

Annual Report



Volunteer Tutors Organisation

Inspiring Achievement,
Building Confidence

2020 - 2021

Chairman's Report

It has been a year dominated by the impact of Covid-19 and while this has had a devastating impact on our Learning Hubs and face-to-face tutoring it has created opportunities for the organisation to develop different approaches to almost everything we do. Not only have we developed our online tutoring offering, we have also introduced new recruitment, tutor training and support procedures that have proved to be much more effective than our previous classroom-based sessions. One thing is clear, when the Covid-19 pandemic recedes, as I am sure it will, we will be in a position to offer a new range of tutoring and support based online as well as our traditional one-to-one face-to-face.



In January 2021 the Board approved our "Framework for Expansion" setting out how the organisation can develop throughout Scotland. As a result, we have now expanded outside the Glasgow area and have pilot projects in Inverclyde, Edinburgh and Perth & Kinross.

In parallel with these innovations has been a developing staff structure designed to be capable of responding to the requirements of a growing organisation. One innovation has been the creation of a Digital Coordinator post. The key function of this post is to have a core of expertise covering the many software packages we now use so that staff are not constantly re-learning skills and techniques from scratch. I would like to welcome Lewis Gavin who has been promoted to the post from being a Learning Communities Coordinator.

Another innovation has been the expansion of our partnership with other organisations and for the first time we now have a formal partnering with a major corporate entity KPMG. So far, this partnership has been a fruitful source of volunteer tutors and we will seek to further develop this and other partnerships over the coming years.



We have also developed our funding strategy to target significant and multi-year grant sources. This strategy has proved very effective with multi-year funding being secured from a range of providers including the British & Foreign Schools Society (BFSS), Glasgow Communities Fund, The Gannochy Trust, The Robertson Trust and the RS MacDonald Charitable Trust. Single year funding has also come from Glasgow Trades House and many other smaller grant makers and we would like to thank them all for their valuable contributions to our work.

Chairman's Report

This year the Kiltwalk was virtual and I wish to thank all the staff, board members and volunteers who took part and helped raise nearly £5,000 when the contribution from the Hunter Foundation has been added. Not an inconsiderable feat when you consider the level of donor fatigue evident over the last year.

The stability of our resources has enabled us to equip the organisation for expansion by the purchase of new HR and Accounting systems. We are also working with staff to redesign and streamline our processes with the aim of making the whole operation more efficient and effective as we develop.

Over the year there have been changes to our Board of Trustees and I would like to welcome Timothy Young, an Advocate with a very organized mind, Johann Lamont an ex-teacher with an unparalleled understanding of the Scottish political landscape and Sharon McGee, a head teacher and quality improvement officer with the City of Edinburgh Council. Sharon was one of our pupils in Inverclyde in the 1980s and is a living example of the power our service has to change lives.

Sarah Haigh has decided to stand down as Company Secretary and a Board member and I wish to thank Sarah for her valued contribution over the past 3 years.



It is with great sadness that we received the news on 9th May 2021 of the death of another member of our Board, Martin Hall.

Although he was wheelchair bound, this did not restrict his participation in anything to do with the VTO which he enthusiastically supported. He was an excellent tutor in his chosen subject of Physics as well as many other subjects, and will be sadly missed by the children he helped.

Our success over the past year and our ability to respond to the Covid-19 emergency would not have been possible without our enthusiastic volunteers and our staff team ably led by Barbara Oliver, our Operations Manager and I would like to formally offer my sincerest thanks for her expert leadership during these challenging times.

Douglas Johnston BSc., MSc., MRTPI, FIH

Operations Report



The past 12 months has been spent adjusting to the new way of working, predominantly from home. We have experienced unprecedented demand on our services, not only in the Glasgow area but from other council areas in the country. The silver lining of the pandemic and subsequent transition to online tutor support is that we have been able to meet this demand from all quarters without too much disruption. We are proud to announce that we helped 237 children and young people with one-to-one tutor support. For more than 50 of these pupils we provided a laptop or a chrome book to enable them to access our service, thanks to funding from the Response Recovery and Resilience Fund and the SCVO Wellbeing Fund.

Whilst we more than doubled the number of young people we supported on our Home Tuition and QuESTS Programmes, sadly we were unable to run our network of 23 Learning Hubs due to imposed social distancing restrictions. However, we are extremely optimistic about relaunching a number of these in the new term, progressing to our full complement over the next 2 years if not sooner. The feedback from our partner schools and also our community partners is that these much-loved groups have been sorely missed.

We were presented with many opportunities to build new partnerships and we have embraced these full heartedly, working together to share ideas and experiences as well as being able to take advantage of specialist training that they were able to offer. This has enhanced our existing training provision and better prepared our staff and volunteers to support many more young people with barriers to learning.

Without our volunteers we would be unable to deliver the service that we do. We have had an unparalleled response to our volunteer recruitment campaigns throughout the year. Our online service means we have attracted volunteers from much further afield and this has facilitated an even better matching process between pupils and tutors. A huge thank you to our army of volunteers!

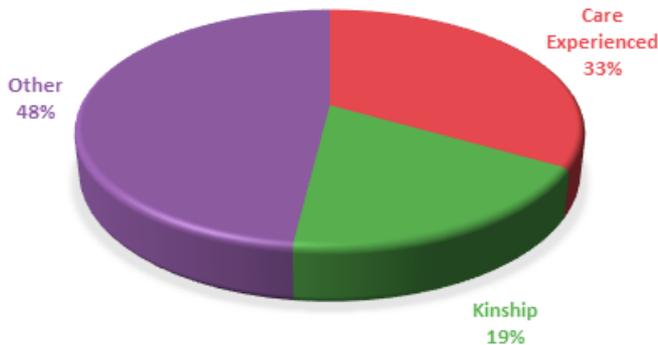
A vote of thanks must also be made to our Trustees who have immersed themselves in various specialised sub-groups to ensure that we grow in a sustained controlled way with the right level of expertise behind us.

Finally, we are blessed with a fantastic operations team which has grown somewhat since last year as we welcomed Karen and Pamela to our team of Learning Communities Coordinators. We look forward to the next 12 months, building on the success of our existing services and new pilot projects, extending our reach as a result; and with a little bit of luck getting back to some form of normality and face-to-face tutoring.

Barbara Oliver - Operations Manager

Services Overview

Residency Status



Over the past year, our services have had to develop in a very different direction than in previous years. As a result of the pandemic we continued to deliver our one-to-one tutoring online in respect of both the Home Tuition Programme and also QuESTS. We have continued to develop and improve our digital offering by introducing alternative tutoring platforms and enhancing our online training provision for both our volunteer tutors and the young people they support. This new way of providing tutor support has enabled us to extend our reach from our Glasgow base to other parts of the country.

One-to-One Online

This year VTO supported 237 pupils via online tutoring platforms. This is an increase of 113% from the previous academic year. We supported young people in almost 100 different schools located in Greater Glasgow, Inverclyde, Perth & Kinross and Dundee. We are also delighted that 148 of these young people have decided to continue with tutor support in the new academic year.

"I would just like to take this opportunity to thank VTO Scotland for the amazing opportunity R has had by being allocated a tutor. This has really assisted him with his reading comprehension and understanding of maths. The feedback we have received from the school has been amazing regarding his improvement. I would also like to thank you for your match with O who is amazing and ensures the lessons are tailored to his interests which results in his full engagement." – Foster Carer

Throughout this academic year we have continued to build on existing partnerships and developed new ones with Care Experienced teams in Glasgow and other council areas in Scotland. This has resulted in an increase in the number of Care Experienced pupils supported throughout the year and this number is expected to continue to grow with additional projects launching in the new school year.

Education Recovery



One of our pupils Cleoni, her mum and her tutor Kim were interviewed by the BBC in April 2021. Click [here](#) to see what having your own personal tutor means to a young person.

Services

Barriers to Learning

Pupils referred to VTO face many difficulties which make it harder to engage with education. This table demonstrates the barrier categories for those pupils referred in 2020/2021.

Barriers Faced by VTO Pupils			
ADHD	16	Anxiety	32
Additional Support Needs	48	Challenging Behaviour	6
Aspergers/Autism	28	Other Health Issues	10
Dyslexia/Dyspraxia	29	Young Carer	11
English as an Additional Language	50	Attendance Issues	84

Being aware of the challenges faced by the young people referred to us means we can better prepare our tutors to adopt the right approach when building a relationship based on trust and using the most effective tutoring techniques when creating a lesson plan.

"I don't like a school environment as it makes me very anxious and nervous so being able to do work at home with a teacher and no camera on is not as scary" - Pupil

Learning Hubs

Regrettably, due to social distancing restrictions, we have been unable to run our network of 23 Learning Hubs since the pandemic struck in March 2020. The feedback we have received from our partners, particularly our primary school colleagues, is that these have been sorely missed.



We are optimistic that we will be able to relaunch at least 6 of these in the Autumn term and rebuild the service over the next 2 years. In addition to this, we have also been approached by our Health and Social Care Partnership colleagues to add to the existing network and launch a new Hub in the Govan area to support young children in families recovering from alcohol and drug addiction. Watch this space!

Services

QuESTS – Qualifications for Every Student Through Tutor Support

The past year has been a challenging year for the QuESTS programme as schools and pupils faced possibly the hardest school year of their lives. This was particularly true for older pupils who were trying to achieve National Qualifications in such an uncertain time. In addition, Covid-19 restrictions have meant that pupil engagement with their schools and online work set for them was often low.

However, VTO rose to the challenge and has seen successful outcomes for pupils at John Paul Academy, Rosshall Academy and St Paul's High School where 14 pupils registered on the Programme achieved no less than 74 SQA qualifications aided by the support of their tutors. We are always striving to improve our service and a full review of QuESTS took place earlier this year resulting in the new QuESTS products being ready for the new academic year. VTO will now be offering 2 QuESTS products: QuESTS Level 1 is key in supporting pupils to progress from non-engagement with education to successfully working with a tutor and showing motivation for QuESTS Level 2 where working towards National Qualifications is the goal.



All QuESTS pupils will benefit from enhanced support including goal setting and strategy planning at the start of the relationship, completing a Personal Action Plan throughout the year, with support from VTO and their tutor, to evidence their journey and successes, and VTO working closely with their school to ensure that they are receiving the appropriate support and guidance. QuESTS tutors will benefit from VTO Tutor Forum which has a specific QuESTS area where they can support each other and share knowledge and resources.

"The info you provided about Joseph was really welcome and it had made me realise that the approach we are taking with the like of Joseph and Ollie* might actually be a really good way to support our S4 school refusers as it seems to be the only thing that works for them. The idea that they can actually gain these qualifications through VTO is really heartening." Pastoral Care Teacher, Rosshall Academy*

**names have been changed to protect identities*

Projects

VTO works with partners across the statutory sector to ensure that VTO support can be given to the young people who need it the most. These projects include Prosper, Thrive and Inspire where we work with teams within each council to support care experienced young people's education.

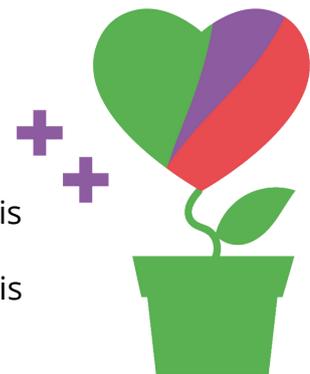
Prosper

VTO has been working in partnership with Perth and Kinross Social Services to support care experienced young people through online 1-2-1 tuition. The pilot launched in winter 2020 with positive results. Consequently, a total number of forty pupils will receive VTO support through this project in the new academic session. During the first phase (Winter 2020), the focus of the project was to support pupils (20 overall) through their SQA national assessments. The objective of the second phase will be to support the transition of primary to secondary education for care experienced young people.

[Click here to read a letter to one of our LCCs from the foster parents of a young person who received VTO tutoring.](#)

Thrive

Thrive is a new project working in partnership with the City of Edinburgh Council to support care experienced young people through 1-2-1 tuition. Pupil referrals have been received and the matching process has begun. Twenty pupils will receive VTO support initially, and it is expected that this number will grow as we progress into the new Autumn term. The focus of this cohort is to support the transition of primary to secondary education for care experienced young people. We are really excited to make this project live and make a positive impact on the lives of care experienced children in Edinburgh.



Inspire

During the last 12 months, we have consolidated our partnership with Glasgow City Council's Care Experienced team. We formalised our project and branded it Inspire. Overall we received 52 referrals for young people aged from P4 to S5, 10 of whom were Asylum Seeking Young People who needed help with the English language. This project was very successful as the tutors and students swiftly formed strong rapports and quickly experienced positive outcomes.

"I am really confident reading the big words now"
- Josh (pupil)

"It was a great experience working with primary school aged children, remote learning has taught me about a different way to teach" - Tutor Andrew.

We look forward to building upon this success through strong partnership working in the next academic year 2021/22.

Projects

KPMG

We were delighted to work with KPMG's Social Mobility Department and recruited 20 volunteers from their corporate team to work with some of the young people on our new projects. Initial outcomes are very promising and we look forward to working with KPMG again next year.

Inverclyde

During Lockdown 1 in April 2020, VTO was approached to deliver a pilot project with Inverclyde Kinship Care Support Team, to provide one-to-one online tuition to pupils living in kinship care situations. It was felt that pupils in Kinship Care would suffer disproportionately from schools being closed, lack of access to devices for home learning and would further widen the attainment gap for this cohort of pupils. 13 young people were referred, 10 of whom engaged with the support. 7 young people in particular experienced great success:

"I'm happy that A feels confident enough to carry on with his work independently. Thank you for providing A with this support throughout the year. I'm also glad to hear B will continue with her sessions as she really enjoys this and seems to be benefitting from the work covered". - Carer of 2 referred pupils, May 2021

Govan Rising Stars

When we were contacted with a view to supporting the Govan Rising Stars project we couldn't fail to be impressed by the work that this relatively new venture does. This is a social outreach programme which works to better the lives of young people by providing both academic and sporting opportunities in the Govan area of Glasgow.

In year 1 of the programme, they use basketball as a means of facilitating aims and objectives. Year 2 is about the academic support and more specifically tutoring. Our relationship with Govan Rising Stars has been very successful this year. Three pupils were supported by our tutors in Highers and Advanced Highers. One of the pupils received an unconditional offer from Glasgow University to study Civil Engineering and the remaining two are expected to get the required grades for university entrance.

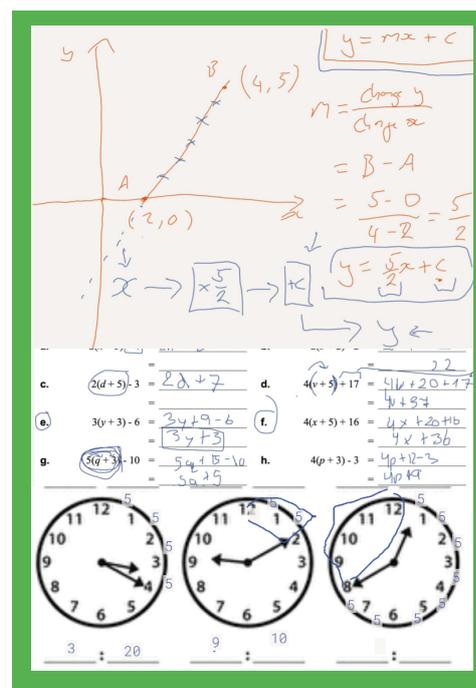
John is our first 'graduate' from the Govan Rising Stars Programme, receiving an offer from a university is such a great accomplishment for him individually and for the Programme in general - and this probably doesn't happen without your support and encouragement. - Dr George Kominis (University of Glasgow)



Technology Online Tuition

This has been a challenging year that has severely impacted the ways in which all pupils access their education, and in particular young people who were already struggling to engage with school. Despite this, we have made leaps and bounds in the way we use technology to deliver our service.

Since our partnership with Bramble early in the first lockdown, we have been able to expand our tuition to pupils who live more remotely, pupils who would not otherwise engage with face-to-face tuition and even to new council areas across Scotland. The ability to provide remote 1-2-1 tuition has broadened our reach considerably, and with this has come new digital opportunities.



Examples of pupil work on online tutoring platform bramble

**As a tutoring platform 80% of our pupils thought
Bramble was good, very good or excellent**

"[Online tuition] has opened up so many opportunities for us an organisation to deliver our services much more widely than we have ever done before and it has made it easier for our tutors to support pupils because it doesn't matter where they are based. They could be in London or Spain and they can still work with a child in Glasgow." – Barbara Oliver



Click on the logo to explore the VTO case study on Bramble

As well as continuing to deliver tutoring online using Bramble, we now have access to GLOW licences courtesy of Glasgow City Council. These allow pupils in Glasgow to meet with their tutor from their school desk as well as from home while keeping this arrangement in line with our safeguarding policy.

Technology is continuing to improve the quality of our product in other ways, too. Scottish Online Lessons (SOL) have recently provided us with 500 accounts, free of charge, to supplement the excellent service our volunteers provide with professionally produced lessons.



To support our volunteers in becoming skilled, independent 1-2-1 tutors we are about to launch our virtual tutor forum, an online space where volunteers can ask questions, share ideas and upload resources. In the coming year, we hope to build a real sense of community between our volunteers.

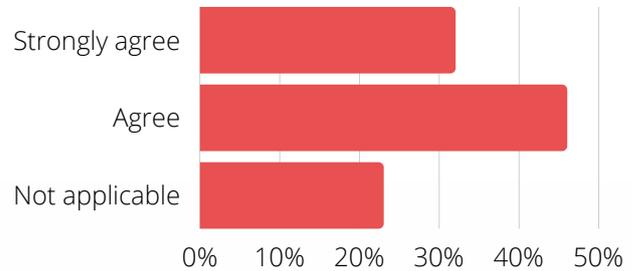
We supported 237 pupils last year with online tutoring across a range of platforms. 148 of these pupils have committed to continuing with this service next year.

Our Impact

English/Literacy

Strong literacy skills enable young people to gain a deeper understanding of the world around them and allows them to explore other subjects in greater depth. 78% of the parents/carers of the children we support think that their child has improved in this area with 23% stating that it wasn't a problem in the first place.

Tutoring has been successful in improving the pupil's English/Literacy?
Feedback from Carers



His English and literacy has greatly improved. We are able hold long conversation without having to use translation. He is now able to read and understand most of the text. His confidence has visibly grown. He is no longer frustrated and is able to follow class lessons. - Carer Feedback

Maths/Numeracy

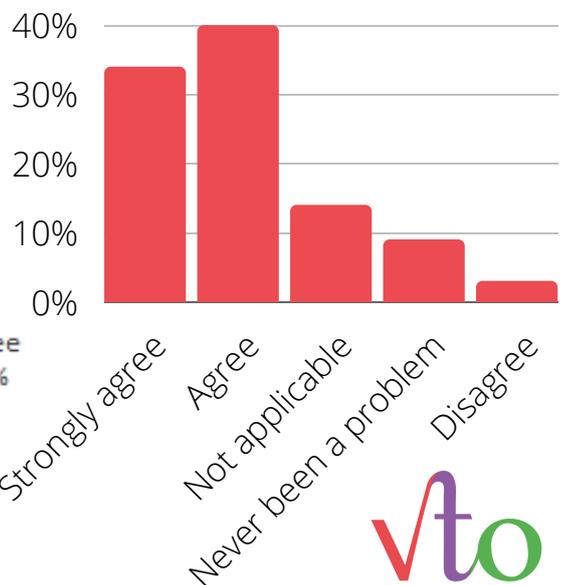
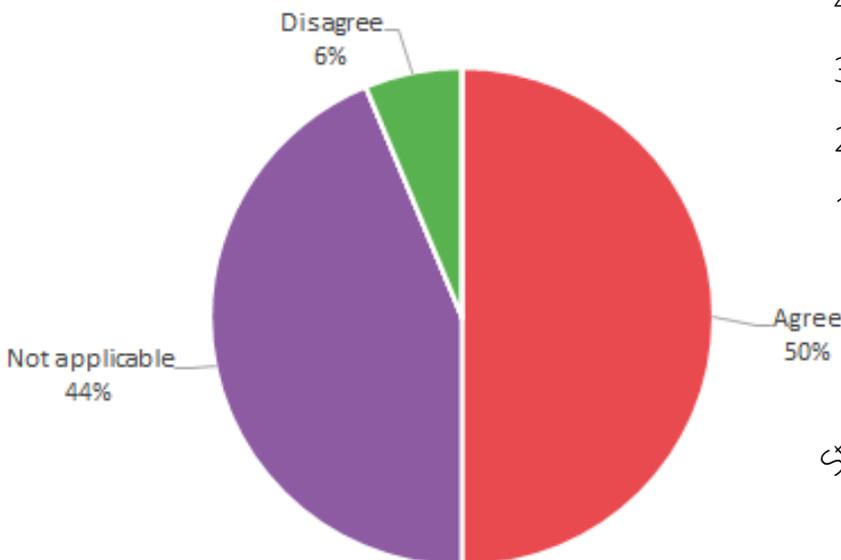
Numeracy skills help with problem solving and making sense of everyday activities like cooking, shopping and even playing sport. 94% of our pupils' teachers thought that there was an improvement in their maths and numeracy skills or did not think that there was an issue in this area in the first place.

A S has made a big improvement with his mental agility and problem solving. Thank you! - Teacher Feedback

Tutoring has been successful in improving the pupil's Maths/Numeracy?

Feedback from Teachers

Feedback from Pupils



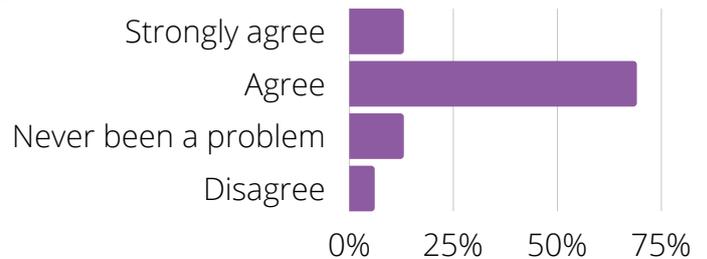
Our Impact

Engagement and Motivation to Learn

Many of the young people we support have disengaged with education. 82% of teachers saw an improvement with their pupils' attitude in class.

Thank you for giving [pupil] this opportunity - she really enjoys her sessions and comes back with a positive attitude towards her abilities in reading. -
Teacher Feedback

The support given has been successful in improving pupil's motivation to learn?
Teacher Feedback

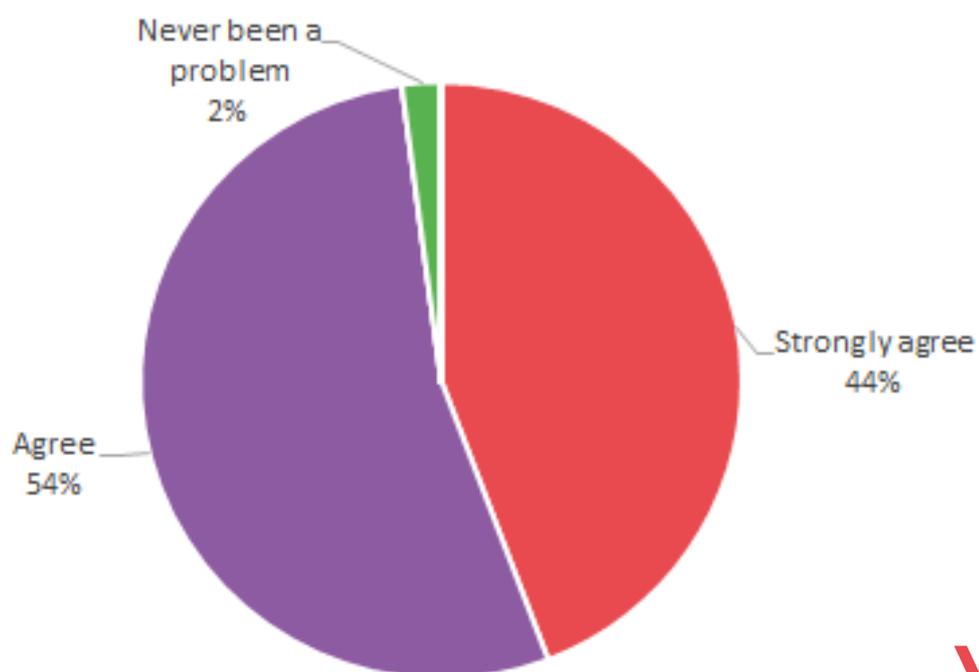


Confidence and Self Esteem

Being confident at school helps build resilience and prepares us to try again if we don't get it right the first time. 98% of our tutors saw an improvement in their tutee's confidence.

I Enjoy seeing the child progress and grow in confidence. I feel useful.
Tutor Feedback

The support given has been successful in improving pupil's confidence?
Tutor Feedback



Volunteers

Volunteers are essential to keeping our services running and we have made several improvements over the last year to make the process more straightforward. This year we have increased our volunteer base and expanded recruitment into new areas of Scotland. With online tuition, we have been able to continue working with volunteers no matter where they are in the world.

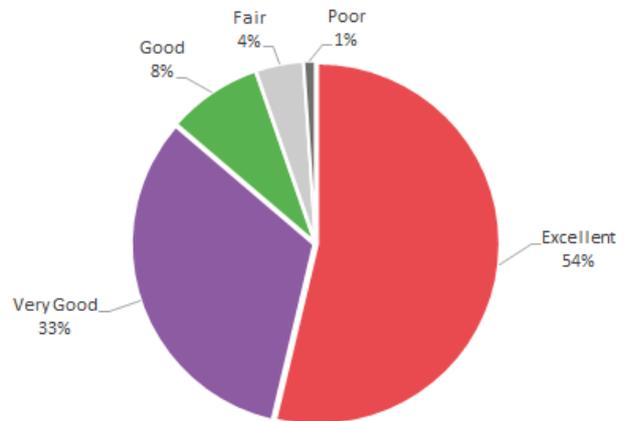


Volunteers and trainers at one of our online training sessions held on zoom.

Our main volunteering positions this year were our Online One to One tuition and our Online QuESTS but we are looking to bring back Learning Hubs and in-person tuition when it is safe to do.

Volunteer feedback

What level of support you receive from VTO?



Our volunteer policies and procedures were reviewed and updated to reflect changes in the way we do things. We have had great support from our Admin Volunteer Janet who has helped us to ensure we are getting back to volunteers quickly.

[Congratulations to our volunteer Bronwyn on winning this year's Glasgow University Community Volunteering Award! Click here to view the video.](#)

Recruitment

Volunteer recruitment increased in 2020-21 in line with demand for our services as a consequence of the impact of Covid-19. This year we received more than 300 applications to volunteer with VTO with many people applying due to concerns about the effect of Covid-19 on young peoples education. Changes have been made to streamline the application process and to improve our interview process.

Volunteer Glasgow remains our biggest source of volunteers with Search Engine referrals coming in a close second. We are seeing our highest levels of volunteer retention to date which has allowed us to maintain and grow our volunteer numbers at a sustainable rate to meet business demands.



Volunteers Training

Volunteer training has continued to be online only, due to ongoing Covid-19 restrictions. Our training is now bookable through Eventbrite allowing volunteers to easily book onto their preferred training date.



We have had the opportunity to update our volunteer induction training that all volunteers need to complete before they are able to tutor a young person one-to-one. We developed this new training to suit the digital environment and included interactive voting through Mentimeter and visual elements through Miro.

This year we trained 237 volunteers over 25 sessions on our volunteer induction training!

We have also given volunteers the opportunity to participate in additional training with support from the Glasgow Care Experienced Team, Glasgow Dyslexia Support Service, Who Cares? Scotland and from our talented volunteers. These training sessions include:

- Attachment and Trauma
- Gaining Confidence Tutoring Maths
- Tutoring Young People with English as a Second Language
- Autism Spectrum Disorder
- Supporting Pupils with Additional Support or Behavioural Needs
- Tutoring Care Experienced Young People
- Dyslexia
- Literacy Training

Feedback from Volunteers

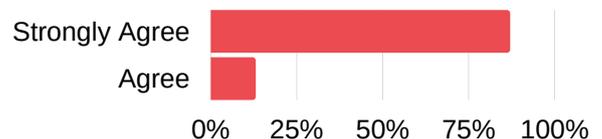
Here's some feedback from volunteers on the training they have received this year.

"The interactive aspects were really good, the sections of the training were split into really nice chunks which made it easy to stay concentrated and take the info in" - Volunteer survey feedback on digital training

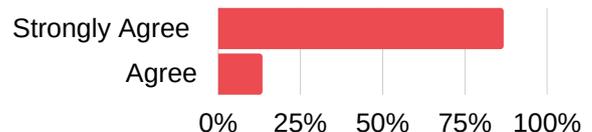
"This was a great session - thought provoking, interesting and relevant context. It was well-paced and included a mix of media - powerpoint, videos, discussion, etc. Really enjoyed that there were still opportunities to take part in the session" - Volunteer survey feedback on digital training

"Being able to meet other volunteers and hearing about why they are interested was a good start, and thought it was good to have a smaller discussion in the breakout rooms. The whole training was broken up nicely and it was good to have short breaks in between" - Volunteer survey feedback on digital training

Participation in additional digital training was encouraged?



Session content was well organised?



Marketing Social Media

We recognise the power of social media and have committed in the last 12 months to increase our profile on all of the relevant social media platforms; Facebook, Twitter and Instagram. We have had lots of good news to share and encourage all of our team members to submit their good news stories for sharing with the VTO community. Important social media campaigns this year include celebrating Volunteers Week 2021 and advertising the VTO walks 500 miles kiltwalk.



618
Followers



424
Followers



150
Followers



**Example of a graphic made for
volunteer week social media**

Marketing Leaflets

In response to requests from partners and prospective partners, work was undertaken this year to produce marketing leaflets to help us promote our services. Digital leaflets were created for our one to one tuition home service, one to one online tuition, QuESTS and to advertise our volunteering service.

One to One Home Tuition Programme

Click to listen to the full story on our Podcast

What is One to One Tutoring?

The VTO has been providing free one-to-one tuition for children who need help the most for over 40 years. Trained volunteers work one-to-one with their assigned young person for one hour every week in the pupil's home, or where the home is not suitable, a safe neutral environment.

Features

- Quality support, with volunteers fully trained, disclosure and reference checked
- Personalised, with tutors carefully matched with their young person to maximise likelihood of success
- Consistent, with tutoring available once per week for one hour during term time
- Joined up, working with both the school and the family to agree objectives
- Continual improvement, with performance monitored in 6 week blocks and a final progress report is completed by the pupil, guardian, tutor and the teacher to measure impact

What's in it for the young person?

- They benefit from a positive, sustainable relationship with their tutor
- Tutoring works!
- 94% of tutors witnessed an improvement in academic attainment
- 93% of guardians reported an increase in the child's confidence
- 78% of young people saw an increase in their motivation to learn

One-to-one tutoring is an excellent way to reinvigorate a young person's engagement with education. Our tutors are committed to helping students thrive and work towards their goals in a positive and professional manner.

What we ask for

- Tuition is free, no financial contribution is needed
- Engagement by the young person is vital

"Sameeha [our tutor] is funny, nice and kind. If I'm unsure about something she pushes me hard to work well and gets me through it. She is very determined."

Courtney, Kinship

"I feel that the The VTO have made a good choice in pairing the two of them. Sameeha [our tutor] always laughs, smiles and is a nice person."

Kinship Carer

Who are The VTO?

Established in 1977, The Volunteer Tutors Organisation (VTO) is a charity, with a track record in providing support for children who are experiencing difficulties with their education.

The VTO believes that all children and young people should have access to quality educational support, irrespective of background or ability to pay.

Tutoring offers an opportunity for focused support for problem areas and a welcome break from typical classroom situation.

VTO volunteer tutors make a difference to the lives of children and young people, they come from a wide range of backgrounds – all are creative, inspiring and committed.

Contact us

☎ 0141 946 6498

✉ admin@vtfscotland.org

🌐 www.vtfscotland.org

📍 Volunteer Tutors Organisation
St Charles Primary School
13 Kelvinside Gardens
Glasgow G20 6BG

Connect with us

Refer a Pupil

Click here to refer a Pupil for one of our programmes.

FAQs

Check out our FAQs for more information.

Annual Report 2020

Click here to read our latest Annual Report

We would like to say a big THANK YOU to our sponsors

Click to view

Fundraising

Kiltwalk x 2

We were disappointed when the pandemic prevented us from getting together as a team and participating in the Glasgow Kiltwalk. Not to be deterred we took part in not one but two Virtual Kiltwalks.

Take One

Our Chair, Douglas Johnston registered for the Edinburgh Virtual Kiltwalk in September 2020 to do four hours and twenty one minutes of ground clearing by chainsaw and mattock at Gargunnock Estate. Don't try this at home! It is probably worth mentioning that Douglas is a trained and certificated chainsaw operative. He managed to raise almost £2,000 single handed. Well done Douglas!



Take Two



Fast forward to April 2021 and across to Glasgow, and our Operations Team along with some of our Trustees signed up for another Kiltwalk. Whilst a small group of us, along with our 4 legged friends, ambled from the East End of the city over to the West and back again, others did their own walk, including many of our volunteer tutors. Between us we raised almost £5,000. A special thank you to the Tom Hunter Foundation who uplifted our funds by 50%.

Donations

We were immensely grateful to Scottish Online Lessons for their very generous donation of 500 licenses to a portal hosting over 2,000 narrated online lessons for use by pupils and tutors. This will be invaluable in enhancing our tutoring sessions and a fantastic way for pupils to catch up in their own time on topics they are having difficulty with.



[Click on the newspaper to read more about the free licences.](#)



Sadly, many of the young people referred to us last year did not have a device to enable them to access our service. A big thank you goes to the Scottish Futures Trust who donated 5 surface pro laptops for repurposing.



Thank You! VTO Funders

2020-2021





Volunteer Tutors Organisation

Accounts

The following pages are an extract of the audited accounts of: Volunteer Tutors Organisation Year ending May 2020

A complete set of accounts are available upon request.

Accounts are provided by: Robert G Andrews
F.C.I.E Chartered Accountants



COMPANY REGISTRATION NUMBER: SC249724
CHARITY REGISTRATION NUMBER: SC000403

Volunteer Tutors Organisation Ltd
Company Limited by Guarantee
Unaudited Financial Statements
31 May 2020

ROBERT G ANDREWS F.C.I.E

Chartered Accountants
Clark Andrews Limited
4 Eaglesham Road
Clarkston
Glasgow
G76 7BT

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Financial Statements

Year ended 31 May 2020

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Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 May 2020

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 May 2020.

Reference and administrative details

Registered charity name Volunteer Tutors Organisation Ltd

Charity registration number SC000403

Company registration number SC249724

Principal office and registered office St Charles Primary School
13 Kelvinside Gardens
Glasgow
G20 6BG

The trustees

J Frondigoun (Retired 19 June 2019)
K Frondigoun
R Torrance
D Johnston
L Snell
S Haigh
M Hall
A MacDonald
Dr. Dorward (Appointed 19 June 2019)
P Ward (Appointed 19 June 2019)

Independent examiner Robert G Andrews F.C.I.E.
Clark Andrews Limited
4 Eaglesham Road
Clarkston
Glasgow
G76 7BT

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 May 2020

Structure, governance and management

The Trustees, for the purpose of charity law, are the Directors of the charitable company. Throughout this report the Trustees are collectively referred to as the Directors.

Governing document

Volunteer Tutors Organisation ("the charity") is a company limited by guarantee (No SC249724) and a recognised Scottish Charity (No SC000403) governed by its Memorandum and Articles of Association.

Appointment of Directors

New Directors are appointed at the discretion of the Board. There is no fixed term for directorship. New Directors take part in an induction programme which aims to familiarise them with the charity's values, aims and objectives together with its day-to-day operations, in addition to clarifying their statutory responsibilities as Directors of the company limited by guarantee and Trustees of a charity.

Organisational structure

The Directors are responsible for the overall direction of the charity, they serve on a voluntary basis and meet monthly.

The charity is governed by a board of directors, the trustees, who work in conjunction with a management committee that includes employees. The whole organisation is overseen by the chairman.

Our Operations Manager, Barbara Oliver, oversees an Administrator and 6 Learning Community Co-ordinators (LCCs).

Coronavirus brought about a difficult and unexpected end to the financial year. After the very first emergency board meeting was held on Zoom on 18th March 2020, our operations manager had the task of attempting to adapt our face-to-face tutoring services to an online provision.

The need for all staff to work from home also brought along some logistical and operational challenges. The board had already identified a need for intermediate level staff between the Operations Manager and the LCCs and in March the board agreed to recruit 2 Senior LCCs to supervise the LCCs and a Volunteer Engagement and Training Coordinator. By the end of May the board had conducted the first round of interviews and 1 successful candidate was promoted internally to the new position of Senior LCC with recruitment continuing into the new year over the summer.

During the year we undertook a restructure of the employee hierarchy which was sparked by the untimely death of our long-standing Link Worker. We now have 1 Operational Manager, 1 Administrator, and 5 Learning Communities Coordinators (LCCs). We also have 2 members of staff who come in to assist with IT when required.

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 May 2020

Objectives and activities

The charity recruits, trains and manages a bank of volunteer tutors to provide educational support to disadvantaged children who have recognised learning needs mainly in literacy and numeracy. Referrals can be submitted by anyone (often teachers, social workers, or parents) and our Learning Communities Coordinators will follow up on the referrals, in partnership with the schools and guardians, to assess the child's needs.

Historically our main activity was to provide one-to-one tuition, primarily in the children's homes or in other venues such as libraries or community centres where home environments are not suitable. However, in recent years we have diversified into providing homework support groups.

Our Homework Groups were rebranded as Learning Hubs in the year, in response to consultation with Schools, Service Users and Volunteers. Learning Hubs tend to develop in response to schools who flag up that this sort of provision would be desirable as there are a significant number of identified children who would benefit. We have groups that are aimed at Children involved in Kinship Care and groups aimed at Children who are in families in recovery from drug and alcohol abuse. We also have groups that operate in areas with high levels of immigrant children who often have very low levels of basic education and other groups that are in areas of high deprivation. Our involvement with Care Experience young people has increased in the year.

Where our Learning hubs are not specifically for children involved in kinship care or are care experienced then they are generally open to any child who wishes to attend. Where possible as well as providing tutoring to children with recognised learning needs within the groups, we also try to involve senior pupils from local secondary schools by training them to allow them to assist with the tutoring and mentoring of the younger students.

The last couple of months in our financial year were the first few of the nation lockdown in Scotland and, as for most organisations, there was a fair amount of uncertainty and trepidation. The VTO embraced this period and sought to make the best of the opportunities that were being presented to develop new ways of working.

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 May 2020

Achievements and performance

During the current year we had 111 children who received one-to-one tutoring, through our home tuition programme. This is a similar figure to the previous year. 30% of those young people receiving one-to-one support were young people living in kinship care arrangements, this is up from 16% in the previous year. A further 16% of the total were other Care Experienced young people.

Once again, we have worked hard to make sure that our new Learning Hubs were rolled out to more schools throughout Glasgow. We were very encouraged that 230 Senior Pupils signed up to our Senior Pupils Leadership Program to take advantage of this Volunteering Opportunity. In total this year we had 158 adult tutors registered, including those who joined in the year.

The ongoing support from our volunteers to the children is invaluable. The demand for tutors far outweighs the number of tutors that we have registered so recruitment and retention of tutors is always high on our list of priorities, which is why the decision was taken near the year end that we would recruit a member of staff to take on these duties as their main role.

Prior to Coronavirus we also had 230 children registered for help at one of our 23 Learning Hubs. The new groups that were added this year were in Parkview, Sandwood, St Marnock's, St Michaels and Tinto Primary Schools, Whiteinch Community Centre, and Kelvin College Easterhouse.

We have a particular focus on developing more groups for children in Kinship Care. We have continued with our partnerships with the Kinship Support Group Community and the Trades House of Glasgow who are an overarching Kinship Care Initiative to support families in this community. We also increased our support of care experienced young people through our partnership with the Care Experienced Team, Glasgow City Council.

In 2018 we launched a new product QuESTS (Qualifications for Every Student Through Tutor Support) in partnership with St Pauls High school in Pollok. On the back of this success, we have now also partnered with Hillhead High, Hill Park High, John Paul Academy, Notre Dame High School, Ross Hall Academy and Whitehill Secondary to provide this program which helps to support the hardest to reach pupils who find it difficult to attend school.

On March 23rd 2020 all activities in schools ceased as did all of our Tutoring activities, under the guidelines set out by the Scottish Government. Before the end of the financial year, we had identified Bramble as an online platform to engage with for the provision of remote tutoring, training was being devised and sessions were being piloted. That operations manager and her team able to bring this into action at such a great pace, under the difficult and unusual working conditions, was a fabulous achievement.

Partnership Schools
Kelvinside Academy
The Glasgow Academy
Hillhead High
Holyrood High
Springburn Academy
John Paul Academy
Knightswood Secondary
St Andrew's Secondary
St Paul's High
St Roch's Secondary
All Saints Secondary
Hillpark Secondary

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 May 2020

Hutcheson Grammar
Hyndland Secondary
Notre Dame High
Rosshall Academy
Smithycroft Secondary
St Mungo's Academy
Whitehill Secondary
St Thomas Aquinas

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 May 2020

Financial review

Per the Statement of Financial Activities on page 10, the charity reported net incoming resources for the year of £39,374 (2019: outgoing £3,953) and a total reserves at 31 May 2020 of £73,689 (2019: £34,315) of which £73,493 related to Restricted Funds (2019: £24,417).

Reserves policy

It is the policy of the charity to maintain unrestricted funds (i.e. unrestricted funds not committed or invested in fixed assets) at a level that equates to approximately three months of unrestricted expenditure. At 31 May 2020, the charity's unrestricted funds per the General Fund on page 10 amounted to £196 (2019: £9,898) which was acceptable to the Directors who continue their efforts to attract ongoing funding.

This year we have been able to continue to the momentum that built up through 2019. We have secured further significant funding from The Trades House of Glasgow, The RS McDonald Trust, The Robertson Trust, The Gannochy Trust, and our ever-important relationship with Glasgow City Council has also been further developed with funding coming from a variety of different sources and areas under the council umbrella. This includes us working directly with schools and in some cases invoicing them directly for services provided, which is a massive step forward.

We have been incredibly fortunate in that all our exiting funders continued to support us despite the uncertainties that the Coronavirus pandemic created. In the last few months of the year whilst under lockdown conditions the team managed to maintain existing relationships with our funders, looking at ways to adapt our existing programmes and entered dialogue with new parties with a view to developing new services within the Glasgow area and beyond.

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 May 2020

Plans for future periods

Over the next financial year, we will continue to expand our services to a greater number of pupils and recruit, train and support more tutors and more senior pupils. We plan to expand our services beyond the Greater Glasgow area and by the end of next year we fully expect to be operating in at least 2 more council areas.

The "New Normal" that much of the world has been dealing with since March 2020 has highlighted the need for Education provision at a level that is unprecedented in most people's lifetimes, in this country, and the need for educational support for vulnerable young people and their families and care providers has never been more evident.

We believe that the VTO has a great model for service provision that could be effectively implemented around Scotland (and beyond). The developments around remote working that we achieved in the few months prior to the current year end provide a very good springboard to bringing this goal a bit closer to reality.

Over the next financial year, we will continue to expand our services to a greater number of pupils and recruit, train and support more tutors and more senior.

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 May 2020

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 28th February 2021 and signed on behalf of the board of trustees by:

A handwritten signature in black ink, appearing to be 'D Johnston', with a horizontal line extending to the right.

D Johnston
Trustee

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Volunteer Tutors Organisation Ltd

Year ended 31 May 2020

I report to the trustees on my examination of the financial statements of Volunteer Tutors Organisation Ltd ('the charity') for the year ended 31 May 2020.

Responsibilities and basis of report

The trustees (who are also the directors of Volunteer Tutors Organisation Ltd for the purposes of company law) are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 (the 2005 Act) and the Charities Accounts (Scotland) Regulations 2006 (as amended) (the 2006 Accounts Regulations). The charity's trustees consider that the audit requirements of Regulation 10(1)(a) to (c) of the 2006 Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1)(c) of the 2005 Act and to state whether particular matters have come to my attention.

Independent examiner's statement

Since the charity is required by company law to prepare its accounts on an accruals basis and is registered as a charity in Scotland your examiner must be a member of a body listed in Regulation 11(2) of the Charities Accounts (Scotland) Regulations 2006 (as amended). I can confirm that I am qualified to undertake the examination because I am a registered member of ICAS which is one of the listed bodies.

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Volunteer Tutors Organisation Ltd *(continued)*

Year ended 31 May 2020

In the course of my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations; and

- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 44(1)(b) of the 2005 Act and Regulation 8 of the 2006 Accounts Regulations and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Robert G. Andrews

Robert G Andrews F.C.I.E.
Independent Examiner

Clark Andrews Limited
4 Eaglesham Road
Clarkston
Glasgow
G76 7BT

28 February 2021

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 May 2020

		2020	2019		
		Unrestricted funds	Restricted funds	Total funds	Total funds
	Note	£	£	£	£
Income and endowments					
Donations and legacies	5	5,381	137,714	143,095	86,521
Charitable activities	6	—	21,870	21,870	—
Total income		<u>5,381</u>	<u>159,584</u>	<u>164,965</u>	<u>86,521</u>
Expenditure					
Expenditure on charitable activities	7,8	<u>15,083</u>	<u>110,508</u>	<u>125,591</u>	<u>90,474</u>
Total expenditure		<u>15,083</u>	<u>110,508</u>	<u>125,591</u>	<u>90,474</u>
Net income/(expenditure) and net movement in funds					
		<u>(9,702)</u>	<u>49,076</u>	<u>39,374</u>	<u>(3,953)</u>
Reconciliation of funds					
Total funds brought forward		<u>9,898</u>	<u>24,417</u>	<u>34,315</u>	<u>38,268</u>
Total funds carried forward		<u>196</u>	<u>73,493</u>	<u>73,689</u>	<u>34,315</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 14 to 24 form part of these financial statements.

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Statement of Financial Position

31 May 2020

	Note	2020 £	£	2019 £
Fixed assets				
Tangible fixed assets	13		5,741	6,322
Current assets				
Debtors	14	-		11,380
Cash at bank and in hand		73,549		19,251
		<u>73,549</u>		<u>30,631</u>
Creditors: amounts falling due within one year	15	<u>5,601</u>		<u>2,638</u>
Net current assets			<u>67,948</u>	<u>27,993</u>
Total assets less current liabilities			<u>73,689</u>	<u>34,315</u>
Net assets			<u>73,689</u>	<u>34,315</u>
Funds of the charity				
Restricted funds			73,493	24,417
Unrestricted funds			196	9,898
Total charity funds	17		<u>73,689</u>	<u>34,315</u>

For the year ending 31 May 2020 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The statement of financial position
continues on the following page.

The notes on pages 14 to 24 form part of these financial statements.

Volunteer Tutors Organisation Ltd

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 May 2020

These financial statements were approved by the board of trustees and authorised for issue on 28th February 2021 and are signed on behalf of the board by:

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke that tapers to a point on the right.

K Frondigoun
Trustee

The notes on pages 14 to 24 form part of these financial statements.



vto

Volunteer Tutors Organisation

Inspiring Achievement,
Building Confidence



0141 946 6496



admin@vtoscotland.org



vtoscotland.org



Twitter.com/vtoscotland



Facebook.com/vtoscotland



Instagram.com/vtoscotland

Volunteer Tutors Organisation 13 Kelvinside Gardens Glasgow G20 6BG
Registered Charity—SC000403 Company, limited by guarantee, registered in
Scotland May 2003 Company No 249724