second phase of research on Local Involvement Networks (LINKs) in London, looking at how well they had achieved their statutory duties in their first year of existence.

Fulfilling our cross-cutting themes of poverty, equality, health and climate change continued

Climate Change

In order to continue being a leader in the sector we are committed to reducing our own carbon footprint. When moving offices we prioritised sustainability, choosing the Shelter building with its high-energy efficiency levels, proximity to public transport, excellent facilities for cyclists and recycling facilities.

During the fit out we also used sustainable and recycled materials, 'up-cycled' second hand furniture and built in energy saving features, such as water heaters.

In the coming year, we will be finalising an eco-audit, but also taking forward an exciting new project to support other organisations on climate change issues. We will be receiving funding from City Bridge Trust for a project to support mainstream voluntary and community organisations, and in particular infrastructure organisations, to become leaders on climate change for their sector or communities.

Case Study: London Community Resource Network (LCRN) and ReStore community project



ReStore are a member of the LCRN who support organisations and communities working to manage resources sustainably. ReStore provide affordable reused furniture to Londoners on lower incomes and also provide training and employment opportunities to those who have been homeless or those with social needs.

“LVSC informed me about funding opportunities, specifically the strategic priorities in capacity builders funding. As a result we were successful in obtaining ‘improving reach’ funding, which has allowed us to help organisations like ReStore, enabling them to work better with local ethnic minority communities. Now more Londoners can access our members services, making us a better support network thanks to LVSC.”

Matthew Thomson, Chief Executive of LCRN



Thanks

LVSC would like to thank our partners and funders who have helped to make our work possible this year:

- London Councils
- London Development Agency
- European Social Fund
- London Empowerment Partnership
- Department of Health
- Trust for London (formerly City Parochial Foundation)
- City Bridge Trust
- Home Office
- Big Lottery Fund
- Capacitybuilders
- Regional Public Health Group
- Regional Voices (as a lead partner in relation to funding from the Department of Health)
- London Civic Forum (as a lead partner in relation to funding from Department of Communities and Local Government)
- Unity Trust Bank
- KPMG

We would also like to thank all our volunteers who have given their time and energy to help us in our work this year:

- Clodagh O'Reilly-Boyles for her work on our centenary and in relation to the development of our Personnel and Employment Advice and Conciliation service (PEACe)
- Beverley Turton for her work developing resources for PEACe
- Greg Clark for facilitating the high level consultation with our key partners on our new Strategic Plan
- Alex Bax for pro bono assistance on the development of our London Community Partnership

Thanks also to:

The members of all our advisory and steering groups including PEACe advisory group:

- Sandy Adirondack
- Kate Aldous
- Feride Baycan
- Dave Cook
- Wesley Harcourt
- Caroline Jepson
- Amy Jones
- Kristine Wellington

and members of the VSF Steering Group and members of the 3SA Steering Group.

We would like to thank members of our staff team who have left since March 2009 for their dedication and commitment to LVSC and the wider voluntary and community sector in London

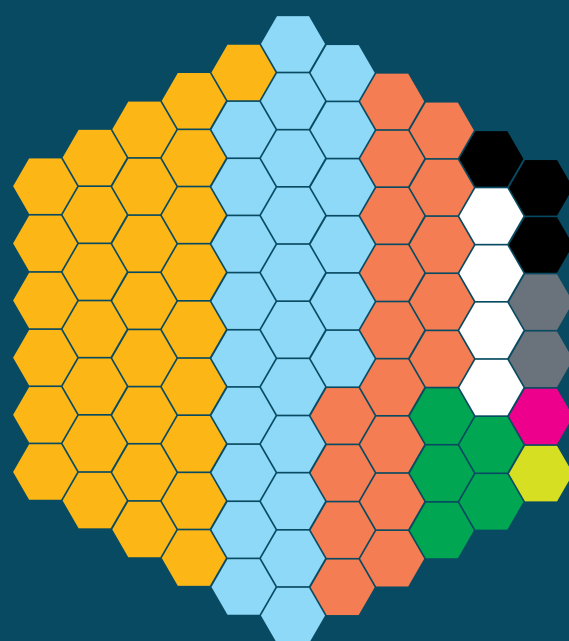
- Stefanie Borkum
- Milton Brown
- Susan George
- Omar Mehta
- Rahel Geffen
- Khadiru Mahdi
- Jane Tanner
- Gethyn Williams
- Gabriel Middleton
- David Jones
- Suzanne King-Smith
- Gemma Cousins
- Sharon Stainsby

Financial Statement

Money in	2009-10 £000s	2008-9 £000s
Grants and Donations	1448	1465
Investment income	4	21
Training, publications and other activities	296	278
TOTAL	1748	1764

Money out	2009-10 £000s	2008-9 £000s
Charitable activities		
Organisational support services	893	947
Networks, policy and strategy	550	397
Training	251	323.5
ChangeUp/Capacitybuilders work	119	85
Publications	1	0.5
Governance	43	41
TOTAL	1857	1794
Total assets	410	519

Our funders



- London Development Agency - £525.5k
- Big Lottery Fund - £470k
- London Councils - £325k
- ChangeUp/Capacitybuilders - £94.5k
- Department of Health - £65k
- London Civic Forum - £46.8k
- City Bridge Trust - £30k
- London Borough of Brent - £20k
- City Parochial Foundation (now Trust for London) - £16k



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