



## **Directors' Report and Financial Statements**

**1 April 2020 to 31 March 2021**

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 2021

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## Chair and Chief Executive's Report

And so a year that no one ever expected to live through has drawn to a close and this year perhaps more than any other, I am so proud of the staff and volunteers at Volunteer Cornwall.

Roll back to 3<sup>rd</sup> March 2020 and we were the first organisation to put a call out for volunteers to help with what we could see was a developing crisis. And Cornwall's people and communities responded in droves. At the height of the pandemic, we had 3,968 volunteers registered and supported 297 grassroots mutual-aid community groups.

Volunteer Cornwall's amazing staff were hands on during the whole year coordinating the volunteers who undertook over 55,000 tasks supporting 4,818 individuals.

I would like to pay tribute to:

Our staff who have been flexible and committed, working evenings and weekends to support colleagues, volunteers and people who needed us . . . you have been Cornwall's keyworkers . . . thank you.

Our key partners who have enabled us to shift resources, pause other work and supported us to deliver this phenomenal response for Cornwall's people and communities.

And to our army of volunteers . . . your kindness, selflessness and commitment has reminded Cornwall and the country that community does exist, that we will always try to help those in need and that in a world where you can be anything . . . we are above all, kind.



Emma Rowse Chair



Ian Jones

Chief Executive

## **Directors' Annual Report**

### **For the year ended 31 March 2021**

## **1 Objectives of the Charity**

### **Objectives and activities**

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 declared a Climate Change Emergency during the previous financial year, 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.

### 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;

- ◆ 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 on connecting people and organisations around place to maximise impact of activities and resources.
- ◆ 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 with partners taking a place-based approach to supporting people and raising aspirations;
- ◆ 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;
- ◆ 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.

Of particular importance is supporting the community response to crisis such as severe weather and very recently ensuring people received assistance during the pandemic.

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.

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.

Work is also ongoing with health and care on shaping the Integrated Care System and building social capital around the Primary Care Networks.

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

**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.

**Community Care Makers**

Working with CorCare and Adult Social Care to increase capacity to support the most vulnerable members of Cornwall's Communities. Working collaboratively on rehab and reablement to enable people to be engaged and contribute to their communities.

**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.

**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 our 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 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 and 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 2020/2021, our focus was very much on the Covid work around our core values. This we achieved with the work undertaken with our public sector partners.

Having said this, we still maintained our ethos and values and undertook those projects for which it was deemed safe for us to do so.

The ebb and flow of projects continued throughout 2020/2021 as set out below:

**Covid Response**

Like many in the sector, Volunteer Cornwall found itself in unfamiliar territory at the start of the 2020/21 year. Our business plan, with all the projects and services we had been expecting to deliver, was put on hold and whole organisation was dedicated to one task – responding to the Covid pandemic.

In the first few months, we were receiving hundreds of calls a week from people seeking help and trying to co-ordinate thousands of volunteers and hundreds of community groups.

We were having daily conference calls with Council and NHS colleagues as we tried to ensure that everyone got the help and support, they needed. We were very grateful to Cornwall Council for the ‘loan’ of several staff from Library Service, who helped us through this busiest of times.

Most taskings were for volunteers to collect and deliver medication or shopping but some requests were for more complex support needs, and we soon found ourselves setting up telephone befriender services, offering gardening services and providing low-level care support to people in need.

By June, the average number of new requests for help had dropped below 100 per week (remembering we were still providing ongoing support to thousands of people) and as the first lockdown came to an end towards the end of summer, we created a new role – Walking Buddies – to help people regain the confidence to start going out again.

By the time of the second lockdown, we had almost 4,000 volunteers to call on and were experienced enough to allow some staff to begin to return to their proper roles.

Christmas saw us launch a campaign to ensure that no-one was left alone, and we were able to find volunteers to take Christmas dinners round to people on their own or even invite them round for festive cheer.

As 2021 approached, we were planning a return to some kind of normality but instead we got lockdown number 3. We were able to continue to provide support to all of the existing clients whilst taking on new referrals whose support networks just couldn’t cope with a further lockdown.

By the time we reached the end of March 2021, we had helped over 4,800 people (with over 1,000 getting regular, ongoing support) and still had a volunteer base of 3,900 individuals and 227 groups to call upon.

It had been a year like no other and our staff and our volunteers went through a roller-coaster of emotions as they grappled with the biggest peace-time mobilisation of volunteers that Cornwall has ever seen. It is not an exaggeration to say that volunteers were the heroes of the pandemic and we are pleased and proud to have played our part. But don’t take our word for it....

**Key VC Covid Facts:**

Individuals Supported = 4,809

Volunteers Involved = 3,968

Tasks Completed = 60,000

**Community Makers**

Our Community Makers were at the forefront of our Covid Response effort throughout the year. Funded by Cornwall Partnership NHS Foundation Trust, they are our eyes and ears on the ground in the communities across Cornwall. The knowledge and networks they had built up were invaluable in planning and implementing our response.

Using their knowledge of the local community and getting to know many of the volunteers in their patch, they joined the NHS teams at the newly established Community Co-ordination Centres to offer help and support to vulnerable individuals.

But they also dealt with more unusual requests – like distributing commemorative biscuits for International Nurse Day 2020 and organising the packing of hundreds of pulse oximeters to support the virtual Covid ward.

As the year ended, the Community Makers began to return to their proper roles, getting out on the ground to assess the impact of the pandemic on the voluntary sector in Cornwall and to identify any specific needs that we or our partners could help with.

**Community Care Makers**

In October 2020, based on our experience gained during the pandemic, we launched a new role – the Community Care Makers. These three posts, covering East, Mid and West Cornwall, were created to support the journey of people being discharged from hospital (on what is known as Pathway 1) or to prevent a hospital admission. They do this by connecting an individual to support available within the voluntary sector. This might be free or paid-for services that help support someone to go or to remain at home – which is usually the best place for people to recover from illness.

The Community Care Makers work closely with colleagues in the STEPS service, delivered by CorCare. STEPS focuses on reablement as a way to return someone to independence and there are many ways in which our voluntary sector colleagues can play a role in this – from moving or arranging furniture to providing a weekly shopping service to short-term respite care or domestic help.

We are expanding this service in the coming months and hope to add a volunteer element as part of the new look care services in Cornwall.

**Early Help Hub VCS Engagement Coordinator**

The Early Help Hub Voluntary and Community Sector Engagement Coordinator role was created to support the work of the Children's and Family Services Early Help Hub and promote integrated working between Children's Services and the Voluntary and Community Sector. Our role within the project is to work together with the Early Help Teams and other frontline workers to provide support for families alongside or instead of specialist services. The services provided by the voluntary sector can be more appropriate to the family's needs within their own community and help them to build their own support networks and resilience. Information about projects and activities provided by voluntary sector organisations is fed into the Early Help Hub then cascaded to other areas of children's services by the VCS Engagement Coordinator. The information is also shared with other voluntary and community sector organisations to aid them to signpost to other appropriate services as necessary to support children and families.

In addition to signposting families, support is offered to groups, charities and community interest companies in the form of information sharing, creating connections with Early Help Teams and helping with volunteer recruitment.

For the first part of the year, the Co-ordinator was managing a team of Community Development Workers who supported our Covid response, focusing on children and their families. From September onwards, funding for the CDWs ended and the Co-ordinator returned to “normal duties”:

Data from Sept 2020 – March 2021

Individuals supported by VCS Coordinator	149
Organisations supported	29
Signposting to organisations by Contact Worker team in Early Help Hub	750
Total organisations referred to	107

Training & Development Team

298 new learners  
42 courses

2020/21 was the most challenging year to date for our training team. Normal services were suspended as the team switched to Covid response mode, helping develop a system to log the huge numbers of people offering their help and support. And then came the real challenge of managing the expectations of thousands of volunteers – many of whom were new to the helper role.

We provided COVID guidance information and updates on a daily basis, providing volunteers with roles descriptions, policies and advice on training support. Our regular newsletter – over 100 briefings during the year - was a lifeline for both VC and our volunteers to keep everyone in touch.

Some training did take place, however. We converted all our training to be delivered online to reach as many people as possible. We helped support 73 volunteers from community groups and charities with free training funded through the Big Lottery, from Fundraising to Covid Recovery. And 112 volunteers were trained in Safeguarding to help support the welfare of our communities.

And we helped support the growing Social Prescribing programme in Cornwall and the local Food banks with 55 gaining accreditation in Information Advice & Guidance.

## HOPE

HOPE is a programme to help local people build confidence to self-manage their long-term health conditions. This could include:

- Physical health such as pain relief.
- Mental ill health issues such as anxiety, stress and depression.

We continued to develop the HOPE programme in Cornwall. With support from the Suicide Prevention Innovation Fund we were able to work on converting both the HOPE Facilitator training and programme delivery to an online version. We have trained 22 new Facilitators, many from the Social Prescribing arena, who are supporting people in the community with their long-term concerns, and reducing loneliness and anxiety caused through the pandemic. In addition, we have been working with the NHS to offer HOPE through the Post Covid Recovery Service as non-clinical support.

**The High Intensity User (HIU) Service**

Our service is funded by NHS and aligned with SWASFT. The goal is to reduce ambulance usage, Emergency Department attendances, non-elective admissions and bed days and the outcome is that we save and help people change their lives.

From January 2021 we also moved into the field of supporting people upon discharge from mental health beds in order to aid a timely and supported discharge and reduce readmissions.

**Our Clients**

Are not patients! Anyone can become an Intensive User of services for a myriad of reasons, our clients are Mums, Dads, brothers, sisters, grandparents and somebody's child. They have a story, many have a history of trauma, abuse, addiction grief, deprivation, some have held positions that defined them in society and then lost that. Some may have had a health episode that turned their world upside down and they never found their way back. They are the people in between the cracks and at the time we engage, they are often lost and overwhelmed.

**Emotional and practical support**

Our team reach out to adults who feel they have nowhere to turn or not receiving the support they need. We offer support for however long it takes to reconnect people with what they need whether that be emotional or practical elements in life that they are struggling with.

We work on their strengths rather than correcting weaknesses. We have conversations, not consultations.

**Covid-19 Impact**

It has been a year that has challenged and changed our service immeasurably as we fought to maintain a service that is built around connection and kindness.

During lockdown, our roles became phone-based, making regular calls to those that needed it and helping people navigate this difficult and lonely world where all the rules changed.

The Numbers:

People supported:

Total 94 plus 150+ St Austell healthcare clients

Savings (March 2020 to end of March 2021):

Clients' usage costs to system prior to engagement:	£1,462,035
Clients' usage costs post engagement:	£657,813
Saving to system:	£804,222
Overall percentage service reduction:	55.01%

Service Reductions:

Ambulance journeys saved:	603
Emergency Department attendances saved:	702
Non-elective admissions saved:	205
Bed days saved:	756

### **Social Prescribing**

Our Social Prescribing programme is now into its third year and has been extended to March 2022. Funded by Cornwall Council Public Health & Dept Health & Social Care, Volunteer Cornwall provides a co-ordination role with the delivery being shared by our partners; Age UK, Active Plus, CHAOS Group, CN4C, Eden Project and Pentreath. Social Prescribing Link Workers (SPLWs) have one-to-one personalised conversations with people referred by their doctor or other health care professional who are finding daily life difficult.

Individuals are listened to and helped to look at “what matters to them” and goals agreed to link them with alternatives in their communities to support their needs.

During the challenging COVID period, we worked with individuals primarily on the telephone and/or some video link calls. SPLWs conducted welfare calls, facilitated medication delivery/pick up with pharmacists, helped patients to use digital platforms and stay connected, gave people hope and support to look at new opportunities and helped to arranged online provision sessions and groups.

We have 8 SPLWs covering 20 surgeries across the County, working alongside NHS funded SPLWs in some areas.

Despite the pandemic, we achieved some impressive results over the last 12 months:

1747 referrals

41.52% Mental Health & Wellbeing

23.42% Social Isolation

8.9% Financial Support

77.2% Patients said how much of a positive impact SP had on them.

### **Smartline**

We took to online platforms to communicate with the community and bring people together.

Alongside Coastline housing we have developed a virtual coffee morning which sees community members from Coastline housing coming together once a week to have a chat and a cuppa.

We worked with local organisations in order to offer some online community sessions. Ruth Purdy of Mitber offered weekly craft sessions which saw us making salt dough art, carnival masks and having a go at soap carving.

Kresen Kernow of Redruth offered us some fabulous history sessions which included Cornish School Days and Crime and Punishment offering us some fascinating insight to life in Cornwall over the years. We were given a virtual tour of Kresen Kernow, and look forward to being able to take community groups there soon!

The community Green Space in Camborne continues to thrive and they have over the last year secured fund for fruit trees and benches for the local community to enjoy.

### **Stroke Befriending**

The Stroke Befriending Service offers emotional and psychological support to people across Cornwall who have had a stroke. Initially a peer-to-peer befriending service, it has grown to recruit volunteers with and without the lived-experience of a stroke.

Our Befrienders support clients in their homes by talking on the telephone or meeting digitally. Befriending helps our clients in many ways; increasing confidence and self-esteem, reducing isolation, improving motivation and inspiration, and encouragement to engage more in community life.

In the initial stages of the Covid outbreak the service was supporting 25 volunteers who phoned clients once or twice a week, depending on the client's need.

During the pandemic the need for telephone and digital befriending increased due to shielding and social distancing. Starting slowly, and with a different kind of approach necessary, it proved to be so successful that it is now offered independently of face-to-face contacts and as a significant route through which support can be offered.

A three month recruitment project was carried out at the beginning of 2021 which resulted in 10 new volunteers going through Befriender training.

Clients and volunteers are returning to Face to Face meetings, some inevitably finding the transition difficult but clearly benefitting from the contact and support made possible by the Stroke Befriending Service.

#### Key Stats

Number of Clients supported	35
Volunteers Trained to date	37
Volunteers Currently active	18

#### Macmillan Garden and DIY Project & Declutter and Clean Project

##### Numbers:

<p>Referrals received: 25          Projects completed: 12          Projects pending: 2 (planned April/May)          Volunteers used: 11 (some more than once) of 28 and Corporate team of 15 volunteers planned for 1 pending project;          Lead Volunteers: 1 (Kerrier)</p>
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##### People/Clients/Organisations met with:

<p>Volunteers and service users already supported and some new contacts through the declutter and clean element of the project (not yet started due to Covid-19 restrictions).</p> <p>Macmillan Cancer Support and The Cove Cancer Support Centre – Assisting people during Covid-19 with signposting to their services, which continues.</p> <p>Ellen Stephens – Macmillan Community Navigator - Age UK Cornwall – via email – Promotion of project through their Virtual Cancer Awareness sessions and Linda Whittaker on Community Link website.</p> <p>Cathy Whitmore – Feock Parish Council – Promotion of project on the Haire Wellbeing Directory and Carnon Down Village shop.</p> <p>Referral agencies and colleagues following targeted promotional campaigns to them to promote project, including Adult Social Care, Community Makers – Volunteer Cornwall and Occupational Therapy Teams – continuing with reminders.</p> <p>Case studies during this period have included at end of report.</p>
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Work with other Volunteer Cornwall Projects/Teams:

Community Makers/Social Prescribers

Barriers:

Continued Covid-19 restrictions (third lockdown – restricting mixing of households) and winter weather.

### **Community Transport**

It has been a very strange year for our Community Transport team due to the restrictions imposed by Covid. This has led to us receiving far less requests than usual over the last year.

However, we have continued to put our best foot forward and still managed to provide our amazing service to the community, all be it in quite unusual ways!

The team based in the office were working from home and telephoning vulnerable or isolated people to check on them and to offer help with any tasks they needed doing, such as shopping or prescription collection.

Having said this, we still had to undertake a number of school journeys allowing the children which needed to be in school to still attend. We were also there for those people who needed to attend appointments throughout the pandemic.

In the latter part of the financial year, the volunteer drivers were involved in transporting people to their vaccination appointments.

Despite the lockdown, we were able to complete over 11,200 journeys throughout the year, which covered over 442,000 miles. That is an average of 27 miles per passenger journey.

### **Community Minibus and Accessible Vehicle**

With the lockdown restrictions, the minibus did not go on any passenger journeys throughout the year, but it did transport volunteers into the community to provide PPE to our volunteer drivers. The accessible vehicle was available, but was not used greatly this year, due to the lockdown.

Thank you

It has been a very tough year for all involved, our biggest and most heartfelt thank you goes out to all our volunteer drivers, without whom nothing would have gone forward this year. THANK YOU!

### **Viva Wellbeing**

Volunteer Cornwall deliver a range of projects which focus on building connections in our communities and now we have a dedicated programme to help people alleviate their feelings of loneliness and reconnect to their local community. We believe volunteering is a fantastic way to build confidence, learn new skills, make friends and engage with your community and that anyone who wants to, should be able to volunteer.

Viva Wellbeing is a dedicated programme to help people alleviate their feelings of loneliness and isolation, to reconnect with their local community. Using a wide variety of mechanisms, for example volunteering, specific courses and signposting, we help individuals to build confidence, learn new skills, make friends and engage with their community to support their own wellbeing.

- ◆ 18 Viva Wellbeing Ambassadors inducted, trained by project officer and working across Cornwall
- ◆ 40 clients individually supported by the project officer
- ◆ 10 people supported through the HOPE wellbeing programme
- ◆ 7 Clients now digitally supported and connected through Smartline
- ◆ Wellbeing grant gained supporting over 220 families in Cornwall
- ◆ 15 Wellbeing packs given to individuals supported by local charities
- ◆ 20 clients participating with the physical postcard initiative to support wellbeing

### 3 Financial Review

The detailed results are set out on pages 31 to 33. 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 fee income from services provided to purchasers. None of which can be guaranteed due to:

- ◆ Donations and Grants may be reduced without notice or be for a fixed term
- ◆ Projects and contracts are generally fixed for short periods of time
- ◆ Volunteer Cornwall's activities are dependent on the level of activity generated and the market rate for such items.
- ◆ Projects and contracts can be cancelled at short notice, or have punitive handback terms
- ◆ Interest earned on bank deposits can fluctuate.

#### **Covid19 – Financial Impact**

The Covid19 pandemic has disrupted all our projects and activities for this financial year. However, we have been involved with a number of short-term projects directly related to Covid19 and the County's Covid19 response which has allowed us to continue operating, all be it on different projects than anticipated.

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.

At the time of signing the financial statements, we appear to be moving away from the pandemic, but as this is an unknown factor to us, the Board of Directors will continue to monitor the situation and implement any measures necessary to mitigate any risks, including, if necessary, the use of reserves.

#### **Unrestricted Reserves Deficit**

This year, the deficit on unrestricted funds before transfers was £151,344 (2020: £45,109 deficit).

Much of this deficit has been created due to our core costs not being covered fully from the management fees imposed on individual projects. However, being unable to deliver the planned training schedule also had an impact on the figures.

**Restricted Reserves Surplus**

The surplus before transfers this year on restricted funds was £157,296 (2020: £361,387 deficit).

This surplus has been created mainly due to an underspend on the Social Prescribing project, which has been agreed can be carried forward into the next financial year.

Other projects which have created this surplus, are the Covid Vaccination Volunteers and Mental Health, Winter Pressures, for which we received funding very late in March 2021 and for which will be transferred across to continue the projects in the next financial year.

**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;
- ◆ 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**

Volunteer Cornwall's response to the COVID-19 crisis has been immediate and outstanding.

Whilst the crisis appears to be ending, uncertainty is still around over the length of the crisis and the financial effect on our projects and activities.

With the closure of schools from March 2019 with some schools returning in September 2020 this had had an immediate effect on our transport activity. Going forward, this may influence the use of our reserves.

### **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 in 2019 to support the Climate Emergency Declaration and to ensure Carbon Neutrality before 1 January 2025.

Work has started on this project through the education of staff and reviewing our current environment.

#### **Changes in Activity and Exit and Downturn Strategy**

This fund was created to cover the possibility of Covid creating the need for a serious reduction in our staffing levels due to the cessation or reduction of any of our projects. The aim of this fund was to cover redundancy costs if the need arose.

To date, this has not been necessary however, the fund remains in existence as the effects of Covid have not yet been fully finalised. This designated reserve remains at £110,000.

#### **Premises**

Volunteer Cornwall owns one building and rents desk space in two other locations. The annual maintenance and other associated costs of Acorn House is 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.

#### **Volunteer Infrastructure Support**

Volunteer Cornwall has always supported the Volunteer Centres from unrestricted reserves. The support this year was £10,000 which was added to the designated fund. £433 was set against this funding, leaving a carried forward balance of £39,567.

#### **Property Fund**

The capital cost of Acorn House and its fixtures and fittings will be held in this fund. A sum of £466,168 of reserves has been designated for this purpose.

**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:	£356,196	(2020: £226,458)
Designated Funds:	£670,246	(2020: £675,733)
Unrestricted Funds:	£134,705	(2020: £253,004)

Following a review of the organisation's reserves the directors confirmed that the level of designated funds within the unrestricted reserves should be £670,246 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.

**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, updated, and submitted the NHS Data Security and Protection Toolkit to retain its annual accreditation.

**Donations and Grants**

Donations and grants during the year totalled £1,122,879. Donations and/or grants were received from Cornwall Council, NHS, Department of Health, Lottery/Covid Fund, CPFT.

**4 Plans for the future**

Over the next three 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;
- ◆ 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 References and Administration Details of the Charity, 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:

Chair	Emma Rowse	
Vice Chair	Kim Mundy	resigned 30 April 2020
Treasurer	unfilled post	
Board Members	Janet Popham	
	Linda Emmett	
	Peter McGregor	
	Catherine Leyshon	
	Michael Leyshon	
	Timothy Thornton	
	Phil McVey	resigned 21 October 2020
	Neil Walden	appointed 21 October 2020
Chief Executive	Ian Jones	
Minuting Secretary	Mary Baldwin	
Company Secretary	Gary Sykes	resigned 31 December 2020
	Natercia Hughes	appointed 1 January 2021
		resigned 31 January 2021
	Lisa Crook	appointed 15 February 2021

### Members of the Risk and Finance Committee

Chair	Emma Rowse	
Vice-Chair	Kim Mundy	resigned 30 April 2020
Treasurer	unfilled post	
Directors	Catherine Leyshon	
Director	Phil McVey	resigned 21 October 2021
In Attendance		
Chief Executive	Ian Jones	
Minuting Secretary	Mary Baldwin	
Accounts and Admin Manager	Gary Sykes	resigned 31 December 2020
	Natercia Hughes	appointed 1 January 2021
		resigned 31 January 2021
	Lisa Crook	appointed 15 February 2021

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

The principal address and registered office of the Company and charity

	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 2021 and confirm that the latter comply with the requirements of the law and the Charity Statement of Recommended Practice 2019.

**6 Structure, Governance and Management**

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

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](http://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.

At the end of the first year an informal meeting with the Chair and Chief Executive is arranged to discuss the induction programme. 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.

### **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 8 and 19 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 risk 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 Naterica Hughes	resigned 31 December 2020 appointed 1 January 2021
	Lisa Crook	resigned 31 January 2021 appointed 15 February 2021
Community Development Manager	Andy Brelsford	
HR Manager and PA to CE	Mary Baldwin	
Projects Manager	Heidi Channell	

## 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. 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.

### 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: 7-10-21.

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

**Independent Auditor's Report to the Members of Volunteer Cornwall**

We have audited the financial statements of Volunteer Cornwall (the 'Charity') for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2021 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 Charity 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**

In auditing the financial statements, we have concluded that the Directors use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were authorised for issue.

Our responsibilities and the responsibilities of the Directors with respect to going concern are described in the relevant sections of this report.

**Other information**

The Directors 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. 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' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' 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.

#### **Responsibilities of Directors**

As explained more fully in the Statement of Directors' Responsibilities (set out on page 25), the Directors 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 Directors 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 Directors are responsible for assessing the Charity'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 Directors either intend to liquidate the Charity 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

As part of our audit planning we obtained an understanding of the legal and regulatory framework that is applicable to the charity and the sector in which it operates to identify the key laws and regulations affecting the entity. The key laws and regulations we identified were health and safety, safeguarding, data protection and compliance with grant funding conditions. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, primarily the Companies Act 2006, Charities Act 2011 and compliance with the Charities Statement of Recommended Practice.

We discussed with management how the compliance with these laws and regulations is monitored and discussed policies and procedures in place. We also identified the individuals who have responsibility for ensuring that the entity complies with laws and regulations and deals with reporting any issues if they arise.

As part of our planning procedures, we assessed the risk of any non-compliance with laws and regulations on the entity's ability to continue trading and the risk of material misstatement to the accounts.

We assessed the susceptibility to the charity's financial statements to material misstatement, including how fraud might occur as part of the audit planning process. We determined that these risks are low considering the fact that the charity operates on a not for profit basis and so there would be no motivation for management to influence performance for individual gain.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Our procedures involved the following:

- We reviewed legal and professional costs to identify any non-compliance or legal costs in relation to non-compliance
- We reviewed the board minutes for anything unusual.
- We made enquires to management regarding their knowledge of any non-compliance with laws and regulations that could affect the financial statements.
- We reviewed a sample of expenditure to confirm it has been incurred and allocated correctly.
- We audited the risk of management override of controls through testing journal entries and other adjustments for appropriateness and evaluating the business rationale of significant transactions outside the normal course of business.

As part of our enquiries we discussed with management whether there have been any known instances, allegations or suspicions of fraud of which there were none.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements. This risk increases the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements as we are less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://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 Charity's directors, 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 Charity's directors 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 Charity and its directors 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: 28/10/2021

## Statement of Financial Activities

As at 31 March 2021

	Notes	Unrestricted funds £ 2020/2021	Restricted income funds £ 2020/2021	Total funds £ 2020/2021	Unrestricted funds £ 2019/2020	Restricted income funds £ 2019/2020	Prior year funds £ 2019/2020
<b>Income and endowments from:</b>							
Donations and legacies	3	3,832	8,873	12,705	229	-	229
Charitable activities	3	421,320	1,277,533	1,698,853	833,901	825,501	1,659,402
Investments	3	123	-	123	253	-	253
<b>Total</b>		<b>425,275</b>	<b>1,286,406</b>	<b>1,711,681</b>	<b>834,154</b>	<b>825,730</b>	<b>1,659,884</b>
<b>Resources expended</b>							
<b>Expenditure on:</b>							
Raising funds		-	-	-	-	-	-
Charitable activities	5	576,619	1,129,110	1,705,729	879,263	1,187,117	2,066,380
Other		-	-	-	-	-	-
<b>Total</b>		<b>576,619</b>	<b>1,129,110</b>	<b>1,705,729</b>	<b>879,263</b>	<b>1,187,117</b>	<b>2,066,380</b>
<b>Net income/(expenditure) before investment gains/(losses)</b>		<b>-151,344</b>	<b>157,296</b>	<b>5,952</b>	<b>- 45,109</b>	<b>- 361,387</b>	<b>- 406,496</b>
Net gains/(losses) on investments		-	-	-	-	-	-
<b>Net income/(expenditure) Extraordinary items</b>		<b>-151,344</b>	<b>157,296</b>	<b>5,952</b>	<b>- 45,109</b>	<b>- 361,387</b>	<b>- 406,496</b>
Transfers between funds		-	-	-	-	-	-
		27,558	-27,558	-	-	-	-
<b>Other recognised gains/(losses):</b>							
Other gains/(losses)		-	-	-	-	-	-
<b>Net movement in funds</b>		<b>-123,786</b>	<b>129,738</b>	<b>5,952</b>	<b>- 45,109</b>	<b>- 361,387</b>	<b>- 406,496</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward	15	928,737	226,458	1,155,195	973,846	587,845	1,561,691
<b>Total funds carried forward</b>	15	<b>804,951</b>	<b>356,196</b>	<b>1,161,147</b>	<b>928,737</b>	<b>226,458</b>	<b>1,155,195</b>

The charity has no recognised gains or losses in the years to 31 March 2021 and 2020 other than those passing through the statement of financial activities. There were no acquisitions or discontinued operations during the years to 31 March 2021 and 2020.

Balance Sheet  
As at 31 March 2021

	Notes	Total 2020/2021 £	Total 2019/2020 £
<b>Fixed assets</b>			
Tangible assets	9	488,098	502,567
Investments	10	500	500
<b>Total fixed assets</b>		488,598	503,067
<b>Current assets</b>			
Debtors	11	164,623	375,667
Investments			
Cash at bank and in hand	14	764,998	530,255
<b>Total current assets</b>		929,621	905,922
<b>Creditors: amounts falling due within one year</b>	12	257,072	253,794
<b>Net current assets/(liabilities)</b>		672,550	652,128
<b>Total assets less current liabilities</b>		1,161,147	1,155,195
<b>Creditors: amounts falling due after one year</b>		-	-
<b>Provisions for liabilities</b>		-	-
<b>Total net assets or liabilities</b>		1,161,147	1,155,195
<b>Funds of the Charity</b>			
Restricted income funds		356,196	226,458
Unrestricted funds		804,951	928,737
<b>Total funds</b>		1,161,147	1,155,195

These financial statements were approved and authorised for issue by the directors on 21<sup>st</sup> July 2021, and were signed on their behalf by:



Emma Rowse  
Chair of Trustees

Date: 7-10-21

**Statement of Cash Flow**  
**As at 31 March 2021**

	Note	Total Funds 2021	Prior Year 2020
<b>Cash Flow from Operating Activities:</b>			
Net Cash provided by (used in) operating activities		240,615	(181,029)
<b>Cash Flow from Investing activities:</b>			
Interest Income		123	253
Purchase/Disposal of fixed assets		(5,995)	(3,251)
<b><i>Net Cash provided by (used in) investing activities</i></b>		<u>(5,872)</u>	<u>(2,998)</u>
<b>Cash flow from financing activities:</b>			
Repayments of borrowing		0	0
<b>Net Cash provided (used in) financing activities</b>		<u>0</u>	<u>0</u>
<b>Change in cash and cash equivalents in the reporting period.</b>		234,743	(184,027)
<b>Cash and cash equivalents at the beginning of the reporting period</b>		530,255	714,282
<b>Total Cash and cash equivalents at the end of the reporting period.</b>		<u>764,998</u>	<u>530,255</u>

## Notes to the Financial Statements For the year ended 31 March 2021

### 1 Constitution

The Company is incorporated as a 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 2021, there were 9 members (2020:9).

### 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 2019.

2.1.2 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.

#### 2.1.3 Going Concern

As at the date of signing the final impact of COVID-19 on the economy is not yet known. Whilst recognising that there can be no certainty the directors are satisfied that the going concern basis of preparation remains appropriate.

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.

At the year end the charity had over £764,000 in the bank and unrestricted reserves of £804,951, which is sufficient to cover the most prudent forecast position.

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 of no less than 12 months from the date of approval of these financial statements.

## 2.2 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.

## 2.3 Netting Off Expenses

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

## 2.4 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 project.

## 2.5 Donations and Legacies

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

## 2.6 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.

## 2.7 Pension Scheme

The Charity operates a defined contribution pension scheme for 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.

## 2.8 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 the purchases for these projects cannot be reclaimed and has been absorbed within the activities.

**Notes to the Accounts**

## 3.0 Analysis of Income

	Unrestricted funds	Restricted income funds	Total funds 2020/2021	Fund 2019/2020
<b>Donations and Legacies</b>	£	£	£	£
Donations and gifts	268	3,580	3,848	229
Gift Aid	-	-	-	-
Furlough Grants	1,564	5,293	6,857	-
General grants provided by government/other charities	2,000	-	2,000	-
Donated goods, facilities and services	-	-	-	-
Other	-	-	-	-
<b>Total</b>	<b>3,832</b>	<b>8,873</b>	<b>12,705</b>	<b>229</b>

<b>Charitable Activities</b>				
Transport	358,036	-	358,036	642,813
Training	11,706	9,943	21,649	74,230
Projects	48,000	1,267,590	1,315,590	938,752
Other	3,578	-	3,578	3,607
<b>Total</b>	<b>421,320</b>	<b>1,277,533</b>	<b>1,698,853</b>	<b>1,659,402</b>

<b>Income from Investments</b>				
Interest income	123	-	123	253
Dividend income	-	-	-	-
Rental and leasing income	-	-	-	-
Other	-	-	-	-
<b>Total</b>	<b>123</b>	<b>-</b>	<b>123</b>	<b>253</b>

<b>TOTAL INCOME</b>	<b>425,275</b>	<b>1,286,406</b>	<b>1,711,681</b>	<b>1,659,884</b>
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## 4.0 Analysis of Government Grants

		2020/2021
Description		£
Department of Health	Social Prescribing	135,000
Cornwall Council	Social Prescribing, CEV, Community Care Makers	418,378
NHS	Community Makers, Mass Vaccination, Mental Health Work, HIU and Work Force	562,644
Other		6,857
		1,122,879

		2019/2020
Description		£
Department of Health	Social Prescribing	150,000
Cornwall Council	Social Prescribing, CEV, Community Care Makers	299,020
NHS	Community Makers, Mental Health Work, HIU and Work Force	291,599
Other		-
		740,619

## 5.0 Analysis of Expenditure

	2020/2021			2019/2020		
	Unrestricted funds	Restricted income funds	Total funds	Unrestricted funds	Restricted income funds	Total funds
<b>Expenditure on charitable activities:</b>						
Transport	260,109	-	260,109	680,017	6,100	686,117
Training	11,180	320	11,500	59,110	21,176	80,286
Projects	305,330	1,128,790	1,434,120	140,136	1,159,841	1,299,977
Other	-	-	-	-	-	-
<b>Total expenditure on charitable activities</b>	576,619	1,129,110	1,705,729	879,263	1,187,117	2,066,380
<b>TOTAL EXPENDITURE</b>	576,619	1,129,110	1,705,729	879,263	1,187,117	2,066,380

## 6.0 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 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.

Regarding 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 based on an estimate of the proportion of time spent by staff on particular activities or projects.

Support cost	2020/2021	2019/2020
	£	£
Volunteer Expenses	68	52
Salaries and associated expenses	134,971	101,697
Recruitment, redundancy, gym	9,998	1,101
Travel	1,119	2,299
Stationery, computer supplies and promotion	1,837	230
Rent and Rates	1,688	73
Light, heat and power	626	539
Repairs, renewals and maintenance	4,497	5,771
Insurance	416	36
Telephone	3,403	2,424
Postage	1,155	817
Subscriptions	6,821	4,360
Legal and Professional	-	60
Depreciation	19,219	13,292
Holiday Pay	1,352	1,078
Unrecoverable VAT	6,422	-
Staff Training	624	316
<b>Total</b>	<b>194,216</b>	<b>134,145</b>

<b>Governance</b>	<b>2020/2021</b>	<b>2019/2020</b>
	<b>£</b>	<b>£</b>
Salaries and associated expenses	-	11,780
Stationery, computer supplies and promotion	166	1,410
Rent and Rates		900
AGM, audit and accountancy	3,775	2,925
<b>Total</b>	<b>3,941</b>	<b>17,015</b>
<b>Total Support and Governance Costs</b>	<b>198,157</b>	<b>151,160</b>

## 7.0 Fees for Audit of the accounts

**Auditor's fees**

<b>2021/2020</b>	<b>2019/2020</b>
<b>£</b>	<b>£</b>
3,750	3,200

## 8.0 Staff Costs

	<b>2020/2021</b>	<b>2019/2020</b>
	<b>£</b>	<b>£</b>
<b>Salaries and wages</b>	811,003	842,579
<b>Social security costs</b>	69,873	67,232
<b>Pension costs (defined contribution scheme)</b>	21,774	22,078
<b>Other employee benefits</b>	19,823	17,299
<b>Total staff costs</b>	<b>922,473</b>	<b>949,188</b>

During the year, the Charity made statutory redundancy payments totalling £16,823 (2020 £17,299) and non statutory / ex-gratia payments of £3,000. All amounts were fully paid at the year end.

No employees received employee benefits (excluding employer pension costs) for the reporting period of more than £60,000. The cost of temporary staff £69,463 (2020 £24,462).

The trustees received no emoluments during the period ended 31st March 2021 or 31st March 2020. Trustees received expenses of £54 (2020 £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 £190,939 (2020 £161,789).

8.1 Average Head Count in the year

<b>2020/2021</b>	<b>2019/2020</b>
<b>Number</b>	<b>Number</b>
39	36

8.2 Redundancy Payments

	<b>2020/2021</b>	<b>2019/2020</b>
	<b>£</b>	<b>£</b>
<b>Total amount of payment</b>	19,823	17,299

## 9.0 Tangible Fixed Assets

## 9.1 Cost or Valuation

	Freehold land & buildings	Fixtures and Fittings	Motor Vehicles	Office Equipment including IT equipment	Total
	£	£	£	£	£
At at 1st April 2020	532,184	42,767	46,300	86,769	708,020
Additions	-	-	-	6,595	6,595
Revaluations	-	-	-	-	-
Disposals	-	-	-	-	-
			-6,000		-6,000
As at 31st March 2021	532,184	42,767	40,300	93,364	708,615

## 9.2 Depreciation and Impairments

At at 1st April 2020	68,000	30,218	30,200	77,035	205,453
Disposals	-	-	-	-	-
			-5,400		-5,400
Depreciation	8,500	2,065	5,500	4,399	20,464
As at 31st March 2021	76,500	32,283	30,300	81,434	220,517

## 9.3 Net book Value

Net book value at 1st April 2020	464,184	12,549	16,100	9,734	502,567
Net book value at 31st March 2021	455,684	10,484	10,000	11,930	488,098

The accessible vehicle was disposed of during the year.

## 10.0 Investments – unlisted UK

	£
As at 1 <sup>st</sup> April 2020	500
Deletions	<u>0</u>
As at 31 <sup>st</sup> March 2021	500

## 11.0 Analysis of Debtors and Prepayments

	2020/2021	2019/2020
	£	£
<b>Trade debtors</b>	165,602	377,344
<b>Prepayments and accrued income</b>	21	2,023
<b>Provisions</b>	-1,000	-3,700
		-
<b>Total</b>	<b>164,623</b>	<b>375,667</b>

## 12.0 Creditors and Accruals

## 12.1 Analysis of Creditors

	Amounts falling due within one year		Amounts falling due after more than one year	
	2020/2021	2019/2020	2020/2021	2019/2020
	£	£	£	£
<b>Accruals for grants payable</b>	-	-	-	-
<b>Bank loans and overdrafts</b>	-	-	-	-
<b>Trade creditors</b>	81,880	17,793	-	-
<b>Payments received on account for contracts or performance-related grants</b>	-	-	-	-
<b>Accruals and deferred income</b>	151,148	173,596	-	-
<b>Taxation and social security</b>	20,046	60,032	-	-
<b>Other creditors</b>	3,998	2,373	-	-
<b>Total</b>	<b>257,072</b>	<b>253,794</b>	<b>-</b>	<b>-</b>

## 12.2 Deferred Income

Deferred Income in 2020/2021 relates to income covering our Mental Health Winter Pressure programme (£62,000) and HOPE Long Covid, (£12,000) both projects do not commence until April 2021. The balance of £40,000 is the continuation into the new year of Social Prescribing.

2020/2021	2019/2020
114,000	137,500

## 12.3 Movement in deferred income account

Balance as at 1st April 2020  
 Amounts added in current period  
 Amounts released to income from previous periods  
 Balance as at 31st March 2021

2020/2021 £	2019/2020 £
137,500	-
114,000	137,500
- 137,500	-
114,000	137,500

## 13.0 Taxation

The organisation is a registered charity, and the results of its normal activities are not liable for Corporation Tax.

## 14.0 Cash at bank and in hand

Short term cash investments (less than 3 months maturity date)  
 Short term deposits  
 Cash at bank and on hand  
 Other  
 Total

2020/2021 £	2019/2020 £
-	-
-	-
764,998	530,255
-	-
764,998	530,255

**15.0 Summary of funds held and movements during the year.****15.1 Movement for the period ending 31 March 2021**

Fund names	Type of Funds	Fund balances brought forward	Income	Expenditure	Transfers	Gains and losses	Fund balances carried forward
		£	£	£	£	£	£
General Funds	Unrestricted	253,004	415,275	-559,632	26,058	0	134,705
Centre Development/IT	Designated	20,000	0	0	0	0	20,000
Changes in Activity and Centre exit/Downturn Strategy	Designated	110,000	0	0	0	0	110,000
Climate Emergency	Designated	30,000	0	-5,989	1,500	0	25,511
Premises	Designated	9,000	0	0	0	0	9,000
Property Fund	Designated	476,733	0	-10,565	0	0	466,168
Volunteer Infrastructure Support	Designated	30,000	10,000	-433	0	0	39,567
Barnados/Advocacy	Restricted	0	4,332	-3,656	-270	0	406
Brokerage	Restricted	0	0	-6,714	6,714	0	0
CDW	Restricted	0	58,030	-63,731	5,701	0	0
Clinically Extremely Vulnerable	Restricted	0	10,385	-23,838	13,453	0	0
Community Care Makers	Restricted	0	60,000	-56,880	-3,119	0	0
Community Makers	Restricted	0	169,338	-174,194	4,856	0	0
Community Development	Restricted	2,018	0	0	0	0	2,018
Community Transport	Restricted	16,100	0	-6,100	0	0	10,000
DoH/CC Social Prescribing	Restricted	23,896	388,805	-307,082	-6,033	0	99,586
Early Help Hub	Restricted	0	38,000	-33,057	-4,943	0	0
HOPE	Restricted	13,097	9,944	-575	0	0	22,466
Lottery/BC - VIVA	Restricted	2,438	39,150	-27,127	-1,820	0	12,641
Lottery/Covid	Restricted	0	75,000	-77,875	2,875	0	-0
Macmillan	Restricted	0	16,965	-14,917	-1,920	0	128
NHS	Restricted	153,616	110,000	-134,233	-23,580	0	105,803
NHS CCG - Covid Emergency	Restricted	2,089	94,841	-67,972	-16,418	0	12,540
NHS RCHT	Restricted	3,701	0	0	0	0	3,701
Personal Health	Restricted	0	3,678	-5,427	1,749	0	0
Public Health - Covid Recovery	Restricted	0	0	-4,917	4,917	0	0
Smartline	Restricted	0	54,572	-33,520	-3,720	0	17,332
Stennack Sensory	Restricted	1,500	0	0	-1,500	0	0
Stroke Befriending	Restricted	0	30,526	-21,496	-4,500	0	4,530
Transport Vaccination	Restricted	0	0	0	0	0	0
Training	Restricted	0	0	0	-0	0	0
Welcome Home/Mental Health Winter Pressures	Restricted	8,003	122,841	-65,799	0	0	65,045
<b>Total Funds</b>		<b>1,155,195</b>	<b>1,711,681</b>	<b>-1,705,729</b>	<b>0</b>	<b>0</b>	<b>1,161,147</b>

Transfers have been made to reflect the unrestricted expenditure support costs (see note 6) that were utilised across various restricted funds. Subsequent movements have been made to transfer restricted funds deficits to the general fund.

## 15.2 Period Ending 31 March 2020

Fund names	Type of Funds	Fund balances brought forward £	Income £	Expenditure £	Transfers £	Gains and losses £	Fund balances carried forward £
General Funds	Unrestricted	276,248	834,154	(779,776)	(77,622)	0	253,004
Centre Development/IT	Designated	25,000	0	(4,268)	(732)	0	20,000
Changes in Activity and Centre exit/Downturn Strategy	Designated	125,000	0	(32,050)	17,050	0	110,000
Climate Emergency	Designated		0	0	30,000	0	30,000
Premises	Designated	21,300	0	(12,453)	153	0	9,000
Property Fund	Designated	487,298	0	(10,565)	0	0	476,733
Volunteer Infrastructure Support	Designated	39,000	0	(40,151)	31,151	0	30,000
Corporate Volunteers	Restricted	0	0	0	0	0	0
Adult Volunteer Development	Restricted	25,481	33,150	(58,631)	0	0	0
Barnados/Advocacy	Restricted	0	29,853	(29,853)	0	0	0
Brokerage	Restricted	0	0	0	0	0	0
CDW	Restricted	0	0	0	0	0	0
Celebration	Restricted	0	4,400	(4,400)	0	0	0
Clinically Extremely Vulnerable	Restricted	0	0	0	0	0	0
Community Care Makers	Restricted	0	0	0	0	0	0
Community Makers	Restricted	0	0	0	0	0	0
Community Development	Restricted	4,819	105,079	(107,880)	0	0	2,018
Community Transport	Restricted	22,200	0	(6,100)	0	0	16,100
Cornwall Council	Restricted	0	3,300	(3,300)	0	0	0
Covid 19	Restricted	0	0	0	0	0	0
Covid Vaccination Volunteers	Restricted	0	0	0	0	0	0
CPFT	Restricted	250,000	151,950	(401,950)	0	0	0
DoH/CC Social Prescribing	Restricted	79,626	225,000	(280,730)	0	0	23,896
Early Help Hub	Restricted	0	38,000	(38,000)	0	0	0
Employment Projects	Restricted	0	0	0	0	0	0
Environment Vols	Restricted	0	0	0	0	0	0
High Intensity Users	Restricted	0	0	0	0	0	0

HOPE	Restricted	0	0	0	0	0	0
Lottery/BC	Restricted	3,888	28,602	(30,052)	0	0	2,438
Lottery/Covid	Restricted	0	0	0	0	0	0
Macmillan	Restricted	0	2,411	(2,411)	0	0	0
Mental Health Winter Pressure	Restricted	0	0	0	0	0	0
NAVCA	Unrestricted	0	0	0	0	0	0
NHS	Restricted	158,634	90,000	(95,018)	0	0	153,616
NHS CCG	Restricted	0	9,649	(7,560)	0	0	2,089
NHS RCHT	Restricted	0	5,000	(1,299)	0	0	3,701
PCH - Hope	Restricted	0	15,000	(1,903)	0	0	13,097
Personal Health	Restricted	0	0	0	0	0	0
Public Health - Covid Recovery	Restricted	0	0	0	0	0	0
SCIP	Restricted	11,412	0	(11,412)	0	0	0
Smartline	Restricted	0	47,497	(47,497)	0	0	0
Social Action Fund	Restricted	0	0	0	0	0	0
Stennack Sensory	Restricted	0	1,500	0	0	0	1,500
Stroke Befriending	Restricted	0	0	0	0	0	0
Transport Vaccination	Restricted	0	0	0	0	0	0
Training	Unrestricted	19,153	120	(19,273)	0	0	0
Transform Ageing	Restricted	0	4,878	(4,878)	0	0	0
Viva Wellbeing	Restricted	0	0	0	0	0	0
Welcome Home	Restricted	12,632	30,341	(34,970)	0	0	8,003
Youth Projects	Restricted	0	0	0	0	0	0
<b>Other funds</b>			0	0	0	0	0
<b>Total Funds</b>		<b>1,561,691</b>	<b>1,659,884</b>	<b>(2,066,380)</b>	<b>0</b>	<b>0</b>	<b>1,155,195</b>

### 15.3 Analysis of Net Assets between funds

<b>2020/2021</b>	<b>Unrestricted Funds £</b>	<b>Designated Funds £</b>	<b>Restricted Funds £</b>	<b>Total £</b>
Fixed Assets	12,430	466,168	10,000	488,598
Current Assets	379,347	204,078	346,196	929,621
Creditors - Amounts falling in within one year	-257,072			-257,072
<b>Total</b>	<b>134,705</b>	<b>670,246</b>	<b>356,196</b>	<b>1,161,147</b>

<b>2019/2020</b>	<b>Unrestricted Funds £</b>	<b>Designated Funds £</b>	<b>Restricted Funds £</b>	<b>Total £</b>
Fixed Assets	10,234	476,733	16,100	503,067
Current Assets	496,564	199,000	210,358	905,922
Creditors - Amounts falling in within one year	-253,794	-	-	-253,794
<b>Total</b>	<b>253,004</b>	<b>675,733</b>	<b>226,458</b>	<b>1,155,195</b>

**16.0 Reconciliation of Net Movement in funds to Net Cash Flow from Operating Activities**

<b>Reconciliation of Net Movement in Funds to net cashflow from Operating Activities</b>	<b>Year End 31 March 2021</b>	<b>Year End 31 March 2020</b>
	<b>£</b>	<b>£</b>
Net income for the reporting period (as per the statement of financial activities)	5,952	(406,496)
Adjustments for		
Add back - Depreciation Charges	20,464	23,910
Deduct - Interest	(123)	(253)
Fixed Asset Adjustments - purchases and sales	0	0
(Increase)/Decrease in Debtors	211,044	76,055
Increase/(Decrease) in Creditors	3,278	125,755
<b>Net Cash Provided (Used in ) Operating Activities</b>	<b>240,615</b>	<b>(181,029)</b>

<b>Analysis of Cash and Cash Equivalents</b>	<b>Year End 31 March 2021</b>	<b>Year End 31 March 2020</b>
	<b>£</b>	<b>£</b>
Cash in Hand	764,998	530,255
Notice Deposits - Less than 30 days	0	0
Overdraft Facilities repayable on demand	0	0
	<b>764,998</b>	<b>530,255</b>

**17.0 Commitments**

As at 31 March 2021 the total of the company's future minimum lease payments under non-cancellable operating leases are as follows:

<b>Operating Leases which are due</b>	<b>Year End 31 March 2021</b>	<b>Year End 31 March 2020</b>
	<b>£</b>	<b>£</b>
Within one year	4,474	3,946
Between one and five years	13,032	4,865
Five years and over	1,475	0
	<b>18,981</b>	<b>8,811</b>

**18.0 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 £21,774, (2020 £22,078). There were no prepaid or accrued pension contributions at either the beginning or end of the financial year.

**19.0 Transactions related parties**

## Transactions 2020/2021

Name of the trustee or related party	Relationship to charity	Description of the transaction(s)	Amount paid	Creditor Balance at period end	Provision for bad debts at period end	Amounts written off during reporting period
			£	£	£	£
Emma Rowse	Chair	Trustee – Payment to Cornwall Volunteer Sector Forum	494	294	0	0

There were no related party transactions identified in the prior period.

## Finally – 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 Isles of Scilly  
BBC Radio Cornwall  
CN4C  
Coastline Housing  
CorCare  
Cornwall Community Foundation  
Cornwall Council  
Cornwall Partnership NHS Foundation Trust  
Cornwall Voluntary Sector Forum  
Cornwall Wildlife Trust  
CRCC  
Eden Project  
European Regional Development Fund  
European Social Fund  
Healthy Cornwall  
Helpforce  
Katie Holborow DL 2020/2021 High Sheriff of Cornwall  
Local Resilience Forum  
Lord Lieutenant of Cornwall  
Macmillan  
NAVCA  
NHS England  
NHS Kernow  
Pentreath Ltd  
Phoneta  
Royal Cornwall Hospitals NHS Trust  
St Austell Healthcare  
Stay At Home, formally Chaos Group  
University of Exeter  
Young People Cornwall

Thank you also to all our volunteers for their dedication and commitment to serving the community of Cornwall. Without our volunteers Volunteer Cornwall could not exist.

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