



Directors' Report and Financial Statements

1 April 2019 – 31 March 2020

Volunteer Cornwall is an independent charity dedicated to developing the wellbeing of individuals and communities in Cornwall

Company Registration Number

03562830

Charity Registration Number

1069957

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Annual Report and Financial Statements
For the year ended 31 March 2020

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Chair and Chief Executive's Report

As another year draws to a close, Volunteer Cornwall can look back and feel proud of the work our staff and volunteers have delivered.

2019/20 saw the continuation of various projects such as the Big Lottery VIVA Loneliness, Stoke Befriending, Macmillan and Smartline initiatives. Our Social Prescribing service which is delivered with six partner organisations has been recognised by NHS England as a crucial way of working for the future. The project assisted 2,808 people to access support and build connections in their local community, linking them to a variety of local groups and organisations.

Our High Intensity User service, supporting people with the most challenging and complex issues has been humbling work. Over this year the project expanded, and we have supported 37 people to build their confidence, skills and connections with truly life-changing impact and seen an expansion of the service as a result. At the same time as enabling people to live more fulfilling lives, it also saved £295,360 within the health system that could be used elsewhere.

We launched our Council-funded One Vision Community Development Worker service with six staff across Cornwall supporting children, young people and families to access support in their communities. This links into the great partnership work within the Early Help Hub. Our transport team and volunteer drivers have driven 1,160,324 miles helping 46,577 children get to school, vulnerable adults access services like hospital appointments, and assisting people to become active in their communities and go out on trips.

Once again, our support services in training, finance and administration, IT and client assistance have underpinned the work we do and enable the whole organisation to function and maintain its quality projects.

The Community Makers continued their work mainstreaming community engagement into Cornwall's health and care system. And when the COVID-19 pandemic struck, we were ready and able to assist. The world as we knew it changed almost overnight, with often devastating consequences for many people in our communities. What did not change was the kindness, generosity, and compassion of 3,931 volunteers and 236 local community groups who signed up to help us support 3,080 individuals with many hundreds still receiving ongoing support. In the midst of a tragedy, this has been a beacon of light and one which demonstrates the resilience and community spirit Volunteer Cornwall have been harnessing and sustaining for over 40 years. May this light continue to shine, we need each other now more than ever.

Emma Rowse – Chair
Ian Jones – Chief Executive

Directors' Annual Report
For the year ended 31 March 2020

1 Objectives and Activities of the Charity

Volunteer Cornwall is a charity dedicated to building social capital and developing the wellbeing of individuals and communities in Cornwall. It does this by working in collaboration with a wide range of organisations to promote and support active citizenship and voluntary action covering the emotional, social, environmental and economic needs and opportunities in Cornwall.

Volunteer Cornwall's objects are to undertake voluntary work in education, social services and similar charitable activities amongst those in need thereof.

Climate Emergency

Volunteer Cornwall has declared a Climate Change Emergency in recognition of the Intergovernmental Panel on Climate Change (IPCC) report findings and the need to reduce global emissions by 2030. This will be considered in all our objectives and the outcomes we deliver.

Objectives

Climate Emergency. Delivering the required reduction in our carbon footprint to meet the IPCC targets by 2025. Encouraging and supporting other organisations in the sector to declare a climate emergency and meet the climate change targets.

Connecting. Working with people and communities as part of a connected system to make links and cultivate strong ties between individuals, organisations, sectors and places. Making connections between organisations to increase collaboration to maximise use of resources and to improve outcomes and impacts.

Supporting. Inspiring and assisting people to access and participate in their communities. Encouraging organisations to engage more local people in voluntary action, to support the design and delivery services and to increase activities in communities to meet local needs.

Strengthening. Enhancing the ability of organisations to maintain and optimise the delivery of services and activities. Work to increase the resilience of people and the sustainability of communities.

Improving. Support the development of volunteer experiences for individuals and the opportunities provided by organisations and community groups. Inspire people to achieve their potential through volunteering and strengthening their emotional and physical wellbeing.

It is recognised that Volunteer Cornwall is part of a dynamic changing system and flexibility to deal with emerging circumstances is critical. The objectives are underpinned by operational practices and behaviours that engage people proactively and on an equal footing. To achieve this distributed and collaborative leadership is crucial, within and across organisations as well as with local people in their communities. The values of the organisation set out below have a vital role to play in delivering the stated objectives.

Objectives and Activities of the Charity (continued)

Values

Volunteer Cornwall's values below describe the way we behave towards each other, our partners, our communities and within the environment. The focus of these values directly relates to achieving lasting outcomes for people and having a positive impact on communities:

Creative. Being creative and always exploring the "art of the possible" to find solutions to the challenges Cornwall faces. Thinking ahead about potential issues that could impact on the resilience and wellbeing of people and the sustainability of communities. We want to be "doing" not just "talking".

Caring. Being kind and having compassion for people we work with, both inside and outside our organisation. Seek to understand the issues that may cause people to worry. Having respect and empathy for all people, living creatures and the world in which we live.

Collaborative. Look for every opportunity to improve outcomes and impacts by cooperating with people and organisations. Understand the connections within the system and the positive impact collaboration can have on people and communities. Act with honesty and integrity when working with local people and partner organisations. Build trusted relationships with people and organisations.

Challenging. Be passionate and bold about the work that we undertake and open to new possibilities. Challenge ourselves and others to do better and work positively with the people and partners to identify ways to improve services. Focus on the mission of the organisation challenging established practices in order to achieve sustained outcomes.

Public Benefit

Our work will continue to ensure that the quality of service is paramount, and the focus remains on outcomes and long-term impact. When reviewing its aims and objectives and in planning its future activities, Volunteer Cornwall has referred to the guidance contained in the Charity Commission's general guidance on public benefit. ***Public benefit is very clearly demonstrated in the Achievements and Performance section of this report.***

The strategies employed to achieve the charity's aims and objectives are:

- ◆ To enable people in Cornwall to be involved in their communities through engaging in voluntary activities, formal and informal;
- ◆ To counter isolation and loneliness through supporting people to volunteer and become engaged in their community;
- ◆ To improve people's individual wellbeing and community resilience;
- ◆ To develop, support and promote activities and partnerships in Cornwall that involve volunteers;

Objectives and Activities of the Charity (continued)

- ◆ To work with partners to develop a values-driven multiple outcomes approach to service provision for people and communities;
- ◆ To assist with the development of skills and knowledge that the volunteer might require when undertaking their activities;
- ◆ To support vulnerable or disadvantaged individuals and families become resilient and participate in social and economic activities;
- ◆ To assist with the development of host organisations, meeting their needs while promoting good practice in the deployment of volunteers;
- ◆ To support volunteers to benefit from their social action that meets their needs and aspirations;
- ◆ To work with partners to develop and co-produce services required by individuals and communities;
- ◆ To work with the public sector on ensuring local people are involved in the development and delivery of services.

Changes or differences that Volunteer Cornwall seeks to make through its activities:

- ◆ Increase volunteering so that 100% of those who are able to volunteer, do so at least once a year;
- ◆ Increase volunteering to improve and enhance Public Services;
- ◆ Support vulnerable or disengaged individuals to meet their needs or aspirations within their community;
- ◆ Improve transport solutions to assist individuals to access services and engage in activities;
- ◆ Raise awareness of volunteering across the county through marketing activity including social media;
- ◆ To support the development of engaged and active communities through voluntary action;
- ◆ To encourage the sharing of volunteers across organisations and functions in order to meet the needs of the most vulnerable members of Cornwall's communities;
- ◆ Ensuring that all staff are trained in safeguarding and diversity issues and that these principles are passed on to all stakeholders;
- ◆ Support the development of safe and cohesive communities and the improvement of service provision;
- ◆ To support partners to attract more funding for community development work in Cornwall;
- ◆ To work closely with public providers on service development and delivery;
- ◆ To demonstrate to other voluntary groups, through best practice, that staff training and support achieves a high standard of service delivery;
- ◆ To work with host organisations to encourage all volunteer involving organisations to provide training and development for their volunteers;

Objectives and Activities of the Charity (continued)

- ◆ Through funding streams and procurement of contracts, ensure that as many groups as possible are included in volunteering e.g. BME groups, older volunteers, young volunteers, people with disabilities, people living in rural areas, people living in deprived neighbourhoods and ex-offenders etc.;
- ◆ Through all aspects of Volunteer Cornwall's activity to demonstrate a high-level quality service that can stand as a beacon of good practice for any organisation to pursue. To provide support to all organisations in the county to develop high standards of service for their volunteers;
- ◆ To manage personal information in a confidential and secure manner and only sharing data with the person's permission to those approved to receive it. To be aware, at all times, of the need to share information when safeguarding is a major concern.

The Charity's strategies for achieving its stated objectives

A flexible Business Plan is in place which is monitored quarterly by the Senior Management Team and the Board. This Plan is linked to the stated objectives of the organisation. New Plans are developed on the achievements or failures of the previous year and linked to each financial year. All Annual Plans take into account internal and external predictions about the future of volunteering as well as fit within the agreed Mission Statement of the organisation.

Significant role of volunteers within Volunteer Cornwall

Volunteers play a fundamental role in the organisation's work and this includes volunteer drivers who provide an invaluable service to a great number of isolated people in the county. This service has been in place for over 40 years providing much needed support for people to access services. Volunteers are also actively engaged in a wide variety of projects supporting young and older people and those considered vulnerable as well as environmental activities.

Transport journeys are carried out day or night by our committed volunteer drivers countywide who understand the needs of their vulnerable passengers. Volunteers also help to deliver our services throughout Cornwall particularly in times of emergency supporting local people who need assistance. Volunteering has also demonstrated on many occasions that the experience gained can often help achieve full-time employment.

Working in Partnership

At Volunteer Cornwall we are always trying to respond to new challenges in society including working with vulnerable groups and building community capacity despite ever decreasing financial resources. Over the last ten years, we have met some of these challenges by working in partnership with Professor Catherine Leyshon and Dr Michael Leyshon from the University of Exeter's Penryn Campus.

Objectives and Activities of the Charity (continued)

Work is ongoing in partnership with the Social Innovation Group to engage individuals, the VCSE and the public sector in developing sustainable and resilient communities.

The main activities that contribute to the achievement of Volunteer Cornwall's objectives are detailed below:

Strategic Development

Senior staff of Volunteer Cornwall together with trustees work hard to influence strategies and operations of the public sector so that local people are actively involved in service design and delivery. In order to increase volunteering, this also includes ensuring that the services of voluntary and community sector organisations are promoted.

Community Makers

The six place-based Community Makers are dedicated to enhancing wellbeing by working with public and voluntary sector organisations to engage volunteers in a wide range of activities throughout Cornwall. The Community Makers (predominantly mobile and active in the community) work as a team to support voluntary action across their individual geographical areas. This work is primarily targeted at adults.

One Vision Community Development Workers

The Community Makers have been strengthened by the appointment of six development workers whose prime aim is to engage and support children, young people and families in partnership with Cornwall Council. This work is coordinated by a manager based within the Early Help Hub.

Training and Development

The organisation's small training department supports volunteers to develop new knowledge and skills when undertaking their volunteering. This has an impact on their confidence, self-esteem and capabilities. The team also support host organisations to improve the recruitment, retention and utilisation of volunteers.

Projects and Supportive Activities

There are various other projects and funded activities which provide key support to our volunteers and host organisations and supplement the services delivered by the volunteer infrastructure.

All our projects are underpinned by the Changing Lives principles and we try to make links between our projects so that they support each other.

Objectives and Activities of the Charity (continued)

Community Transport Scheme

The organisation's transport department co-ordinates a county-wide Community Transport Scheme with a pool of volunteer drivers who use their own cars to transport a wide variety of clients throughout Cornwall.

The volunteer drivers are reimbursed expenses in the form of a mileage allowance (42p per mile for this year) for voluntary driving carried out on their behalf. The users of the car scheme reimburse Volunteer Cornwall with the cost of the volunteer's expenses and a small administration fee.

We also operate an Accessible Car Scheme, Community Minibus Scheme and a Community Driver Training programme.

2 Achievements and Performance

Introduction

Our front-line teams work closely together under the strategic direction of the Support & Development Manager and the Project Manager. This has undoubtedly allowed for a great deal of interaction and cross-fertilisation of ideas. The object of this close collaboration is to focus on maximising impact and outcomes for the people of Cornwall. Our main open plan office and regular team meetings are used to keep everyone up to date with what is happening as well as to explore the potential for new linkages and ideas.

Throughout 2019/20, we retained our focus on the health, care and wellbeing agenda in Cornwall and have been working on system transformation with our public sector partners – including being a central part of the Embrace Programme – providing voluntary sector input and encouraging partners to consider the role of voluntary action and volunteering in the future delivery of services.

The ebb and flow of projects continued throughout 2019/2020 as set out below:

Brokerage

Volunteer Cornwall continues to fund a core, centralised service from its reserves in order to support the wider sector, particularly smaller charities and community groups, as well as underpinning so much of our own work.

We continue to manage and maintain Cornwall's contribution to the national volunteering database – www.do-it.org – with 552 organisations and 2,551 opportunities at year end. Over the year, we welcomed 46 new hosts and added 153 new opportunities. 1,242 people applied through do-it for volunteering opportunities and we handled a further 1,080 enquiries.

Achievements and Performance (continued)

This performance is slightly down on the previous year but that is due in part to the disruption from COVID-19 which began, for us, in March (see end section).

We continued our efforts to build a strong social media presence and make full use of our website to support our work and having introduced a new post to boost volunteering levels within health and social care, we had considerable online success in attracting new audiences – adding Instagram to our list of social media platforms and beginning to explore TikTok as a way of reaching younger volunteers.

Before COVID-19, we were averaging 3,500 unique visitors per month to our website with around 30,000 hits/month. We had 3,385 followers on Facebook and 3,022 on Twitter. In March, we had 18,500 visitors to and 145,000 hits on our website and by the end of March our Facebook followers had passed 4,500 and our Twitter account was being followed by 3,200 people.

This shows the sudden and massive impact that COVID-19 had on our organisation.

Training & Development

Despite waiting almost a whole year, the planned ESF Project to follow-on from “Upskilling the VCS” did not materialise (and we are still waiting for a response from funders on its future).

Luckily, we are not wholly dependent on any single funding stream and our training team were kept busy by a raft of internal and external training.

Before we suspended our training activities at the start of March, we had supported 246 learners across 31 courses.

These included ‘traditional’ work like Leadership and Management courses, Safeguarding training for volunteers but also for Trustees and Managers, Education & Training and one-day courses around Information Governance, Volunteers and the Law and using social media.

We also spent time developing new courses linked to our expanded health role and our trainer became a facilitator for the ‘HOPE’ programme (Help Overcoming Problems Effectively – based on a course developed by the University of Coventry) and trained to deliver the ASSIST suicide prevention training.

The team also supported our development of a model to deliver integrated place-based volunteering teams linked to the new Primary Care Networks including writing and submitting a detailed bid for funding however this was suspended when the pandemic struck.

Achievements and Performance (continued)

From March onwards, the team became part of the overall response to COVID-19 but we put their knowledge and skills to use around recruiting and managing our volunteers and developing specific services around befriending and wellbeing.

Health and Social Care

We spent 2019/20 working alongside colleagues on the transformation agenda, playing a key role in the development of the Embrace Programme, a cross-system initiative to radically change the way we deliver health and care in Cornwall.

Our Support & Development Manager was funded to be a regular part of that team, providing voluntary sector input and challenging their thinking around the role of voluntary action in helping with both prevention and support.

More work is being done to integrate climate impacts on the health sector, its workers, infrastructures, budget and patients, from raising awareness in strategic and partnership groups to engagement with the relevant health leads in the Council for the Council's Climate Action Plan. This work is ongoing.

Community Makers

Our team of six Community Makers, funded by Cornwall Partnership NHS Foundation Trust, have allowed us to respond flexibly and rapidly to changing need and changing NHS structures across the Integrated Care Communities.

During the year, the Primary Care Network (PCN) model was rolled out and our teams were able to quickly engage with this new approach to ensure the voluntary sector were included in their thinking and future planning.

They attend Multi-Disciplinary Team Meetings, support Patient Participation Groups, work with district nursing teams and Adult Social Care staff and help facilitate community hospital discharges locally whilst also being our eyes and ears on the ground across the communities of Cornwall, providing advice and support for groups, linking and connecting voluntary groups and encouraging people to get involved in voluntary action. They support their Social Prescribing colleagues to help grow the capacity of the sector to meet the demand for wellbeing services.

West Cornwall Community Maker

The two components of "West Cornwall" are covered by Josh Clarke – who covers the Kerrier area – and by a job-share arrangement between Chandelle Randall and Manda Brookman who between them cover Penwith.

Josh has been actively involved in the development of the Embrace care pilot in North Kerrier, helping colleagues to understand the community and VCS resources that might be available to support their patients.

Achievements and Performance (continued)

His role was crucial to both ends of a patient's journey - the prevention element, finding alternatives to entering the acute health system where possible and the support element, linking people to community-based provision when they leave the acute system. To do this, Josh has had to build up an extensive knowledge of the provision available across both North and South Kerrier and think creatively about how to engage voluntary and community groups in this pilot.

Manda has been working closely on the development of respiratory pathways and a pilot project in the West with CCG and other colleagues. There are links between poor respiratory health and climate change, something both Manda and Chandelle have been championing throughout the year. Manda has also been working very closely with the Stennack Surgery to show what can be achieved by a GP Practice that embraces the local community and encourages them to be active participants in managing their health and wellbeing.

Mid Cornwall Community Makers

The Carrick area is covered by Carolyn Trevethick and the Restormel area is covered by Bill Davies who work closely together to ensure the mid area is at the cutting edge of policy development.

Bill has worked with colleagues in St Austell to develop a place-based pilot, bringing together all of the health and care professionals, plus the voluntary and community resources available, to test a new way of working where semi-autonomous teams are empowered to take the necessary actions to achieve the best possible outcome for the person they are supporting. Like Embrace, this work had to stop due to COVID-19 but Bill is keen to get back to this when the current crisis has passed, using his encyclopaedic knowledge of the local community groups and initiatives to help develop a truly new way of working.

Carolyn has worked on a variety of community initiatives across Carrick, connecting and engaging groups and linking them up to events and opportunities. She was involved in a 'Grief & Loss Café', the Kernow Lifestyle Medicine event, Network Breakfasts in Falmouth & St Agnes, Falmouth Suicide Safe, NHS Apprentice Volunteering Day and supported the extension of the Eden Walks to Carrick – no two days are the same for a Community Maker!

East Cornwall Community Makers

Laura Chapman covers the East Cornwall area and Penny Steventon covers the North Cornwall patch. Between them they have become an integral part of not just the VCS but of the health sector too, helping to create a holistic approach and joined-up service to the ever widening and diverse community.

Achievements and Performance (continued)

Sometimes, Community Makers are involved in supporting one-off events – Laura got involved in promoting and delivering 'MySaltash' as an example, bringing together a range of services and support available for residents of the town. She also supported one of our partners, Active Plus, with their Liskeard 'Positive People' group, connecting them to the Liskerrett Centre and encouraging them to get involved in local volunteering.

On other occasions, Community Makers provide ongoing support and Penny has been a long-term friend and champion of 'Legs & Co' – the centipede group she helped establish. After several years of support, she was pleased to see the group awarded £2,000 of funding to help them develop their services further.

Penny also arranged a community networking event in Bude and a monthly VC Outreach drop-in service in Bodmin Library which had just got started when COVID-19 struck. She will be re-launching when the time is right.

Social Prescribing

Volunteer Cornwall co-ordinates the Cornwall Social Prescribing Project (which commenced in September 2018 for 3 years with funding from Dept of Health & Social Care & Cornwall Council Public Health). The partnership consists of six delivery organisations - Active Plus, Age UK, Chaos, Cornwall Neighbourhoods for Change, Eden and Pentreath.

The Project has 8 full time equivalent Link Workers covering 29 surgeries in the County from St Ives and Penzance in the West to Liskeard and Looe in the East. However, the introduction of a national social prescribing programme, rolled out by the NHS through the PCN network, presented us with both challenges and opportunities.

Challenges because of the confusion and duplication that has arisen as a result of having the two schemes running simultaneously. Opportunities because in some areas our partners were invited to expand and deliver the new services by the GPs. So in East Cornwall and in West Cornwall, the PCNs are funding our partnership to deliver whereas in Mid Cornwall the picture is a little more complicated.

Despite this, we have had a successful year with 2,808 referrals across our project and 2,169 of those receiving support from us.

Referrals cover a wide range of complex issues and we deliver to adults aged 18 and over, with no upper age limit. Confidential, 1:1 discussions take place at the GP surgeries, with 3 subsequent follow-up sessions offered for a period of 6 months. Patients agree an Action Plan with their Social Prescribing Link Worker, which is regularly reviewed. The Link Workers help patients to prioritise "What matters to them?" and support is agreed by linking with community services and activities, guidance and advice according to need.

Achievements and Performance (continued)

Since COVID-19, Link workers have been predominantly working from home and providing telephone support to clients on their caseloads, supporting their host organisations response efforts and helping their linked GP practices by calling vulnerable patients to offer welfare checks and support.

High Intensity User Support

In January 2019, we began a piece of work to show how a different approach to the most frequent users of acute services such as the '999' ambulance service, out-of-hours GPs and the Emergency Department at our acute hospital, can pay dividends.

By engaging with 'high intensity users' and focusing on their social rather than their medical issues, we were able to rapidly provide advice and activities to meet their needs while at the same time reduce the incidents of them accessing acute services and help them to start making longer term plans to move towards their personal life goals.

Initial targets were to see 50 clients in a year, based on the national Rightcare guidelines, however as the service progressed it became evident that with the geography and size of Cornwall, and holiday traffic further increasing journey time, that this was not achievable with one member of staff.

At first all referrals came from South West Ambulance Service, however as the data became increasingly difficult to get hold of we changed tack and began looking predominantly at the Emergency Department most frequent attenders. This changed the nature of the clients as great work had been achieved with those not so highly embedded in the acute setting and calling out ambulances for see and treat only.

In January 2020 the HIU service grew with the appointment of a co-ordinator, a social worker by background. She has her own caseload after a period of shadowing and is a great asset to the team with her diligent ways and gentle resilience and strength.

At the end of February 2020, a further appointment of a co-ordinator based in the St Austell area, full of enthusiasm and passion for people, covering High Intensity Service Users of the Emergency department, the primary care network and telephone support for 111. A period of training and embedding/shadowing led by HIU took place. This was partially cut short for the second appointment due to the COVID-19 outbreak when all HIU staff began to work from home. The January 2020 appointment meant that clients could now be grouped by geography to specific staff. By the end of February 2020, the service had engaged with 37 clients since the January of the previous year.

Achievements and Performance (continued)

March 2020 saw COVID-19 hit and we had to adapt what we had been doing as most organisations had closed to the public and many of our clients were isolating. We switched to solely phone-based support and also worked with the wider Volunteer Cornwall Team to launch the COVID-19 community response to help those who previously would not have needed support but now had to stay home.

Projects & Services

The range of projects and services that we delivered in 2019/2020 continued to demonstrate the support that we provide to a diverse age group and population across Cornwall. We pride ourselves on the fact that our projects are not age or condition specific but embody our refreshed values of: Creative; Caring; Collaborative and Challenging. We did all of this in partnership and collaboration with a wide range of agencies such as the British Red Cross, Barnardos, Macmillan, as well as public sector bodies such as Cornwall Partnership Foundation Trust and Cornwall Council.

Our Projects & Services contributed to the full range of objectives set for the organisation, helping raise the profile of Volunteer Cornwall and the opportunity for people to participate through undertaking social action. This is promoted through press releases, social media posts, blogs and good news stories and meeting our contractual responsibilities.

Welcome Home

Welcome Home in partnership with the Red Cross ran until the end of September 2019. We supported vulnerable and lonely clients with our volunteer visits, offering initial practical support, transport home from hospital and friendly phone calls to reassure them that they are not on their own. Across the length and breadth of Cornwall, we have helped clients in their 20s to centenarians. Everyone can do with a helping hand when they are not feeling a hundred per cent.

To support our acute hospital and the whole health system in the battle to provide good quality care and manage hospital patient flow our managers continue to participate in daily health system conference calls to support the discharge of as many patients as possible. We have been commended for being responsive, proactive and solution focussed. (Despite being a relatively small organisation, we can respond to the immediate needs of people requiring support).


The volunteers are the life blood of the scheme. And they are always happy to go the extra mile. We have helped to move furniture, feed cats and generally helped when needed. We made a big difference – thanks to our volunteers. Even though the project has ended we still promote and advocate the act of being more neighbourly.

Achievements and Performance (continued)

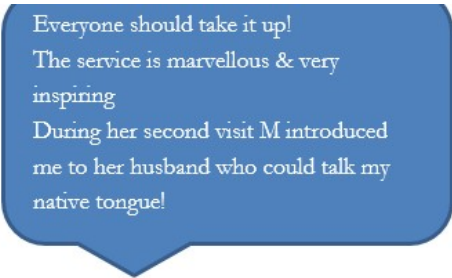
Stroke Befriending

We have delivered this project for Cornwall Partnership Foundation Trust since April 1st 2018 and we have received 165 referrals with 350 visits being provided by our befrienders. We have recruited and trained 31 befrienders in communications skills. The befrienders – some of whom have had a stroke, visit the client 6 times during which they: practice conversation with them, using a range of methods and aids; signpost them to various local clubs and activities; accompany them to groups and generally make them feel better about themselves.

The project has received very positive feedback from all stakeholders.



Someone cares
Look forward to it
Enjoyed it all so much
Most appreciative for the service
Thanks for your help Jayne



Everyone should take it up!
The service is marvellous & very inspiring
During her second visit M introduced me to her husband who could talk my native tongue!

We are continuing to develop excellent relationships with relevant Stroke Association Groups, the Cornwall Stroke and Aphasia Network, Stroke and relevant health professionals.

Early Help Hub and Community Development

The role of the Early Help Hub (EHH) VCS Coordinator has continued to evolve throughout the past year and now involves the line management of 6 One Vision Community Development Workers. Information regarding voluntary and community sector organisations is now shared with the Early Help Teams in each of the six localities to enhance and support the work of all staff and volunteers who are out in the community directly supporting families.

The use of VCS services across Cornwall has increased as more people are aware of their services and routinely signpost families and young people to a much more diverse range of provision – not just the statutory services, which are often over-subscribed with long waiting lists.

The Community Development Workers have begun by mapping provision in their localities, this has been recorded on Google Maps which has been shared with the workforce in their areas. They are now moving on to phase 2 which is seeing them run various consultation activities with children and families to see what is missing and needed in their communities. We also see these workers as part of a wider place-based voluntary sector infrastructure team comprising the Community Makers, Social Prescriber Link Workers and Inclusion Workers.

Achievements and Performance (continued)

Supporting Change in Partnership (SCIP)

The SCIP team work with disabled children and young people between 0-18 years and their families. SCIP is a preventative, solution focussed, time limited approach that set out to improve outcomes for children and their families. SCIP is delivered by the Early Support team and trained parent volunteers. We ran the SCIP volunteering opportunity as a one-year project to try and recruit more volunteers who could support the paid SCIP workers by providing ongoing support to families with disabled children. Despite the valiant effort of our Volunteer Co-ordinator the project was not continued after the first year. There were many insurmountable challenges which contributed to this: only funding for a 2.5 day role to cover Cornwall; lack of buy in by the Council SCIP team; a change of Council SCIP lead; very prescriptive training requirements.

On a positive note extensive links were formed with key groups in the VCS sector; a signposting information guide was created for use by volunteers with parents and families; SCIP volunteers supported parents of disabled children to participate in their community.

ViVA

ViVA was a Cornwall wide project which supported adults with additional needs to access volunteering and social opportunities. Like the Welcome Home project this ended in September 2019 due to a change in funding. The ViVA project supported anyone aged 16 and over, with additional needs due to disability or an enduring health condition. In most cases the clients had multiple, very complex needs and it was not a simple case of visiting them once and providing them with details of an organisation to go and volunteer with.

The ViVA team worked closely with clients, offering a tailored service to individuals based around their needs, interests and aspirations. The project team took 233 referrals in total; they visited the clients – often with parents or support workers present and wrote an action plan detailing the volunteering goals. They then arranged taster sessions which led to 83 ongoing volunteering placements. They worked closely with the host organisations to ensure that they could provide the supportive environment needed.

ViVA Loneliness

This Big Lottery funded project to help reduce loneliness and social isolation amongst adults in the Kerrier district of Cornwall has received 67 referrals in its first operational year. We use volunteering as the tool to support engagement with local community activities and Voluntary and Community Sector organisations. As well as setting up 20 volunteering placements the project has signposted 27 people to local services. We aim to create "Champions" who have gone through the programme and will in turn identify lonely people in their community and signpost them to relevant opportunities.

Achievements and Performance (continued)

Evaluation is also key and we are using a nationally recognised set of questions for measuring people's feelings of loneliness. To increase its success and reach we are moving into another geographical area and extending the remit to support lonely mums.

CIVAS

We are now entering the fifth year of Volunteer Cornwall's partnership with Barnardo's South West and continue to recruit and support volunteers delivering the Independent Visitor and Advocacy Service (CIVAS). The service supports children and young people in care or where there are safeguarding concerns.

Volunteer Cornwall provides the HR and recruitment function for the volunteer advocates and independent visitors. These volunteering roles are independent of the paid services and provide support and a voice for those children and young people who may find it difficult to make their views or voice heard.

MacMillan

Due to our excellent working relationship with Macmillan we have re-launched our very successful gardening and DIY project for people affected by cancer. We appointed a project officer who started in January 2020. They have revamped the project materials and are looking for referrals as well as recruiting volunteers from local businesses, church groups, gardening associations and the local communities in the target areas of Kerrier, Carrick and Restormel.

Smartline

Smartline was a three-year (2017–2020) project funded by the European Regional Development Fund with additional funding from the South West Academic Health Science Network (SW AHSN). It is a partnership project led by the University of Exeter with Coastline Housing Ltd, Volunteer Cornwall, and Cornwall Council.

Smartline is looking at how technology can be used to help us live healthier and happier lives. One facet of this is to identify how wellbeing changes as a result of having a guided conversation and to see how community cohesion can be improved with the support of volunteering activity and smart technology.

Project staff from Volunteer Cornwall and the University of Exeter carried out 70 Guided Conversations with project participants; these led to the establishment of a number of key community projects. The second phase of Smartline started on March 1st 2020 and will build on its pre-cursor but aims to see greater linkage between the different strands of business engagement, community development and research.

Achievements and Performance (continued)

Community Transport Team

The changing nature of community transport, with a continuing reduction in the eligibility of people subsidised by public funding, is reflected in the headline figures which show a continued decrease.

Community Transport Scheme Statistics

Detail	1/4/17 to 31/3/18	1/4/18 to 31/3/19	1/4/19 to 31/3/20
Number of journeys arranged	34,547	33,721	29,985
Number of passengers carried	54,418	52,924	46,577
Miles travelled	1,265,270	1,227,401	1,160,324

Cornwall is a difficult place to live for those without access to a car. Residents of the Duchy accessing essential services such as healthcare and benefits appointments have to get to dispersed locations and the links between where you live and your destination are fragmenting.

Every day our fleet of 150 volunteer drivers carry out an array of different types of journeys including helping young and older people access education opportunities, healthcare appointments and a wide range of activities and programmes arranged by our friends in the voluntary and charitable sector.

Volunteer Cornwall's network of Volunteer Drivers are everyday members of the public who have taken the decision to do what they can to help address this need. Put simply Volunteer Cornwall has no Transport Department without the dedication and compassion of these fantastic individuals.

We issued a survey to all of our volunteers in June 2019 and asked them what they loved about volunteering, this is what our drivers said:

"Meeting people and chatting. Especially Special Needs Children. Gets me out and about, keeps me active. It also just generates a feel good factor"

"I love meeting so many different people and listening to their stories and I like to feel that I can sometimes help"

"It makes a difference – to me as well"

Minibus and Accessible Vehicle

Volunteers arranged by Volunteer Cornwall have operated our minibus and wheelchair accessible transport for a range of organisations, including Phab, Cornwall Food Foundation, BF Adventure, United Response, Tregolls School, St Newlyn East Learning Academy, Newquay Gateway, Active 8 and the NHS.

Achievements and Performance (continued)

In total the minibus has covered in excess of **10,000 miles** and helped more than **17** different organisations reach their clientele or enrich the lives of the people they work with. Our Accessible Vehicle has helped some **24** different individuals access essential medical appointments or leisure activities throughout the year.

Although every trip is important a few minibus journeys to note this year include our ongoing transportation of patients to a community hospital for treatment, a cup of tea and a chat with other patients to which some have become friends with each other. Another journey to note was transporting a group of young people for Active8 to a major airport to spend a week in another country and collecting them for a return journey.

Our wheelchair accessible vehicle continues to transport wheelchair users with their families in some cases to vital hospital and other journeys all over the county.

COVID-19 and our Response

In early March, we began to attend planning meetings with our health and care colleagues which gave us the first indications that something significant may be about to happen. Having already supported the system through a pandemic 10 years ago (Swine Flu) we began to dust off our own plans and prepare for what we thought could be a significant impact on the people of Cornwall and considerable disruption to our normal business.

In the end, it turned out to be even more severe than we had anticipated! And yet our early action in preparing our teams and beginning the volunteer recruitment immediately meant that when the lockdown was announced, we were ready for the influx of requests for help which followed.

Every aspect of our normal operations was eventually suspended, and every member of staff was re-deployed wholly, or in part, to support our response. We quickly put in place systems and processes to allow the registration of many volunteers at pace and began matching them with the requests for help which began to come almost as soon as the lockdown was announced.

In the week commencing 16th March 2020 we received 62 requests for help. The following week we received 501 and, in the week commencing 30th March this peaked at 621 requests. To put this into context, a similar support contract, which had many similarities to the COVID-19 response work (i.e. shopping, medication collection and general welfare checks) had a target of 600 people to be supported over 12 months!

In the last weeks of March, we spent almost all of our time supporting this sudden explosion of requests, with the single biggest mobilisation of volunteers that Cornwall has seen in peacetime.

Achievements and Performance (continued)

And whilst it may have tested us to our limits, it is a source of great pride to us all that we were able to respond to each and every request and mostly with a 24-hour turn-around. This of course necessitated some weekend working and all staff worked longer hours and showed great flexibility in their willingness to do whatever it took in order to meet the demand. But even as this was happening, like all employers, we were having to review our working practices to ensure we could continue to operate. Enhanced hygiene and cleaning rules, social distancing, work-from-home and increased use of technology and daily full staff briefings utilising phone and Skype technology to keep everyone informed, all had to be brought in rapidly to allow us to cope.

Even in the earliest stages of the response, we were also looking ahead and began planning and preparing for the kinds of issues we anticipated would follow. This included:

- Signing up around 250 community response groups to ensure we could co-ordinate our actions at grass roots level;
- Working with Cornwall Council and NHS leaders to integrate our response with theirs;
- Working with the Voluntary Sector Forum to support their new-in-post Chief Executive to gain a rapid understanding of the issues within the sector and our contribution to the response;
- Planning a telephone befriending service in response to the inevitable rise of loneliness and isolation;
- Planning a support line for key workers – particularly in the voluntary sector;
- Planning a service to gather and redistribute PPE when, in the early stages of the pandemic, it was in such short supply;
- Putting in place a system to get controlled drugs safely to patients who required them;
- Supporting the care system with its workforce issues;
- Identifying recovery and renewal opportunities to maximise the benefit from the surge of care being shown by the population of Cornwall.

Of course, our response to COVID-19 continued into the new operational year and much more will be said in the 2020/21 report but it is fair to say that whilst many organisations were taken by surprise or overwhelmed in the early days of the virus, Volunteer Cornwall was able to continue largely thanks to the commitment of its staff, its robust systems and processes and its ability to respond quickly and flexibly in times of need.

More than anything else, the pandemic demonstrated the importance of local voluntary action and connected “people power” which turned out to be much more flexible, reliable, and thorough than some technological solutions in providing the support needed. It also demonstrated that within our communities there is still a wealth of compassion and commitment to help others and, with some co-ordination and networked support, local citizens can and will rise to meet even a serious crisis like the COVID-19 pandemic.

Achievements and Performance (continued)

It is to be hoped that Government therefore recognises the critical role that local infrastructure organisations like Volunteer Cornwall can play when planning for the next major disruption to our system and society.

3 Financial Review

The detailed results are set out on pages 36 - 61. Volunteer Cornwall's main sources of income are:

- ◆ Donations and Grant Aid;
- ◆ Service charges levied on certain activities;
- ◆ Projects;
- ◆ Training.

The organisation continues to operate against a background of uncertainty, for its existence depends upon donations/grant support and upon fee income for services provided to purchasers – none of which can be guaranteed because:

- ◆ Donations and Grants may be reduced without notice or be for a fixed term;
- ◆ Our projects and contracts are normally for fixed short-term periods;
- ◆ Income generated by levying a service or administration fee on some of Volunteer Cornwall's activities is dependent on the level of activity generated and the "market rate" for such charges;
- ◆ Projects and contracts can be cancelled at short notice, or have punitive handback terms;
- ◆ The interest earned on bank deposits can fluctuate.

Financial Impact of COVID-19. Volunteer Cornwall's response to the COVID-19 crisis has been immediate and outstanding. However, the COVID-19 pandemic has disrupted all projects/activities as Volunteer Cornwall's priority shifted overnight to the support of communities throughout Cornwall during this crisis.

We must therefore be aware of the financial impact of COVID-19 on Volunteer Cornwall and manage the effects and impact during these difficult times. Because our staff have continued to support their projects and activities during this crisis, albeit with the focus on COVID-19, we are confident that our funders will continue to fund their projects or activities for the immediate future and that includes our volunteer transport scheme. We have also received funding from other sources to support our COVID-19 response and submitted bids for funding from other organisations.

We are currently able to manage the financial impact of the pandemic and do not expect it to have a significant impact on the charity or as a going concern. However, the immediate future is unclear and the Board of Directors will monitor the situation carefully and implement measures to mitigate any risks as required, authorising the use of reserves if necessary.

Financial Review (Continued)

Deficit. The unrestricted funds show a deficit of £45,109. This is mainly due to the use of designated funds on specific purposes during the year, including management changes to the Social Car Scheme and other project redundancies, volunteer infrastructure support and match funding obligations. Further details and any remedial actions taken are as follows:

- ◆ A deficit for the Social Car Scheme of £37,204 (unrestricted funds). This is our main area of activity and has enormous social impact and benefit for the people of Cornwall. The deficit has reduced significantly from last year and this is because of close monitoring by the Risk and Finance Committee and Senior Management Team. There are still improvements to be made but a thorough review of the department's management and working practices during the year has made significant improvements. The COVID-19 Pandemic stopped most transport journeys in March 2020 and this may have a significant effect on the department in 2020/2021.
- ◆ Designated Funds expenditure of £99,487. Several staff members of the Social Car Scheme left over a short period of time and to successfully minimise any disruption this caused (minimal as it turned out), a temporary manager and staff were recruited at a cost of £15,500. This also allowed us to review the management structure of the department and implement better working practices within the team.
- ◆ During the year several projects also finished and redundancy payments to the project staff totalled £17,300. Ongoing volunteer infrastructure support and match funding commitments totalled £40,200. Details of the other spend from designated funds is included in the reserves policy section.

The restricted funds show a deficit of £361,387 as restricted funds have been used during the year for their appropriate purposes, and restricted funds now total £226,458. The Workforce Transformation project was cancelled, and the relevant funds (£150,000) returned to the funder, CPFT.

Reserves Policy

The directors understand that they have a duty to ensure that all resources available to them are used as effectively as possible in furtherance of Volunteer Cornwall's objectives. Volunteer Cornwall, therefore, has a formal reserves policy and the directors consider that the current level of reserves is adequate for the following purposes:

- ◆ To ensure the long-term stability of Volunteer Cornwall;
- ◆ To meet the monthly cash-flow requirements;
- ◆ To provide an income to supplement services to the public e.g. Community Makers across Cornwall;
- ◆ To support the liability of the Charity and its trustees through contracted lease arrangements;
- ◆ To sustain the organisation and pay its employees over a reasonable period should income be substantially reduced;

Financial Review (Continued)

- ◆ Property Fund to manage the upkeep, maintenance and depreciation of Acorn House;
- ◆ To ensure that there are adequate funds to meet Volunteer Cornwall's statutory obligations for redundancy payments;
- ◆ To support Volunteer Cornwall's response to the COVID-19 Pandemic.

Future Activities

Volunteer Cornwall is unsure from year to year of its future funding, and the Board of Directors and Chief Executive are therefore constantly exploring new opportunities to ensure the ongoing viability of meeting Volunteer Cornwall's charitable objectives.

The number of contracts that Volunteer Cornwall is now involved in is confirmation of the success of this strategy. However, all these contracts are of limited duration and the future long-term success of Volunteer Cornwall depends on the extension of current contracts (not guaranteed by any means) or the successful bidding for new contracts. The prospects for opening new sources of income are therefore unknown.

The level of activity of Volunteer Cornwall is expected to remain constant for the foreseeable future. However, long term funding is becoming increasingly difficult to maintain as funding bodies reassess their priorities and funding liabilities.

The Transport Department is self-financed but has experienced a significant downturn in activity over the last few years. Any fluctuation in this activity could have an immediate impact on this department and Volunteer Cornwall as a whole.

COVID-19 Pandemic

Our response to this crisis and the financial impact is well documented elsewhere in this report. Reserves may be required to support any downturn in activity or other eventualities during this unprecedented crisis.

Level of Reserves

Climate Emergency Declaration

The entire charity design must be rethought in the context of a climate emergency, including a commitment to Carbon Neutrality before 1 January 2025. This will require the complete redesign and reshaping of the short, medium and long-term business model of the charity. This commitment will require additional resources which could include a member of staff and the Trustees have therefore allocated **£30,000** from reserves to support the Climate Emergency Declaration and to ensure Carbon Neutrality before 1 January 2025.

Financial Review (Continued)

Changes in Activity and Exit and Downturn Strategy

In the event of a serious downturn in activity Volunteer Cornwall would require a "winding down" or "downsizing" period of 3-4 months during which time all activities would have to be re-assessed, stopped or severely cut back. This would allow adequate time, for example, for the redundancy of staff, payment of creditors, collection of debtors and closedown of offices. Support may also be required in the immediate future to support any activities or projects affected by the COVID-19 crisis.

It is estimated that the redundancy costs for staff would be in the region of **£50,000** (based on 20 staff averaging 5 years service with a weekly redundancy payment of £525). Most staff would also require 4-8 weeks notice with the associated salary costs estimated at **£40,000** (based on 20 staff earning £400 per week for 5 weeks). During any downsizing-period there will continue to be running costs whilst a revised strategy is implemented. This has been estimated at **£20,000**. A total sum of **£110,000** of reserves has been designated for this purpose.

Premises

Volunteer Cornwall owns one building and rents desk space in two other locations. The annual maintenance and other associated costs of Acorn House have been estimated at **£9,000**.

Volunteer Cornwall Development/Information Technology

The life expectancy of IT equipment is a maximum of 4 years, and a lot of Volunteer Cornwall's IT equipment is now over 3 years old. The server was replaced during 2017/2018. Volunteer Cornwall has 25 PCs and 30 Laptops. The cost of replacing these has been estimated at £500 for each PC and £600 for each Laptop. Total replacement cost is therefore £30,500. The assumption is that about one third of the equipment will need replacing at a cost of **£10,000**.

The transport database is vital to the success of the transport department. However, the software is over 20 years old and needs ongoing work to review and upgrade the software as necessary. A new database will ultimately be required and a cost of **£10,000** has been estimated for this purpose.

A sum of **£20,000** of reserves has been designated for this purpose.

Volunteer Infrastructure Support

Volunteer Cornwall has always supported the Volunteer Centres from unrestricted reserves and this support of **£30,000** is now required for Volunteer Brokerage.

Financial Review (Continued)

Property Fund

The capital cost of Acorn House and its fixtures and fittings will be held in this fund, and a sum of **£476,733** of reserves has been designated for this purpose.

Designated Reserves

The Directors have therefore approved that the following unrestricted reserves be allocated as at 31 March 2020 for the specific purposes shown:

◆ Climate Emergency Declaration	-	£30,000
◆ Changes in activity and exit strategy	-	£110,000
◆ Premises	-	£9,000
◆ Property Fund	-	£476,733
◆ Volunteer Infrastructure Support	-	£30,000
◆ Volunteer Cornwall developments/IT	-	£20,000
TOTAL		£675,733

During the year a total of £99,487 from designated funds have been used for the following purposes:

◆ Change in activity and exit strategy	-	£32,050
◆ Premises	-	£12,453
◆ Property Fund	-	£10,565
◆ Volunteer Infrastructure Support	-	£40,151
◆ Volunteer Cornwall developments/IT	-	£4,268

Review of Reserves

The Directors will review the allocation of reserves and their specific purposes on an annual basis in line with Volunteer Cornwall's ongoing long-term plans and development. This review is to ensure that Volunteer Cornwall maximises the safe returns available to it on such monies. It will also confirm that the level of reserves held is justified and sufficient for Volunteer Cornwall's purposes:

Restricted Funds: £226,458 (2019: £587,845)
Designated Funds: £675,733 (2019: £697,598)
Unrestricted Funds: £253,004 (2019: £276,248)

Following a review of the organisation's reserves the directors confirmed that the level of designated funds within the unrestricted reserves should be £675,733 to meet the organisation's long-term objectives and support the Community Makers and Volunteer brokerage. The directors confirm the availability of assets to fulfil the obligations of the Charity. No events have occurred since the end of the financial period that materially affects the position of the organisation.

Investment Policy. The Charity sometimes needs to react very quickly to its funding requirements and has a policy of keeping any surplus liquid funds in short-term deposits that can be accessed readily.

Financial Review (Continued)

Information Technology. Volunteer Cornwall continues to endeavour to obtain the maximum benefit and effectiveness from Information Technology.

Quality Standards. It is the ongoing aim of the directors and staff to work together in developing and refining systems and procedures which will enable the delivery and management of our services to a standard that exceeds the expectations of our clients. It is important that Volunteer Cornwall achieves an appropriate and relevant quality standard and to that aim has been working to achieve the PQASSO quality standard.

Data Security and Protection (DSP). Volunteer Cornwall has reviewed, amended and submitted the NHS Data Security and Protection Toolkit to retain its annual accreditation.

Donations and Grants. Donations and grants during the year totalled £953,981. Donations and/or grants were received from Cornwall Council, NHS, DoH, Lottery/BC Fund, CPFT and Barnardo's.

4 Plans for Future Periods

Over the next 3 years Volunteer Cornwall will:

- ◆ Reach out into all Cornwall's communities to develop social and voluntary action to improve individual resilience and allow people to flourish;
- ◆ Work with individuals, groups and communities to address the Climate Change Emergency;
- ◆ Support individuals to become active, building confidence, self-esteem, new skills and new friendships;
- ◆ Increase the social capital in Cornwall's communities supporting people to become involved in the social, environmental and economic aspects of community life;
- ◆ Support individuals to build engaged, inclusive and supportive communities;
- ◆ Championing and delivering the Changing Lives approach to service development and delivery;
- ◆ Enhance the delivery of public service by increasing community involvement in the design, development and delivery of services;
- ◆ Work with public sector partners to embed Volunteer Cornwall's core activity across Cornwall's changing health and well being structures, particularly through Cornwall and the Isles of Scilly Health and Care Partnership and One Vision Partnership Plan;
- ◆ Work with Cornwall Voluntary Sector Forum on strengthening collaboration across organisations and improving service delivery;
- ◆ Work with health partners linking services to communities;
- ◆ Raise awareness of values driven service development and delivery;
- ◆ Support host organisations by increasing the availability of volunteers;

Plans for Future Periods (continued)

- ◆ Work with host organisations in developing and accrediting training for volunteers;
- ◆ Work with volunteers and host organisations to share capacity in order to meet the needs of the most vulnerable members of Cornwall's communities;
- ◆ Actively research any funding stream linked to volunteering, especially around young volunteers, rural areas and supporting vulnerable people;
- ◆ Increase employer supported volunteering;
- ◆ Look at opportunities with partners to develop new approaches to community participation including citizen panels, Time Banking and other complementary currencies in Cornwall;
- ◆ Work with public, private and voluntary sector partners to develop secure, inclusive, sustainable and resilient communities;
- ◆ Work with University of Exeter and other academic partners on research projects to collect evidence of work undertaken and impact being made.

5 Reference and Administrative Details of the Charity, its Trustees and Advisers

Name of the charity: Volunteer Cornwall
Company registration number: 03562830
Charity registration number: 1069957

The directors serving during the year were as follows:

Emma Rowse: Chair
Kim Mundy: Vice-Chair (resigned 30 April 2020)
Janet Popham: Treasurer (to 16/10/19) continues as director
Linda Emmett
Peter McGregor
Catherine Leyshon
Michael Leyshon
Timothy Thornton
Phil McVey

Chief Executive: Ian Jones
Minuting Secretary: Mary Baldwin
Company Secretary: Gary Sykes

Members of the Risk & Finance Committee

Chair	Emma Rowse
Vice-Chair	Kim Mundy
Treasurer	Janet Popham (to 16/10/19)
Director	Catherine Leyshon
Director	Phil McVey

Reference and Administrative Details of the Charity, its Trustees and Advisers (Continued)

In Attendance	Chief Executive Minuting Secretary Accounts and Admin Manager	Ian Jones Mary Baldwin Gary Sykes
The principal address and registered office of the company and charity	Volunteer Cornwall Acorn House Heron Way Newham Truro TR1 2XN	
Auditors	PKF Francis Clark Lowin House Tregolls Road Truro TR1 2NA	
Bankers	Lloyds TSB Bank PLC 7 Boscawen Street Truro TR1 2QT	
	Scottish Widows Bank 67 Morrison Street Edinburgh EH3 8YJ	
	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ	
Solicitors	Foot Anstey High Water House Malpas Road Truro TR1 1QH	

The directors (who constitute trustees for the purposes of the Charities Act) are pleased to submit their report together with the audited financial statements of the company for the year ended 31 March 2020 and confirm that the latter comply with the requirements of the law and the Charity Statement of Recommended Practice 2015.

6 Structure, Governance and Management

Governing instrument:
Constitution: Memorandum and Articles of Association
Limited Company (incorporated on 13 May 1998)

Structure, Governance and Management (continued)

The directors of the charitable company are its trustees for the purpose of charity law and throughout this report are collectively referred to as the directors. As set out in the Articles of Association nominations for directors are requested from the membership and elected at the Annual General Meeting. One third of the directors who are subject to retirement by rotation retire at every Annual General Meeting. The Memorandum and Articles of Association incorporate the revised Companies and Charities Acts.

Recruitment and Appointment of Trustees

It is the responsibility of the Board of Directors to decide the criteria for the recruitment, selection and appointment of directors and officers by reference to the type and range of skills, knowledge and experience that the directors believe is required for the governance of Volunteer Cornwall.

The Board of Directors must obtain and deploy sufficient resources in such a way as to ensure that Volunteer Cornwall can continue to carry out its mission statement, aims and objectives.

Individual directors and staff identify potential Board Members mainly by way of word of mouth recommendation. Details of vacancies are also posted on our website www.volunteercornwall.org.uk.

The appointment of new directors is in accordance with the Articles of Association, and a proposer and seconder are required for each nominee and nominations are only valid if they are proposed and seconded by registered members of Volunteer Cornwall.

New directors are elected and appointed at the Annual General Meeting. The officers of Volunteer Cornwall are elected annually by the Board of Directors at their first meeting after the Annual General Meeting. The elected officers will serve until the first Board meeting after the next Annual General Meeting. Retiring directors and officers can, if willing to act, be nominated for re-appointment.

Induction of Trustees

The induction of new members to the Board of Directors is the collective responsibility of the Board of Directors with the assistance of the Chief Executive. At their first Board meeting a director is nominated to mentor the new director for as long as is necessary, and all new Board Members are expected to complete the following activities during their first year of office:

- ◆ Meet with the Chair of the Board of Directors to discuss Volunteer Cornwall's Mission Statement and its Aims and Objectives;
- ◆ Meet with the Treasurer to go through Volunteer Cornwall's financial arrangements;
- ◆ Meet with the Chief Executive to discuss Volunteer Cornwall's business plan.

Structure, Governance and Management (continued)

At the end of the first year an informal meeting with the Chair and Chief Executive is arranged to discuss the induction programme. Particular emphasis is given to the main skill areas that the new director wishes to offer Volunteer Cornwall and identify any support or training that may be required.

Decisions Delegated to Risk & Finance Committee

To streamline the Board's decision-making process, the Board has delegated authority to the Risk and Finance Committee so that it can investigate and monitor Volunteer Cornwall's activities and make recommendations that will enable the Board to make informed decisions in a timely and effective manner. To carry out this purpose the Committee has delegated powers to:

- ◆ Monitor the financial management of Volunteer Cornwall's finances ensuring that effective financial systems and controls are in place, and make recommendations to the Board of Directors so that informed financial decisions can be made at both a policy and operational level;
- ◆ Recommend the following for approval by the Board of Directors;
 - ◆ Annual budget;
 - ◆ Annual salary review;
 - ◆ Adjustments to the annual budget;
 - ◆ Risk Management Strategy;
 - ◆ Investment and Reserves Policies.
- ◆ Review on behalf of the Board of Directors:
 - ◆ The risk of new projects or activities;
 - ◆ The finances of Volunteer Cornwall at each of its Committee meetings;
 - ◆ The operation of financial and risk policies.
- ◆ Oversee the appointment and remuneration of senior managers. The Board will be responsible for the appointment of the Chief Executive;
- ◆ Monitor the staffing levels and organisation of Volunteer Cornwall to ensure that maximum efficiency is achieved;
- ◆ Approve emergency decisions that may be necessary to deal with any immediate crisis.

The Risk and Finance Committee will report on its activities to the Board of Directors at its quarterly meetings.

Decisions Delegated to Staff

The day to day management of Volunteer Cornwall is delegated to the Chief Executive and paid staff. The scope of delegated authority includes the day to day management of all financial, administrative and operational services to ensure that the aims and objectives of Volunteer Cornwall are successfully achieved. This delegation of authority does not relieve the Board of Directors of the need to take personal responsibility for governing Volunteer Cornwall or the obligation to act together when taking decisions affecting the organisation. The Board remains legally responsible for all activities of the organisation, including matters delegated to staff.

Structure, Governance and Management (continued)

Pay Policy for Senior Staff

The directors consider the board of directors, who are the charity's trustees, and the senior management team comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day to day basis. All directors give of their time freely and no director received remuneration in the year. Details of directors' expenses and any related party transactions are disclosed in notes 10 and 24 to the accounts.

The pay of all staff, including senior staff, is linked to the National Joint Council (NJC) for local Government Services pay scales. The pay of senior staff is therefore reviewed annually and, if applicable, increased in accordance with the recommendations for these scales. The remuneration level of senior staff within the NJC Scales is determined by the board of directors.

Risk Management

The directors have a risk management strategy which comprises:

- An annual review of the risks that could affect the charity;
- The establishment of policies, systems and procedures to mitigate those risks identified in the annual review;
- The implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

The directors' risk management strategy ensures therefore that a detailed review of the risks is regularly carried out and that it continually monitors the major risks to which the charity is exposed, and to implement systems and procedures to mitigate those risks.

Whilst the directors appreciate that risk management is an ongoing process, they have directed that the Board will formally review the risk management policy on an annual basis in December of each year. Financial procedures, internal controls and safeguards are in place to minimise the internal risks to the Charity. A health and safety risk and fire risk assessment are carried out annually, and the organisation's health and safety policy statement is reviewed at least annually.

Organisation Structure

Chief Executive	Ian Jones
Accounts & Administration Manager and Company Secretary	Gary Sykes
Community Development Manager	Andy Brelsford
HR Manager and PA to CE	Mary Baldwin
Projects Manager	Heidi Channell
IT Officer	Tony Lawrence
Finance Administrator	Amanda Fleming
Finance Administrator	Katie Glendenen
Community Makers:	Penny Steventon

Structure, Governance and Management (continued)

	Chandelle Randall
	Carolyn Trevethick
	Amanda Brookman
	Laura Chapman
	Joshua Clarke
	William Davies
Community Development Workers	Rachael Gosling (from 01.05.19)
	Tessa Snellgrove
	Amy Brooks
	Karen Campbell (from 01.07.19)
Community Access Manager	Ben Seemarks (to 14.06.19)
Transport Co-ordinator	Tim Rouse
	Linda Thomas
	Christine Evans
	David Price
	Lauren Schofield (from 15.07.19)
	Peter Walker (from 01.08.19)
	Peter McCann (to 25.07.19)
	Kelly Venner (to 14.06.19)
	Jane Stone (to 05.07.19)
Training Manager	Marianne Dingle
Macmillan	Kelly Chapman (from 03.06.19 to 27.06.19)
	Sandra Sandercock (from 03.01.20)
VIVA	Rose Taylor (to 30.09.19)
	Steven Ford (to 31.07.19)
	Jenny Wilkins (to 30.09.19)
ViVA Loneliness	Leanna Cox
Advocacy	Judy Baker (to 31.03.20)
Transform Ageing Manager	Celia Newcombe (to 31.05.19)
VCS Development Coordinator	Louisa Street (to 06.06.19)
SCIP Volunteer Coordinator	Claire Coker (to 30.09.19)
Brokerage	Lorna Jones
Administration Assistant	Andrew Philips
Welcome Home	Judy Thomas
Social Prescribing Coordinator	Julie Pollard
Smartline Manager	Karen Spooner
Early Help Hub	Becky Higgins
Health & Wellbeing Volunteering	Alison Bowser
Stroke Coordinator	Jayne Devlin
HIU Service	Natalie Mitchell
	Allison Nancholas (from 13.01.20)
	Gemma Sutcliffe (from 24.02.20)

7 Statement of Directors' Responsibilities

The directors are responsible for preparing the annual report and financial statements in accordance with applicable law and regulations. Company law requires the directors to prepare financial statements for each financial period.

Statement of Directors' Responsibilities (continued)

Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the company and of the surplus or deficit for that period. In preparing those financial statements, the directors are required to:

- ◆ Select suitable accounting policies and apply them consistently;
- ◆ Observe the methods and principles in the Charities SORP;
- ◆ Make judgements and estimates that are reasonable and prudent;
- ◆ State whether applicable UK 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 company will continue in business.

The directors are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable it to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the company and to prevent and detect fraud and other irregularities.

8 Statement of Disclosure to Auditor

So far as the directors are aware, there is no relevant audit information of which the Company's Auditors are unaware, and they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the Company's Auditors are aware of that information.

9 Auditors

A resolution to appoint PKF Francis Clark as auditors was approved by the Board of Directors at the last Annual General Meeting.

This report has been prepared in accordance with the special provision of Part 15 of the Companies Act 2006 relating to small companies.

By order of the directors

Emma Rowse
Chair of Trustees

Date: 22/07/2020

Volunteer Cornwall
Acorn House
Heron Way, Newham
Truro
TR1 2XN

Independent Auditor's Report to the Members of Volunteer Cornwall

Opinion

We have audited the financial statements of Volunteer Cornwall (the 'charitable company') for the year ended 31 March 2020, which comprise the Statement of Financial Activities, Balance Sheet and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 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 requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Independent Auditor's Report to the Members of Volunteer Cornwall (continued)

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Directors' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The Directors' Annual Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Annual Report.

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.

Independent Auditor's Report to the Members of Volunteer Cornwall (continued)

Responsibilities of trustees

As explained more fully in the Statement of Director's Responsibilities set out on page 31/32, the trustees (who are also the directors of the charitable 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's trustees, 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 charitable company's trustees those matters we are required to state to them in an auditor's 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 charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

.....
Thomas Roach FCA (Senior Statutory Auditor)
PKF Francis Clark, Statutory Auditor
Lowin House
Tregolls Road
Truro, TR1 2NA

Date: 07/08/2020

Volunteer Cornwall
(Limited by Guarantee)

Statement of Financial Activities

For the year ended 31 March 2020

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Prior period unrestricted funds	Prior period restricted funds	Prior period Total funds 2019	Notes
	£	£	£	£	£	£	
Income and endowments from:							
Donations and legacies	0	229	229	429	160	589	4
Charitable activities	830,294	825,501	1,655,795	832,330	1,227,537	2,059,867	5
Other trading activities	0	0	0	0	0	0	
Investments	253	0	253	235	0	235	6
Other	<u>3,607</u>	<u>0</u>	<u>3,607</u>	<u>4,118</u>	<u>0</u>	<u>4,118</u>	6
Total	834,154	825,730	1,659,884	837,112	1,227,697	2,064,809	
Expenditure on:							
Raising funds	0	0	0	0	0	0	
Charitable activities	879,263	1,187,117	2,066,380	902,963	776,554	1,679,517	7
Other	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	
Total	879,263	1,187,117	2,066,380	902,963	776,554	1,679,517	
Net gains/(losses) on investments	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	
Net income/(expenditure)	(45,109)	(361,387)	(406,496)	(65,851)	451,143	385,292	
Transfers between funds	0	0	0	0	0	0	
Other recognised gains/(losses):							
Gains/(losses) on revaluation of fixed assets	0	0	0	0	0	0	
Actuarial gains/(losses) on defined benefit pension schemes	0	0	0	0	0	0	
Other gains/(losses)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	
Net movement in funds	(45,109)	(361,387)	(406,496)	(65,851)	451,143	385,292	
Reconciliation of funds:							
Total funds brought forward	<u>973,846</u>	<u>587,845</u>	<u>1,561,691</u>	<u>1,039,697</u>	<u>136,702</u>	<u>1,176,399</u>	
Total funds carried forward	<u>928,737</u>	<u>226,458</u>	<u>1,155,195</u>	<u>973,846</u>	<u>587,845</u>	<u>1,561,691</u>	

The charity has no recognised gains or losses in the years to 31 March 2020 and 2019 other than those passing through the statement of financial activities. There were no acquisitions or discontinued operations during the years to 31 March 2020 and 2019.

Volunteer Cornwall
(Limited by Guarantee)

Balance Sheet

As at 31 March 2020

	Note	2020 Total Funds		2019 Prior Year Funds	
		£	£	£	£
Fixed assets					
Tangible fixed assets	11		502,567		523,226
Investments	12		<u>500</u>		<u>500</u>
			503,067		523,726
Current assets					
Debtors	13	375,667		451,722	
Cash at bank, deposit and in hand		530,255		714,282	
Total Current Assets		905,922		1,166,004	
Liabilities					
Creditors:					
Amounts falling due within one year	14	(253,794)		(128,039)	
		(253,794)		(128,039)	
Net current assets			652,128		1,037,965
Total assets less current liabilities	19		1,155,195		1,561,691
Funds					
Restricted income funds	16		226,458		587,845
Designated income funds	17		675,733		697,598
Unrestricted income funds	18		253,004		276,248
Total charity funds	19		1,155,195		1,561,691

These financial statements were approved and authorised for issue by the directors on 22 July 2020, and were signed on their behalf by:

Emma Rowse
Chair of Trustees

Date: 22/07/2020

Company Number 03562830

Statement of Cash Flows
As at 31 March 2020

	<i>Note</i>	Total Funds 2020	Prior Year Funds 2019
Cash flows from operating activities:			
<i>Net cash provided by (used in) operating activities</i>	<i>20</i>	<u>(181,029)</u>	<u>161,695</u>
Cash flows from investing activities:			
Interest income		253	235
Purchase of tangible fixed assets		(3,251)	(11,072)
<i>Net cash provided by (used in) investing activities</i>		<u>(2,998)</u>	<u>(10,837)</u>
Cash flows from financing activities:			
Repayments of borrowing		0	0
<i>Net cash provided by (used in) financing activities</i>		<u>0</u>	<u>0</u>
<i>Change in cash and cash equivalents in the reporting period</i>		<u>(184,027)</u>	<u>150,858</u>
Cash and cash equivalents at the beginning of the reporting period	<i>21</i>	714,282	563,424
Total cash and cash equivalents at the end of the reporting period	<i>21</i>	<u>530,255</u>	<u>714,282</u>

Notes to the Financial Statements

For the year ended 31 March 2020

1 Constitution

The company is incorporated as limited by guarantee under the Companies Act 2006. In the event of winding up, every member is liable to contribute a sum not exceeding £1 per member towards the debts and liabilities of the company and the costs, charges and expenses of winding up. At 31 March 2020, there were 9 members (2019:9).

2 Accounting Policies

2.1 Accounting Convention

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102), effective January 2015.

2.2 Volunteer Cornwall meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

2.3 Going Concern

As at the date of signing, the full impact of COVID-19 on the economy is not well known. Whilst recognising that there can be no certainty the directors are satisfied that the going concern basis of preparation remains appropriate and that the impact of the pandemic is not considered to be an adjusting post balance sheet event.

In reaching this conclusion the directors, having made all necessary enquiries, have considered the level of cash reserves at the balance sheet date, and post year end. The company remains committed to its projects and activities, albeit with a COVID-19 focus, and therefore funding will continue to be received to support these along with specific funding to assist with additional COVID-19 activity. The company is also able to leverage government support schemes including the Coronavirus Job Retention Scheme in order to support cash flow in the short term. A prudent estimate of the impact of COVID-19 on the operations of the charity has been made using the most up to date information available. A further estimate has also been undertaken which considers the scenario where transport operations are ceased entirely for the 2020/21 year and training operations are reduced to the levels seen during April and May 2020. This is deemed to be a highly unlikely scenario, but one in which the most financial impact would be felt. At the year end the charity had over £530,000 in the bank and unrestricted reserves of £253,004, which is sufficient to cover the most prudent forecast position and more than double the deficit resulting from the best estimate made. Additionally there are a further £199,000 of current, designated reserves which are available at the trustees discretion if necessary.

Notes to the Financial Statements (Continued)

After due consideration of these factors the Directors are satisfied that the company will be able to operate within their available facilities and continue as a going concern for the foreseeable future – being a period no less than 12 months from the date of approval of these financial statements.

2.4 *Tangible Fixed Assets and Depreciation*

Fixed assets are stated at historical cost.

Depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets by equal instalments over their estimated useful economic lives as follows: Land and Buildings – 50 years, Fixtures and Fittings – 15 years, Vehicles – 10 years, Minibus – 7 years, Office Equipment – 5 years, Computer Equipment – 4 years. Equipment purchased for restricted projects is charged to resources expended in the year of acquisition on the basis that the assets concerned will need to be returned at the end of the project.

2.5 *Netting Off Expenses*

The financial statements reflect a minimum of netting off expenses against income.

2.6 *Cost Apportionment*

Costs are directly attributable to specific activities or projects. Where this is not possible costs are apportioned. This apportionment will vary slightly depending on the practicality and the type of activity or project involved. With project support costs this apportionment will not normally exceed 15% of the total value of the project or activity. Office costs and property related costs are apportioned on the proportion of floor area occupied by the activity or project. Staff costs are apportioned based on an estimate of the proportion of time spent by staff on particular activities or projects.

2.7 *Donations and Legacies*

Donations and legacies are recognised in the financial statements when the certainty of receipt and the amount receivable has been established.

2.8 *Grants Receivable*

Grants receivable are recognised in the Statement of Financial Activities in the year to which they relate. Grants are deferred when they relate to a specified future period. They may be repayable in certain circumstances.

Notes to the Financial Statements (Continued)

2.9 *Pension Scheme*

The charity operates a defined contribution pension scheme for the staff. The assets of the scheme are held separately from those of the charity, in an independently administered fund. The pension costs charged in the Statement of Financial Activities represents contributions payable by the charity for the year.

2.10 *Irrecoverable VAT*

The charity is partially exempt for VAT purposes. The charity's activities are a mixture of standard rated, exempt and non-business for VAT purposes. A large number of activities are classified as non-business and therefore outside the scope of VAT. This means that the input tax incurred on purchases for these projects cannot be re-claimed and has been absorbed within the activities.

Notes to the Financial Statements (Continued)

3 Summary of Income and Expenditure Current Year

	Income			Expenditure			Surplus or (Deficit)		
	Unrestricted funds	Restricted funds	Total income 2020	Unrestricted funds	Restricted funds	Total expenditure 2020	Surplus or Deficit 2020 Unrestricted Funds	Surplus or Deficit 2020 Restricted Funds	Total Surplus or Deficit 2020
	£	£	£	£	£	£	£	£	£
Donations	0	229	229	0	229	229	0	0	0
Investments	253	0	253	0	0	0	253	0	253
Other	3,607	0	3,607	0	0	0	3,607	0	3,607
Community Makers	128,371	748,628	876,999	140,136	1,070,929	1,211,065	(11,765)	(322,301)	(334,066)
Lottery/BC	0	28,603	28,603	0	30,052	30,052	0	(1,449)	(1,449)
Adult Volunteering Development	0	33,150	33,150	0	58,631	58,631	0	(25,481)	(25,481)
Community Transport	642,813	0	642,813	680,017	6,100	686,117	(37,204)	(6,100)	(43,304)
Training	59,110	15,120	74,230	59,110	21,176	80,286	0	(6,056)	(6,056)
	<u>834,154</u>	<u>825,730</u>	<u>1,659,884</u>	<u>879,263</u>	<u>1,187,117</u>	<u>2,066,380</u>	<u>(45,109)</u>	<u>(361,387)</u>	<u>(406,496)</u>

Notes to the Financial Statements (Continued)

Summary of Income and Expenditure Previous Year

	Income			Expenditure			Surplus or (Deficit)		
	Unrestricted funds	Restricted funds	Total income 2019	Unrestricted funds	Restricted funds	Total expenditure 2019	Surplus or Deficit 2019 Unrestricted Funds	Surplus or Deficit 2019 Restricted Funds	Total Surplus or Deficit 2019
	£	£	£	£	£	£	£	£	£
Donations	429	160	589	0	0	0	429	160	589
Investments	235	0	235	0	0	0	235	0	235
Other	4,118	0	4,118	0	0	0	4,118	0	4,118
Employment Projects	0	40,254	40,254	15,632	40,254	55,886	(15,632)	0	(15,632)
Community Makers	57,487	1,104,010	1,161,497	66,593	652,614	719,207	(9,106)	451,396	442,290
Lottery/BC	0	16,973	16,973	0	13,085	13,085	0	3,888	3,888
Adult Volunteering Development	0	66,300	66,300	0	59,475	59,475	0	6,825	6,825
Environmental Volunteers	0	0	0	0	80	80	0	(80)	(80)
Community Transport	639,457	0	639,457	736,804	10,199	747,003	(97,347)	(10,199)	(107,546)
Training	135,386	0	135,386	83,934	847	84,781	51,452	(847)	50,605
	<u>837,112</u>	<u>1,227,697</u>	<u>2,064,809</u>	<u>902,963</u>	<u>776,554</u>	<u>1,679,517</u>	<u>(65,851)</u>	<u>451,143</u>	<u>385,292</u>

Volunteer Cornwall
(Limited by Guarantee)

Notes to the Financial Statements (Continued)

4 Donations and legacies

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Other Donations	0	229	229	429	160	589
	0	229	229	429	160	589

5 Income from Charitable Activities

Total Income from Charitable Activities

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Employment Projects	0	0	0	0	40,254	40,254
Community Makers	128,371	748,628	876,999	57,487	1,104,010	1,161,497
Lottery/BC	0	28,603	28,603	0	16,973	16,973
Adult Volunteering Development	0	33,150	33,150	0	66,300	66,300
Community Transport	642,813	0	642,813	639,457	0	639,457
Training	59,110	15,120	74,230	135,386	0	135,386
	830,294	825,501	1,655,795	832,330	1,227,537	2,059,867

Employment Projects

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Food for Change	0	0	0	0	4,456	4,456
Living Well to Work	0	0	0	0	35,798	35,798
	0	0	0	0	40,254	40,254

**Volunteer Cornwall
(Limited by Guarantee)**

**Notes to the Financial Statements (Continued)
Income from Charitable Activities**

Community Makers/Projects

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Barnados	0	29,853	29,853	0	28,422	28,422
Welcome Home	0	30,341	30,341	0	42,000	42,000
Exeter University	0	47,497	47,497	0	37,599	37,599
Macmillan	0	2,411	2,411	0	1,856	1,856
NCVO/NAVCA	15,500	0	15,500	746	0	746
Celebration Event	0	4,400	4,400	0	4,000	4,000
RCHT	0	5,000	5,000	0	0	0
Groundwork	0	0	0	1,000	0	1,000
United Response	0	0	0	100	0	100
Bloom	0	0	0	0	19,000	19,000
Dept of Health	0	150,000	150,000	0	225,150	225,150
NHS	35,230	99,649	134,879	0	207,771	207,771
CPFT	0	151,720	151,720	0	431,721	431,721
Cornwall Council	77,641	221,379	299,020	55,641	70,243	125,884
Learning Partnership	0	0	0	0	11,738	11,738
Stennack Surgery	0	1,500	1,500	0	0	0
Design Council	0	4,878	4,878	0	19,510	19,510
Duchy Health	0	0	0	0	5,000	5,000
	<u>128,371</u>	<u>748,628</u>	<u>876,999</u>	<u>57,487</u>	<u>1,104,010</u>	<u>1,161,497</u>

National Lottery Community Fund/Building Connections

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
National Lottery Community Fund	0	28,603	28,603	0	16,973	16,973
	<u>0</u>	<u>28,603</u>	<u>28,603</u>	<u>0</u>	<u>16,973</u>	<u>16,973</u>

Volunteer Cornwall
(Limited by Guarantee)

Notes to the Financial Statements (Continued)
Income from Charitable Activities

Adult Volunteering Development

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Cornwall Council	0	33,150	33,150	0	66,300	66,300
	0	33,150	33,150	0	66,300	66,300

Community Transport Scheme

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Volunteers' Disbursements	635,289	0	635,289	629,735	0	629,735
Minibus	6,118	0	6,118	8,608	0	8,608
Accessible Vehicle	1,406	0	1,406	1,114	0	1,114
	642,813	0	642,813	639,457	0	639,457

Income from Charitable Activities

Training

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Training	59,110	120	59,230	135,386	0	135,386
Hope	0	15,000	15,000	0	0	0
	59,110	15,120	74,230	135,386	0	135,386

**Volunteer Cornwall
(Limited by Guarantee)**

Notes to the Financial Statements (Continued)

6 Other Income and Investments

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Feed in Tariff/Tech Fund	3,607	0	3,607	4,118	0	4,118
Interest	<u>253</u>	<u>0</u>	<u>253</u>	<u>235</u>	<u>0</u>	<u>235</u>
	<u>3,860</u>	<u>0</u>	<u>3,860</u>	<u>4,353</u>	<u>0</u>	<u>4,353</u>

7 Expenditure on Charitable Activities

Total Expenditure on Charitable Activities

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Employment Projects	0	0	0	15,632	40,254	55,886
Community Makers	140,136	1,071,158	1,211,294	66,593	652,614	719,207
Lottery/BC	0	30,052	30,052	0	13,085	13,085
Adult Volunteering Development	0	58,631	58,631	0	59,475	59,475
Environmental Volunteers	0	0	0	0	80	80
Community Transport	680,017	6,100	686,117	736,804	10,199	747,003
Training	<u>59,110</u>	<u>21,176</u>	<u>80,286</u>	<u>83,934</u>	<u>847</u>	<u>84,781</u>
	<u>879,263</u>	<u>1,187,117</u>	<u>2,066,380</u>	<u>902,963</u>	<u>776,554</u>	<u>1,679,517</u>

**Volunteer Cornwall
(Limited by Guarantee)**

**Notes to the Financial Statements (Continued)
Expenditure on Charitable Activities**

Employment Projects

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Volunteers' expenses		0	0	0	698	698
Wages and national insurance	0	0	0	14,912	27,218	42,130
Staff costs	0	0	0	0	1,758	1,758
Stationery, consumables and promotion	0	0	0	0	392	392
DBS checks	0	0	0	0	0	0
Rent and rates	0	0	0	0	51	51
Light, heat, power	0	0	0	0	79	79
Repairs and maintenance	0	0	0	0	162	162
Insurance	0	0	0	0	24	24
Training costs	0	0	0	0	0	0
Legal/audit	0	0	0	0	100	100
Telephone	0	0	0	0	1,289	1,289
Postage	0	0	0	0	80	80
Subscriptions	0	0	0	0	115	115
Support and governance costs	<u>0</u>	<u>0</u>	<u>0</u>	<u>720</u>	<u>8,288</u>	<u>9,008</u>
	<u>0</u>	<u>0</u>	<u>0</u>	<u>15,632</u>	<u>40,254</u>	<u>55,886</u>

**Volunteer Cornwall
(Limited by Guarantee)**

**Notes to the Financial Statements (Continued)
Expenditure on Charitable Activities**

Community Makers/Projects (and Shopmobility)

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Volunteers' expenses	0	14,358	14,358	1,001	13,271	14,272
Wages and national insurance	130,261	468,698	598,959	37,911	337,404	375,315
Recruitment, redundancy and gym	0	10,668	10,668	0	3,381	3,381
Staff costs	148	39,992	40,140	1,489	23,287	24,776
Stationery, consumables and promotion	7,144	24,267	31,411	8,430	49,080	57,510
Social Prescribing, Projects	0	398,976	398,976	0	121,502	121,502
DBS Checks	0	753	753	0	382	382
Rent and rates	577	8,992	9,569	2,784	8,334	11,118
Light, heat and power	114	2,772	2,886	589	4,276	4,865
Repairs and maintenance	187	2,567	2,754	410	1,777	2,187
Insurance	60	1,995	2,055	198	2,120	2,318
Training costs	0	0	0	0	1,410	1,410
Legal/audit	65	2,340	2,405	215	1,241	1,456
Irrecoverable VAT	0	1,383	1,383	0	1,985	1,985
Telephone	935	21,796	22,731	2,682	15,304	17,986
Subscriptions	156	3,797	3,953	1,306	1,897	3,203
Postage	95	1,346	1,441	159	1,172	1,331
Staff training	63	1,321	1,384	0	609	609
Depreciation	0	3,851	3,851	1,103	2,135	3,238
Holiday pay	331	3,980	4,311	155	(785)	(630)
Support and governance costs	0	57,306	57,306	8,161	62,832	70,993
	<u>140,136</u>	<u>1,071,158</u>	<u>1,211,294</u>	<u>66,593</u>	<u>652,614</u>	<u>719,207</u>

**Volunteer Cornwall
(Limited by Guarantee)**

**Notes to the Financial Statements (Continued)
Expenditure on Charitable Activities**

National Lottery Community Fund/Building Communities

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Volunteer expenses	0	74	74	0	0	0
Wages and national insurance	0	22,490	22,490	0	5,836	5,836
Recruitment	0	0	0	0	705	705
Staff costs	0	1,624	1,624	0	427	427
Stationery, consumables and promotion	0	797	797	0	1,425	1,425
Rent and rates	0	337	337	0	10	10
Light, heat and power	0	505	505	0	21	21
Repairs/maintenance	0	170	170	0	37	37
DBS checks	0	56	56	0	0	0
Insurance	0	286	286	0	0	0
Legal/audit	0	100	100	0	0	0
Telephone	0	1,358	1,358	0	238	238
Subscriptions	0	156	156	0	45	45
Postage	0	67	67	0	3	3
Staff training	0	15	15	0	1,000	1,000
Depreciation	0	0	0	0	1,139	1,139
Holiday pay	0	51	51	0	181	181
Support and governance costs	<u>0</u>	<u>1,966</u>	<u>1,966</u>	<u>0</u>	<u>2,018</u>	<u>2,018</u>
	<u>0</u>	<u>30,052</u>	<u>30,052</u>	<u>0</u>	<u>13,085</u>	<u>13,085</u>

**Volunteer Cornwall
(Limited by Guarantee)**

**Notes to the Financial Statements (Continued)
Expenditure on Charitable Activities**

Adult Volunteering Development

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Volunteers' expenses	0	0	0	0	1,679	1,679
Wages and national insurance	0	38,824	38,824	0	38,118	38,118
Recruitment, redundancy and gym	0	7,698	7,698	0	0	0
Staff costs	0	660	660	0	1,746	1,746
Stationery, consumables and promotion	0	651	651	0	1,137	1,137
DBS Checks	0	24	24	0	12	12
Rent and rates	0	377	377	0	713	713
Light, heat and power	0	131	131	0	179	179
Repairs/maintenance	0	316	316	0	383	383
Insurance	0	110	110	0	198	198
Training costs	0	0	0	0	428	428
Legal/audit	0	250	250	0	500	500
Telephone	0	1,484	1,484	0	1,456	1,456
Subscriptions	0	192	192	0	235	235
Postage	0	195	195	0	328	328
Staff training	0	100	100	0	180	180
Holiday pay	0	(826)	(826)	0	(117)	(117)
Support and governance costs	0	8,445	8,445	0	12,300	12,300
	0	58,631	58,631	0	59,475	59,475

Environmental Volunteers

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Stationery, consumables and promotion	0	0	0	0	(531)	(531)
Support and governance costs	0	0	0	0	611	611
	0	0	0	0	80	80

**Volunteer Cornwall
(Limited by Guarantee)**

**Notes to the Financial Statements (Continued)
Expenditure on Charitable Activities**

Community Transport Scheme

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Volunteers' expenses	429,942	0	429,942	462,650	4,099	466,749
Wages and national insurance	138,424	0	138,424	129,732	0	129,732
Staff costs	1,008	0	1,008	974	0	974
Stationery, consumables and promotion	1,520		1,520	2,593	0	2,593
DBS Checks	1,391	0	1,391	293	0	293
Rent and rates	4,206	0	4,206	4,303	0	4,303
Light, heat and power	790	0	790	750	0	750
Repairs and maintenance	2,613	0	2,613	2,743	0	2,743
Insurance	4,710	0	4,710	4,097	0	4,097
Training costs	18	0	18	318	0	318
Legal/audit	1,050	0	1,050	1,250	0	1,250
Telephone	7,474	0	7,474	7,855	0	7,855
Subscriptions	1,422	0	1,422	1,033	0	1,033
Postage	1,618	0	1,618	1,893	0	1,893
Staff training	229	0	229	515	0	515
Depreciation	375	6,100	6,475	688	6,100	6,788
Holiday pay	702	0	702	(381)	0	(381)
Support and governance costs	<u>82,525</u>	<u>0</u>	<u>82,525</u>	<u>115,498</u>	<u>0</u>	<u>115,498</u>
	<u>680,017</u>	<u>6,100</u>	<u>686,117</u>	<u>736,804</u>	<u>10,199</u>	<u>747,003</u>

**Volunteer Cornwall
(Limited by Guarantee)**

**Notes to the Financial Statements (Continued)
Expenditure on Charitable Activities**

Training

	Unrestricted funds	Restricted funds	Total funds 2020	Prior year unrestricted funds	Prior year restricted funds	Total funds 2019
	£	£	£	£	£	£
Volunteers' expenses	132	120	252	210	0	210
Wages and national insurance	44,177	0	44,177	37,865	0	37,865
Staff costs	377	0	377	847	0	847
Stationery, consumables and promotion	2,232	24	2,256	2,441	0	2,441
Rent and rates	1,896	0	1,896	2,128	0	2,128
Light, heat and power	180	0	180	186	0	186
DBS checks	0	81	81	0	0	0
Repairs and maintenance	319	0	319	338	0	338
Insurance	316	0	316	416	0	416
Training costs	5,190	20,832	26,022	24,696	847	25,543
Legal/audit	250	0	250	250	0	250
Telephone	1,730	0	1,730	2,283	0	2,283
Irrecoverable VAT	552	0	552	532	0	532
Subscriptions	272	0	272	435	0	435
Postage	242	1	243	414	0	414
Staff training	121	0	121	245	0	245
Depreciation	292	0	292	410	0	410
Holiday pay	32	0	32	218	0	218
Support and governance	800	118	918	10,020	0	10,020
	<u>59,110</u>	<u>21,176</u>	<u>80,286</u>	<u>83,934</u>	<u>847</u>	<u>84,781</u>

8 Resources Expended

	2020	2019
	£	£
Resources expended are stated after charging:		
Auditors' remuneration	3,200	3,000
Other services provided by auditors	500	500
Depreciation	<u>23,910</u>	<u>24,805</u>

9 Support and Governance Costs

Details of the total support costs incurred are as itemised below by cost item and relate to central office functions required to support Volunteer Cornwall's activities and projects. The resources expended on charitable activities detailed at note 7 include the apportionment of support costs by project or activity. Where appropriate, costs are always allocated directly to an activity or project. Where this is not possible costs are apportioned. This apportionment will vary slightly depending on the type of activity or project involved.

**Volunteer Cornwall
(Limited by Guarantee)**

Notes to the Financial Statements (Continued)

With regard to project support costs this apportionment will not normally exceed 15% of the total value of the project or activity. All support costs are normally apportioned on staff numbers on the basis of an estimate of the proportion of time spent by staff on particular activities or projects.

Support Costs

	Year ended 31 March 2020	Year ended 31 March 2019
	£	£
Volunteer expenses	52	0
Wages and national insurance	101,697	169,486
Recruitment/Redundancy/Gym	1,101	495
Travel	2,299	2,634
Stationery, computer supplies and promotion	230	4,713
Rent and rates	73	264
Light, heat and power	539	400
Repairs, renewals and maintenance	5,771	1,242
Insurance	36	284
Telephone	2,424	2,280
Postage	817	733
Subscriptions	4,360	6,096
Legal and professional	60	60
Depreciation	13,292	13,230
Holiday pay	1,078	(170)
Unrecoverable VAT	0	1,784
Staff training	316	719
	<u>134,145</u>	<u>204,250</u>

Governance

	Year ended 31 March 2020	Year ended 31 March 2019
	£	£
Wages and national insurance	11,780	11,545
Stationery, computer supplies and promotion	1,410	2,280
Rent and rates	900	1,077
AGM, audit and accountancy	2,925	1,296
	<u>17,015</u>	<u>16,198</u>
Total Support and Governance Costs	<u>151,160</u>	<u>220,448</u>

**Volunteer Cornwall
(Limited by Guarantee)**

Notes to the Financial Statements (Continued)

10 Staff Numbers and Costs

The average number of persons employed by the charity was 40 (2019:36) and the aggregate payroll costs were as follows:

	Year ended 31 March 2020	Year ended 31 March 2019
	£	£
Wages and salaries	842,579	718,460
Employer's National Insurance Costs	67,232	54,988
Employer's Pension Contributions	22,078	19,375
Redundancy Payments	<u>17,299</u>	<u>0</u>
	<u>949,188</u>	<u>792,823</u>

During the year, the charity made statutory redundancy payments totalling £17,299 (2019: £0). All amounts were fully paid at the year end.

No employee received emoluments of more than £60,000. The cost of seconded staff was £0 (2019: £8,635) and temporary staff £24,462 (2019: £8,569).

The trustees received no emoluments during the period ended 31 March 2020 or 31 March 2019. No trustees received expenses (2019: £0), and no trustees received expenses related to being a volunteer driver.

The key management personnel of the charity are the Trustees, Chief Executive, Accounts and Administration Manager/Company Secretary, Community Development Manager and Projects Manager. The total employee benefits of the key management personnel were £161,789 (2019: £158,361).

11 Tangible Fixed Assets

	Freehold Property	Fixtures & Fittings	Motor Vehicle	Office Equipment	Total
	£	£	£	£	£
Cost					
At 1 April 2019	532,184	42,767	46,300	83,518	704,769
Additions	<u>0</u>	<u>0</u>	<u>0</u>	<u>3,251</u>	<u>3,251</u>
At 31 March 2020	<u>532,184</u>	<u>42,767</u>	<u>46,300</u>	<u>86,769</u>	<u>708,020</u>
Depreciation					
At 1 April 2019	59,500	28,153	24,100	69,790	181,543
Charge for the period	<u>8,500</u>	<u>2,065</u>	<u>6,100</u>	<u>7,245</u>	<u>23,910</u>
At 31 March 2020	<u>68,000</u>	<u>30,218</u>	<u>30,200</u>	<u>77,035</u>	<u>205,453</u>
Net book value					
At 31 March 2020	<u>464,184</u>	<u>12,549</u>	<u>16,100</u>	<u>9,734</u>	<u>502,567</u>
At 1 April 2019	<u>472,684</u>	<u>14,614</u>	<u>22,200</u>	<u>13,728</u>	<u>523,226</u>

**Volunteer Cornwall
(Limited by Guarantee)**

Notes to the Financial Statements (Continued)

12 Investments – unlisted UK

At 1 April 2019	£
Deletions	500
At 31 March 2020	<u>0</u> 500

13 Debtors

	31 March 2020	31 March 2019
	£	£
Volunteers' expenses and administration fees recoverable	71,236	74,466
Training	55	4,985
Grants receivable		
- CPFT	32,393	215,433
- Cornwall Council	38,820	82,135
- RCHT	2,500	0
- Barnados	7,372	8,803
- Learning Partnership	0	12,092
- Smartline	47,497	38,051
- NHS	170,149	0
- Macmillan	2,411	0
- Social Prescribing	4,911	4,911
- Design Council	0	4,876
Other	0	2,057
Provisions	(3,700)	(3,700)
Prepayments	<u>2,023</u>	<u>7,613</u>
	<u>375,667</u>	<u>451,722</u>

14 Creditors

	31 March 2020	31 March 2019
	£	£
<i>Amounts falling due within one year</i>		
Volunteers' expenses payable	17,793	42,071
Taxation and social security	60,032	44,281
Other creditors	2,373	9,789
Accruals	36,096	31,898
Deferred income	137,500	<u>0</u>
	<u>253,794</u>	<u>128,039</u>

	£
Deferred income as at 1 April 2019	0
Resources deferred in the period	<u>137,500</u>
Deferred income as at 31 March 2020	<u>137,500</u>

Deferred income has arisen as a result of HIU Service (£100,000) and Social Prescribing (£37,500) income being received in advance for 2020/2021.

**Volunteer Cornwall
(Limited by Guarantee)**

Notes to the Financial Statements (Continued)

15 Taxation

The organisation is a registered charity and the results of its normal activities are not liable for corporation tax.

16 Summary of Fund Movements Current Year - Restricted Funds

	At 31			At 31
	March 2019	Income	Expenditure	March 2020
	£	£	£	£
Community Transport	22,200	0	(6,100)	16,100
Celebration	0	4,400	(4,400)	0
Stennack Sensory	0	1,500	0	1,500
Cornwall Council	0	3,300	(3,300)	0
Smartline	0	47,497	(47,497)	0
Early Help Hub	0	38,000	(38,000)	0
Macmillan	0	2,411	(2,411)	0
PCH - Hope	0	15,000	(1,903)	13,097
SCIP	11,412	0	(11,412)	0
DoH/CC Social Prescribing	79,626	225,000	(280,730)	23,896
Lottery/BC	3,888	28,602	(30,052)	2,438
CPFT	250,000	151,950	(401,950)	0
Community Development	4,819	105,079	(107,880)	2,018
NHS CCG	0	9,649	(7,560)	2,089
NHS	158,634	90,000	(95,018)	153,616
NHS RCHT	0	5,000	(1,299)	3,701
Training	19,153	120	(19,273)	0
Barnados	0	29,853	(29,853)	0
Transform Ageing	0	4,878	(4,878)	0
Adult Vol Dev	25,481	33,150	(58,631)	0
Welcome Home	<u>12,632</u>	<u>30,341</u>	<u>(34,970)</u>	<u>8,003</u>
	587,845	825,730	(1,187,117)	226,458

Details of these funds can be found in the trustees' report.

**Volunteer Cornwall
(Limited by Guarantee)**

Notes to the Financial Statements (Continued)

Summary of Fund Movements Previous Year - Restricted Funds

	At 31			At 31
	March 2018	Income	Expenditure	March 2019
	£	£	£	£
Community Transport	32,399	0	(10,199)	22,200
Celebration	0	4,000	(4,000)	0
Corporate Volunteers	4,830	8,160	(12,990)	0
Employment Projects	0	40,254	(40,254)	0
Smartline	0	37,599	(37,599)	0
Early Help Hub	0	32,000	(32,000)	0
Macmillan	0	1,856	(1,856)	0
Youth Project	13,573	31,738	(45,311)	0
SCIP	0	19,000	(7,588)	11,412
DoH Social Prescribing	0	225,150	(145,524)	79,626
Lottery/BC	0	16,973	(13,085)	3,888
CPFT	0	431,721	(181,721)	250,000
Community Development	0	10,243	(5,424)	4,819
NHS (IPC)	26,045	0	(26,045)	0
NHS	0	207,771	(49,137)	158,364
Environment Vols	80	0	(80)	0
Training	20,000	0	(847)	19,153
Barnados	0	28,422	(28,422)	0
Social Action Fund	7,051	0	(7,051)	0
Transform Ageing	1,119	24,510	(25,629)	0
Adult Vol Dev	18,656	66,300	(59,475)	25,481
Welcome Home	<u>12,949</u>	<u>42,000</u>	<u>(42,317)</u>	<u>12,632</u>
	<u>136,702</u>	<u>1,227,697</u>	<u>(776,554)</u>	<u>587,845</u>

17 **Summary of Fund Movements Current Year - Designated Funds**

	At 31 March 2019	Expenditure	Transfers	At 31 March 2020
	£	£	£	£
Changes in activity and Centre exit/downturn strategy	125,000	(32,050)	17,050	110,000
Climate emergency	0	0	30,000	30,000
Volunteer Infrastructure Support	39,000	(40,151)	31,151	30,000
Premises	21,300	(12,453)	153	9,000
Centre developments/IT	25,000	(4,268)	(732)	20,000
Property Fund	<u>487,298</u>	<u>(10,565)</u>	<u>0</u>	<u>476,733</u>
	<u>697,598</u>	<u>(99,487)</u>	<u>77,622</u>	<u>675,733</u>

**Volunteer Cornwall
(Limited by Guarantee)**

Notes to the Financial Statements (Continued)

Summary of Fund Movements Previous Year - Designated Funds

	At 31 March 2018	Expenditure	Transfers	At 31 March 2019
	£	£	£	£
Changes in activity and Centre exit/downturn strategy	100,000	0	25,000	125,000
Volunteer Infrastructure Support	62,000	(54,450)	31,450	39,000
Premises	21,300	(8,683)	8,683	21,300
Centre developments/IT	30,000	(13,701)	8,701	25,000
Property Fund	<u>497,863</u>	<u>(10,565)</u>	<u>0</u>	<u>487,298</u>
	<u>711,163</u>	<u>(87,399)</u>	<u>73,834</u>	<u>697,598</u>

18 **Summary of Fund Movements Current Year – Unrestricted Funds**

	At 31 March 2019	Income	Expenditure & Transfers	At 31 March 2020
	£	£	£	£
General Funds	<u>276,248</u>	<u>834,154</u>	<u>(857,398)</u>	<u>253,004</u>
	<u>276,248</u>	<u>834,154</u>	<u>(857,398)</u>	<u>253,004</u>

Summary of Fund Movements Previous Year – Unrestricted Funds

	At 31 March 2018	Income	Expenditure & Transfers	At 31 March 2019
	£	£	£	£
General Funds	<u>328,534</u>	<u>837,112</u>	<u>(889,398)</u>	<u>276,248</u>
	<u>328,534</u>	<u>837,112</u>	<u>(889,398)</u>	<u>276,248</u>

19 **Analysis of Net Assets between Funds Current Year**

	Restricted Funds £	Designated Funds £	Unrestricted Funds £	Total Funds £
Fixed Assets	16,100	476,733	10,234	503,067
Current Assets	210,358	199,000	496,564	905,922
Creditors:				
Amounts falling due within one year	<u>-</u>	<u>-</u>	<u>(253,794)</u>	<u>(253,794)</u>
	<u>226,458</u>	<u>675,733</u>	<u>253,004</u>	<u>1,155,195</u>

**Volunteer Cornwall
(Limited by Guarantee)**

Notes to the Financial Statements (Continued)

Analysis of Net Assets between Funds Previous Year

	Restricted Funds £	Designated Funds £	Unrestricted Funds £	Total Funds £
Fixed Assets	22,200	487,298	14,228	523,726
Current Assets	565,645	210,300	390,059	1,166,004
Creditors:				
Amounts falling due within one year	-	-	(128,039)	(128,039)
	<u>587,845</u>	<u>697,598</u>	<u>276,248</u>	<u>1,561,691</u>

20 **Reconciliation of Net Movement in Funds to Net Cash Flow from Operating Activities**

	Year ended 31 March 2020	Year ended 31 March 2019
	£	£
Net income for the reporting period (as per the statement of financial activities)	(406,496)	385,292
Adjustments for:		
Add back depreciation charge	23,910	24,805
Deduct interest	(253)	(235)
Loss/(profit) on sale of fixed assets	0	0
(Increase)/decrease in debtors	76,055	(236,949)
Increase/(decrease) in creditors	<u>125,755</u>	<u>(11,218)</u>
Net cash provided by (used in) operating activities	<u>(181,029)</u>	<u>161,695</u>

21 **Analysis of Cash and Cash Equivalents**

	Year ended 31 March 2020	Year ended 31 March 2019
	£	£
Cash in hand	530,255	714,282
Notice deposits (less than 30 days)	0	0
Overdraft facility repayable on demand	<u>0</u>	<u>0</u>
	<u>530,255</u>	<u>714,282</u>

22 **Commitments**

At 31 March 2020 the total of the company's future minimum lease payments under non-cancellable operating leases are as follows:

	Year ended 31 March 2020	Year ended 31 March 2019
<i>Operating leases which are due:</i>	£	£
Within one year	3,946	1,946
Between one and five years	<u>4,865</u>	<u>6,811</u>
	<u>8,811</u>	<u>8,757</u>

**Volunteer Cornwall
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Notes to the Financial Statements (Continued)

23 Pension Costs

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable to the fund and amounted to £22,078 (2019: £19,375). There were no prepaid or accrued pension contributions at either the beginning or end of the financial year.

24 Related Party Transactions

Emma Rowse is a director/trustee of both Volunteer Cornwall and Sea Change Ltd. As a director of Sea Change Ltd she has carried out consultancy services for the South West Integrated Personal Commissioning (IPC) Programme whose funds were managed by Volunteer Cornwall. She has received £0 this year (2019: £3,217.50) from the IPC Programme for her consultancy services on behalf of Sea Change Ltd. No amount remained outstanding at the year end.

In responding to the challenges in society including working with vulnerable groups and building community capacity we have met some of these challenges by working in partnership with Professor Catherine Leyshon and Dr Michael Leyshon from the University of Exeter. They are also trustees/directors of Volunteer Cornwall. No financial transactions have taken place in furtherance of this partnership.

**Volunteer Cornwall
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Finally – A Thank You

Volunteer Cornwall wishes to both acknowledge and thank the following organisations and groups for their continuing support for our work to engage local people in voluntary action in the Duchy:

**Active Plus
Age UK Cornwall and the Isles of Scilly
Barnardo's
BBC Radio Cornwall
Chaos Group
CN4C
Coast FM
Coastline Housing
Cornwall College
Cornwall Community Foundation
Cornwall Council
Cornwall Housing
Cornwall Learning Partnership
Cornwall Partnership NHS Foundation Trust
Cornwall Voluntary Sector Forum
Cornwall Wildlife Trust
CRCC
Duchy Health Charity
Eden Project
European Regional Development Fund
European Social Fund
Healthy Cornwall
Health Education England
Kernow Health CIC
Lord Lieutenant of Cornwall
Macmillan
NAVCA
NHS England
NHS Improvement
NHS Kernow
Pentreath Ltd
Phoneta
Red Cross
Royal Cornwall Hospital Trust
St Austell Healthcare
The Design Council
Truro and Penwith College
University of Exeter
Young People Cornwall**

Finally, thanks to all our volunteers for their dedication and commitment to serving the community of Cornwall. Without our volunteers Volunteer Cornwall could not exist.

**Volunteer Cornwall
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