

INTERCHANGE TRUST ANNUAL REVIEW

InterChange is a social enterprise charity which provides community services through departments; WAC Performing Arts & Media College, InterChange Legal Advisory Service, InterChange Management Training, The Camden Team running conference functions and rehearsal studios, Copyart Design / IT Team and Family Services Department.

InterChange actively encourages the participation of those sections of the community who would otherwise be denied access to these services.

Mission Statement 2006



Evening trampoline classes for local children.
Family Services Department

InterChange Studios 2006

“MY VISIT TO INTERCHANGE STUDIOS, TO OPEN THE NEW SOUND RECORDING STUDIOS, MADE A GREAT IMPRESSION – SEEING THE RANGE OF EDUCATIONAL AND CULTURAL OPPORTUNITIES OFFERED TO YOUNG AND OLD ALIKE – WITH HUNDREDS OF PEOPLE PARTICIPATING IN CREATIVE, VOCATIONAL, AND RECREATIONAL COURSES. DAVID PUTTNAM, WHO LAUNCHED INTERCHANGE’S LOTTERY BID FOR THEIR NEW HOME WOULD BE PROUD TO SEE THEIR SUCCESS TODAY.”

Estelle Morris MP
Minister for the Arts (2005)
(Edited from a speech given by the Minister on her recent visit)

“INTERCHANGE TRUST EXISTS TO HELP THE CHARITIES AND NOT-FOR-PROFIT SECTOR INCREASE ITS VOICE, RAISE ITS VISIBILITY AND STRENGTHEN OUR SERVICES IN EDUCATION, TRAINING, SOCIAL WELFARE AND THE ARTS TO MARGINALISED GROUPS, PARTICULARLY YOUNG PEOPLE. AS ONE OF THE FEW MULTI-FUNCTIONAL CHARITIES IN THE UK INTERCHANGE CONTINUES TO TAP INTO A TREMENDOUS RESOURCE OF GOODWILL FROM SOME 40 PUBLIC BODIES - FROM THE EUROPEAN UNION, TO CAMDEN COUNCIL, ARTS COUNCIL, TO HELP A LONDON CHILD - WHO VALUE AND FUND ITS WORK. TRULY A GOOD NEWS STORY.”

Janet Wallace, Chair
The InterChange Trust 2006



NEWS: A GREAT SUCCESS STORY

Between 2000 & 2005 we have:

- Invested over £11 million locally.
- Welcomed up to 2,500 visitors and students per week.
- Provided vocational training for thousands of talented young people.
- Achieved an 80% use of the centre by local groups.
- Employed 240 staff and 170 volunteers per year.
- Founded a unique degree course in the performing arts & established a programme of Open University courses.
- Contributed £250,000 to the maintenance of Hampstead Town Hall Centre; a listed building.
- Developed unique family courses for disabled children, children with learning difficulties and lone parents.
- Resourced over 5,000 charities with legal advice and training.
- Provided training to flagship groups such as the National Trust, Royal College of Engineers, The T.U.C., the National Lottery Boards etc.
- Initiated a new creative industries enterprise centre.
- Received support & funding from over 40 public bodies from the European Union, Camden Council, Help a London Child & the City Parochial Foundation.
- Increased community use of the centre by 25% per annum per year.
- Home to 15 resident charities.

WELCOME TO INTERCHANGE TRUST

Working in Camden & London for over 25 years the InterChange Trust is an innovative, multi-functional charity harnessing the skills and resources of up to 240 staff and 170 volunteers to help charities and disadvantaged groups gain access to its services in education, training, advice, social welfare, health promotion, the arts & media.

Set up in 1968, it occupied the Dalby Street site in Kentish Town from 1977. In 1998 it worked in partnership with Camden Council to achieve a successful award from the sports lottery for the Talacre Youth & Community Sports Centre to be built on the InterChange site. InterChange surrendered its old building, land and lease in part exchange with the Council and National Lottery for a new home at the Hampstead Town Hall. InterChange, together with its 15 resident charities, moved to the new centre during 2000. The new "InterChange Studios at Hampstead Town Hall Centre" was officially launched, with great celebration, at the Royal Opening by HRH The Prince of Wales on 11th July 2000.

WHO ARE WE?

InterChange is an charity which works mainly in Camden and Greater London but with some national projects and international links. InterChange is listed as one of the top 1000 charities in the UK and is regarded as one of the most successful fundraisers in the capital – bringing £2.2 million revenue and project funding into Camden per year. Camden Council has always supported the less glamorous core costs of keeping our centre open 94 hours per week in recognition of our ability to raise grants from outside the Borough for many of our community services.

Our staff team includes specialists in: video production, sound recording, singing, dance, design & IT, contract law, litigation, employment law, charity law, accountancy, management training, arts & media law, under 5's crèche, emergency childcare, lone-parenting, building management, play-schemes and holiday outreach, sports, creative industries, managed workspace for charities etc.

WHAT SERVICES DO WE OFFER?

- Pro-bono legal services for the voluntary, charity and not-for-profit sector. Established 20 years.
- Specialist legal advice for art companies, refugee groups, housing associations, religious groups, youth clubs, police committees etc.
- Renowned Management Training programmes both off-site and in-house; bespoke courses with a 20 year track record.
- A home for 15 London Charities and their on-site services.
- The largest youth arts education project in the UK.
- Seminars, conferences, workshops, surgeries and summer schools.
- State of the art rehearsal facilities: dance studios.
- Creative Industries Enterprise Support.
- Sound recording, video and media training.
- Vocational training in the performing arts for young people.
- Specialist Play schemes & crèche facilities.
- Degree programmes & Open University courses.
- Volunteer advisers & mentors.
- Room bookings service & facilities for community groups.
- Facilities for disabled children.
- Sports facilities for courses in trampolining, circus school, yoga, karate.
- Catering for community events, wedding and civil partnership ceremonies.

And much more!

CHIEF EXECUTIVE'S REPORT

InterChange Trust is a social enterprise charity and resource centre providing education, training & advice to those sections of the community who would otherwise be denied access to these services. We reach the parts other charities cannot reach!

People's lives improve as the charities and not-for-profit sector finds innovative ways to communicate with users, volunteers, funders, partners and marginalised groups.

Real progress has been made this year towards achieving our ambition of strengthening our resource centre role: with an expansion of our management training courses and strengthening the 20 year track record of our legal advisory service. We work with charities, the health service, the education sector, local government, arts companies, leisure & sports centres, refugee groups, housing associations, youth clubs and children's centres. In 2005 the WAC Performing Arts & Media College offered training opportunities to over 1000 young people and over 2000 charities used InterChange's services.

CHALLENGES IN 2005

In the year 2004 we experienced sustained growth in all our charity and educational work. Given our huge success over the past five years it was particularly disappointing to suffer a setback in 2005, with the unprecedented (temporary) loss of key staff facing major surgery and two deaths of experienced people in one department. There has been an inevitable effect on staff morale and our services. Nevertheless, the return of some staff from long-term sickness leave has signalled that we are all looking to the future. Indeed it is the unique work & family spirit of InterChange which permits us boast staff who have been with us over 20 years to young staff with us for 3 or 4 months.

"I've had to resign to take a new career opportunity, but I have enjoyed every minute here and made many, many friends. InterChange is unique and I'll miss it." (Paul Blackmore, Caretaker 2006).

That team spirit and commitment from our skilled staff is vital to our continuing success. Vital to our ongoing growth, we need to invest in our core infrastructure – IT, database, marketing and financial services. To do this we need to make sure that government and grant funders recognise the importance of building capacity in the charities and not-for-profit sector: supporting our core costs and staff in delivering these services. Only a few of our grant funders e.g. Camden Council, assist with our core costs (overheads) whilst others demand annual % increases in outputs with no increased funding. They often don't recognise the overheads needed to keep InterChange open 7 days per week or that retaining skilled staff requires even modest salary increases. The charities and not for profit sector is a real force for positive educational and social change. InterChange Studios exists to harness that creative energy. My thanks goes to our staff, volunteers, trustees, to our funders, and to all those who support our work.

Alan Tomkins (Dr.)
Chief Executive



Estelle Morris MP and Dr. Alan Tomkins enjoy a light-hearted moment. Photograph by Dee Conway.

THE CAMDEN TEAM CENTRE SERVICES

The Camden Team are responsible for managing the various spaces throughout the building. These include the 1878 Victorian building, namely the Main Hall capable of holding lectures, performances, presentations, receptions and large functions. Both the Council Chamber and the Small Hall are used for meetings, smaller functions and various classes/lectures and in addition, the Council Chamber is licensed to hold both Wedding and Civil Partnership ceremonies.

The modern arts & media centre has an additional range of hireable spaces, including two well equipped dance studios, music rehearsal and practice rooms and a drama studio suitable for lectures, meetings, dance and theatre activities. All the hireable spaces are available for use by Camden residents, businesses and groups from all sectors of the community.

The dance studios built at a cost of over £1 million offer some of the best dance teaching spaces in the capital and are fully used by WAC Performing Arts & Media College and our resident dance school Millennium Dance 2000. The Main hall is similarly widely used for dance activity, and also offers a programme of cultural activity, as well as book launches, craft fairs, fashion shows, conferences, wedding or birthday celebrations and Masterclass showcases, most recently one hosted by Julian Joseph, the famous Jazz pianist.



The Camden Team provides a wide range of support services to our 15 resident Camden charities and specialist disability groups. The facilities at the Hampstead Town Hall Centre for disabled children attending courses are excellent.

FACILITIES & ACCESSIBILITY

The facilities at the Hampstead Town Hall Centre for all disabled patrons and visitors are excellent. All floors and hireable room spaces are accessible, with passenger lifts assisting access for wheelchair users and those less mobile to all parts of the building. Four car parking bays for disabled badge holders are located at the side of the building with a rear car park for ambulance and minibus access.

To contact us about any of these services or if you just need to ask questions or book a room, then phone our general enquiries service on **020 7692 5800** or you can email us at bookings@interchange.org.uk

OPENING HOURS

Monday to Friday
9:00am – 9:00pm
and Weekends



LEGAL ADVISORY SERVICE

The Service is a tribute to the continuing and loyal support of funders such as Association of London Government, City Parochial Foundation, Arts Council England, London and the London Borough of Camden in particular; and also to the fact that, as a demand-led service, there is a continuing and increasing call for our services in the ever-more complex legal situations in which the charitable sector finds itself, be they on the constitutional, employment or property front or any one of a number of other issues. The service offers advice to charities and other not for profit organisations with charitable aims on many different specialist areas of law.

Our current staff consists of three legal advisers (normally 5) and a part time administrator who rack up a very considerable number of years of specialist advice to the sector. Whilst we deal with the core questions we get asked, we all tend to specialise to some extent. In addition to the legal case work, which takes up the majority of our time, we also offer training on a range of topics through seminars. We also run advice surgeries. We offer a free initial consultation, with no obligation on the client to come back for further advice. Subsequent advice is charged for, but at affordable subsidised rates.

For more information on the Legal Advisory Service Contact **020 7692 5860** or you can email us at legal@interchange.org.uk

The Legal Advisory Service is arguably now the largest charities legal advisory service operating in England with regular referrals from major funders, the Lottery Boards and the Charity Commission.

OUR SERVICES

- Fundraising Law
- Making applications for charitable status
- Advice on legal structures and their constitutions
- Company formation
- Contracts of employment
- Premises, property law, leases etc
- Setting up trading companies connected to charities
- Specialist advice for refugee groups
- General Contract Law
- Service Level Agreements
- Legal audits and organisational health checks
- Specialist advice for arts & media groups
- Advice on the problems and liabilities of directors, trustees and members of management committees.
- Disability Discrimination Act
- Experienced in assisting clients from a vast range of ethnic and cultural backgrounds

INTERCHANGE TRAINING

InterChange Training has a twenty year track record working with charities, not-for-profit organisations, the health service, the education sector, local government and social enterprises, arts groups, leisure and sports centres, refugee groups, housing associations and SMEs.

Our practical, interactive and enjoyable approach enables managers and staff to develop the confidence and ability to implement new skills and approaches and achieve a better understanding of themselves and colleagues. This contributes to the building of healthier work environments which stimulate productivity, creativity and increased service user satisfaction whilst also promoting staff well-being.

COURSES CURRENTLY AVAILABLE

- Managing for the first time
- Supervisory Management
- Managing sickness absence
- Appraisals skills
- Coaching to inspire
- Marketing skills
- Interview procedures and techniques
- Supervising and working with volunteers
- Managing stress in the workforce
- Disability awareness
- Equality and diversity
- Training to train
- Improving team performance
- Facilitation skills for better conversations and decision-making
- Assertiveness, saying 'no' and dealing with challenging behaviour
- Customer care and service delivery
- Effective Administrator

- Essential writing skills
- Managing your own stress at work
- Personal effectiveness and time management
- Minute taking and report writing
- Voice and presentation skills
- Project management essentials
- Health and safety
- Personal procedures for the non-specialist
- Financial management for non-financial managers
- Duties of a company secretary
- Resolving disputes
- Fair and flexible working practices
- Age discrimination
- Copyright for beginners

WHAT WE OFFER

Our strong team of experienced and accomplished trainers, consultants and coaches all have first hand knowledge of the not-for profit sector and offer a diverse range of skills and experience in the following areas:

Human resources; accountancy; law; diversity and equal opportunities; management and organisational development; health and safety; counselling and therapy; communications and coaching.

More information about our public training programme, in-house tailored training and biographies of our trainers can be seen on our website: www.interchange.org.uk/training

For more information on InterChange Training contact us on **020 7692 5866** or you can email us at training@interchange.org.uk

COPYART IT & MEDIA SERVICES

The Copyart team comprise a number of complementary technology skills and are there to support Interchange departments, resident groups and other charitable organisations with their promotion, marketing and IT needs. Over the past 12 months they have been involved with many diverse projects such as migrating a large Interchange department to a new IT server, creating a single diary facility across all of Interchange, designing and creating interactive websites for a range of community groups and designing marketing material for a resident group.

Copyart also supports the UK Online Centre which operates at the Town Hall Centre. This innovative ICT centre offers music, media arts and digital production facilities to engage and support socially excluded young people and low income families to make use of ICT. The centre develops basic ICT skills by providing short courses in new technologies/software for people working in the cultural industries.

Feedback on the quality of Copyart's work is impressive and many use the services time and time again. Specific areas of expertise cover:

- Website design and authoring
- Document design and compilation [such as this annual report]
- IT and network support and advice
- IT training
- IT access and support for students in the building
- Filming and recording of events

But the team are innovative and always ready to consider any challenge to see how they can harness technology to benefit the user.

For more information on Copyart Services contact **020 7692 5817** or you can email us at copyart@interchange.org.uk



A media class in progress in our digital arts room. Photograph by Dee Conway.

FAMILY SERVICES

In September 2004 the Family Services programmes which were based at the Harmood Community Centre, moved to the Talacre Sports Centre to make way for the building of a new children's centre. This coincided with the retirement of Mary Doyle who was the stalwart caretaker of the building from the laying of the first brick to its closure! InterChange undertook 2 years of consultation with the local community on the new children's centre before handing over the project to Camden Council.

The Loggies Under 5's Project moved to the Talacre Action Group building (on the site of the old Loggies at Interchange), where we run a programme of parent and toddler classes, under 5's drop-in provision and 'Time 4 Me' teenage parent projects.

At the other end of the Talacre Sports Centre, we manage the Sunflower Room Crèche and drop-in

provision which is funded by Sure Start Kentish Town. The project hosts a Father's Drop-in and provides support for the Toddler Gym and for Sauna, Swim, Gym sessions, for parents/carers.

For further information on Loggies Under 5's Project and the Sunflower Room please telephone **020 7424 9350** or you can email talacre@wac.co.uk

Loggies Under 5's Project,
Talacre Action Group,
Wilkin Street,
London
NW5 3NM.

Sunflower Room,
Talacre Sports Centre,
Dalby Street,
London
NW5 3AF.



WAC PERFORMING ARTS & MEDIA COLLEGE

WAC has extended the range of its programmes in a number of ways. It has fully developed a practice of arts education which values the general 'transferable' or 'key' skills young people learn from arts experiences. It provides dedicated training for digital media artists and specialist courses for young people with learning difficulties. As WAC grew so it has specialised in training arts trainers to work in educational contexts. WAC offers a foundation degree in Performing Arts and is an accredited centre for NVQ's. It works to support the growth of small businesses in the cultural industries and to facilitate the professional development of artists' careers. WAC continues to give those young people who are marginalised by society priority access to all its programmes and this philosophy underpins its lifelong learning programmes.

WAC continues to provide training opportunities in the creative and cultural industries for 1000 young people a year. It has a national and international reputation for innovative ways of teaching and learning offering access to cutting edge media and arts projects. It is involved in a number of strategic research projects and partnerships aiming to influence the development of the education system.

Key WAC projects are: Junior WAC for the 7-14 age group; ARCO Plus media training courses for 16-22 people; Foundation Degree in Performing Arts; WAC Nites for 11-25 year olds; African Drumming, Music Technology, DJ-ing, Young Band Nites, Trampolining Awards Course, Drama Acrobatics, Dance & Soundbeam Project; WONDER WAC workshops for young people with learning difficulties, Time-for-me lone parent & teenage group; The Camden LEAP Primary & Secondary Schools Project, Senior WAC, Holiday Courses & Playschemes, Emergency Childcare project, WAC Liverpool project for 11 to 14 year olds; the STEP Creative Industries Initiative and the UK Online IT community project supported with IT apprenticeships. The Business Basement supports the growth of small businesses in the creative industries: this represents a major objective for the charity.

For more information on WAC Performing Arts & Media College contact **020 7692 5888** or email info@wac.co.uk



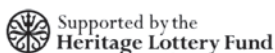
Junior WAC. Photograph by Dee Conway.

FUNDERS AND SUPPORTERS

Arts Council England
 BBC Children in Need
 Capital Radio – Help a London Child
 Changemakers
 Drugs Action Team – Camden
 Early Years Childcare Development Partnership
 EQUAL Bettercup
 Esmee Fairburn Trust
 Heritage Lottery Fund
 John Lyon's Trust
 Leonardo (Crossworker) European Commission
 London Borough of Camden
 London Borough of Camden Leisure and Tourism
 London Borough of Camden Social Services
 LBC Voluntary Sector Unit
 LBC Youth and Connexions Service
 London Metropolitan University
 London Youth
 National Foundation for Youth Music
 Neighbourhood Renewal Fund
 Socrates (Minerva) European Commission
 Sure Start
 The Variety Club
 Association of London Government
 City Parochial Foundation
 London Development Agency

A selection of our many partners:

ADFED
 Akademi
 Art of Regeneration
 Arts Marketing Association
 BECTU
 Burns Owens Consultants
 British Film Institute
 Bindmans Ltd
 Camden Business Initiative
 The Charity Commission
 Camden Education Authority
 Capital Quality Limited
 Central London Connexions
 Changemakers
 Cluttons Surveyors
 Collage Arts
 Community Focus
 Community Music
 Connections Communications Centre
 Corporation of London
 Creative Partnerships
 Dance UK
 Decibel
 Department for Culture, Media and Sport
 Engage
 Equity UK
 European Social Fund (ESF)
 Goldsmith's College, University of London
 Haverstock School
 Highgate Wood School
 Independent Theatre Council
 The Law Society
 London Metropolitan University
 London Youth
 London Youth Arts Network
 London Youth Music Action Zone
 Musicians Union
 Mobo Awards: Boom Factory Ltd
 Metier
 Metropolitan Police
 Midi Music Company
 Moore Stephens Ltd
 Musicians in Focus
 National Association for Literature Development
 National Association for Writers in Education
 NESTA
 National Trust
 National Lottery
 Nabarro Nathanson
 Really Useful Theatre Co.
 Bernard Williams Associates



CONNECT Initiative



STAFF 2006

Alan Tomkins	Chief Executive
Ade Olatunji	CopyArt IT Training
Alison Clixby	Administrator (p/t)
Alix Poscharsky	Reception & Events (p/t)
Amy Kinghorn	Early Years Crèche
Andrew Pringle	Head of Legal Advisory Service
Annette Loose	Reception & Events (p/t)
Camille Curtis y Van Dyke	Social Inclusion Projects
Celia Greenwood	Director of Arts & Media (WAC) and Deputy CEO
Charmane Forbes	WAC Administrator
David Foy	Caretaker
David Williams	Liverpool WAC
Donald Fowler	Caretaker
Elaine Grant	Foundation Degree Course Leader
Fergus Justice-Mills	Operations Director & Deputy CEO
Imam Anshory	CopyArt IT Officer
Jason Jean-Charles	CopyArt IT Apprentice
Jeanefer Jean-Charles	Oasis Co-ordinator (p/t)
Jitendra Kulkarni	WAC Senior Administrator
John Murray	Caretaker
Julie Bann	Legal Advisor
Karen Tidsall	Head of Training Department
Ken Shoults	Financial Controller & Company Secretary
Kirsty Javedan	Duty Manager (p/t)
Latifat Saka	Aspire Co-ordinator
Lee Stewart	Training Administrator
Leon Hazlewood	Junior WAC and WAC Nites Co-ordinator (p/t)
Lisa Sproat	Foundation Degree Administrator
Lorna O'Leary	Events Manager
Lucy Lupai	Duty Manager (p/t)
Maggie Mendy	Youth Officer
Martha Stylianou	Education Officer
Mary Carmody	Finance Officer
Maxine Bunting	ARCO Co-ordinator
Maxine Howard	Legal Team Administrator

Melanie Ancliff	Head of Family Services (Youth Officer)
Oli Jones	Project Co-ordinator (p/t)
Paul Blackmore	Caretaker
Peter Korn	Legal Advisor
Phyllis McIntyre	Reception & Events (p/t)
Rachel Bennett	Senior WAC
Rebecca La Croix	Loggies Under 5s Drop-In Assistant
Rita Shukla	Senior Finance Officer
Roger Bronkhurst	Senior Legal Advisor
Sharon Moffatt	Finance Officer
Sue Gresley	Reception & Events Assistant (p/t)
Tobi Forsdyke	Copyart Media / IT
Ultan Nelson	Caretaker
Vik Sivilingham	WAC Pilot Project

BOARD OF TRUSTEES

at March 2006

Janet Wallace	(Chair of the Board)
Russell Gilderson	(Vice-Chair & Chair of the Finance Subcommittee)

Bob Harris
Brian Fagan
Mandy Berry
Richard Gibson
Susan Triesman
Thomas Day

15 RESIDENT CHARITIES Including:

Akademi

Somali Community Centre

Badejo Arts

**Spare Tyre
Theatre Company**

**Camden Mental
Health Consortium**

**Unclassified Mime
Company**

**Greater London
Pensioners Association**

**University of the 3rd Age
in London (U3A)**

London Gay Men's Chorus

Until the Violence Stops

London Hazards Centre

Worship Tabernacle

Millennium Dance 2000





The regular craft fair in the main hall.



Estelle Morris MP with one of our trustees Mandy Berry congratulating students in the new recording studios. Photograph by Dee Conway

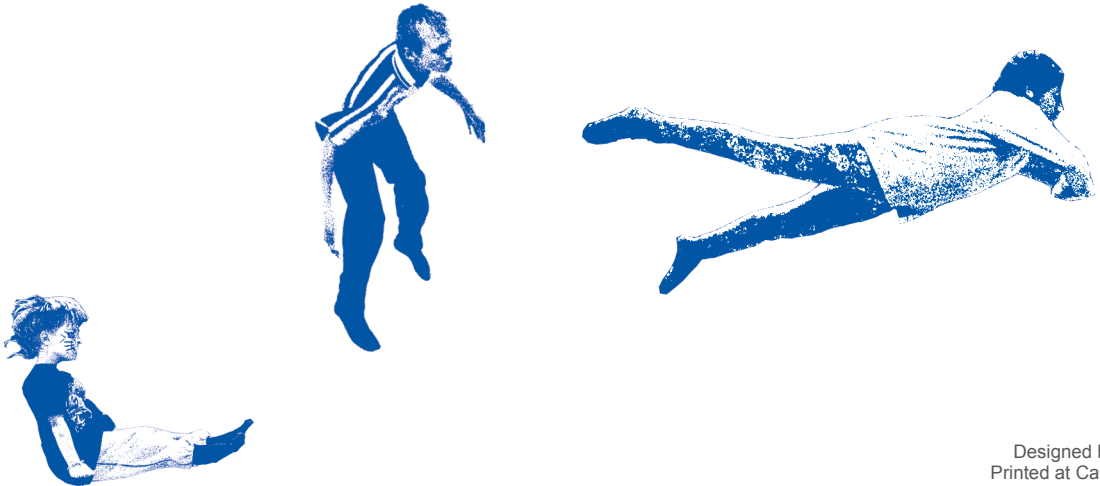
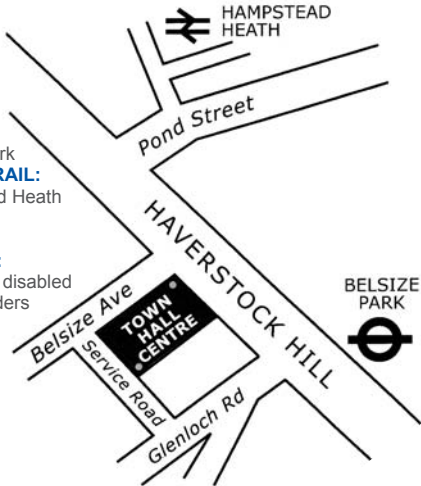


InterChange Studios
Hampstead Town Hall Centre
213 Haverstock Hill
London NW3 4QP

Tel: 020 7692 5800
Fax: 020 7692 5801

bookings@interchange.org.uk
www.interchange.org.uk

TUBES:
Belsize Park
BRITISH RAIL:
Hampstead Heath
BUSES:
168, C11
PARKING:
On site for disabled
badge holders



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InterChange Trust is a registered
Charity No. 267043, and a company
limited by guarantee No. 1158819
(registered in England and Wales)



5TH BIRTHDAY
AT HAMPSTEAD TOWN HALL CENTRE
25 YEARS PROVIDING QUALITY
SERVICES TO THE COMMUNITY

