THE 999 CLUB AND LADY FLORENCE TRUST TRUSTEES' REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2013

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CHARITY INFORMATION

Trustees

Neil Benson

Pat Greenwood

Rev Canon Owen John Beament MBE (resigned 30 April 2013)

Denise Jackson (resigned 30 April 2013) Mary Wakefield (resigned 30 April 2013) Nicholas Dunne (resigned 30 April 2013)

Patrick Wallace, Deputy Chairman (resigned 25 July 2013)

Anna Evangelidis (resigned 25 March 2014) Richard Dennen (resigned 30 April 2013)

Jeremy Withers Green, Chairman

Mike Frankl, Treasurer (appointed 30 April 2013)

Artemis Cooper (resigned 30 April 2013) Teresa Sumption (resigned 30 April 2013)

Catherine Rushforth (appointed 2 September 2013) Rev Patrick Jordan (appointed 25 March 2014)

Secretary

Peter Wood (appointed 30 April 2013)

Chief Executive

Peter Wood (appointed 14 January 2013)

Registered office

21 Deptford Broadway

London SE8 4PA

Company registration number

4238295

Registered charity number

1091077

Bankers

HSBC Bank Plc Deptford High Street

London SE8 4RQ

Solicitors

Medlicott and Benson

5 Curates Walk Wilmington Kent DA2 7BJ

Auditors

Saffery Champness

Lion House Red Lion Street

London WC1R 4GB

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 DECEMBER 2013

The trustees, who are also the directors of the charity for the purposes of Company Law, present their report together with the financial statements for the charity for the year ended 31 December 2013. The financial statements have been prepared in accordance with the accounting policies set out on page 10 and comply with the charities constitution and applicable law.

Structure, Governance and Management

The 999 Club and Lady Florence Trust is registered in England as a company limited by guarantee (No. 4238295) and registered as a charity (No. 1091077).

The objectives of the charity are governed by the Memorandum and Articles of Association adopted in February 2002.

We aim to recruit trustees with expertise relevant to the needs of the charity. Trustees are recruited, confirmed and elected by fellow Trustees. The trustees' role is that of governance and strategy for the organisation.

Objectives and Activities

The objectives of the charity are:

- The relief of poverty by the provision of an advice and counselling service.
- The advancement of education and the provision of facilities for recreation and other leisure-time occupation for people who have need of such facilities by reason of their youth, age, infirmity and/or disablement, poverty or social and economic circumstances with the object of improving their conditions of life.

To the achievement of those objectives the 999 Club and Lady Florence Trust operates two Centres in the London Borough of Lewisham, a Nursery and, in the winter months, a Night Shelter. The 999 Centres offer vulnerable adults help, support, advice and referrals to partnership organisations. They are open to everyone. Many vulnerable people find it difficult and intimidating to access the help they require and lack communication skills. The staff at the 999 Club help and support the members to resolve their problems and to deal with other agencies.

The Nursery takes children from the poorest families in south east London. Places are also available for the children of refugee families with no recourse to state support.

The 999 Club manages the Lady Florence Hall in Deptford. This facility is for hire and is used primarily by local community groups. As the sole corporate trustee to the Lady Florence Institute, the 999 Club provides administrative support for that charity as well as management of its freehold property and assets.

The 2011 Charities Act requires all charities to meet the legal requirement that its aims are for the public benefit, taking into account the 2010 Equality Act. The Charity Commission in its "Charities and Public Benefit" Guidance states that there are two key principles to be met in order to show that an organisation's aims are for the public benefit: the benefit must be identifiable; the benefit must be to the public in general or a section of the public.

The Council of Management which equates to the Board of Trustees (and is henceforth referred to as such) confirm they have regard to the Charity Commission's guidance on public benefit and consider each year how the charity meets the public benefit objectives outlined in Section 4 of the Charities Act 2011.

They are satisfied that The 999 Club and Lady Florence Trust meets the requirements and conforms to the Act's definition of a charity meeting all elements of the two key principles.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 DECEMBER 2013

Achievements and performance.

These are the activities undertaken to further the charity's purposes for the public benefit. These are undertaken with the Trustees regard to the Charity Commission's 2014 guidance on public benefit.

We see 150 - 175 vulnerable adults each day in our two day centres. These present a spectrum of need associated with homelessness and exclusion, including addiction, learning disabilities, and mental and physical health problems.

The Night Shelter operated from 2 December 2013 to 17 March 2014, a total of 104 nights. It provided accommodation for 88 guests in that period, of whom 33 were moved into temporary or permanent accommodation. We filled 2975 beds. There was a massive increase in the volunteer contribution to 1519 hours.

We continued to provide Advice and Advocacy support during the year, helping members with a range of welfare issues.

We initiated a monthly Members' Forum, with a membership of 8-10, and held a Members' Focus Group, attended by 66 members, to obtain a clearer idea of what the Members want from us. An immediate benefit was a much increased take up of the services of the TB van on the two occasions it visited.

Rebuilding of the Nursery was carried out to increase security for the children. Nursery Policies and Procedures were fully overhauled and updated. In September the Nursery changed to having two sessions (morning and afternoon) each day, with a maximum of 10 children in each session.

A number of statutory and voluntary services continued to work with us caring for people in our centres:

- Street Rescue hostel referral
- Single Homeless Intervention and Prevention.
- START, Psychiatric help for Homeless People
- NHS Podiatrist
- Bench Outreach, housing support for homeless.
- Guys and St Thomas Homeless Health Outreach nurses
- CRI Lewisham drug outreach
- University College London Hospitals mobile TB screening bi-annually
- Three Boroughs Homeless and Blood Borne Diseases Nursing Team
- Housing Justice
- London Pathway
- St Alfege's church, Greenwich
- Deptford Police and the New Cross Safer Neighbourhoods Team
- Emmaus
- Goldsmiths University
- Roehampton University
- Homeless Link
- Jericho Road Project
- LeSoCo (Lewisham and Southwark College)
- Lewisham Council
- Lewisham Refugee and Migrant Network
- Pret a Manger Apprenticeship Scheme
- Speedwell Mental Health Services
- Voluntary Action Lewisham

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 DECEMBER 2013

- Voluntary Action Greenwich
- No Second Night Out
- Lewisham Hospital
- Citizens Advice Bureau

Volunteers

We benefit from volunteer assistance with the day centres, the nursery and the night shelter. A change in the operation of the night shelter saw the number of volunteers increase to 71. We also instituted a programme under which members could volunteer to help in the day centres.

Organisational objectives.

Peter Wood took up the role of chief executive in January 2013. The services, activities and operating procedures of the Club have been reviewed and changes introduced. We continue to face the challenge of updating and making fit for purpose our IT and Telephony. This will be completed in 2014, allowing the introduction of IT resources for members, improved data collection and staff efficiency.

The objectives for the coming year are to carry out a review of all the services provided by the Club:

- To produce, and begin the implementation of, a 3-5 year business plan
- To appoint an Operations Manager to oversee the management of the drop ins, advice and advocacy and the volunteer network
- To build on the success of the Night Shelter in bringing in volunteers by rolling out a volunteer programme in the day centres
- To put members' engagement through the Members' Forum on a long term sustainable basis
- To assess staff and volunteer training needs
- To implement lessons learned from the 2013-2014 Winter Night Shelter
- To complete the installation of new IT and telephone facilities
- To achieve a Nursery rating of Good with Ofsted
- To improve networking and partnership with other organisations

Financial review

The principle source of funding has been the support of the Lady Florence Institute which made a donation of £137,427 during the year in support of the work of the 999 Club. Other financial assistance is given by charitable trusts, corporate supporters and private donors. The results for the year are shown on page 8. The surplus for the year was £106,960 (2012: £34,404) of which £4,380 (2012: £36,251) relates to unrestricted funds. When the surplus is added to the funds brought forward of £90,123 this leaves a figure of £197,083 for total funds carried forward at 31 December 2013.

In order to move towards an accounting year that is more in line with the operating cycle of the charity, a further set of accounts and report will be produced at the end of August 2014 making an eight month reporting period. From thence on the financial year will begin on 1st September of each year. The charity will continue to report as a 'small company' under the new charity accounting rules.

Reserves policy

It is the trustees' desire to maintain unrestricted funds, being the free reserves of the charity, at a level which equates to approximately three months expenditure. At this level the trustees will feel comfortable that they can continue the current activities of the charity in the event of a significant drop in funding. The unrestricted reserves of the charity at 31 December 2013 amount to £45,728. This is clearly not our target figure and the trustees are conscious that this amount needs to be increased. This is monitored and reviewed on a regular basis.

Investment policy

The charity has a policy of keeping liquid funds in short term deposits that can be accessed readily. The charity has active treasury management in place to maximise the return on assets held.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 DECEMBER 2013

Risk management

The trustees have examined the major strategic and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks.

Related parties

The 999 Club and Lady Florence Trust is the sole corporate trustee of the Lady Florence Institute (Registered Charity 312816) which holds the freehold of the property at 21 Deptford Broadway and Lady Florence Courtyard. The Lady Florence Institute has made a grant to the 999 Club this year and this level of support will continue for the foreseeable future.

Trustees' responsibilities

The trustees (who are also directors of The 999 Club and Lady Florence Trust for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

In so far as the trustees are aware:

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdicitions.

By order of the trustees

Jeremy Withers Green

Chairman

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS

We have audited the financial statements of The 999 Club and Lady Florence Trust for the year ended 31 December 2013 set out on pages 8 to 15. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice.

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

Respective responsibilities of trustees and auditors

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

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

Scope of the audit of the financial statements

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

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the charity's state of affairs as at 31 December 2013 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS

Matters on which we are required to report by exception

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- · certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Cara Turtington (Senior Statutory Auditor)

For and on behalf of Saffery Champness Chartered Accountants Statutory Auditors

Lion House Red Lion Street London WC1R 4GB

2014

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2013

	Notes	Unrestricted Funds £	Restricted Funds £	2013 Total Funds £	2012 Total Funds £
Incoming resources Incoming resources from generated funds Voluntary income: Donations and gifts		321,685	221,632	543,317	475,004
Grants		521,085	17,211	17,211	40,103
Activities for generating funds: Hire fees Centre income		38,658 1,351	-	38,658 1,351	35,923 1,728
Rental income		410	-	410	7,664
Investment income		2	발	2	2
Miscellaneous income		25,888		25,888	2,160
Total incoming resources		387,994	238,843	626,837	562,584
Resources expended Costs of generating funds Costs of generating voluntary income	2	40,656	-	40,656	18,863
Charitable Activities	3	331,619	136,263	467,882	499,693
Governance costs	4	11,339	-	11,339	9,624
Total resources expended	5	383,614	136,263	519,877	528,180
Net incoming/(outgoing) resources before transfers		4,380	102,580	106,960	34,404
Transfers between funds		-	-	-	-
Net incoming/(outgoing) resources for the year		4,380	102,580	106,960	34,404
Balances brought forward at 31 December 2012		41,348	48,775	90,123	55,719
Balances carried forward at 31 December 2013	9/10	45,728	151,355	197,083	90,123

All of the above results are derived from continuing operations and include all gains and losses recognised in the period.

The notes on pages 10 to 15 form part of these financial statements.

BALANCE SHEET AS AT 31 DECEMBER 2013

	Notes	2013 £	2012 £
Fixed assets			
Tangible fixed assets	6	93,524	2,620
Current assets			
Debtors	7	56,336	54,323
Short term deposits		2,441	2,440
Cash at bank and in hand		98,912	86,808
		157,689	143,571
Creditors: amounts falling due within one year	8	(54,130)	(56,068)
Net current assets		103,559	87,503
N-44-		107.002	00.122
Net assets		197,083	90,123
Funds			
Unrestricted		45,728	41,348
Restricted		151,355	48,775
	9	197,083	90,123
			3-

Approved by the Board of Trustees on 27 May 70 14 and signed on its behalf by

Jeremy Withers Green, Chairman

The notes on pages 10 to 15 form part of these financial statements.

Company Number 4238295 (England & Wales)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2013

1 Accounting Policies

1.1 Accounting basis

These financial statements are prepared under the historical cost convention and in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" 2005, applicable accounting standards and the Companies Act 2006.

1.2 Company status

The charity is a company limited by guarantee. The members of the company are the trustees named in the financial statements. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1.3 Voluntary income

All voluntary income is included in the Statement of Financial Activities in the year in which it is received unless it is restricted income and has been received specifically in respect of expenditure to be included in a future accounting period in which case it is deferred.

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly allocated to particular headings they have been allocated to activities on a basis consistent with use of the resources. Salary costs have been allocated on basis of time spent.

1.4 Fundraising trading

All expenses relating to fundraising and publicity are charged to this heading.

1.5 Governance costs

These costs relate to the governance of the organisation. They include expenses of trustees' meetings, and audit fees.

1.6 Tangible fixed assets and depreciation

Deptford extension costs are depreciated over 10 years. Other capitalised refurbishment costs are depreciated over the length of the lease. Furniture, equipment and minibuses are depreciated over 5 to 7 years.

1.7 Restricted income funds

These balances represent voluntary income or grants which have been received for the purposes set out in Note 10. The application of these funds is restricted by the expressed wishes of the donor or the terms of the grant.

1.8 Pension Scheme

The charity has arranged a defined contribution pension scheme for members of staff. The assets of this scheme are held separately from those of the charity, being invested with an insurance company. Pension costs charged in the Statement of Financial Activities represent the contributions payable by the charity in the year.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2013

2 Costs of generating funds				
Costs of Generating Voluntary In	come			
10000000 0. 70	20	13	2013	2012
	Unrestricted	Restricted	Total	Total
	Funds £	Funds £	Funds £	Funds £
Staff costs	34,572	2:	34,572	14,393
Direct costs	2,180	-	2,180	1,800
Centre costs	2,731	-	2,731	1,940
Support costs	1,173	<u>-</u>	1,173	730
Support Costs	40,656		40,656	18,863
3 Charitable Activities	20	013	2013	2012
	Unrestricted	Restricted	Total	Total
	Funds	Funds	Funds	Funds
	£	£	£	£
Staff costs	242,059	112,046	354,105	397,141
Centre costs	51,898	13,221	65,119	58,611
Depreciation & loss on disposal of		-		,
fixed assets	2,024		2,024	15,239
Project costs	12,516	10,083	22,599	4,653
Miscellaneous costs	2,009	-	2,009	2,018
Support costs	21,113	913	22,026	22,031
	331,619	136,263	467,882	499,693

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2013

4	Governance Costs					
			201	3	2013	2012
		U	nrestricted Funds £	Restricted Funds £	Total Funds £	Total Funds £
	Bank charges		310	-	310	495
	Legal and professional fee	es	5,407	_	5,407	(250)
	Audit		4,449	-	4,449	5,500
	Accountancy fees		-	-		3,200
	Bad debt		-	-		(51)
	Support costs		1,173	-	1,173	730
		_	11,339	-	11,339	9,624
5	Total resources expended					
	-	Staff		Other	2013	2012
		costs	Depreciatio	n costs	Total	Total
		£		£	£	£
	Costs of generating					
	voluntary income	34,572		- 6,084	40,656	18,863
	Charitable activities	354,105	2,024	111,753	467,882	499,693
	Governance Costs			- 11,339	11,339	9,624
	-	388,677	2,024	1 129,176	519,877	528,180

Included in Other costs above is £24,372 (2012: £23,491) of support costs. Support costs include general management and office costs which can not be directly attributed to a cost category. Support costs have been allocated to Costs of Generating Voluntary income (5%), Charitable Activities (90%) and Governance costs (5%) on an estimated usage basis. Where support costs are funded by a restricted fund, the costs are allocated directly against that fund.

	2013 £	2012 £
	ı.	a.
IT Costs	10,558	6,735
Consultancy costs	(1,463)	3,804
Other general management costs	15,277	12,952
	24,372	23,491

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2013

5	Total resources expended (continued)		
	Staff and administrator's costs:	2013 £	2012 £
	Wages and salaries Employers National Insurance	351,241 32,015	367,396 37,802
	Pension costs	5,421	6,336
		388,677	411,534
	No employee earned over £60,000 (2012: none).		
	The average number of employees analysed by function was:	2013	2012
		Employees	Employees
	999 centres and community hall	12	14
	Costs of generating voluntary income	1	1
		13	15

No trustees were reimbursed for expenses (2012: nil). Mr N Benson also deals with the legal work of the Club in the name of his firm, Medlicott & Benson, solicitors. Mr Benson is a Trustee of the 999 Club. The fees payable to Medlicott & Benson amounted to £3,744 (2012: £ nil).

6 Fixed assets

	Refurbishment of centres	Furniture & equipment	Total
	£	£	£
Cost			
As at 31 December 2012	224,003	52,810	276,813
Additions	92,145	783	92,928
Disposals	:=.	(2,688)	(2,688)
As at 31 December 2013	316,148	50,905	367,053
Depreciation			
As at 31 December 2012	223,912	50,281	274,193
Charge for year	90	1,249	1,339
Eliminated on disposal		(2,003)	(2,003)
As at 31 December 2013	224,002	49,527	273,529
Net Book Value			
As at 31 December 2013	92,146	1,378	93,524
As at 31 December 2012	91	2,529	2,620

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2013

7	Debtors	2013	2012
		£	£
	Hall hire debtors	728	1,560
	Prepayments	10,318	14,036
	Other debtors	45,290	38,727
		56,336	54,323
3	Creditors: amounts falling due within one year	2012	2012
		2013	2012
		£	£
	Trade creditors	7,410	6,150
	Accruals and deferred income	38,042	38,621
	Other creditors	8,678	11,297
	Other creditors		

^{£ 23,151} included in deferred income in 2012 was released to income in the year. £ 29,361 of income received in 2013 was deferred as it related to income receivable for the year ending 31 December 2014.

9 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	1,378	92,146	93,524
Net current assets	44,350	59,209	103,559
Net assets	45,728	151,355	197,803

THE 999 CLUB AND LADY FLORENCE TRUST NOTES TO THE FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2013

10

Restricted Funds	Balance	Movement in resources	resources	Transfers	Balance
	1 January 2013	Incoming	Outgoing	between funds	31 December 2013
Homeless support worker	11,184	1	11,184		1
Welfare Fund	6,342	1,500	4,949		2,893
General Centre costs	11,408	21,700	31,102		2,006
Capital Project	19,841	80,930	794		776,66
Downham Centre Manager	•	31,250	21,986		9,264
Winter Night Shelter	1	55,071	26,012		29,059
Advice & Advocacy Worker	•	25,776	19,359		6,417
Nursery Fund	ī	17,461	17,461		ı
Training Costs	•	2,155	2,155		E
Volunteer Expenses	•	3,000	1,261		1,739
Net assets	48,775	238,843	136,263		151,355

The transfer to the Night Shelter costs restricted fund is from the unrestricted fund and represents the unfunded costs of the Night Shelter in 2013. Other fund balances at the end of the year are:

Homeless Support Worker - Salary for the Homeless Support Worker

Welfare Fund - Funds to help individuals in crisis

General Centre costs - General groceries for all centres

Capital funding - Building works in Deptford.

Downham Centre Manager - Salary for Downham Centre Manager

Winter Nightshelter - Providing winter accommodation for vulnerable people

Advice & Advocacy Worker - Salary for advice worker

Nursery Fund - Lewisham support for the nursery

Training costs - grants to help further develop staff skills

Volunteer expenses - day to day volunteer expenses