VOLUNTEER CORNWALL

England & Wales · Charity number 1069957

Details

Other names	CORNWALL CENTRE FOR VOLUNTEERS
Status	Registered
Legal form	Charitable company
Company number	03562830
Registered	1998-06-08
Register	View on the Charity Commission register

Contact

Address	Volunteer Cornwall Acorn House Heron Way Newham Truro TR1 2XN
Phone	01872265306
Email	lisac@volunteercornwall.org.uk
Website	www.volunteercornwall.org.uk

Activities

Objects: TO UNDERTAKE VOLUNTARY WORK, EDUCATION, SOCIAL SERVICES, AND SIMILAR CHARITABLE ACTIVITIES AMONGST THOSE IN NEED THEREOF.

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.

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Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- Cornwall

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,438,774	£2,056,632	£2,810,412	38
2024-03-31	£2,283,724	£2,002,885	£2,428,270	37
2023-03-31	£3,015,340	£2,300,690	£2,147,431	35
2022-03-31	£2,326,177	£2,155,329	£1,432,781	35
2021-03-31	£1,711,681	£1,705,729	£1,161,147	39

Trustees

Name	Role	Appointed
Dr MICHAEL LEYSHON		2013-06-14
Dr Rebecca Magill		2023-10-18
Jonathan David Miles Price		2022-10-19
Louise Ford		2025-10-15
Matthew Charles Deacon-Smith		2025-10-15
Natercia Hughes		2021-04-21
PROFESSOR CATHERINE SYLVIA LEYSHON		2013-06-14

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VOLUNTEER CORNWALL

England & Wales - Charity number 1069957

Accounts

Charity registration number 1069957 (England and Wales)

Company registration number 03562830

VOLUNTEER CORNWALL

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

VOLUNTEER CORNWALL

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	C Leyshon J Popham N Hughes J Price M Leyshon R Magill K Price	 (Appointed 16 October 2024)
Secretary	L Crook	
Charity number	1069957	
Company number	03562830	
Principal address and registered office	Acorn House Heron Way Newham TRURO Cornwall TR1 2XN	
Auditor	RRL LLP Peat House Newham Road TRURO Cornwall TR1 2DP	
Bankers	The Co-Operative Bank PO Box 250 Delf House Southway Skelmersdale WN8 6WT Scottish Widows Bank 67 Morrison Street Edinburgh EH3 8YJ CAF Bank Ltd 25 Kings Hall Avenue Kings Hill West Malling Kent ME19 4JQ	

VOLUNTEER CORNWALL

LEGAL AND ADMINISTRATIVE INFORMATION

Solicitors	Foot Anstey LLP High Water House Malpas Road TRURO Cornwall TR1 1QH

VOLUNTEER CORNWALL

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VOLUNTEER CORNWALL

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their annual report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives and activities

Volunteer Cornwall is a charity dedicated to building social capital and developing the wellbeing of the individuals and communities in Cornwall. It does this by working in partnership 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 objectives are to undertake voluntary work in health, social services, and other similar charitable activities amongst those in need.

The trustees have paid due regard to guidance issued by the Charity Commission with regards to public benefit and in deciding what activities the charity should undertake.

Climate Emergency

In 2019 Volunteer Cornwall declared a "Climate Change Emergency", in recognition of the intergovernmental panel of Climate Change (IPCC) report findings and the need to reduce global emissions by 2030.

Throughout our work, we consider our position in relation to our climate declaration.

Connecting and Supporting

We continue to strive to cultivate strong ties between individuals, organisations, sectors, and places. Currently we are working with organisations to create a structure which allows the community to determine their own needs and identify their aspiration rather than be significantly dependent on external organisations.

With these groups we can maximise the resources available to each place to ensure that money is spent where the community feel there is a greater need.

Our support will help to assist people to access and participate in their community. As well as individuals, we encourage organisations to engage more local people in volunteering, to support the design and delivery services and to increase activities in communities to meet their local needs.

Strengthening

Through the work undertaken, we aim to strengthen and enhance the ability of organisations to maintain and optimise the delivery of services and activities. This, in turn, will help to increase the resilience of people and the sustainability of communities.

Improving

Volunteer Cornwall aims to support the development of the volunteers' experience for the individual, and the opportunities provided by organisations and community groups.

Through our work, it is hoped that we can inspire people to achieve their potential and strengthen their physical and emotional wellbeing.

Values

The values set by Volunteer Cornwall as detailed below, are the way we behave to each other, our partners, our communities and within our environment. The focus of these values is directly related to our hope of 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. Seeking 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

Looking for every opportunity to improve outcomes and impacts by cooperating with people and organisations. Understanding 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 do and open to new possibilities. Challenge ourselves, and other to do better and work positively with people and partners to identify ways to improve services. Focus on the mission of the organisation challenging established practices to achieve a sustained outcome.

Working in Partnership

Volunteer Cornwall will always try and respond to new challenges in society, whether it being working with vulnerable groups or building community capacity, this is always achieved in partnership with other organisations.

We see it as important to support the community response to crisis, such as severe weather, or addressing the cost of living and economic crisis.

Our work around the cost-of-living crisis has seen us working with both the NHS and local government to ensure that much needed funds are placed in the communities of those most in need, or to the individuals themselves. Not just by offering financial aid, but also through offering help and support through community groups to try and alleviate problems reoccurring.

Achievements and performance

Introduction

Our operational teams work closely together under the strategic direction of the Support and Development Manager and the Participation and Development Manager, a new addition to the team. Collaboration is one of our values and this starts from the centre of the organisation with teams and projects supporting each other’s work.

For the last three years, we have been working under a place-based delivery model, focused on the requirements of the community and the location’s needs rather than organisational or top-down system targets.

We operate as three location-based teams, covering East, Central and West Cornwall, this is to align with the Integrated Care Areas (ICAs), of the Integrated Care System (ICS).

Our teams consist of two Community Makers (developing social capital in the localities), a Community Care Maker (supporting individuals with health or care needs) and a Community Volunteer Co-Ordinator (increasing the number of volunteers and building capacity in communities).

The teams have continued to support the development of the now 55 Community Hubs throughout the year. The hubs provide a non-medicalised model of support and advice around health and wellbeing and, with our support, continue to expand the range and scope of services they provide to their communities in partnership with the wider health & care system.

A key part of what we do is based around personalisation to address needs and aspiration of individuals and families in the context of the community in which they live. So, we always start from the perspective of the person we are supporting, taking a holistic approach to identify their issues, and developing solutions for them, with which they will be happy to engage.

Volunteer Cornwall's East Team

Hayley Bentley	Community Volunteer Co-Ordinator	
Jayne Roycroft	Community Maker	(part-time)
Carolyn Trevethick	Community Maker	
Penny Stevenson	Community Maker	
Sarah Gray (part year)	Community Care Maker	

Volunteer Cornwall's Central Team

Vacant	Community Volunteer Co-Ordinator	
Bill Davies	Community Maker	
Jeremy Rowe	Community Maker	
Sarah Gray (part-year)	Community Care Maker	

Volunteer Cornwall's West Team

Judy Thomas	Community Volunteer Co-Ordinator	
Josh Clark	Community Maker	
Jayne Devlin	Community Maker	(job share)
Philippa Macmeikan	Community Maker	(job share)
Sarah Jenner	Community Care Maker	

Each role is unique within the team and together they provide help and support to not only our clients, communities and partners but also to each other.

Volunteer Brokerage

Supporting the voluntary and community sector through volunteer brokerage remains a key function for Volunteer Cornwall, as does working with individuals and communities to take responsibility for the issues they face locally and globally and to take action. We joined forces with our colleagues at Cornwall Voluntary Sector Forum to launch a major and ongoing volunteer recruitment campaign.

Most of the brokerage is now automated online through the volunteer recruitment pages on our website - https://opportunities.volunteercornwall.org.uk/ - with a single member of staff looking after the content and responding to queries or supporting people who are unable to access the internet for whatever reason.

Over the last 12 months, we have had 131 new organisations, with a wide range of interests come to us to advertise volunteering opportunities and posted 322 new opportunities to the site.

The Community Volunteer Co-Ordinator's role is to recruit, support and deploy volunteers across the whole of Cornwall. In addition to the recruitment of volunteers for Volunteer Cornwall, they have a wider role in supporting recruitment across the sector and offering advice and support to smaller grass-roots organisations looking to recruit and deploy volunteers.

Volunteers are used by several of our wellbeing projects to deliver non-clinical outcomes, be it supporting stroke survivors to relearn skills or being a regular visitor to someone to make a cup of tea and have a chat to help mitigate loneliness and isolation. The skills of the individual volunteers, and their personal interests are put to good use within their own community and with the individuals they support.

These actions and the services provided by Volunteer Cornwall are tailored for the individual and can reduce the demands on the NHS and social care services, which frees these services up to focus on the more acute cases.

For last year the Community Volunteer Co-Ordinator's achieved the following:

	East	Central	West	Total
Volunteers Recruited	48	35	25	108
Volunteers Retained	473	832	466	1,771

The Community Maker role is about developing connections with people, organisations and communities, building strong supportive networks across communities and between localities. They are there to support people to build their confidence and connections with others, as well as building resilience in the community around them.

They support organisations to understand, develop and strengthen the links that exist within the networks in communities, gather and disseminate intelligence about what is happening in their locality and to assist the communities to build social capital, to be more supportive and resilient.

For the North & East area, the main achievements this year are:

- Development of 16 community hubs through the area
- Supporting community hubs to develop 73 new health & wellbeing services to offer their users
- Working closely with 112 other community groups outside of the community hub network

Within the Central area, the main achievements this year are:

- Development of 18 community hubs through the area
- Supporting community hubs to develop 111 new health & wellbeing services to offer their users
- Working closely with 121 other community groups outside of the community hub network

For the West area, the main achievements this year are:

- Development of 20 community hubs through the area
- Supporting community hubs to develop 89 new health & wellbeing services to offer their users
- Working closely with 100 other community groups outside of the community hub network

Training and Development Team

Our training team works with four main awarding bodies: ILM, NOCN, NUCO and AQA. Courses are designed to support the unique relationship between volunteer and host organisation (rather than the more traditional employer/ employee approach) and to support our wider work as an organisation. We offer flexible delivery of courses including Information, Advice and Guidance, Quality Assurance, Safeguarding, and Volunteer Management.

We have again spent time offering Mental Health First Aid and the Assist Suicide Awareness training to staff and volunteers across the community hub network to upskill them in supporting people using their services as poor mental health is on the rise locally and nationally and we are building in a first line of support at community level.

Another offer we have tailored to support the community hubs is the HOPE course which helps people build personal resilience and work towards their own goals and aspirations.

During this financial year, we have achieved overall:

- 527 learners
- 54 workshops or courses

Health Inequalities

Launched last year, the health inequalities work is a partnership with NHS Cornwall & Isles of Scilly, and Cornwall Council Public Health providing the funding and Volunteer Cornwall providing a co-ordination and support role to the place-based partners delivering on the ground in targeted areas.

The work is a genuine collaboration with all the Integrated Care Area partners for each area providing overview and strategic direction.

The areas were chosen because of the poorer health outcomes faced by people living there and are:

- Newquay, St Austell, Truro and Falmouth in the Central ICA area
- Camborne Pool & Redruth, Penzance and Newlyn in the West ICA area
- Bodmin & Liskeard in the North & East ICA area

We worked hard to ensure that almost all the delivery sits within the voluntary and community sector, usually in the same organisations delivering community hubs in those areas. As of 31st March, we were supporting 2,246 residents.

The service aims to get alongside people and families in the area, building trusted relationships and supporting them to make better-informed decisions about their health and wellbeing and access the full range of services and support available to them.

We have had considerable coverage at local, regional and national levels and picked up an award in the South West Regional Care Awards.

If you would like to learn more about this project, please contact Julie Pollard:

juliep@volunteercornwall.org.uk

Volunteering for Health

Officially launching on 1st January 2025, Volunteering for Health (VfH) is a £10million national programme to demonstrate how volunteering can be a vital part of delivering health and social care now and in the future. The three-year programme is a partnership between NHS England, NHS Charities Together and CW+ (the official charity of Chealsea & Westminster Hospital NHS Foundation trust). In Cornwall, one of 30 sites chosen, Volunteer Cornwall is the lead partner.

Our focus in Cornwall is to connect people in hospital with the communities around them to help shorten their stay and make it a more 'engaged' experience. We want to challenge the notion that hospital discharges have to be driven by the hospital and instead test a community-led approach where discharge is planned and prepared for from the moment someone enters hospital.

We also want to ensure that whilst in hospital, people are given every opportunity to engage in meaningful activities that get them up and out of bed, which benefits physical and mental health and wellbeing.

We have formed a partnership locally which includes the NSH Cornwall and Isles of Scilly Integrated Care Board, Cornwall Partnership Foundation Trust, Royal Cornwall NHS Hospitals Trust and Cornwall Voluntary Sector Forum. We have begun working at sites in Bude and Camborne/Redruth and hope to see early results by the middle of 2025.

If you would like to know more about this project, please contact the team:

vfh@volunteercornwall.org.uk

Community Hubs and Community Gateway

Central to much of our work, and mentioned several times in this report, is the Community Hub and Community Gateway model. This is a partnership of key voluntary sector organisations coming together to build and deliver an approach which features a simple point of access to the range of services and support offered in the voluntary sector (Community Gateway) linked to a network of place-based delivery partners (Community Hubs) now standing at 55.

Volunteer Cornwall supports the network of Community Hubs, principally through the Community Maker Team. We distribute funds received from NHS Cornwall & Isles of Scilly Integrated Care Board, and co-ordinate the reporting and evaluation functions.

We also employ a post to act as Quality Assurance, Learning and Development lead for the Community Hubs and Community Gateway partnership. This role is constantly looking at what we are providing and asking, "how could we do this better?"

During 2024/25, the Hubs had a combined footfall of over 324,000. Whilst it is not possible to identify how many individuals this represents, we do know that the users span all age groups – from parents with children and toddlers, through young people and working age people to older and retired residents.

Importantly, our evaluation also reveals that those using the Community Hubs would otherwise have accessed other, often more acute and expensive, services.

- 24% tell us they would have gone to their GP if the hub wasn't available
- 15% would have accessed secondary mental health services
- 13% would have accessed Adult Social Care services
- 8% would have gone to a local hospital
- 6% would have called 999

The hub network is clearly playing a crucial role in the prevention and early intervention arena.

Stroke Befriending Service:

Volunteer Cornwall is excited to announce the launch of a new campaign aimed at recruiting more volunteers across the North, East, and South regions. To enhance our outreach efforts, we are partnering with the transport company 'Go,' which has generously agreed to assist in promoting our initiative. They will feature our campaign on their media platforms within local buses and display recruitment posters at their stations, significantly increasing our visibility in the community.

Our Stroke Befriending Service Co-Ordinator is actively involved with the Bodmin Stroke peer support group, which meets in early December and February. This group has received assistance from another community initiative at the hub known as 'the wellness group.' Both the community volunteer coordinator and the community hub manager are dedicated to facilitating the integration of the Stroke group within the hub, while also nurturing their vital connections as Stroke survivors.

This quarter, we saw a significant focus on the dedication of our peer volunteers. One of our most passionate and impactful volunteers experienced another TIA during this period, which temporarily prevented him from visiting clients for four weeks due to driving restrictions. Although this interruption affected his client visits, his remarkably positive outlook allowed him to return to volunteering as soon as he received clearance from his GP. We also witnessed a strong engagement from our volunteers this quarter, particularly one who consistently visits two clients each week.

" X has truly excelled in her commitment to the project, so much so that we have nominated her for the BBC Volunteer Awards 2025. We are hopeful that she will receive the recognition she truly deserves. "

For more information on this project, please contact leah@volunteercornwall.org.uk

High Intensity User Service (HIU)

Volunteer Cornwall co-ordinates the delivery of this project with our partner, Pentreath Ltd which focuses solely on referrals from the acute end of the system (ED and 999 Ambulance calls).

The aim of this project is to work closely with the most frequent users of acute services to explore the factors driving their behaviour and then meet individual needs and aspirations which then reduces ambulance usage, emergency department attendances, non-elective admissions and bed days whilst the lasting outcome is that we help people change their lives for the better.

Clients of this project can be anyone living in Cornwall, as anyone can become an intensive user of services for any number of reasons, either physical or emotional or indeed both.

The support provided for each client is very different and is tailored for their needs and wants and abilities at the time.

Across 2024-25, the project focused on its long-term clients. The High Intensity User Service is designed to provide short-term, intensive support. Our goal is to deliver targeted assistance that promotes meaningful changes in key areas of clients' lives, ultimately reducing their reliance on emergency services.

However, due to the complex needs of some individuals, certain clients have remained on the HIU caseload for longer than anticipated. In these cases, the assigned High Intensity User Advisor has become an integral part of their support network. To address this, we have begun identifying and reviewing long-term clients who have been on the HIU caseload for 18 months or more. So far, we have identified nine clients in this category.

Over the past year, the HIU team has received approximately 101 referrals for clients identified as "frequent users" from Southwestern Ambulance Service Trust, 111 Kernow Healthcare, and Cornwall Partnership Foundation Trust, which supports discharges from the county's Psychiatric Hospitals.

For additional information on this project, please contact Nehemiah Smithson:

nehemiahs@volunteercornwall.org.uk

Early Help Hub

The project enables the team to support groups and organizations by providing information, locating funding, and facilitating introductions between VCS organizations to foster collaborations.

Following are some of the highlights of this year:

- Signposted 312 individuals to support – Impacting on each persons whole family network.
- Supported 34 community groups to open, re-open, expand or survive.

Any question about this project can be directed to the senior manager for the post holder:

leah@volunteercornwall.org.uk

Climate and Ecological Emergency

The work of the team has continued apace, with continuing new developments:

Key achievements:

- Team has developed across all areas of activity, securing a further award at the Cornwall and Isles of Scilly Sustainability Awards, as winner of the CIOS Carbon Positive Award.
- Development of the network of almost 500 contacts across Cornwall and the UK continues.
- Supported our network of over 40 Climate and Nature Pioneers practices taking action on climate and ecological resilience and drawing down over £80,000 from Public Health for over 50 practical projects on the ground within primary care including bike racks and storage, electric bikes, community art works on human and planetary health, community and practice gardens and reusable menstrual products, meds storage and drinks canteens with wide community outreach and collaboration.
- Support for launch of VCSE Climate and Environment Alliance Green Footsteps Guide.
- Cornwall Greener Practice Online sessions have continued, and we now have a range of sister networks: String of Green Pearls (Green Spaces for Health pioneers); Waste Watchers (waste reduction pioneers); Good Move Network (active travel pioneers); Bright Sparks Network (energy and carbon pioneers); and WellFed (see below).
- Talks, workshops, and participation in a range of research partnerships operating across Cornwall and the UK.
- Total of over £8,800 recurrent annual savings identified savings via the primary care energy audit and more expected.
- Multiple presentations local and regional level.
- Our work on banking has seen our first practice shift banks from a fossil fuel bank to a clean bank, inspiring others to consider the same.
- Over £32,000 secured for active travel equipment across the ICS.
- Further engagement across SW regional network of practitioners sharing models across the region, including support for Bristol based model.
- Contribution to what has become a significant health creation programme with VSF, as part of new engagement with ICB Channel Shift using diabetes as pilot programme for health creation (see WellFed).
- SBRI Green Practice Network bid has made excellent progress on the green quality improvement platform and expects launch in April 2025.
- Total of over 90 hours of online training support on a wide range of issues provided.

- Successful development of Green Trails map and large scale illustrated boards for RCHT actively encouraging access to and use green spaces for health, contributing to the county-wide Green String of Pearls network, being installed March 2025.
- Further funding for 2025-2026 from ICB secured with wider remit across all areas of primary care including community pharmacy, ophthalmology, dentistry and community hubs.

For more information, please contact: ianj@volunteercornwall.org.uk

Community Transport

Without our volunteer drivers, we would not be able to achieve all that we do, for which we are very grateful because without them, our community support would not exist. They work tirelessly to get people to appointments, and events both in their local communities, but also travelling further afield.

In recent years, all volunteer driver schemes throughout the country are finding the recruitment of new volunteers is the main issue to doing more journeys, and while we have tried several different events and activities to recruit drivers, but they are not quite yielding the numbers we need. This is leading to us not being able to do all the journeys that people need to attend all their appointments and events.

However, on a positive note, we still undertook over 237,000 miles of travel on behalf of 11,788 passengers, which although a decrease on last year, still helped members of our communities reach their appointments. The average mileage per passenger is currently 20 miles, this is a decrease on last year.

The types of journeys undertaken are shown below:

	Starting from ICA Area				
	Central	**Devon**	**N&E**	**West**	**Total**
Adult Social Care/Education	1,514	7	1,284	1,405	4,210
Domestic	664	0	76	132	872
Medical	604	4	477	827	1,912
Youth Services	562	7	317	428	1,314
Internal/Staff	40	2	0	5	47
Total	3,384	20	2,154	2,797	8,355

As the role of a volunteer drivers, there is also an element of concern and empathy when dealing with people, especially those who are going through a tough time.

One incident which occurred was that our office received a call from one of the drivers around the welfare of one of his passengers. The passenger concerned was undergoing treatment for a broken wrist and when speaking to the driver, they disclosed that they were struggling to sleep properly or eat because of the injury.

This passenger was in their late 90's and had no family around to support them, so the driver contacted our offices in trying to obtain support for this person. We in turn, contacted the Gateway, who contacted the passenger and ascertained what support they both wanted or needed, and arranged for support to be provided, along with additional reviews in the community where they live to see what other support can be provided.

This is not an isolated incident, there are many occasions where the drivers do more than just take people to appointments, but they also help to care and support those in their own communities and beyond in other ways.

Chair and Chief Executive's Report

The broad range of programmes that Volunteer Cornwall undertakes to develop social capital goes from strength to strength. The board of trustees are proud to oversee the work of this wonderful organisation. In 2024/25 the teams of staff and volunteers have delivered another outstanding year of activities supporting individuals, families, communities, and the wider environment across Cornwall.

The organisation is a values driven organisation and holds five key ideals close to its heart. The values are to be creative, caring collaborative and challenging. Volunteer Cornwall works closely with other Voluntary, Community Social Enterprise Sector organisations, and the public sector, primarily the NHS to support the most vulnerable members of Cornwall's communities. Managers are always questioning the use of these values and how working with partners organisations adheres to them.

Sometimes relationships do not run smoothly, and the organisations then works on rectifying problems or if the issues are intractable and damaging then the organisation questions its ability to work in such partnerships. I am pleased to say that this rarely happens. Of course, working with hundreds of community groups and thousands of volunteers is never plain sailing but the challenges are overcome as the vast majority of organisations Volunteer Cornwall works with have the wellbeing and resilience of Cornwall at the centre of their thinking and operations.

Volunteer Cornwall believes that pushing down funding and activities into communities is crucial to the long-term resilience of grass-roots groups and the wellbeing of people in general. The Community Hub Network is vital in this respect, and during the year the footfall at the hubs was nearly 440,000 with 44,000 new attendees. The hubs are expanding their activities supporting people and working NHS colleagues to delivering more services. This model continues to be a vital part of Cornwall's infrastructure to develop strong and inclusive communities.

Volunteer Cornwall's Climate Emergency Team have secured funding from the ICB to continue its vital work across Cornwall working with Primary Care Networks. In the forthcoming year they will be working with communities on food projects to address diabetes and keeping people active as well as working with pharmacies and dentistry on reducing their environmental impact.

Other highlights of the year include working with partners to address health inequalities through the Community Health and Wellbeing Programme where over 8,000 contacts were made, and 2,246 residents supported and encouraged to become engaged and active in their community. This activity is targeted at neighbourhoods with the highest indices of deprivation.

The transport department undertook 8,355 journeys with volunteer drivers to assist 11,788 people with limited access to services. With broader volunteering the team coordinated 2,923 volunteering opportunities for 323 host organisations and have a database of 1,735 volunteers that can be called upon to address identifiable needs that need address. The training department delivered 64 courses, 32 of which were accredited, to 527 individuals working across a broad spectrum of organisations.

Finally, we would like to thank the Chief Executive, Ian Jones for his nineteen years of work in Volunteer Cornwall as he is stepping down from his role in the summer. He has established a strong vibrant organisation and his tremendous work with partners has established programmes of activities that will benefit the population of Cornwall in the years ahead.

Jonathan Price, Chair

Ian Jones, Chief Executive

Financial review

The detailed results are set out on pages 21 - 44. Volunteer Cornwall's main sources of income are:

- Service charges levied on certain activities.
- Projects
- Training

As with all charities, income is not guaranteed and as such Volunteer Cornwall always operates against a background of uncertainty.

Much of our project income is on a short-term contract basis, which generally is reviewed year on year. This can lead to projects being stopped with relevantly short or no notice.

Training income is very much based on ensuring that the courses provided are what the market is looking for and are costed at an affordable rate as many of our participants are charities and charity workers themselves.

Fundraising Policy

As an organisation, Volunteer Cornwall receives its funding from public sector bodies, and other local and national organisations. There is also trading income from our training and transport departments, however Volunteer Cornwall does not fundraise directly or indirectly with the public.

Therefore, we make no use of professional fundraisers, nor directly approach individuals or organisations for funding.

Grant Making Policy

All grants distributed by Volunteer Cornwall comply with the guidance issued by third party funders, as Volunteer Cornwall does not pay grants in their own right.

Reserves Surplus

After transfers, the unrestricted reserves show a surplus for the year of £84,260 (2024 £213.395)

After transfers, the restricted reserves show a surplus for the year of £297,882 (2024 £67,444)

Going Concern Assessment

At the end of the financial year, there were no issues which would affect the operations of the organisation. Whilst, as with most charities, funding is a general area of concern, the budgeting and risk management strategies of the organisation has led the trustees to confirm that there are no issues, of which they are aware, which may affect the continuation of Volunteer Cornwall for the foreseeable future.

Related Parties

Trustees and key staff have confirmed, in writing, that there are no related party transactions for this financial year.

Reserve Policy

The Directors/Trustees understand that they have a duty to ensure that all resources available to them are used as effectively as possible for the furtherance of Volunteer Cornwall's objectives and to comply with any guidance issued by the funding body for the use of the funds.

Volunteer Cornwall has a formal reserves policy, and the Directors/Trustees consider that the current level of reserves is adequate to ensure the following:

- To ensure the long-term stability of Volunteer Cornwall.
- To meet monthly cashflow requirements.
- To support the liabilities of the charity.
- To sustain the organisation and pay its employees over a reasonable period should income be substantially reduced.
- To manage the upkeep, maintenance and depreciation of Acorn House.

Future Activities

The Chief Executive, Support and Development Manager, Participation and Development Manager and the Board of Directors are constantly exploring new opportunities to ensure the viability of Volunteer Cornwall meeting is charitable objectives.

Using this strategy has been successful and has led to new contracts being secured, although their duration is sometimes for one year initially.

The Transport team is self-financing but has experienced a downturn in activity, partly due to a reduced number of people wishing to volunteer, which is a national problem.

Levels of Reserves

Volunteer Cornwall Development/Information Technology

In 2023/2024 we moved from a physical server to a cloud based, this left funds unspent as there were no capital costs to pay for the purchase of equipment.

This designated reserve fell slightly to £28,635 from £28,650.

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 of 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.

Whilst the threat from Covid has diminished, it has been replaced with a cost-of-living crisis which has led to some funders looking more closely at the projects they are undertaking and how they are funding them.

This fund is in place to cover any decisions which are taken by funders to reduce or stop projects due to financial pressures to allow us to either continue employment for a short period until other funding is found or to cover redundancy costs.

This fund has remained at £124,252 at the year-end.

Climate Emergency

In 2019, the Board took the decision to declare a climate emergency and allocated £30,000 from Volunteer Cornwall reserves as our commitment to this.

Work started on this project through the education of our own staff and reviewing our current environment. In addition, work is underway to share knowledge and practice with VCSE partners locally and national.

Whilst not a great deal of direct work has been undertaken for Volunteer Cornwall this year, the team has grown four-fold and is now working closely with the NHS to help with tacking their climate responsibilities.

This designated reserve fell slightly to £19,550 from £19,850

Premises

Volunteer Cornwall owns its offices at Acorn House.

This fund has been allocated to cover all expenses incurred in the upkeep and maintenance of the building and to ensure that funds are available for any “unexpected” expenses.

It has been agreed to keep this fund at a level of £10,000 to ensure that most costs which are not anticipated can be covered through reserves.

Property

The capital cost of Acorn House and its fixtures and fitting are held in this fund. A total of £432,347 is held in this designated reserve for this purpose.

This is not a cash balance.

Volunteer Infrastructure Support

In the past, Volunteer Cornwall has always supported the Volunteer Infrastructure from unrestricted reserves.

Funds have been allocated from this fund, leaving a designated reserve value of £50,000.

Review of Reserves

The Directors/Trustees will review the allocation of the reserves and their specific purposes on an annual basis. This is in line with Volunteer Cornwall’s ongoing long-term plans and development.

This review is to ensure that the organisation maximises the safe returns available on its monies. It will also confirm that the level of reserves held are justified and sufficient for the organisations’ purposes.

	2024/2025	2023/2024
Restricted Reserves	£1,587,021	£1,289,139
Designated Reserves	£726,420	£ 741,582
Unrestricted Reserves	£496,971	£ 397,549

The level of free reserves held by the charity as at 31st March 2025 was £489,649.

The Directors/Trustees have reviewed these reserves and confirm that the levels are acceptable to meet the long-term objectives of the organisation.

There are no events which have occurred since the end of the financial year, that would materially affect the position of the organisation.

Funds received as Agent.

Volunteer Cornwall has no discretion regarding the use of these funds and very strict criteria has been specified as to what the funds are to be use for and how they are to be allocated and spent. On this basis the income and expenditure in the table below is not recognised within the charity's own Statement of Financial Activities, in line with the relevant accounting policy (see note 1.15).

The current funds held are:

	Action for Children	Clay TAWC	Cleaner Seas	The Hubs - ICB Funding	Watergate PCN Green Impact	West ICA	West ICA Personal Health	Inequalities Funding ICB	Inequalities - West Public Health Funding	Total Funds held on behalf of third parties
	£	£	£	£	£	£	£	£	£	£
Brought Forward from 2023/2024	-	1,152	-	16,000	3,500	155,425	97,000	12,619	-	285,696
Income 2024/2025	624	-	2,500	770,000	-	-	-	1,508,497	200,000	2,481,621
Expenses 2024/2025	474	251	2,044	772,532	-	29,819	97,000	990,273	152,129	2,044,522
Carried Forward	150	901	456	13,468	3,500	125,606	-	530,843	47,871	722,795

Investment Policy
The charity sometimes needs to react quickly to its funding requirements and has a policy of keeping any surplus liquidity 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.

Our plans in 2024/2025 were to achieve the National Association of Voluntary and Community Action (NAVCA) Local Infrastructure Quality Accreditation, which was successfully accomplished in January 2025.

Data Security and Protection

In compliance with our NHS contracts and as a measure of good practice, Volunteer Cornwall has submitted its NHS Data Security and Protection Toolkit at the end of March 2025.

This has led to us achieving the annual accreditation needed for these contracts.

Plans for future periods

Volunteer Cornwall's Chair and Trustees discuss the future direction of the charity at scheduled formal board meetings as well as having regular meetings with the management team.

The trustees have been pleased with the exceptional work to date and the progress made on all fronts, particularly with collaboration across the VCSE and with public partners. Of note, has been the developments dealing with the Climate Emergency and the embedding of this work in communities and with NHS partners. The lessons learnt from all this activity will enable us to influence our own activities and those of our partners.

Dealing with the Climate Emergency and Biodiversity loss remains an important objective for the forthcoming years and work will continue around the four key principles of Connecting, Supporting, Strengthening, and Improving the work we do with and across Cornwall's communities.

Other exceptional work that will be further developed is that of addressing inequalities, particularly supporting those furthest from fully engaging in community life. We will do this working with the Integrated Neighbourhood Teams that are currently being developed across Cornwall.

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 communities to flourish.
- Continue to work with partners on developing and strengthening the role of Cornwall's Community Hubs.
- Continue to work with partners on the Community Gateway making it as easy as possible for people to identify and access support as necessary.
- Increase the social capital in Cornwall's communities supporting people to become involved in the social, environmental, and economic aspects of community life.
- Work with individuals, groups, and communities to address the Climate Change Emergency and reduce Biodiversity loss and improving access to health food.
- Support individuals to become active, building confidence, self-esteem, new skills, and new friendships.
- Support individuals to build engaged, inclusive and supportive communities.
- Championing and delivering of collaborative approaches to service development and delivery underpinned by the Changing Lives principles.
- 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 wellbeing structures, particularly through Cornwall and the Isles of Scilly Health and Care System, Integrated Care Areas, and Primary Care Networks:
- 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 to meet the needs of the most vulnerable members of Cornwall's communities.
- Actively link research and practice working with academic institutions to improve service delivery.
- Look at opportunities to increase employer supported volunteering.
- Work with public, private, and voluntary sector partners to develop secure, inclusive, sustainable and resilient communities.

Structure, governance and management

Volunteer Cornwall is a company, limited by guarantee and is governed by our Memorandum and Articles of Association dated 13th May 1998.

In addition, Volunteer Cornwall is also a registered charity with the Charities Commission. This registration has been in place since 8th June 1998.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

C Leyshon	
L Emmett	(Resigned 16 October 2024)
R Hall	(Resigned 16 April 2025)
J Popham	
N Hughes	
J Price	
M Leyshon	
R Magill	
K Price	(Appointed 16 October 2024)

Recruitment and appointment of Trustees

The Board of Directors must ensure that the members of the Board hold the relevant skills needed to allow Volunteer Cornwall to continue to carry out its mission statement, aims and objectives.

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

All new trustees are elected and appointed at the Annual General Meeting.

Organisation

The Board of Trustees meets on a quarterly basis, dates are provided for the following year at the Annual General Meeting.

In addition to the quarterly Board meetings, meetings are held by the Risk and Finance Committee, Data Security and Protection Committee and Safeguarding Committee on a regular basis and the findings of these committees are submitted to the Board for approval.

The day-to-day management of Volunteer Cornwall is delegated to the Chief Executive and paid staff.

Board Post holders are available to paid staff at any time to discuss issues as and when they occur.

Current Organisational Structure

Chief Executive	Ian Jones
Accounts and Administration Manager	Lisa Crook
Support & Development Manager	Andy Brelsford
Participation & Development Manager	Lea Hill
HR Manager and PA to CE	Mary Baldwin

Induction of Trustees

The induction of all new members of the Board of Directors is the collective responsibility of the Board of Directors with the assistance of the Chief Executive Officer.

At the 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 in 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 got 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 process. 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.

Pay Policy for Senior Staff

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 Volunteer Cornwall risk management policy and register are reviewed regularly and presented on a quarterly basis to the Board as a standing item on the agenda to detail any variations or adjustments.

As with all Charities, funding is one of our major risks, which Volunteer Cornwall tries to mitigate with robust future planning and creating positive relationships with funders and other partner organisations.

Auditor

In accordance with the company's articles, a resolution proposing that RRL LLP be reappointed as auditor of the charity will be put at a 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.

Disclosure of information to auditor

In 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.

The trustees' report was approved by the Board of Trustees.

J Price
Trustee

17 December 2025

VOLUNTEER CORNWALL

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

The trustees, who are also the directors of Volunteer Cornwall for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare the financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company, of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

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

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

VOLUNTEER CORNWALL

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF VOLUNTEER CORNWALL

Opinion

We have audited the financial statements of Volunteer Cornwall (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 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 trustees' 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 financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the 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 trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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.

As part of our audit work, we obtained an understanding of the legal and regulatory frameworks applicable to the charity and the sector in which they operate. We determined that the laws and regulations surrounding the safeguarding of vulnerable groups, health & safety, driver training and data security were most significant to the charity as well as the laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Act 2011, the Companies Act 2006 and compliance with the Charities Statement of Recommended Practice.

The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Review of the disclosures in the financial statements and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Discussion with management as to how compliance with these laws and regulations is monitored;
- Enquiries of management concerning actual and potential litigation and claims;
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

- Reviewing minutes of trustee meetings and correspondence with regulators;
- Performing audit work in connection with the risk of management override of controls, including testing journal entries for reasonableness and evaluating the business rationale of significant transactions outside the normal course of business.

We also communicate relevant identified laws and regulations and potential fraud risk to all engagement team members and remain alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Our audit approach also considered the opportunities and incentives that may exist within the charitable company for fraud and identified the greatest potential for fraud being in respect of cut off and completion risk around revenue recognition. Under ISA (UK) we are also required to undertake procedures to respond to the risk of management override of controls. Our procedures included the following:

- Undertaking transactional testing on revenue
- Performing cut off testing on income
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale for significant transactions outside the normal course of business
- Reviewing estimates and judgements made in the accounts for any indication of bias and challenged assumptions used by management in making estimates.

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 or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

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

Josh Stevens ACA (Senior Statutory Auditor)
For and on behalf of RRL LLP, Statutory Auditor
Chartered Accountants
Peat House
Newham Road
TRURO
Cornwall
TR1 2DP
19 January 2026

VOLUNTEER CORNWALL

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and legacies	**3**	103	12,706	12,809	5,129	-	5,129
Charitable activities	**4**	449,796	1,968,443	2,418,239	686,792	1,586,788	2,273,580
Other trading activities	**5**	5,913	-	5,913	3,342	-	3,342
Investments	**6**	1,813	-	1,813	1,673	-	1,673
Total income		457,625	1,981,149	2,438,774	696,936	1,586,788	2,283,724
Expenditure on:							
Charitable activities							
Transport	**8**	265,672	-	265,672	292,335	-	292,335
Training	**8**	55,273	-	55,273	84,177	-	84,177
Projects	**8**	291,365	1,444,322	1,735,687	267,578	1,358,795	1,626,373
Total charitable expenditure		612,310	1,444,322	2,056,632	644,090	1,358,795	2,002,885
Net income/(expenditure)		(154,685)	536,827	382,142	52,846	227,993	280,839
Transfers between funds		238,945	(238,945)	-	160,549	(160,549)	-
Net movement in funds	**7**	84,260	297,882	382,142	213,395	67,444	280,839
Reconciliation of funds:							
Fund balances at 1 April 2024		1,139,131	1,289,139	2,428,270	925,736	1,221,695	2,147,431
Fund balances at 31 March 2025		1,223,391	1,587,021	2,810,412	1,139,131	1,289,139	2,428,270

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

VOLUNTEER CORNWALL

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Intangible assets	**13**		2,371		3,161
Tangible assets	**14**		480,950		455,476
Investments	**15**		500		500
			483,821		459,137
Current assets					
Debtors	**16**	314,174		666,812	
Cash at bank and in hand		3,194,989		2,097,258	
		3,509,163		2,764,070	
Creditors: amounts falling due within one year	**18**	(1,182,572)		(794,937)	
Net current assets			2,326,591		1,969,133
Total assets less current liabilities			2,810,412		2,428,270
Income funds					
Restricted funds	**22**		1,587,021		1,289,139
Unrestricted funds					
Designated funds	**21**	726,420		741,582	
General unrestricted funds		496,971		397,549	
			1,223,391		1,139,131
			2,810,412		2,428,270

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

The financial statements were approved by the Trustees on 17 December 2025

J Price
Trustee

Company registration number 03562830

VOLUNTEER CORNWALL

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	**27**		1,144,435		(591,615)
Investing activities					
Purchase of tangible fixed assets		(48,517)		(14,661)	
Investment income received		1,813		1,673	
Net cash used in investing activities			(46,704)		(12,988)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			1,097,731		(604,603)
Cash and cash equivalents at beginning of year			2,097,258		2,701,861
Cash and cash equivalents at end of year			3,194,989		2,097,258

1 Accounting policies

Charity information

The Company is incorporated as a limited by guarantee company 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 2025, there were 8 members (2024: 8).

1.1 Accounting convention

The financial statements have been prepared in accordance with the the Companies Act 2006, FRS 102 “The Financial Reporting Standard applicable in the UK and Republic of Ireland” (“FRS 102”) and the Charities SORP "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 and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Grant income is recognised in the Statement of Financial Activities when receivable unless the donor imposes performance conditions to be met before entitlement is confirmed.

1 Accounting policies **(Continued)**

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Costs are directly attributable to specific activities or projects. Where this is not possible costs are apportioned. This apportionment will vary 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 based on agreed amounts per funding contracts and any further negotiations to reflect staff time and resource consumption for the project. Staff costs are apportioned based on an estimate of the proportion of time spent by staff on particular activities or projects.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Website	25% reducing balance

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost of assets less their residual values over their useful lives on the following bases:

Freehold buildings	50 years straight line basis
Leasehold improvements	Over the term of the lease
Fixtures and fittings	15 years straight line basis
Office Equipment	5 years straight line basis
IT Equipment	25% reducing balance

Land is not depreciated.

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

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.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1 Accounting policies **(Continued)**

1.9 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.11 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.12 Taxation

The charity is entitled to the tax exemptions available to charities under UK tax law, including exemptions on income and gains, provided these are applied solely for charitable purposes.

The charity is partially exempt for VAT purposes. The charity's activities are a mixture of standard rate, 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.

1 Accounting policies **(Continued)**

1.13 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.14 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.15 Funds held as agent

The charity acts as an agent in certain arrangements where it holds and disburses funds on behalf of third parties. These agency arrangements are not recognised as income or expenditure in the Statement of Financial Activities.

Where the charity acts as an agent, the following treatment is applied:
1. Amounts received from the principal are recognised as liabilities on the balance sheet;
2. Corresponding disbursements made on behalf of the principal reduce this liability accordingly.
3. Any fees or charges earned by the charity for administering these funds are recognised as income in the Statement of Financial Activities in accordance with the charity's income recognition policy.

Distributions of funds held as agent is made in the notes to the financial statements, including the amounts received, paid and held at year end.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

The key judgement made by the trustees in preparing these financial statements is the consideration of whether an agency relationship exists for funds received as these then do not form part of the charity's Statement of Financial Activities. The trustees determine whether the charity is acting as a principal or agent in accordance with the guidance set out in the Charities SORP (FRS 102), including consideration of the substance of the arrangement and the charity's level of control and decision-making authority over the funds.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds
	2025	2025	2025	2024
	£	£	£	£
Donations and gifts	103	2,706	2,809	129
Legacies receivable	-	-	-	5,000
Grants receivable	-	10,000	10,000	-
	103	12,706	12,809	5,129

4 Income from charitable activities

	Unrestricted funds 2025	Restricted funds 2025	Total 2025	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£	£	£	£
Transport						
Services provided under contract	338,181	-	338,181	405,265	-	405,265
Training						
Services provided under contract	49,990	4,000	53,990	114,816	202	115,018
Projects						
Services provided under contract	61,625	1,964,443	2,026,068	166,711	1,586,586	1,753,297
	449,796	1,968,443	2,418,239	686,792	1,586,788	2,273,580

Government grants

Cornwall Council - £176,223 (2024: £244,520) was received to help support the following projects: Early Help Hub, Green Impact for Health GP Practises, Inequalities and Launceston Medical Hub.

NHS - £1,329,174 (2024; £1,132,722) was received to help support the following projects: Community Makers, Exeter University Project, Gaitsmart, HIU - Acute, Inequalities, Launceston Medical Hub, Peer Support Project, Stroke Befriending and Volunteering for Health.

5 Income from other trading activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Staff secondment income	2,108	-
Feed in Tariff income	3,805	3,342
Other trading activities	5,913	3,342

6 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	1,813	1,673

7 Net movement in funds

	2025 £	2024 £
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	6,650	5,750
Depreciation of owned tangible fixed assets	23,043	16,843
Amortisation of intangible assets	790	1,054
Operating lease charges	-	576

8 Charitable activities

	Transport 2025 £	Training 2025 £	Projects 2025 £	Total 2025 £	Transport 2024 £	Training 2024 £	Projects 2024 £	Total 2024 £
Staff costs	90,916	37,915	910,788	1,039,619	84,700	63,891	774,930	923,521
Repairs, renewals and maintenance	1,661	3,615	17,368	22,644	1,495	1,321	11,175	13,991
Stationery, computer supplies and promotion	4,926	524	24,727	30,177	6,267	1,075	16,507	23,849
Rent and rates	194	195	12,400	12,789	333	312	2,443	3,088
Light, power and heat	260	65	3,712	4,037	627	313	4,749	5,689
Insurance	524	148	5,253	5,925	437	212	3,372	4,021
Telephone	889	339	10,061	11,289	831	615	8,326	9,772
Postage	140	104	168	412	246	193	813	1,252
Subscriptions	1,016	273	4,544	5,833	627	331	3,820	4,778
Legal and professional	664	127	6,441	7,232	727	(449)	2,029	2,307
Other staff costs	-	9,020	11,600	20,620	-	14,999	21,974	36,973
Sundry expenses	992	399	103	1,494	44	222	5,312	5,578
Volunteer expenses	-	2,282	3,145	5,427	-	875	16,058	16,933
Travel and driver expenses	163,490	267	22,874	186,631	196,001	267	38,536	234,804
Irrecoverable VAT	-	-	20,067	20,067	-	-	12,114	12,114
Project costs	-	-	440,454	440,454	-	-	479,691	479,691
	265,672	55,273	1,493,705	1,814,650	292,335	84,177	1,401,849	1,778,361
Share of support costs (see note 9)	-	-	231,682	231,682	-	-	215,774	215,774
Share of governance costs (see note 9)	-	-	10,300	10,300	-	-	8,750	8,750
	265,672	55,273	1,735,687	2,056,632	292,335	84,177	1,626,373	2,002,885

8 Charitable activities **(Continued)**

Analysis by fund								
Unrestricted funds	265,672	55,273	291,365	612,310	292,335	84,177	267,578	644,090
Restricted funds	-	-	1,444,322	1,444,322	-	-	1,358,795	1,358,795
	265,672	55,273	1,735,687	2,056,632	292,335	84,177	1,626,373	2,002,885

9 Support costs

	Support costs	Governance costs	2025	Support costs	Governance costs	2024
	£	£	£	£	£	£
Staff costs	197,469	-	197,469	180,257	-	180,257
Depreciation and amortisation	23,833	-	23,833	17,897	-	17,897
Other staff costs	1,264	-	1,264	576	-	576
Travel	73	-	73	8,099	-	8,099
Stationery, computer supplies and promotion	3,087	-	3,087	3,646	-	3,646
Rent and rates	510	-	510	406	-	406
Light, heat and power	286	-	286	627	-	627
Repairs, renewals and maintenance	1,245	-	1,245	501	-	501
Insurance	576	-	576	449	-	449
Telephone	1,313	-	1,313	1,219	-	1,219
Postage	85	-	85	316	-	316
Subscriptions	1,357	-	1,357	1,157	-	1,157
Legal and professional	584	-	584	624	-	624
Audit fees	-	6,650	6,650	-	5,750	5,750
Accountancy	-	3,650	3,650	-	3,000	3,000
	231,682	10,300	241,982	215,774	8,750	224,524
Analysed between						
Charitable activities	231,682	10,300	241,982	215,774	8,750	224,524

9 Support costs **(Continued)**

Governance costs includes payments to the auditors of £6,650 (2024: £5,750) for audit fees and £3,650 (2024: £3,000) for non-audit fees.

Details of the total support costs incurred are as itemised above 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. The 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 income, although this can vary. 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.

10 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

11 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

12 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
	38	37

Employment costs	2025 £	2024 £
Wages and salaries	1,113,512	999,211
Social security costs	93,404	78,088
Other pension costs	30,172	26,479
	1,237,088	1,103,778

During the year, the Charity made statutory redundancy payments totalling £1,548 (2024: £Nil) and non-statutory payments of £5,711 (2024: £Nil). There was £5,711 (2024: £nil) outstanding at year end.

The cost of temporary staff included in the above totalled £40,429 (2024: £57,300).

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The key management personnel of the charity are the trustees, Chief Executive, Accounts and Administration Manager/Company Secretary, Support and Development Manager, HR Manager and PA to the Chief Executive and Participation Manager. The total employee benefits of the key management personnel were:

	2025 £	2024 £
Aggregate compensation	232,280	192,034

13 Intangible fixed assets

	Website
	£
Cost	
At 1 April 2024 and 31 March 2025	6,500
Amortisation and impairment	
At 1 April 2024	3,339
Amortisation charged for the year	790
At 31 March 2025	4,129
Carrying amount	
At 31 March 2025	2,371
At 31 March 2024	3,161

14 Tangible fixed assets

	Freehold buildings	Leasehold improvements	Fixtures and fittings	Office Equipment	Total
	£	£	£	£	£
Cost					
At 1 April 2024	532,184	-	48,478	111,858	692,520
Additions	-	39,862	3,876	4,779	48,517
At 31 March 2025	532,184	39,862	52,354	116,637	741,037
Depreciation and impairment					
At 1 April 2024	102,000	-	39,172	95,872	237,044
Depreciation charged in the year	8,500	6,644	2,519	5,380	23,043
At 31 March 2025	110,500	6,644	41,691	101,252	260,087
Carrying amount					
At 31 March 2025	421,684	33,218	10,663	15,385	480,950
At 31 March 2024	430,184	-	9,306	15,986	455,476

Included within freehold buildings is land valued at £107,184 (2024: £107,184) not being depreciated.

15 Fixed asset investments

	Unlisted investments £
Cost or valuation	
At 1 April 2024 & 31 March 2025	500
Carrying amount	
At 31 March 2025	500
At 31 March 2024	500

16 Debtors

Amounts falling due within one year:	**2025 £**	**2024 £**
Trade debtors	249,225	625,814
Prepayments and accrued income	64,949	40,998
	314,174	666,812

17 Cash not available for charity's use

As at 31 March 2025, the charity held cash at bank and hand totalling £3,194,999 (2024: £2,097,258). Of this balance, £722,795 (2024: £285,696) was not available for use by the charity as it was held on behalf of others. See note 18 for further details.

18 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Other taxation and social security		54,258	42,074
Deferred income	19	149,968	202,764
Payments received on account		(336)	200
Trade creditors		97,013	78,189
Other creditors		722,795	285,696
Accruals		158,874	186,014
		1,182,572	794,937

Included within the other creditors balance is £722,795 (2024: £285,696) which relates to funds held on behalf of third parties where the charity acts as an agent with regards to distribution of funds. During the year, the charity received £2,481,621 of funds in relation to these third parties and distributed £2,044,522 on their behalf. Details of the balances held as at 31 March 2025 are included within the Trustees' Report.

19 Deferred income

	2025	2024
	£	£
Other deferred income	149,968	202,764

Deferred income is included in the financial statements as follows:

	2025	2024
	£	£
Deferred income is included within:		
Current liabilities	149,968	202,764
Movements in the year:		
Deferred income at 1 April 2024	202,764	165,250
Released from previous periods	(152,764)	(165,250)
Resources deferred in the year	99,968	202,764
Deferred income at 31 March 2025	149,968	202,764

Deferred income relates to funding received in advance for activities due to commence during 2025/26.

20 Retirement benefit schemes

	2025	2024
Defined contribution schemes	£	£
Charge to profit or loss in respect of defined contribution schemes	30,172	26,479

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

21 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
Centre Development/IT	28,650	-	(15)	-	28,635
Changes in Activity and Centre Exit/Downturn Strategy	124,252	-	-	-	124,252
Climate Emergency	19,850	-	(300)	-	19,550
Premises	10,000	-	(305)	305	10,000
Property Fund	439,490	-	-	(7,143)	432,347
Volunteer Infrastructure Support	50,000	-	-	-	50,000
Social Capital Fund	69,340	-	(7,704)	-	61,636
General funds	397,549	457,625	(603,986)	245,783	496,971
	1,139,131	457,625	(612,310)	238,945	1,223,391

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Centre Development/IT	28,984	-	(334)	-	28,650
Changes in Activity and Centre Exit/Downturn Strategy	124,252	-	-	-	124,252
Climate Emergency	20,323	825	(1,298)	-	19,850
Premises	10,000	-	(3,108)	3,108	10,000
Property Fund	448,878	-	-	(9,388)	439,490
Volunteer Infrastructure Support	39,567	-	-	10,433	50,000
Staff Training	-	-	-	69,340	69,340
General funds	253,732	696,111	(639,350)	87,056	397,549
	925,736	696,936	(644,090)	160,549	1,139,131

21 Unrestricted funds **(Continued)**

Description, nature and purpose of designated funds

Centre Development / IT - Funding to cover major updates to IT systems.

Changes in Activity and Centre Exit / Downturn Strategy - To cover unexpected costs due to cancellation of projects, such as unexpected redundancies.

Climate Emergency - To cover costs incurred with the Volunteer Cornwall declared climate emergency.

Premises - To cover premises expenses.

Property Fund - Represents Acorn House that is financed through unrestricted funds.

Volunteer Infrastructure Support - Funding to help create and upkeep the volunteer infrastructure support.

Social Capital Fund - Provision of training to our own staff, covering management skills, legal requirements of charities, safeguarding, and any other area requested by organisations.

22 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2025
	£	£	£	£	£	£
Climate Health - NHS	126,517	215,651	(147,533)	(35,820)	-	158,815
Climate Health - Public Health	-	5,000	(5,387)	5,387	-	5,000
Community Care Makers	129,528	-	(35,752)	(18,229)	-	75,547
Community Makers	16,224	229,452	(220,240)	(16,207)	-	9,229
Early Help Hub	5,719	40,326	(40,742)	(5,303)	-	-
Hospital to Home	-	101,935	(89,830)	(12,105)	-	-
Health Inequalities Funding	342,471	238,073	(135,160)	(57,252)	-	388,132
NHS	398,144	219,004	(175,575)	(5,551)	-	436,022
Peer Support Project	87,628	275,000	(247,113)	(6,234)	-	109,281
Social Prescribing Community Development	13,504	3,200	19,702	-	-	36,406
Stroke Befriending	8,381	38,221	(14,697)	(6,167)	-	25,738
The Hubs	14,346	133,250	(95,044)	(28,367)	-	24,185
Training	-	54,000	(20,884)	(33,116)	-	-
Transport Vaccination	23,826	-	(330)	-	-	23,496
Volunteering for Health	-	170,000	(107,522)	(19,256)	-	43,222
Vulnerable Support Hub	63,029	452	(147)	-	-	63,334
Other Funds	59,822	257,585	(128,068)	(725)	-	188,614
	1,289,139	1,981,149	(1,444,322)	(238,945)	-	1,587,021

22 Restricted funds **(Continued)**

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2024 £
Clinically Extremely Vulnerable (CEV)	11,206	-	-	(11,206)	-	-
Community Care Makers	68,389	60,000	616	523	-	129,528
Community Makers	6,730	237,675	(184,588)	(43,593)	-	16,224
Social Prescribing Community Development	32,351	-	(19,021)	174	-	13,504
Climate Health - NHS	243,987	52,831	(157,887)	(24,487)	12,073	126,517
Early Help Hub	5,488	39,535	(39,091)	(213)	-	5,719
Community Health and Wellbeing Workers	150,778	-	(69,587)	(81,191)	-	-
Hospital to Home	-	120,000	(99,221)	(20,779)	-	-
Locality ICA Inequalities West	113,647	136,350	(42,557)	(207,440)	-	-
The Hubs	33,717	50,000	(75,683)	6,312	-	14,346
Warmth Banks Service	34,107	-	(23,488)	(10,619)	-	-
NHS	144,279	327,004	(219,443)	(19,864)	166,168	398,144
Personal Health	71,381	-	(69,802)	(1,579)	-	-
Smartline	15,244	3,922	-	(19,166)	-	-
Stroke Befriending	6,674	38,221	(27,820)	(8,694)	-	8,381
Transport Vaccination	24,491	-	(665)	-	-	23,826
Vulnerable Support Fund	50,560	1,132	(45)	11,382	-	63,029
Peer Support Project	14,097	275,000	(199,456)	(2,013)	-	87,628
Health Inequalities Funding	-	86,318	-	256,153	-	342,471
Training	-	-	(19,933)	19,933	-	-
Welcome Home/Mental Health Winter Pressures	169,905	-	-	-	(169,905)	-

22 Restricted funds **(Continued)**

Other Funds	24,664	158,800	(111,124)	(4,182)	(8,336)	59,822
	1,221,695	1,586,788	(1,358,795)	(160,549)	-	1,289,139

Description, nature and purpose of restricted funds

Climate Health - NHS - NHS Funding to look at ways that peoples environment affects both their physical and mental health, and ways to improve this, be it with ensuring open spaces for people to enjoy the out doors, or reducing people's carbon footprint to help reduce the affects of global warning and its affects on health.

Climate Health - Public Health - In collaboration with Public Health, this project aims to help those with certain health conditions, who would benefit from better nutrition, to understand the links between their conditions and food. The fund will run educational courses for those with relevant conditions, and will provide fresh, locally sourced raw ingredients to those people for a period, to show the benefits in a practical way. The results from this project are being monitored and fed into a possible national NHS strategy.

Community Care Makers - Support of people leaving hospital or support which will remove the need for someone to be an inpatient within the hospital system.

Community Makers - Signposting of people to support within their local community developing social capital and resilience.

Early Help Hub - Working with Cornwall Council to signpost families to help and support in their area.

Hospital to Home - Part of the NHS Discharge and Prevention programme, enabling people to leave hospital sooner, by undertaking tasks which are needed to make the patients return home more comfortable and better for recovery.

Health Inequalities Funding - This fund is an amalgamation of the Community Health and Wellbeing Workers and Locality ICA Inequalities West funds. The NHS provide funding to help and support patients and other organisations dealing with health inequalities in Cornwall.

NHS - NHS funded projects.

Peer Support Project - Mental health support funded through the NHS.

Social Prescribing Community Development - Local authority funding to provide help and support to patients through the NHS and other organisations.

Stroke Befriending - NHS funded service to help and support stroke survivors.

The Hubs - Hubs for community groups and organisations to be available to the local community.

Training - Provision of training to other third sector organisations, covering management skills, legal requirements of charities, safeguarding, and any other area requested by organisations.

Transport Vaccination - Local authority funding to provide free transportation to people to obtain their COVID vaccination.

Volunteering for Health - this is a national programme to show how volunteering can be a vital part of delivering health and social care and supporting people in need now and in the future. Volunteering for Health looks to link volunteers with their local hospital, assist people in their hospital stay and with their return home. The goal of volunteering for health is to innovate ways In which volunteers can be used to bring support in the community in to the hospital. What this means in Cornwall is creating agreements between organisations and hospital trusts to allow volunteers from the community to support people on the wards.

Vulnerable Support Fund - Financial support to those in a financial need.

Clinically Extremely Vulnerable (CEV) - Support of CEV people to support them accessing help and support post-COVID.

22 Restricted funds **(Continued)**

Community Health and Wellbeing Workers - Providing help and support to the patients throughout the NHS and other organisations dealing with health inequalities.

Warmth Banks Service - NHS grant to other organisations to provide warmth spaces and other services throughout winter.

Personal Health - Funding to individuals to provide help and support to try and reduce hospital admissions.

Smartline - Funding held for the Smartline project - working within social housing.

23 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
At 31 March 2025:			
Intangible fixed assets	2,371	-	2,371
Tangible assets	436,798	44,152	480,950
Investments	500	-	500
Current assets/(liabilities)	783,722	1,542,869	2,326,591
	1,223,391	1,587,021	2,810,412

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Intangible fixed assets	3,161	-	3,161
Tangible assets	444,914	10,562	455,476
Investments	500	-	500
Current assets/(liabilities)	690,556	1,278,577	1,969,133
	1,139,131	1,289,139	2,428,270

24 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	17,000	-
Between two and five years	68,792	-
	85,792	-

25 Related party transactions

Truro Cricket Club - an organisation in which I Jones, Chief Executive is the Chair received £Nil (2024: £700) from the charity in respect of room hire and advertising in the year. £Nil (2024: £600) remained outstanding as at the year end.

26 Analysis of changes in net funds

The charity had no material debt during the year.

27 Cash generated from operations

	2025	2024
	£	£
Surplus for the year	382,142	280,839
Adjustments for:		
Investment income recognised in statement of financial activities	(1,813)	(1,673)
Depreciation and impairment of tangible fixed assets	23,833	17,897
Movements in working capital:		
Decrease/(increase) in debtors	352,638	(389,741)
Increase/(decrease) in creditors	440,431	(536,451)
(Decrease)/increase in deferred income	(52,796)	37,514
Cash generated from/(absorbed by) operations	1,144,435	(591,615)

28 Auditor's liability limitation agreement

For the year ended 31 March 2025, the charity entered into a liability limitation agreement with its auditors, the principal terms of which limit the liability of the auditors to £4,000,000 in relation to their responsibilities as auditors of the charity. The date of the charity agreed this was 1 December 2025.

VOLUNTEER CORNWALL

England & Wales - Charity number 1069957

Accounts

Charity registration number 1069957

Company registration number 03562830 (England and Wales)

VOLUNTEER CORNWALL

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

VOLUNTEER CORNWALL

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	C Leyshon	
	R Hall	
	J Popham	
	N Hughes	
	J Price	
	M Leyshon	
	R Magill	(Appointed 18 October 2023)
	K Price	(Appointed 16 October 2024)
Secretary	L Crook	
Charity number	1069957	
Company number	03562830	
Principal address and registered office	Acorn House Heron Way Newham TRURO Cornwall TR1 2XN	
Auditor	RRL LLP Peat House Newham Road TRURO Cornwall TR1 2DP	
Bankers	The Co-Operative Bank PO Box 250 Delf House Southway Skelmersdale WN8 6WT	
	Scottish Widows Bank 67 Morrison Street Edinburgh EH3 8YJ	
	CAF Bank Ltd 25 Kings Hall Avenue Kings Hill West Malling Kent ME19 4JQ	

VOLUNTEER CORNWALL

LEGAL AND ADMINISTRATIVE INFORMATION

Solicitors	Foot Anstey LLP High Water House Malpas Road TRURO Cornwall TR1 1QH

VOLUNTEER CORNWALL

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VOLUNTEER CORNWALL

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their annual report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives and activities

Volunteer Cornwall is a charity dedicated to building social capital and developing the wellbeing of the individuals and communities in Cornwall. It does this by working in partnership 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 objectives are to undertake voluntary work in health, social services, and other similar charitable activities amongst those in need.

The trustees have paid due regard to guidance issued by the Charity Commission with regards to public benefit and in deciding what activities the charity should undertake.

Climate Emergency

In 2019 Volunteer Cornwall declared a "Climate Change Emergency", in recognition of the intergovernmental panel of Climate Change (IPCC) report findings and the need to reduce global emissions by 2030.

Throughout our work, we consider our position in relation to our climate declaration.

Connecting and Supporting

We continue to strive to cultivate strong ties between individuals, organisations, sectors, and places. Currently we are working with organisations to create a structure which allows the community to determine their own needs and identify their aspiration rather than be significantly dependent on external organisations.

With these groups we can maximise the resources available to each place to ensure that money is spent where the community feel there is a greater need.

Our support will help to assist people to access and participate in their community. As well as individuals, we encourage organisations to engage more local people in volunteering, to support the design and delivery services and to increase activities in communities to meet their local needs.

Strengthening

Through the work undertaken, we aim to strengthen and enhance the ability of organisations to maintain and optimise the delivery of services and activities. This, in turn, will help to increase the resilience of people and the sustainability of communities.

Improving

Volunteer Cornwall aims to support the development of the volunteers' experience for the individual, and the opportunities provided by organisations and community groups.

Through our work, it is hoped that we can inspire people to achieve their potential and strengthen their physical and emotional wellbeing.

Values

The values set by Volunteer Cornwall as detailed below, are the way we behave to each other, our partners, our communities and within our environment. The focus of these values is directly related to our hope of 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. Seeking 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

Looking for every opportunity to improve outcomes and impacts by cooperating with people and organisations. Understanding 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 do and open to new possibilities. Challenge ourselves, and other to do better and work positively with people and partners to identify ways to improve services. Focus on the mission of the organisation challenging established practices to achieve a sustained outcome.

Working in Partnership

Volunteer Cornwall will always try and respond to new challenges in society, whether it being working with vulnerable groups or building community capacity, this is always achieved in partnership with other organisations.

We see it as important to support the community response to crisis, such as severe weather, pandemics, addressing cost of living and economic crisis.

Our work around the cost-of-living crisis has seen us working with both the NHS and local government to ensure that much needed funds are placed in the communities of those most in need, or to the individuals themselves. Not just by offering financial aid, but also through offering help and support through community groups to try and alleviate problems reoccurring.

Achievements and performance

Introduction

Our operational teams work closely together under the strategic direction of the Support and Development Manager. Collaboration is one of our values and this starts from the centre of the organisation with teams and projects supporting each other's work.

For the last 12 months, we have been working under a place-based delivery model, focused on the requirements of the community and the location's needs rather than organisational or top-down system targets.

This approach has changed our working practices, and has created three location-based teams, covering East, Central and West Cornwall, this is to align with the Integrated Care Areas (ICAs), of the Integrated Care System (ICS). Other Voluntary and Community Sector partners are slowly beginning to adopt versions of this model, too.

Our teams consist of two Community Makers (developing social capital in the localities), a Community Care Maker (supporting individuals with health or care needs) and a Community Volunteer Co-ordinator (increasing the number of volunteers and building capacity in communities).

The teams have continued to support the development of the now 50 Community Hubs throughout the year. The hubs provide a non-medicalised model of support and advice around health and wellbeing and, with our support, are gradually enhancing the range and scope of services they provide to their communities in partnership with the wider health & care system.

A key part of what we do is based around personalisation to address needs and aspiration of individuals and families in the context of the community in which they live. So, we always start from the perspective of the person we are supporting, taking a holistic approach to identify their issues, and developing solutions for them, which they will be happy to engage with.

Volunteer Cornwall's East Team

Joey Cross Community Volunteer Co-ordinator
Jayne Roycroft Community Maker (part-time)
Carolyn Trevethick Community Maker
Penny Stevenson Community Maker
Sarah Gray Community Care Maker

Volunteer Cornwall's Central Team

Joey Cross Community Volunteer Co-ordinator
Bill Davies Community Maker
Jeremy Rowe Community Maker
Kate McKenzie Community Care Maker

Volunteer Cornwall's West Team

Judy Thomas Community Volunteer Co-ordinator
Josh Clark Community Maker
Jayne Devlin Community Maker (job share)
Philippa Macmeikan Community Maker (job share)
Sarah Jenner Community Care Maker

Each role is unique within the team and together they provide help and support to not only our clients, communities and partners but also to each other.

Volunteer Brokerage

Although massively changed from the days of the Volunteer Centre network, supporting the voluntary and community sector through volunteer brokerage remains a key function for Volunteer Cornwall, as does working with individuals and communities to take responsibility for the issues they face locally and globally and to take action.

Most of the brokerage is now automated online through the volunteer recruitment pages on our website - Https://opportunities.volunteercornwall.org.uk/ - with a single member of staff looking after the content and responding to queries or supporting people who are unable to access the internet for whatever reason.

Over the last 12 months, we have had 56 new organisations, with a wide range of interests come to us to advertise volunteering opportunities and posted 200 new opportunities to the site.

That brings the total for the year to 252 organisations using our services to help them find volunteers and 2601 opportunities advertised in total.

The Community Volunteer Co-ordinators role is to recruit, support and deploy volunteers across the whole of Cornwall. In addition to the recruitment of volunteers for Volunteer Cornwall, they have a wider role in supporting recruitment across the sector and offering advice and support to smaller grass-roots organisations looking to recruit and deploy volunteers.

Volunteers are used by several of our wellbeing projects to deliver non-clinical outcomes. be it supporting stroke survivors to relearn skills or being a regular visitor to someone to make a cup of tea and have a chat to help mitigate loneliness and isolation. The skills of the individual volunteers, and their personal interests are put to good use within their own community and with the individuals they support.

These actions and the services provided by Volunteer Cornwall are tailored for the individual and can reduce the demands on the NHS and social care services, which frees these services up to focus on the more acute cases.

For last year the Community Volunteer Co-ordinators achieved the following:

	East	Central	West	Total
Volunteers Recruited	39	49	31	119
Volunteers Retained	389	817	430	1,636

The Community Maker role is about developing connections with people, organisations and communities, building strong supportive networks across communities and between localities. They are there to support people to build their confidence and connections with others, as well as building resilience in the community around them.

They support organisations to understand, develop and strengthen the links that exist within the networks in communities, gather and disseminate intelligence about what is happening in their locality and to assist the communities to build social capital, to be more supportive and resilient.

For the North & East area, the main achievements this year are:

- Development of 15 community hubs through the area
- Supporting community hubs to develop 69 new health & wellbeing services to offer their users
- Working closely with 94 other community groups outside of the community hub network

Within the Central area, the main achievements this year are:

- Development of 15 community hubs through the area
- Supporting community hubs to develop 67 new health & wellbeing services to offer their users
- Working closely with 42 other community groups outside of the community hub network

For the West area, the main achievements this year are:

- Development of 14 community hubs through the area
- Supporting community hubs to develop 61 new health & wellbeing services to offer their users
- Working closely with 44 other community groups outside of the community hub network

The Community Care Makers aim to support health and social care services in looking for alternative options to packages of care. This includes supporting people to increase their independence at home or get them home from hospital. The team needs to be creative in how they do this, offering a bespoke service based on the individual's circumstances and needs.

The Community Care Makers have worked as part of the wider Hospital to Home Team led by Age UK and supported by CHAOS and Cornwall Neighbourhoods for Change. Referrals come directly, through MDTs or via the Community Gateway.

For the East, the main achievements this year are:

- Number of discharges supported = 26
- Number of direct admissions prevented = 11
- Number of people supported to remain independent = 91

Within Central area, the main achievements are:

- Number of discharges supported = 53
- Number of direct admissions prevented = 129
- Number of people supported to remain independent = 82

For the West area, the main achievements are:

- Number of discharges supported = 75
- Number of direct admissions prevented = 18
- Number of people supported to remain independent = 319

Training and Development Team

Currently the training team works with four awarding bodies, ILM, NOCN, NUCO and AQA. Courses are designed to support the unique relationship between volunteer and host organisation (rather than the more traditional employer/employee approach) and to support our wider work as an organisation. We offer flexible delivery of courses including Information, Advice and Guidance, Quality Assurance, Safeguarding, and Volunteer Management.

We have spent considerable time this year offering Mental health First Aid and the Assist Suicide Awareness training to staff and volunteers across the community hub network to upskill them in supporting people using their services as poor mental health is on the rise locally and nationally and we are building in a first line of support at community level.

Another offer we have tailored to support the community hubs is the HOPE course which helps people build personal resilience and work towards their own goals and aspirations.

During this financial year, we have achieved overall:

- 571 learners
- 58 workshops or courses

Stroke Befriending

The Stroke Befriending service has been commissioned by the NHS since 2018. This service offers a specialist befriending service for individuals who have experienced a stroke.

Our volunteers offer companionship and conversation, emotional support, hope, direction or motivation, along with words of encouragements.

Individuals who are referred into the service are visited by a Co-ordinator before being matched with a suitable volunteer who then visits, either face to face in their homes or in a community-based venue, typically for six visits.

We recruited 6 new volunteers and received a total of 90 referrals during 2023/2024.

For more information on this project, please contact Ken Ashman: kena@volunteercornwall.org.uk

Climate and Ecological Emergency

The work of the team has continued apace, with continuing new developments:

Key achievements:

- Team has increased from 3 people to a team of 4 projects officers, one data officer and a manager.
- Development of a network of over 400 contacts across Cornwall and the UK.
- Created a cohort of over 30 Climate and Nature Pioneers practices taking action on climate and ecological resilience and drawing down over £80,000 from Public Health for over 50 practical projects on the ground within primary care including bike racks and storage, electric bikes, community art works on human and planetary health, community and practice gardens and reusable menstrual products, meds storage and drinks canteens with wide community outreach and collaboration.
- Support for launch of VCSE Climate and Environment Alliance.
- Cornwall Greener Practice Online sessions with local and national experts on water, waste, blue and green prescribing; regular newsletter.
- Talks, workshops, and participation in a range of research partnerships operating across Cornwall and the UK including Net Zero and Human Health UKRI Hub bid.
- Over £70,000 identified savings via the primary care energy audit and more expected.
- Multiple presentations at national level including BMF Net Zero Event and National QI Our Planet, our People event.
- Movement on banking switch to enable practices to engage, working with national partners.
- Over £9,000 secured for active travel equipment across the ICS.
- Development of a SW regional network of practitioners sharing models across the region.
- Contribution to an emerging health creation proposal with VSF, as part of new engagement with ICB Channel Shift using diabetes as pilot programme for health creation.

- Support for Green Practice Network bid for new website including participation in successful bid from SBRI.
- Total of over £275,000 funding applied for since the inception of the team, and a total of over £132,000 secured for direct investment in primary care innovation.
- Development of String of Green Pearls programme, including running total of 17 green spaces for health within primary care; funding for a new Green Spaces for Health Ranger at RCHT and active participation in green spaces for health programme at CPFT site (Liskeard).
- Further funding for first six months of 2024-2025 secured from ICB.

For more information, please contact: mandab@volunteercornwall.org.uk

Early Help Hub

The Early Help Hub VCS Engagement Co-ordinator role is based in the Together for Families, Early Help Hub at Cornwall Council. This role acts as a conduit of information between services, front line workers and families.

This is achieved by building relationships with VCS groups and organisations and sharing the information received with the Contact Worker team in the hub and wider Children's Services.

The project enables the team to support groups and organisations to set up and develop by providing information, locating funding and making introductions between VCS organisations to create collaborations.

Following are some of the highlights of this year:

- Signposted 394 individuals to support.
- Provided information to the Early Help Hub team to enable them to sign post 4,503 families to VCS support using 137 different organisations.
- Supported 32 community groups to open, re-open, expand or survive.

To learn more about this project, please contact Becky Higgins: beckyh@volunteercornwall.org.uk

High Intensity User (HIU) Service

Volunteer Cornwall co-ordinates the delivery of this project with our partners, Pentreath Ltd, Cornwall MIND, and Chaos Group. However, due to changes in funding, the team has contracted as of the end of March 2024 to focus solely on referrals from the acute end of the system (Emergency Department and 999 Ambulance calls).

The aim of this project is to work closely with the most frequent users of acute services to explore the factors driving their behaviour and then meet individual needs and aspirations which then reduces ambulance usage, emergency department attendances, non-elective admissions and bed days whilst the lasting outcome is that we help people change their lives for the better.

Clients of this project can be anyone living in Cornwall, as anyone can become an intensive user of services for any number of reasons, either physical or emotional or indeed both. The support provided for each client is very different and is tailored for their needs and wants and abilities at the time.

A new Project Manager was recruited to take the team forward and we continue to explore ways of developing the service.

Over the past year, the HIU team has received approximately 85 referrals for clients identified as "frequent users" from South Western Ambulance Service Trust, 111 Kernow Healthcare, and Cornwall Partnership Foundation Trust, which supports discharges from the county's Psychiatric Hospitals.

Throughout the year, the HIU service has fostered strong partnerships with our referrers SWAST, 111, and collaborators within Cornwall Partnership Foundation Trust. Regular meetings enable us to discuss new referrals, provide feedback on evolving client needs, and develop tailored response plans for clients with lifelong or complex conditions using frontline services.

For additional information on this project, please contact Nehemiah Smithson: nehemiahs@volunteercornwall.org.uk

Health Inequalities

Launched this year, the health inequalities work is a partnership with NHS Cornwall & Isles of Scilly, and Cornwall Council Public Health providing the funding and Volunteer Cornwall providing a co-ordination and support role to the place-based partners delivering on the ground in targeted areas.

The work is a genuine collaboration with all the Integrated Care Area partners for each area providing an overview and strategic direction role.

The initial areas have been chosen because of the poorer health outcomes faced by people living there and includes:

- Newquay, St Austell, Truro and Falmouth in the Central ICA area
- Camborne Pool & Redruth in the West ICA area
- Bodmin & Liskeard in the North & East ICA area (due to go live in summer 2024)

We worked hard to ensure that almost all the delivery sits within the voluntary and community sector, usually in the same organisations delivering community hubs in those areas.

The aim of the project is to get alongside people and families in the area, building trusted relationships and supporting them to make better-informed decisions about their health and wellbeing and access the full range of services and support available to them.

If you would like to learn more about this project, please contact Julie Pollard: julie@volunteercornwall.org.uk

Community Transport

We would like to say a huge thank you to all our volunteer drivers, without whom, our community support would not exist. They work tirelessly to get people to appointments, and events both in their local communities, but also travelling further afield.

As with all volunteer driver schemes throughout the country, recruitment of new volunteers is the main issue to doing more journeys, and while we have tried several different events and activities to recruit drivers, they are not quite yielding the numbers we need. This is leading to us not being able to do all the journeys that people need to attend all their appointments and events.

However, on a positive note, we still undertook 681,822 miles of travel on behalf of 12,370 passengers, which although a decrease on last year, still helped members of our communities reach their appointments. The average mileage per passenger is currently 55 miles, this is an increase on last year.The types of journeys undertaken are shown below:

2023/2024 Journey Types	**ICA Area**				
Starting From	**Central**	**Devon**	**N&E**	**West**	**Total**
Medical	648	65	381	599	1,693
Adult Social Care/Education	1,970	93	1,241	1,352	4,656
Domestic	667	-	101	105	873
Youth Services	568	-	219	316	1,103
Internal/Staff	23	-	4	1	28
Total	3,876	158	1,946	2,373	8,353

There have been many very positive reactions to the service provided by our volunteer drivers throughout the year, but one which remains in the memory, is from one of our charity users, who work with young people, and the said (names and locations have been removed).

"Thank you to the three amazing drivers who transported our young people again this week. Absolutely fabulous yet again.

One driver was absolutely brilliant, and really took an interest in what we were doing and came in for a listen to our final piece of music – I think the young person who he transported really appreciated this.

Thanks to all three drivers and of course you for liaising it all. "

And the driver involved, also advised that he took a great deal of enjoyment from his interaction with this group and hearing their final piece.

Financial review

The detailed results are set out on pages 19 - 43. Volunteer Cornwall's main sources of income are:

- Service charges levied on certain activities.
- Projects
- Training

As with all charities, income is not guaranteed and as such Volunteer Cornwall always operates against a background of uncertainty.

Much of our project income is on a short-term contract basis, which generally is reviewed year on year. This can lead to projects being stopped with relevantly short or no notice.

Training income is very much based on ensuring that the courses provided are what the market is looking for and are costed at an affordable rate as many of our participants are charities and charity workers themselves.

Fundraising Policy

As an organisation, Volunteer Cornwall receives its funding from public sector bodies, and other local and national organisations. There is also trading income from our training and transport departments, however Volunteer Cornwall does not fundraise directly or indirectly with the public.

Therefore, we make no use of professional fundraisers, nor directly approach individuals or organisations for funding.

Grant Making Policy

All grants paid by Volunteer Cornwall comply with the guidance issued by third party funders, as Volunteer Cornwall does not pay grants in their own right.

Reserves Surplus

After transfers, the unrestricted reserves show a surplus for the year of £213,395 (2023: £37,868).

After transfers, the restricted reserves show a surplus for the year of £67,444 (2023: £676,782).

Going Concern Assessment

Whilst, as with all charities, funding is a general area of concern, the budgeting and risk management strategies of the organisation has led the trustees to confirm that there are no issues, of which they are aware, which may affect the continuation of Volunteer Cornwall for the foreseeable future.

Related Parties

Trustees and key staff have confirmed, in writing, that there are no related party transactions for this financial year, other than those disclosed in Note 24.

Reserve Policy

The Directors/Trustees understand that they have a duty to ensure that all resources available to them are used as effectively as possible for the furtherance of Volunteer Cornwall's objectives and to comply with any guidance issued by the funding body for the use of the funds.

Volunteer Cornwall has a formal reserves policy, and the Directors/Trustees consider that the current level of reserves is adequate to ensure the following:

- To ensure the long-term stability of Volunteer Cornwall.
- To meet monthly cashflow requirements.
- To support the liabilities of the charity.
- To sustain the organisation and pay its employees over a reasonable period should income be substantially reduced.
- To manage the upkeep, maintenance and depreciation of Acorn House.

Future Activities

The Chief Executive, Support and Development Manager and the Board of Directors are constantly exploring new opportunities to ensure the viability of Volunteer Cornwall meeting is charitable objectives.

Using this strategy has been successful and has led to new contracts being secured, although their duration is sometimes for one year initially.

The Transport team is self-financing but has experienced a downturn in activity, partly due to a reduced number of people wishing to volunteer, which is a national problem.

Levels of Reserves

Volunteer Cornwall Development/Information Technology

The server was replaced in 2017/2018 and was upgraded in 2021/2022, however due to the age of the server, the current support organisation has advised that the support can only continue for one more year.

The decision has been made that the funds in this reserve will be used to replace the physical server with a cloud-based approach, which should make our remote connectivity easier for all staff members.

The transfer to a cloud-based server was undertaken in 2023/2024, and led to minimal expense, as there was no longer a need to purchase any expensive equipment to accommodate this.

The funds will continue to be held for any other development/information technology issues which arise.

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 of 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.

Whilst the threat from Covid has diminished, it has been replaced with a cost-of-living crisis which has led to some funders looking more closely at the projects they are undertaking and how they are funding them.

This fund is in place to cover any decisions which are taken by funders to reduce or stop projects due to financial pressures to allow us to either continue employment for a short period until other funding is found or to cover redundancy costs.

This fund remains at £124,252.

Climate Emergency

In 2019, the Board took the decision to declare a climate emergency and allocated £30,000 from Volunteer Cornwall reserves as our commitment to this.

Work started on this project through the education of our own staff and reviewing our current environment. In addition, work is underway to share knowledge and practice with VCSE partners locally and national.

Whilst not a great deal of direct work has been undertaken for Volunteer Cornwall this year, the team has grown four-fold and is now working closely with the NHS to help with tacking their climate responsibilities.

This designed reserve fell slightly to £19,850 from £20,323.

Premises

Volunteer Cornwall owns its offices at Acorn House.

This fund has been allocated to cover all expenses incurred in the upkeep and maintenance of the building and to ensure that funds are available for any "unexpected" expenses.

It has been agreed to keep this fund at a level of £10,000 to ensure that most costs which are not anticipated can be covered through reserves.

Property

The capital cost of Acorn House and its fixtures and fitting are held in this fund. A total of £439,490 is held in this designated reserve for this purpose.

This is not a cash balance.

Volunteer Infrastructure Support

In the past, Volunteer Cornwall has always supported the Volunteer Infrastructure from unrestricted reserves.

It has been agreed to keep this fund at a level of £50,000 to ensure that most costs which are not anticipated can be covered through reserves.

Review of Reserves

The Directors/Trustees will review the allocation of the reserves and their specific purposes on an annual basis. This is in line with Volunteer Cornwall's ongoing long-term plans and development.

This review is to ensure that the organisation maximises the safe returns available on its monies. It will also confirm that the level of reserves held are justified and sufficient for the organisations' purposes.

	2023/2024	2022/2023
Restricted Reserves	£1,289,139	£1,221,695
Designated Reserves	£741,582	£672,004
Unrestricted Reserves	£397,549	£253,732

The level of free reserves held by the charity as at 31 March 2024 was £388,464.

The Directors/Trustees have reviewed these reserves and confirm that the levels are acceptable to meet the long-term objectives of the organisation.

There are no events which have occurred since the end of the financial year, that would materially affect the position of the organisation.

Funds received as Agent.

A new item was added to our balance sheet in 2022/2023 for funds held on behalf of third parties.

Volunteer Cornwall has no discretion regarding the use of these funds and very strict criteria has been specified as to what the funds are to be use for and how they are to be allocated and spent.

The current funds held are:

	West ICA	Cornwall and IoS ICB The Hubs	West ICA Personal Health	Clay TAWC	Watergate PCN Green Impact	Health Inequalities	Total
Brought Forward from 2022/2023	162,992	700,000	97,000	-	3,500	-	963.492
Income 2023/2024	-	-	-	1,152	-	363,682	364. 834
Expenditure 2023/2024	7,567	684,000	-	-	-	351,063	1,042,630
Carried Forward	155,425	16,000	97,000	1,152	3,500	12,619	285.696

Investment Policy

The charity sometimes needs to react quickly to its funding requirements and has a policy of keeping any surplus liquidity 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 the organisation achieves an appropriate and relevant quality standard, for which the process has begun in 2023/2024 to obtain the National Association for Voluntary and Community Action (NAVCA) Local Infrastructure Quality Accreditation.

Data Security and Protection

In compliance with our NHS contracts and as a measure of good practice, Volunteer Cornwall has submitted its NHS Data Security and Protection Toolkit at the end of March 2024.

This has led to us achieving the annual accreditation needed for these contracts.

Plans for future periods

Volunteer Cornwall's Chair and Trustees discuss the future direction of the charity at scheduled formal board meetings as well as having regular meetings with the management team. The trustees have been pleased with the exceptional work to date and the progress made on all fronts, particularly with collaboration across the VCSE and with public partners. Of note has been the developments dealing with the Climate Emergency and the embedding of this work in communities and with NHS partners. The lessons learnt from all this activity will enable us to influence our own activities and those of our partners.

Dealing with the Climate Emergency and Biodiversity loss remains an important objective for the forthcoming years and work will continue around the four key principles of Connecting, Supporting, Strengthening, anc Improving the work we do with and across Cornwall's communities.

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 communities to flourish.
- Continue to work with partners on developing and strengthening the role of Cornwall's Community Hubs.
- Continue to work with partners on the Community Gateway making it as easy as possible for people to identify and access support as necessary.
- Increase the social capital in Cornwall's communities supporting people to become involved in the social, environmental, and economic aspects of community life.
- Work with individuals, groups, and communities to address the Climate Change Emergency and reduce Biodiversity loss.
- Support individuals to become active, building confidence, self-esteem, new skills, and new friendships.
- Support individuals to build engaged, inclusive and supportive communities.
- Championing and delivering of collaborative approaches to service development and delivery underpinned by the Changing Lives principles.
- 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 wellbeing structures, particularly through Cornwall and the Isles of Scilly Health and Care System, Integrated Care Areas, and Primary Care Networks:
- 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 to meet the needs of the most vulnerable members of Cornwall's communities.
- Actively link research and practice working with academic institutions to improve service delivery.
- Look at opportunities to increase employer supported volunteering.
- Work with public, private, and voluntary sector partners to develop secure, inclusive, sustainable and resilient communities.

Structure, governance and management

Volunteer Cornwall is a company, limited by guarantee and is governed by our Memorandum and Articles of Association dated 13th May 1998.

In addition, Volunteer Cornwall is also a registered charity with the Charities Commission. This registration has been in place since 8th June 1998.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

H Childs	(Resigned 18 October 2023)
C Leyshon	
L Emmett	
P McGregor	(Resigned 18 October 2023)
R Hall	
J Popham	
N Hughes	
J Price	
M Leyshon	
R Magill	(Appointed 18 October 2023)
K Price	(Appointed 16 October 2024)

Recruitment and appointment of Trustees

The Board of Directors must ensure that the members of the Board hold the relevant skills needed to allow Volunteer Cornwall to continue to carry out its mission statement, aims and objectives.

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

All new trustees are elected and appointed at the Annual General Meeting.

Organisation

The Board of Trustees meets on a quarterly basis, dates are provided for the following year at the Annual General Meeting.

In addition to the quarterly Board meetings, meetings are held by the Risk and Finance Committee, Data Security and Protection Committee and Safeguarding Committee on a regular basis and the findings of these committees are submitted to the Board for approval.

The day-to-day management of Volunteer Cornwall is delegated to the Chief Executive and paid staff.

Board Post holders are available to paid staff at any time to discuss issues as and when they occur.

Current Organisational Structure

Chief Executive	Ian Jones
Accounts and Administration Manager	Lisa Crook
Support & Development Manager	Andy Brelsford
HR Manager and PA to CE	Mary Baldwin

Induction of Trustees

The induction of all new members of the Board of Directors is the collective responsibility of the Board of Directors with the assistance of the Chief Executive Officer.

At the 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 in 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 got 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 process. 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.

Pay Policy for Senior Staff

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 Volunteer Cornwall risk management policy and register are reviewed regularly and presented on a quarterly basis to the Board as a standing item on the agenda to detail any variations or adjustments.

As with all Charities, funding is one of our major risks, which Volunteer Cornwall tries to mitigate with robust future planning and creating positive relationships with funders and other partner organisations.

Auditor

In accordance with the company's articles, a resolution proposing that RRL LLP be reappointed as auditor of the charity will be put at a 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.

Disclosure of information to auditor

In 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.

The trustees' report was approved by the Board of Trustees.

J Price
Trustee

16 October 2024

VOLUNTEER CORNWALL

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

The charity trustees (who are also directors of Volunteer Cornwall for the purpose of company law) are responsible for preparing a trustee's annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable 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 trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable 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 reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

VOLUNTEER CORNWALL

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF VOLUNTEER CORNWALL

Opinion

We have audited the financial statements of Volunteer Cornwall (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 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 trustees' 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 financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the 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 trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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.

As part of our audit work, we obtained an understanding of the legal and regulatory frameworks applicable to the charity and the sector in which they operate. We determined that the laws and regulations surrounding the safeguarding of vulnerable groups, health & safety, driver training and data security were most significant to the charity as well as the laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Act 2011, the Companies Act 2006 and compliance with the Charities Statement of Recommended Practice.

The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Review of the disclosures in the financial statements and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Discussion with management as to how compliance with these laws and regulations is monitored;
- Enquiries of management concerning actual and potential litigation and claims;
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

- Reviewing minutes of trustee meetings and correspondence with regulators;
- Performing audit work in connection with the risk of management override of controls, including testing journal entries for reasonableness and evaluating the business rationale of significant transactions outside the normal course of business.

We also communicate relevant identified laws and regulations and potential fraud risk to all engagement team members and remain alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Our audit approach also considered the opportunities and incentives that may exist within the charitable company for fraud and identified the greatest potential for fraud being in respect of cut off and completion risk around revenue recognition. Under ISA (UK) we are also required to undertake procedures to respond to the risk of management override of controls. Our procedures included the following:

- Undertaking transactional testing on revenue
- Performing cut off testing on income
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale for significant transactions outside the normal course of business
- Reviewing estimates and judgements made in the accounts for any indication of bias and challenged assumptions used by management in making estimates.

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 or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

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

Josh Stevens ACA (Senior Statutory Auditor)
for and on behalf of RRL LLP

21 November 2024

Chartered Accountants
Statutory Auditor

Peat House
Newham Road
TRURO
Cornwall
TR1 2DP

VOLUNTEER CORNWALL

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income from:							
Donations and legacies	3	5,129	-	5,129	415	270	685
Charitable activities	4	686,792	1,586,788	2,273,580	374,422	2,635,886	3,010,308
Other trading activities	5	3,342	-	3,342	3,751	-	3,751
Investments	6	1,673	-	1,673	596	-	596
Total income		696,936	1,586,788	2,283,724	379,184	2,636,156	3,015,340
Expenditure on:							
Charitable activities	8	644,090	1,358,795	2,002,885	560,273	1,740,417	2,300,690
Net income		52,846	227,993	280,839	(181,089)	895,739	714,650
Transfers between funds		160,549	(160,549)	-	218,957	(218,957)	-
Net movement in funds	7	213,395	67,444	280,839	37,868	676,782	714,650
Reconciliation of funds:							
Fund balances at 1 April 2023		925,736	1,221,695	2,147,431	887,868	544,913	1,432,781
Fund balances at 31 March 2024		1,139,131	1,289,139	2,428,270	925,736	1,221,695	2,147,431

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

VOLUNTEER CORNWALL

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Intangible assets	**13**		3,161		4,215
Tangible assets	**14**		455,476		457,658
Investments	**15**		500		500
			459,137		462,373
Current assets					
Debtors	**16**	666,812		277,071	
Cash at bank and in hand		2,097,258		2,701,861	
		2,764,070		2,978,932	
Creditors: amounts falling due within one year	**17**	(794,937)		(1,293,874)	
Net current assets			1,969,133		1,685,058
Total assets less current liabilities			2,428,270		2,147,431
Income funds					
Restricted funds	**20**		1,289,139		1,221,695
Unrestricted funds					
Designated funds	**21**	741,582		672,004	
General unrestricted funds		397,549		253,732	
			1,139,131		925,736
			2,428,270		2,147,431

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

The financial statements were approved by the Trustees on 16 October 2024

J Price
Trustee

Company registration number 03562830

VOLUNTEER CORNWALL

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	**25**		(591,615)		1,708,113
Investing activities					
Purchase of tangible fixed assets		(14,661)		(1,991)	
Investment income received		1,673		596	
Net cash used in investing activities			(12,988)		(1,395)
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(604,603)		1,706,718
Cash and cash equivalents at beginning of year			2,701,861		995,143
Cash and cash equivalents at end of year			2,097,258		2,701,861

1 Accounting policies

Charity information

The Company is incorporated as a limited by guarantee company 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 2024, there were 8 members (2023: 9).

1.1 Accounting convention

The financial statements have been prepared in accordance with the the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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 and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

The trustees are satisfied that the going concern basis of preparation is 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 charitable company remains committed to its projects and activities with grant funding relating to next year having already been secured.

At the year end the charity had £2,097,258 in the bank and unrestricted reserves of £1,139,131 which is sufficient to cover the most prudent forecast position.

After due consideration of these factors, the trustees 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.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1 Accounting policies **(Continued)**

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

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.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Costs are directly attributable to specific activities or projects. Where this is not possible costs are apportioned. This apportionment will vary 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 based on agreed amounts per funding contracts and any further negotiations to reflect staff time and resource consumption for the project. Staff costs are apportioned based on an estimate of the proportion of time spent by staff on particular activities or projects.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Website	25% reducing balance

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost of assets less their residual values over their useful lives on the following bases:

Freehold buildings	50 years straight line basis
Fixtures and fittings	15 years straight line basis
Computer Equipment	4 - 5 years straight line basis

Land is not depreciated.

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

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.

1 Accounting policies **(Continued)**

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.11 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1 Accounting policies **(Continued)**

1.12 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

The charity is partially exempt for VAT purposes. The charity's activities are a mixture of standard rate, 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.

1.13 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.14 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds	Unrestricted funds	Restricted funds	Total
	2024	2023	2023	2023
	£	£	£	£
Donations and gifts	129	415	270	685
Legacies receivable	5,000	-	-	-
	5,129	415	270	685

4 Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Transport						
Services provided under contract	405,265	-	405,265	315,010	-	315,010
Training						
Services provided under contract	114,816	202	115,018	35,131	-	35,131
Projects						
Services provided under contract	166,711	1,586,586	1,753,297	24,281	2,635,886	2,660,167
	686,792	1,586,788	2,273,580	374,422	2,635,886	3,010,308

Government grants

Cornwall Council - £244,520 (2023: £651,663) was received to help support the following projects: Climate Emergency, Early Help Hub, Green Impact for Health GP Practises, Launceston Medical Hub, Locality ICA Inequalities - West, Sustainable Food Cornwall Partnership Development and Tall Ships and Armed Forces Day.

NHS - £1,132,722 (2023; £1,659,189) was received to help support the following projects: Health Inequalities, Community Makers, Exeter University Project, Green Pearls (RCHT), HIU - Acute, HIU - Mental Health, Peer Support Project and Stroke Befriending.

5 Income from other trading activities

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Feed In Tariff Income	3,342	3,751

6 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	1,673	596

7 Net movement in funds

	2024 £	2023 £
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	5,750	4,000
Depreciation of owned tangible fixed assets	16,843	15,011
Amortisation of intangible assets	1,054	1,405
Operating lease charges	576	1,096

8 Charitable activities

	Transport 2024 £	Training 2024 £	Projects 2024 £	Total 2024 £	Transport 2023 £	Training 2023 £	Projects 2023 £	Total 2023 £
Staff costs	84,700	63,891	774,930	923,521	79,096	34,208	641,255	754,559
Repairs, renewals and maintenance	1,495	1,321	11,175	13,991	991	202	14,093	15,286
Stationery, computer supplies and promotion	6,267	1,075	16,507	23,849	5,796	636	3,403	9,835
Rent and rates	333	312	2,443	3,088	153	48	12,386	12,587
Light, power and heat	627	313	4,749	5,689	656	205	4,828	5,689
Insurance	437	212	3,372	4,021	577	152	3,404	4,133
Telephone	831	615	8,326	9,772	819	294	7,905	9,018
Postage	246	193	813	1,252	278	221	1,889	2,388
Subscriptions	627	331	3,820	4,778	506	216	2,625	3,347
Legal and professional	727	(449)	2,029	2,307	2,490	514	12,563	15,567
Other staff costs	-	14,999	21,974	36,973	1,770	4,904	2,305	8,979
Sundry expenses	44	222	5,312	5,578	611	335	7,323	8,269
Volunteer expenses	-	875	16,058	16,933	370	112	114,343	114,825
Travel and driver expenses	196,001	267	38,536	234,804	202,314	11	44,162	246,487
Irrecoverable VAT	-	-	12,114	12,114	-	-	18,840	18,840
Project costs	-	-	479,691	479,691	-	-	864,852	864,852
	292,335	84,177	1,401,849	1,778,361	296,427	42,058	1,756,176	2,094,661
Share of support costs (see note 9)	-	-	215,774	215,774	-	-	199,539	199,539
Share of governance costs (see note 9)	-	-	8,750	8,750	-	-	6,490	6,490
	292,335	84,177	1,626,373	2,002,885	296,427	42,058	1,962,205	2,300,690

8 **Charitable activities** **(Continued)**

Analysis by fund								
Unrestricted funds	292,335	84,177	267,578	644,090	296,427	42,058	221,788	560,273
Restricted funds	-	-	1,358,795	1,358,795	-	-	1,740,417	1,740,417
	292,335	84,177	1,626,373	2,002,885	296,427	42,058	1,962,205	2,300,690

9 Support costs

	Support costs	Governance costs	2024	Support costs	Governance costs	2023
	£	£	£	£	£	£
Staff costs	180,257	-	180,257	169,497	-	169,497
Depreciation and amortisation	17,897	-	17,897	16,416	-	16,416
Other staff costs	576	-	576	1,201	-	1,201
Travel	8,099	-	8,099	1,011	-	1,011
Stationary, computer supplies and promotion	3,646	-	3,646	4,104	-	4,104
Rent and rates	406	-	406	226	-	226
Light, heat and power	627	-	627	820	-	820
Repairs, renewals and maintenance	501	-	501	2,204	-	2,204
Insurance	449	-	449	593	-	593
Telephone	1,219	-	1,219	1,401	-	1,401
Postage	316	-	316	124	-	124
Subscriptions	1,157	-	1,157	1,641	-	1,641
Legal and professional	624	-	624	301	-	301
Audit fees	-	5,750	5,750	-	4,000	4,000
Accountancy	-	3,000	3,000	-	2,450	2,450
Trustee expenses	-	-	-	-	40	40
	215,774	8,750	224,524	199,539	6,490	206,029
Analysed between						
Charitable activities	215,774	8,750	224,524	199,539	6,490	206,029

Governance costs includes payments to the auditors of £5,750 (2023: £4,000) for audit fees and £3,000 (2023: £2,450) for non-audit fees.

Details of the total support costs incurred are as itemised above 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. The 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 income, although this can vary. 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.

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

11 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
	37	35

Employment costs	2024 £	2023 £
Wages and salaries	999,211	814,583
Social security costs	78,088	67,441
Other pension costs	26,479	22,663
	1,103,778	904,687

During the year, the Charity made statutory redundancy payments totalling £Nil (2023: £2,365) and non-statutory payments of £Nil (2023: £Nil). All amounts were fully paid at the year end.

The cost of temporary staff totalled £57,300 (2023: £29,891).

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The key management personnel of the charity are the trustees, Chief Executive, Accounts and Administration Manager/Company Secretary, Support and Development Manager and HR Manager and PA to the Chief Executive. The total employee benefits of the key management personnel were:

	2024 £	2023 £
Aggregate compensation	192,034	192,997

12 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

13 Intangible fixed assets

	Website
	£
Cost	
At 1 April 2023 and 31 March 2024	6,500
Amortisation and impairment	
At 1 April 2023	2,285
Amortisation charged for the year	1,054
At 31 March 2024	3,339
Carrying amount	
At 31 March 2024	3,161
At 31 March 2023	4,215

14 Tangible fixed assets

	Freehold buildings	Fixtures and fittings	Computer Equipment	Total
	£	£	£	£
Cost				
At 1 April 2023	532,184	47,011	98,664	677,859
Additions	-	1,467	13,194	14,661
At 31 March 2024	532,184	48,478	111,858	692,520
Depreciation and impairment				
At 1 April 2023	93,500	36,817	89,884	220,201
Depreciation charged in the year	8,500	2,355	5,988	16,843
At 31 March 2024	102,000	39,172	95,872	237,044
Carrying amount				
At 31 March 2024	430,184	9,306	15,986	455,476
At 31 March 2023	438,684	10,194	8,780	457,658

15 Fixed asset investments

	Unlisted investments £
Cost or valuation	
At 1 April 2023 & 31 March 2024	500
Carrying amount	
At 31 March 2024	500
At 31 March 2023	500

16 Debtors

	2024	2023
Amounts falling due within one year:	£	£
Trade debtors	625,814	227,855
Prepayments and accrued income	40,998	49,216
	666,812	277,071

17 Creditors: amounts falling due within one year

	Notes	2024	2023
		£	£
Other taxation and social security		42,074	30,295
Deferred income	18	202,764	165,250
Payments received on account		200	1,142
Trade creditors		78,189	45,798
Other creditors		285,696	963,492
Accruals		186,014	87,897
		794,937	1,293,874

Included within the other creditors balance is £285,696 (2023: £963,492) which relates to funds held on behalf of third parties where the charity acts as an agent with regards to distribution of funds. During the year, the charity received £364,834 of funds in relation to these third parties and distributed £1,042,630 on their behalf. Details of the balances held as at 31 March 2024 are included within the Trustees' Report.

18 Deferred income

	2024	2023
	£	£
Other deferred income	202,764	165,250

Deferred income is included in the financial statements as follows:

18 Deferred income **(Continued)**

	2024	2023
	£	£
Deferred income is included within:		
Current liabilities	202,764	165,250
Movements in the year:		
Deferred income at 1 April 2023	165,250	455,671
Released from previous periods	(165,250)	(455,671)
Resources deferred in the year	202,764	165,250
Deferred income at 31 March 2024	202,764	165,250

Deferred income relates to funding received in advance for activities due to commence during 2024/25.

19 Retirement benefit schemes

	2024	2023
Defined contribution schemes	£	£
Charge to profit or loss in respect of defined contribution schemes	26,479	22,663

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

20 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2024
	£	£	£	£	£	£
Clinically Extremely Vulnerable (CEV)	11,206	-	-	(11,206)	-	-
Community Care Makers	68,389	60,000	616	523	-	129,528
Community Makers	6,730	237,675	(184,588)	(43,593)	-	16,224
Social Prescribing Community Development	32,351	-	(19,021)	174	-	13,504
Climate Health - NHS	243,987	52,831	(157,887)	(24,487)	12,073	126,517
Early Help Hub	5,488	39,535	(39,091)	(213)	-	5,719
Community Health and Wellbeing Workers	150,778	-	(69,587)	(81,191)	-	-
Hospital to Home	-	120,000	(99,221)	(20,779)	-	-
Locality ICA Inequalities West	113,647	136,350	(42,557)	(207,440)	-	-
The Hubs	33,717	50,000	(75,683)	6,312	-	14,346
Warmth Banks Service	34,107	-	(23,488)	(10,619)	-	-
NHS	144,279	327,004	(219,443)	(19,864)	166,168	398,144
Personal Health	71,381	-	(69,802)	(1,579)	-	-
Smartline	15,244	3,922	-	(19,166)	-	-
Stroke Befriending	6,674	38,221	(27,820)	(8,694)	-	8,381
Transport						
Vaccination	24,491	-	(665)	-	-	23,826
Vulnerable Support Fund	50,560	1,132	(45)	11,382	-	63,029
Peer Support Project	14,097	275,000	(199,456)	(2,013)	-	87,628
Health Inequalities Funding	-	86,318	-	256,153	-	342,471
Training	-	-	(19,933)	19,933	-	-
Welcome Home/Mental Health Winter Pressures	169,905				(169,905)	-

20 Restricted funds **(Continued)**

Other Funds	24,664	158,800	(111,124)	(4,182)	(8,336)	59,822
	1,221,695	1,586,788	(1,358,795)	(160,549)	-	1,289,139

20 **Restricted funds** **(Continued)**

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2023
	£	£	£	£	£	£
Clinically Extremely Vulnerable (CEV)	27,345	-	(14,237)	(1,902)	-	11,206
Community Care Makers	-	180,000	(92,677)	(18,934)	-	68,389
Community Makers	-	229,425	(184,515)	(38,180)	-	6,730
Social Prescribing Community Development	-	268,820	(240,014)	3,545	-	32,351
DoH/CC Social Prescribing	51,941	-	(21,523)	(30,418)	-	-
Early Help Hub	6,390	38,760	(37,145)	(2,517)	-	5,488
Flood Forum	674	-	-	(674)	-	-
HOPE	12,213	-	-	(12,213)	-	-
The Hub	-	100,000	(105,467)	39,184	-	33,717
Warmth Banks Service	-	350,270	(316,163)	-	-	34,107
NHS	161,365	197,004	(199,090)	(15,000)	-	144,279
NHS CCG - Covid Emergency	29,172	12,122	(25,324)	(15,970)	-	-
Personal Health	4,645	80,000	(8,084)	(5,180)	-	71,381
Smartline	9,882	43,033	(33,612)	(4,059)	-	15,244
Stroke Befriending	10,190	33,221	(26,293)	(10,444)	-	6,674
Transport Vaccination	24,905	-	(414)	-	-	24,491
Vulnerable Support Fund	38,838	123,987	(105,945)	(6,320)	-	50,560
Welcome Home/Mental Health Winter Pressures	161,634	-	-	8,271	-	169,905
Community Health & Wellbeing Workers	-	153,000	(2,222)	-	-	155,222
Locality ICA Inequalities West	-	113,650	-	(3)	-	113,647
Peer Support Project	-	265,820	(247,854)	(3,869)	-	14,097
Climate Health - NHS	-	244,000	(13)	-	-	243,987

20 Restricted funds **(Continued)**

Other Funds	5,719	203,044	(79,825)	(104,274)	-	24,664
	544,913	2,636,156	(1,740,417)	(218,957)	-	1,221,695

Description, nature and purpose of restricted funds

Clinically Extremely Vulnerable (CEV) - Support of CEV people to support them accessing help and support post-COVID.

Community Care Makers - Support of people leaving hospital or support which will remove the need for someone to be an inpatient within the hospital system.

Community Makers - Signposting of people to support within their local community developing social capital and resilience.

Social Prescribing Community Development - Local authority funding to provide help and support to patients through the NHS and other organisations.

Climate Health - NHS - NHS Funding to look at ways that peoples environment affects both their physical and mental health, and ways to improve this, be it with ensuring open spaces for people to enjoy the out doors, or reducing people's carbon footprint to help reduce the affects of global warning and its affects on health.

Early Help Hub - Working with Cornwall Council to signpost families to help and support in their area.

Community Health and Wellbeing Workers - Providing help and support to the patients throughout the NHS and other organisations dealing with health inequalities.

Hospital to Home - Part of the NHS Discharge and Prevention programme, enabling people to leave hospital sooner, by undertaking tasks which are needed to make the patients return home more comfortable and better for recovery.

Locality ICA Inequalities West - Providing help and support to the patients throughout the NHS and other organisations dealing with health inequalities in the West.

The Hubs - Hubs for community groups and organisations to be available to the local community.

Warmth Banks Service - NHS grant to other organisations to provide warmth spaces and other services throughout winter.

NHS - NHS funded projects.

NHS CCG - Covid Emergency - NHS Funding to help with the Covid Emergency.

Personal Health - Funding to individuals to provide help and support to try and reduce hospital admissions.

Smartline - Funding held for the Smartline project - working within social housing.

Stroke Befriending - NHS funded service to help and support stroke survivors.

Transport Vaccination - Local authority funding to provide free transportation to people to obtain their COVID vaccination.

Vulnerable Support Fund - Financial support to those in a financial need.

Peer Support Project - Mental health support funded through the NHS.

20 Restricted funds **(Continued)**

Health Inequalities Funding - This fund is an amalgamation of the Community Health and Wellbeing Workers and Locality ICA Inequalities West funds. The NHS provide funding to help and support patients and other organisations dealing with health inequalities in Cornwall.

Sustainable Foods - Held on behalf of a third party whilst they set up bank accounts to allow them to apply for funding.

Training - Provision of training to other third sector organisations, covering management skills, legal requirements of charities, safeguarding, and any other area requested by organisations.

21 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Centre Development/IT	28,984	-	(334)	-	28,650
Changes in Activity and Centre Exit/Downturn Strategy	124,252	-	-	-	124,252
Climate Emergency	20,323	825	(1,298)	-	19,850
Premises	10,000	-	(3,108)	3,108	10,000
Property Fund	448,878	-	-	(9,388)	439,490
Volunteer Infrastructure Support	39,567	-	-	10,433	50,000
Staff Training	-	-	-	69,340	69,340
General funds	253,732	696,111	(639,350)	87,056	397,549
	925,736	696,936	(644,090)	160,549	1,139,131

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
Centre Development/IT	18,984	-	-	10,000	28,984
Changes in Activity and Centre Exit/Downturn Strategy	122,234	-	-	2,018	124,252
Climate Emergency	21,733	900	(2,310)	-	20,323
Premises	8,900	-	(1,180)	2,280	10,000
Property Fund	459,727	-	(10,849)	-	448,878
Volunteer Infrastructure Support	39,567	-	-	-	39,567
General funds	216,723	378,284	(545,934)	204,659	253,732
	887,868	379,184	(560,273)	218,957	925,736

21 Unrestricted funds **(Continued)**

Description, nature and purpose of designated funds

Centre Development / IT - Funding to cover major updates to IT systems.

Changes in Activity and Centre Exit / Downturn Strategy - To cover unexpected costs due to cancellation of projects, such as unexpected redundancies.

Climate Emergency - To cover costs incurred with the Volunteer Cornwall declared climate emergency.

Premises - To cover premises expenses.

Property Fund - Represents Acorn House that is financed through unrestricted funds.

Volunteer Infrastructure Support - Funding to help create and upkeep the volunteer infrastructure support.

Staff Training - Provision of training to our own staff, covering management skills, legal requirements of charities, safeguarding, and any other area requested by organisations.

22 Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Intangible fixed assets	3,161	-	3,161
Tangible assets	444,914	10,562	455,476
Investments	500	-	500
Current assets/(liabilities)	690,556	1,278,577	1,969,133
	1,139,131	1,289,139	2,428,270

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
At 31 March 2023:			
Intangible fixed assets	4,215	-	4,215
Tangible assets	454,116	3,542	457,658
Investments	500	-	500
Current assets/(liabilities)	466,905	1,218,153	1,685,058
	925,736	1,221,695	2,147,431

23 Operating lease commitments

Lessee
At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024	2023
	£	£
Within one year	-	3,501
Between two and five years	-	6,532
	-	10,033

24 Related party transactions

Truro Cricket Club - an organisation in which I Jones, Chief Executive is the Chair received £700 (2023: £Nil) from the charity in respect of room hire and advertising in the year. £600 (2023: £Nil) remained outstanding as at the year end.

25 **Cash generated from operations**	2024	2023
	£	£
Surplus for the year	280,839	714,650
Adjustments for:		
Investment income recognised in statement of financial activities	(1,673)	(596)
Depreciation and impairment of tangible fixed assets	17,897	16,416
Movements in working capital:		
(Increase)/decrease in debtors	(389,741)	288,002
(Decrease)/increase in creditors	(536,451)	980,062
Increase/(decrease) in deferred income	37,514	(290,421)
Cash (absorbed by)/generated from operations	(591,615)	1,708,113

26 Analysis of changes in net funds

The charity had no material debt during the year.

27 Auditor's liability limitation agreement

For the year ended 31 March 2024, the charity entered into a liability limitation agreement with its auditors, the principal terms of which limit the liability of the auditors to £3,500,000 in relation to their responsibilities as auditors of the charity. The date of the charity agreed this was 16 October 2024.

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.

VOLUNTEER CORNWALL

England & Wales - Charity number 1069957

Accounts

Charity registration number 1069957

Company registration number 03562830 (England and Wales)

VOLUNTEER CORNWALL

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

VOLUNTEER CORNWALL

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	H Childs	
	C Leyshon	
	L Emmett	
	P McGregor	
	R Hall	(Appointed 19 October 2022)
	J Popham	
	N Hughes	
	J Price	(Appointed 19 October 2022)
	M Leyshon	
Secretary	L Crook	
Charity number	1069957	
Company number	03562830	
Principal address and registered office	Acorn House Heron Way Newham TRURO Cornwall TR1 2XN	
Auditor	RRL LLP Peat House Newham Road TRURO Cornwall TR1 2DP	
Bankers	The Co-Operative Bank PO Box 250 Delf House Southway Skelmersdale WN8 6WT Scottish Widows Bank 67 Morrison Street Edinburgh EH3 8YJ CAF Bank Ltd 25 Kings Hall Avenue Kings Hill West Malling Kent ME19 4JQ	

VOLUNTEER CORNWALL

LEGAL AND ADMINISTRATIVE INFORMATION

Solicitors	Foot Anstey LLP High Water House Malpas Road TRURO Cornwall TR1 1QH

VOLUNTEER CORNWALL

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VOLUNTEER CORNWALL

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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 and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives and activities

Volunteer Cornwall is a charity dedicated to building social capital and developing the wellbeing of the individuals and communities in Cornwall. It does this by working in partnership 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 objectives are to undertake voluntary work in health, social services and other similar charitable activities amongst those in need.

The trustees have paid due regard to guidance issued by the Charity Commission with regards to public benefit and in deciding what activities the charity should undertake.

Climate Emergency

In 2019 Volunteer Cornwall declared a “Climate Change Emergency”, in recognition of the intergovernmental panel of Climate Change (IPCC) report findings and the need to reduce global emissions by 2030.

Throughout our work, we consider our position in relation to our climate declaration.

Connecting and Supporting

We continue to strive to cultivate strong ties between individuals, organisations, sectors and places, and are currently working with organisations to create a structure which allows the community to determine their needs rather than established organisations.

With these groups we can maximise the resources available to each place to ensure that money is spent where the community feel there is a greater need.

Our support will help to assist people to access and participate in their community. As well as individuals, we encourage organisations to engage more local people in volunteering, to support the design and delivery services and to increase activities in communities to meet their local needs.

Strengthening

Through the work undertaken, we aim to strengthen and enhance the ability of organisations to maintain and optimise the delivery of services and activities. This, in turn, will help to increase the resilience of people and the sustainability of communities.

Improving

Volunteer Cornwall aims to support the development of the volunteers’ experience for the individual, and the opportunities provided by organisations and community groups.

Through our work, it is hoped that we can inspire people to achieve their potential and strengthen their physical and emotional wellbeing.

Values

The values set by Volunteer Cornwall as detailed below, are the way we behave to each other, our partners, our communities and within our environment. The focus of these values are directly related to our hope of 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. Seeking 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

Looking for every opportunity to improve outcomes and impacts by cooperating with people and organisations. Understanding 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 do and open to new possibilities. Challenge ourselves, and others to do better and work positively with people and partners to identify ways to improve services. Focus on the mission of the organisation challenging established practices in order to achieve a sustained outcome.

Working in Partnership

Volunteer Cornwall will always try and respond to new challenges in society, whether it being working with vulnerable groups or building community capacity, this is always achieved in partnership with other organisations.

We see it as important to support the community response to crisis, such as severe weather, pandemics, addressing cost of living and economic crisis.

Our work around the cost-of-living crisis has seen us working with both the NHS and local government to ensure that much needed funds are placed in the communities of those most in need, or to the individuals themselves. Not just by offering financial aid, but also through offering help and support through community groups to try and alleviate problems reoccurring.

Achievements and performance

Introduction

Our teams on the ground, work closely together under the strategic direction of the Support and Development Manager. This close relationship leads to a great deal of interaction and cross-fertilisation of ideas.

At the end of last year, we were changing the approach of our teams, from being project driven to a more place based, combined approach, where the projects worked on the requirements of the community and the locations needs, rather than any other criteria. This approach has led to the teams being more aware of the needs and wants of the community and targeting the limited financial resources available to target these issues and not spending funds on those items which don't benefit the community.

This approach has changed our working practices, and has created three location-based teams, covering East, Central and West Cornwall, this is to align with the Integrated Care Areas (ICAs), of the Integrated Care System (ICS).

Each team consists of two Community Makers (developing social capital in the localities), a Community Care Maker (supporting individuals with health or care needs) and a Community Volunteer Co-ordinator (increasing the number of volunteers and sharing capacity in communities).

The teams supported the development of 44 Community Hubs in the year and work through several which are run by grass-roots groups, and are used in conjunction with other organisations, both NHS and charities to provide help and advice to those who attend.

A key part of what we do is based around personalisation to address needs and aspiration of individuals and families in the context of the community in which they live. We always start from the perspective of the person we are supporting, taking a holistic approach to identify their issues, and developing solutions for them, which they will be happy to engage with.

Volunteer Cornwall's East Team

Joey Cross	Community Volunteer Co-ordinator	
Jayne Roycroft	Community Maker	(job share)
Laura Chapman	Community Maker	(job share)
Penny Stevenson	Community Maker	
Sarah Gray	Community Care Maker	

Volunteer Cornwall's Central Team

Vacancy	Community Volunteer Co-ordinator
Bill Davies	Community Maker
Carolyn Trevethick	Community Maker
Kate McKenzie	Community Care Maker

Volunteer Cornwall's West Team

Judy Thomas	Community Volunteer Co-ordinator	
Josh Clark	Community Maker	
Annette Eatock	Community Maker	(job share)
Philippa Macmeikan	Community Maker	(job share)
Sarah Jenner	Community Care Maker	

Each role is unique within the team, and together they provide help and support to not only our clients, communities and partners but also to each other.

The Community Volunteer Co-ordinators are in place to recruit, support and deploy volunteers across the whole of Cornwall. In addition to the recruitment of volunteers, the Community Volunteer Co-ordinators are in place to offer advice and support to smaller grass-roots organisations looking to recruit and deploy volunteers.

Volunteers are used by each project to deliver non-clinical outcomes, be it supporting stroke survivors to relearn skills, or being a regular visitor to someone to make a cup of tea and have a chat, to try to mitigate loneliness and isolation. Each project requires different skills, so those listed here are a very small idea of the services provided.

The skills of the individual volunteers, and their personal interests are put to good use within their own community and with the individuals they support.

These actions and the services provided by Volunteer Cornwall can reduce the demands on the NHS and social care services, which frees these services up to focus on more acute cases.

For last year the Community Volunteer Co-ordinators achieved the following:

	East	Central	West	Total
Volunteers Recruited	35	63	47	145
Volunteers Retained	388	824	431	1,643
Clients Referred	193	321	41	555
Clients Supported	493	458	749	1,700
Total Clients	1,614	2,868	2,527	7,009

The Community Maker role is about developing connections with people, organisations and communities building strong supportive networks across communities and between localities. They are there to support people to build their confidence and connections with others, as well as the community around them.

They support organisations to understand, build and strengthen the links that exist within the networks in communities, gather and disseminate intelligence about what is happening in their locality and to assist the communities to build social capital, to be more supportive and resilient.

For the North & East area, the main achievements this year are:

- Development of 22 community hubs through the area.
- Developing of 3 warm banks, which have now evolved into community hubs.
- Working closely with 9 groups which meet regularly to link people with their communities and with other people.
- Working in proactively partnership with 23 grass-roots organisations plus 3 Primary Care Networks.
- 6,896 working age people, 3,364 elderly and 4,271 children supported over the winter by the warm banks and hubs.

Within the Central area, the main achievements this year are:

- Development and co-ordination of 14 warm banks.
- Working with the 4 existing community larders, to expand the services offered.
- Liaising with various groups and agencies to set up community partnerships.
- Working closely with our Social Prescribing colleagues.
- As part of our Cost-of-Living crisis work, help was given to allocate funds to those in need from the Household Support Fund.
- Referrals to Community Energy Plus for warmth boxes to help with energy bills.
- 9,814 working age people, 5,717 elderly and 834 children supported over the winter by the warm banks and hubs.

For the West area, the main achievements this year are:

- Developing 11 community hubs.
- Creation of 12 warm banks.
- Meeting and working jointly with VCSE organisations, to share update and provide a more cohesive approach in the area.
- Also being part of the Household Support Fund and supporting the community with the practical help they need.
- Working with Supasport to connect people with them for small group of light exercise classes, this work has been done through the community hub network. Work has also been done with Plymouth Argyle's men 5 a side league at Camborne College.
- 15,121 working age people, 5,331 elderly and 4,071 children supported over the winter by the warm banks and hubs.

The Community Care Makers aim to support health and social care services in looking for alternative options to packages of care. This includes supporting people to increase their independence at home or get them home from hospital. The team needs to be creative in how they do this, offering a bespoke service based on the individual's circumstances.

The Community Care Makers work closely with STEPS, Adult Social Care and Corserve Care to ensure that the maximum amount of people can be helped in the most appropriate way for their needs. This may include signposting people to those organisations which operate through the community hubs.

For the East, the main achievements this year are:

- Working closely with the hospital staff and the newly created Gateway, which signposts to various other voluntary sector organisations, to ensure clients needs are met quickly and efficiently.
- Obtaining items to allow people to be discharged from hospital quickly, through the one-off personal health budgets.
- Accessing items for people in need, through the Household Support Fund.
- Successfully putting clients in touch with local services via the community hubs.

Within Central area, the main achievements are:

- Working closely to support hospital discharges and to help to avoid hospital admissions by accessing funds and services.
- Arranging additional support, including lifeline responders, medical and hydration prompts, meal provisions or welfare checks.
- Accessing other social support, for example group activities, and local hubs
- Arranging other help, including transport, shopping buddy's, telephone or walking befrienders.
- Helping with online resources, carers support, bereavement support and advocating for clients.

For the West area, the main achievements are:

- Reducing time spent travelling by clinicians, by supporting clients to access their appointments using technology, for example, using video calls.
- Arranging food, clothing, and blanket parcels for those in need.
- Linking people with different organisations and groups in their communities to help to provide holistic and ongoing support.

Training and Development Team

Currently the training team works with four awarding bodies, ILM (Institute of Management), NOCN, NUCO and AQA. These courses have delivered Information, Advice and Guidance, Quality Assurance, Safeguarding, and Leadership and Management.

A new course this year being offered is the "Lifelong" accredited level 3 Safeguarding course, which has been offered to the voluntary sector and volunteers.

During this financial year, we have achieved:

- 484 learners
- 60 workshops or courses

For more information, please contact: mariannew@volunteercornwall.org.uk

Climate and Ecological Emergency

There has been a lot of change during this financial year, which has expanded the work we undertake and the areas we are covering.

Some of the main changes for the year include:

- Team has increased from 1 person to a team of 3 plus a clinical lead.
- Development of a network of over 300 contacts across Cornwall and the UK.
- Created a cohort of over 30 Climate and Nature Pioneers practices taking action on climate and ecological resilience.
- Developed a network, via a fortnightly Green Rocket Fuel briefing, with regular Cornwall Greener Practice Online sessions with local and national experts on water, waste, blue and green prescribing.
- Delivering talks and workshops to all parts of the health system.
- Supporting all practices with the Greener Impact for Health Toolkit and the non-clinical carbon calculator, including developing a partnership with CEP to provide low energy audits to primary care practices.
- Established a health sector wide Green Health Care Cornwall Forum.
- Secured and distributed £40,000 of Public Health monies to over 25 practices delivering bike racks and storage, electric bikes, community art works on human and planetary health, community and practice gardens and reusable menstrual products, meds storage and drinks canteens with wide community outreach and collaboration.

With this achievement so far, we have been asked to expand into the region and develop a regional network by Greener NHS SW. In addition, we have secured funding from the Integrated Care Board for next four years, plus three Integrated Care Area leads and a further Project Officer.

For more information, please contact: mandab@volunteercornwall.org.uk

Stroke Befriending

The Stroke Befriending service has been commissioned by the NHS since 2018. This service offers a specialist befriending service for individuals who have experienced a stroke.

Our volunteers offer companionship and conversation, emotional support, hope, direction or motivation, along with words of encouragements.

Individuals who are referred into the service are visited by a Co-ordinator before being matched with a suitable volunteer who then visits, either face to face in their homes or in a community-based venue, typically for six visits.

For more information on this project, please contact Jayne Devlin: Jayned@volunteercornwall.org.uk

High Intensity User (HIU) Service

In the previous financial year, this project secured mainstream funding. This ensures that Volunteer Cornwall, and our partners, Pentreath Ltd, Cornwall MIND, and Chaos Group have been awarded an ongoing contract to support those who utilise the 999 and Emergency Department services at a higher than anticipated level.

The aim of this project is to meet individual needs and aspirations which then reduces ambulance usage, emergency department attendances, non-elective admissions and bed days whilst the lasting outcome is that we help people change their lives for the better.

Clients of this project can be anyone living in Cornwall, as anyone can become an intensive user of services for any number of reasons, either physical or emotional or indeed both.

The support provided for each client is very different and is tailored for their needs and wants and abilities at the time.

Due to the project manager leaving Volunteer Cornwall before the start of quarter 4, the figures below relate to quarters 1 to 3 only.

Total number of people supported	105
Acute – new clients	88
Discharged	22
Declined offer of help or uncontactable	20
Mental Health Referrals	40

For additional information on this project, please contact Andy Brelsford: andyb@volunteercornwall.org.uk

Early Help Hub VCS Engagement Co-ordinator

The Early Help Hub VCS Engagement Co-ordinator role is based in the Together for Families, Early Help Hub. This role acts as a conduit of information between services, front line workers and families.

This is achieved by building relationships with VCS groups and organisations and sharing the information received with the Contact Worker team in the hub and wider Children's Services.

The project enables the team to support groups and organisations to set up and develop by providing information, locating funding and making introductions between VCS organisations to create collaborations.

Following are some of the highlights of this year:

- Signposted 391 individuals to support.
- Provided information to the Early Help Hub team to enable them to sign post 2,463 families to VCS support using 91 different organisations.
- Supported 44 community groups to open, re-open, expand and survive.
- Accessed funding for VCS groups to the total sum of £20,300.

To learn more about this project, please contact Becky Higgins: beckyh@volunteercornwall.org.uk

Social Prescribing

This was the final year of the project jointly funded initially by the Department of Health and Public Health Cornwall, and then continued in latter years with funding just from Public Health Cornwall.

The project successfully completed the test and learn Social Prescribing Community Development Worker contract. This hybrid role was very well received and dovetailed beautifully with the Social Prescribing Link Workers and Community Maker roles.

There were 30 asset maps completed covering Cornwall (each Social Prescribing Community Development Worker had an area – 5 per worker).

The workers arranged and delivered groups and activities, some of which were partially delivered by the Social Prescribing Community Development Worker and other trained professionals.

To date, 128 completed in total, as one adviser is still in contract until June 2023, due to a late start.

This work also supported 35 Community Hubs and in turn recorded 1,097 interventions (NB - some individuals attended several different sessions.)

Sessions included	Domestic Abuse and Violence Stroke Association Talking Therapies (IAPT) Advocacy People

As well as the sessions, three newsletters were produced and distributed to a growing audience.

To highlight the achievements of this project, the Social Prescribing Co-Ordinator, was one of the National Association of Social Prescribing Champions for the year and attended the national conference in London in March 2023.

If you would like to learn more about this project, please contact Julie Pollard: juliep@volunteercornwall.org.uk

Smartline

This project was originally scheduled to finish in March 2022, but our participation was extended for another nine months to December 2022.

By the end of our participation, the project had supported 120 individuals and 8 groups within the Camborne, Pool, Illogan and Redruth areas to see how technology could be used to help live healthier and happier lives.

Household Support Fund

£115,000 of funding was received from Cornwall Council, as part of the larger grant from Central Government, to help households with current cost of living crisis.

Volunteer Cornwall used this fund to support a total of 873 households, which are split as 582 households with children, 55 pensioner and 236 other households.

The funds were used to pay a wide range of expenses, from supermarket vouchers to provide food and clothing for a household, energy and water bills, rent and electrical goods to reduce the consumption of energy or water, or to allow other external costs to be reduced.

As part of this programme of work, there was signposting and support available around debt management and money management for those who needed it.

Community Transport

It has been another busy year for the transport department, particularly around the recruitment and retention of our volunteer drivers. We are not alone in this it would seem, many other organisations around the country are experiencing the same issue. Unfortunately, due to this we have not been able to help quite as many people as we would have liked. However, all our drivers continue to work tirelessly to help everyone they can, for which Volunteer Cornwall, and the communities around Cornwall are incredibly grateful.

This year we undertook 491,623 miles on behalf of 15,434 passengers, which is a drop on last year, but still averages out at 32 miles per passenger journey.

A great deal of our work has been with partner charities, transporting young adults to various events organised by these groups. The largest of these events was a Christmas party held by Carefree, which involved transporting forty young people from across Cornwall to the venue in Truro. The transport team worked together to organise each of the passengers, sorting them into suitable routes for each of the 19 drivers that were used to complete the booking. Despite this logistical challenge, the project went ahead smoothly and without a single hitch and the young people had a great time.

The feedback from our drivers was very positive as they were also included in the event and they enjoyed the experience.

We would like to take this opportunity to thank all our dedicated drivers for their time and selfless actions, without whom, Volunteer Cornwall's transport network could not function.

Financial review

The detailed results are set out on pages 20 - 40. Volunteer Cornwall's main sources of income are:

- Service charges levied on certain activities.
- Projects
- Training

As with all charities, income is not guaranteed and as such Volunteer Cornwall always operates against a background of uncertainty.

Much of our project income is on a short-term contract basis, which generally is reviewed year on year. This can lead to projects being stopped with relevantly short or no notice.

Training income is very much based on ensuring that the courses provided are what the market is looking for and are costed at an affordable rate as many of our participants are charities and charity workers themselves.

Fundraising Policy

As an organisation Volunteer Cornwall receives its funding from public sector bodies, and other local and national organisations. There is also trading income from our training and transport departments, however, Volunteer Cornwall does not fundraise directly or indirectly with the general public. Therefore, we make no use of professional fundraisers, nor directly approach individuals or organisations for funding.

Grant Making Policy

All grants paid by Volunteer Cornwall comply with guidance issued by third party funders, as Volunteer Cornwall does not pay grants in their own right.

Reserves Surplus

After transfers, the unrestricted reserves show a surplus for the year of £37,868 (2022: £82,917).

After transfers, the restricted reserves show a surplus for the year of £676,782 (2022: £87,931).

Going Concern Assessment

At the end of the financial year, there were no issues which would affect the operations of the organisation. Whilst, as with all charities, funding is a general area of concern, the budgeting and risk management strategies of the organisation has led the trustees to confirm that there are no issues, of which they are aware, which may affect the continuation of Volunteer Cornwall for the forseeable future.

Related Parties

Trustees and key staff have confirmed, in writing, that there are no related party transactions for this financial year.

Reserve Policy

The Directors/Trustees understand that they have a duty to ensure that all resources available to them are used as effectively as possible for the furtherance of Volunteer Cornwall's objectives and to comply with any guidance issued by the funding body for the use of the funds.

Volunteer Cornwall has a formal reserves policy and the Directors/Trustees consider that the current level of reserves is adequate to ensure the following:

- To ensure the long-term stability of Volunteer Cornwall.
- To meet monthly cashflow requirements.
- To support the liabilities of the charity.
- To sustain the organisation and pay its employees over a reasonable period should income be substantially reduced.
- To manage the upkeep, maintenance and depreciation of Acorn House.

Future Activities

The Chief Executive, Support and Development Manager and the Board of Directors are constantly exploring new opportunities to ensure the viability of Volunteer Cornwall meeting its charitable objectives.

Using this strategy has been successful and has led to new contracts being secured, although their duration is sometimes for one year initially.

The Transport team is self-financing but has experienced a downturn in activity, partly due to a reduced number of people wishing to volunteer, which is a national problem.

Levels of Reserves

Volunteer Cornwall Development/Information Technology

The server was replaced in 2017/2018 and was upgraded in 2021/2022, however due to the age of the server, the current support organisation has advised that the support can only continue for one more year.

The decision has been made that the funds in this reserve will be used to replace the physical server with a cloud-based approach, which should make our remote connectivity easier for all staff members.

This fund has been set up to meet the costs incurred with this transfer of systems which will occur in 2023/2024.

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 of 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.

Whilst the threat from Covid has diminished, it has been replaced with a cost-of-living crisis which has led to some funders looking more closely at the projects they are undertaking and how they are funding them.

This fund is in place to cover any decisions which are taken by funders to reduce or stop projects due to financial pressures to allow us to either continue employment for a short period until other funding is found or to cover redundancy costs.

This fund has had a slight increase in 2022/2023 to £124,252 from the 2021/2022 level of £122,234.

Climate Emergency

In 2019, the Board took the decision to declare a climate emergency and allocated £30,000 from Volunteer Cornwall reserves as our commitment to this.

Work started on this project through the education of our own staff and reviewing our current environment. In addition, work is underway to share knowledge and practice with VCSE partners locally and national.

Whilst not a great deal of direct work has been undertaken for Volunteer Cornwall this year, the team has grown four-fold and is now working closely with the NHS to help with tacking their climate responsibilities.

This designed reserve fell slightly to £20,323 from £21,733.

Premises

Volunteer Cornwall owns its offices at Acorn House. It currently does not have any other rented desk spaces in any other locations.

This fund has been allocated to cover all expenses incurred in the upkeep and maintenance of the building and to ensure that funds are available for any “unexpected” expenses.

It has been agreed to increase this fund from £8,900 to £10,000 to ensure that most costs which are not anticipated can be covered through reserves.

Property

The capital cost of Acorn House and its fixtures and fitting are held in this fund. A total of £448,878 is held in this designated reserve for this purpose.

This is not a cash balance.

Volunteer Infrastructure Support

In the past, Volunteer Cornwall has always supported the Volunteer Infrastructure from unrestricted reserves.

For the second year in a row, no funds have been allocated from this fund, leaving a designated reserve value of £39,567.

Review of Reserves

The Directors/Trustees will review the allocation of the reserves and their specific purposes on an annual basis. This is in line with Volunteer Cornwall's ongoing long-term plans and development.

This review is to ensure that the organisation maximises the safe returns available on its monies. It will also confirm that the level of reserves held are justified and sufficient for the organisations' purposes.

	2022/2023	2021/2022
Restricted Reserves	£1,221,695	£ 544,913
Designated Reserves	£ 672,004	£ 671,145
Unrestricted Reserves	£ 253,732	£ 216,723

The level of free reserves held by the charity as at 31 March 2023 was £243,779.

The Directors/Trustees have reviewed these reserves and confirm that the levels are acceptable to meet the long-term objectives of the organisation.

There are no events which have occurred since the end of the financial year, that would materially affect the position of the organisation.

Funds received as Agent.

A new item has been added to our balance sheet this year for funds held on behalf of third parties.

Volunteer Cornwall has no discretion regarding the use of these funds and very strict criteria has been specified as to what the funds are to be use for and how they are to be allocated and spent.

The current fund held are:

West Cornwall Integrated Care Board	£162,992
NHS Cornwall and Isles of Scilly Integrated Care Board	£700,000
West Cornwall Integrated Care Board	£ 97,000
Watergate Primary Care Network	£ 3,500

Investment Policy

The charity sometimes needs to react quickly to its funding requirements and has a policy of keeping any surplus liquidity 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 the organisation achieves an appropriate and relevant quality standard and to that aim the PQASSO quality standard was achieved to give us "Trusted Charity Status".

Data Security and Protection

In compliance with our NHS contracts and as a measure of good practice, Volunteer Cornwall has submitted its NHS Data Security and Protection Toolkit at the end of March 2023.

This has led to us achieving the annual accreditation needed for these contracts.

Plans for future periods

Volunteer Cornwall's Chair and trustees discuss the future direction of the charity at scheduled formal board meetings as well as having regular meetings with the management team. The trustees have been pleased with the exceptional work to date and the progress made on all fronts, particularly with collaboration across the VCSE and with public partners. Of note has been the developments dealing with the Climate Emergency and the embedding of this work in communities and with NHS partners. The lessons learnt from all this activity will enable us to influence our own activities and those of our partners.

Dealing with the Climate Emergency and Biodiversity loss remains an important objective for the forthcoming years and work will continue around the four key principles of Connecting, Supporting, Strengthening and Improving the work we do with and across Cornwall's communities.

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 communities to flourish.
- Continue to work with partners on developing and strengthening the role of Cornwall's Community Hubs.
- Continue to work with partners on the Community Gateway making it as easy as possible for people to identify and access support as necessary.
- Increase the social capital in Cornwall's communities supporting people to become involved in the social, environmental, and economic aspects of community life.
- Work with individuals, groups and communities to address the Climate Change Emergency and reduce Biodiversity loss.
- Support individuals to become active, building confidence, self-esteem, new skills and new friendships.
- Support individuals to build engaged, inclusive and supportive communities.
- Championing and delivering of collaborative approaches to service development and delivery underpinned by the Changing Lives principles.
- 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 wellbeing structures, particularly through Cornwall and the Isles of Scilly Health and Care System, Integrated Care Areas and Primary Care Networks.
- 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 link research and practice working with academic institutions to improve service delivery.
- Look at opportunities to increase employer supported volunteering.
- Work with public, private and voluntary sector partners to develop secure, inclusive, sustainable and resilient communities.

Structure, governance and management

Volunteer Cornwall is a company, limited by guarantee and is governed by our Memorandum and Articles of Association dated 13th May 1998.

In addition, Volunteer Cornwall is also a registered charity with the Charities Commission. This registration has been in place since 8th June 1998.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

N Walden	(Resigned 19 October 2022)
H Childs	
C Leyshon	
L Emmett	
P McGregor	
R Hall	(Appointed 19 October 2022)
J Popham	
N Hughes	
J Price	(Appointed 19 October 2022)
M Leyshon	
E Rowse	(Resigned 19 October 2022)

Recruitment and appointment of Trustees
The Board of Trustees must ensure that the members of the Board hold the relevant skills needed to allow Volunteer Cornwall to continue to carry out its mission statement, aims and objectives.

Individual trustees and staff identify potential Board Members mainly by word-of-mouth recommendations. Details of vacancies are also posted on our website: www.volunteercornwall.org.uk

All new trustees are elected and appointed at the Annual General Meeting.

The Board of Trustees meets on a quarterly basis, dates are provided for the following year at the Annual General Meeting.

In addition to the quarterly Board meetings, meetings are held by the Risk and Finance Committee, Data Security and Protection Committee and Safeguarding Committee on a regular basis and the findings of these committees are submitted to the Board for approval.

The day-to-day management of Volunteer Cornwall is delegated to the Chief Executive and paid staff.

Board members are available to paid staff at any time to discuss issues as and when they occur.

Current Organisational Structure

Chief Executive	Ian Jones
Accounts and Administration Manager	Lisa Crook
Support & Development Manager	Andy Brelsford
HR Manager and PA to CE	Mary Baldwin

The induction of all new members of the Board of Trustees is the collective responsibility of the Board of Trustees with the assistance of the Chief Executive Officer.

At the first Board meeting, a trustee is nominated to mentor the new trustee for as long as is necessary and all new Board members are expected to complete the following activities during their first year in office.

- Meet with the Chair of the Board of Trustees to discuss Volunteer Cornwall's mission statement and its aims and objectives.
- Meet with the Treasurer to got 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 process. Emphasis is given to the main skill areas that the new trustee wishes to offer Volunteer Cornwall and identify any support or training that may be required.

Pay Policy for Senior Staff

The pay for 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 of these scales.

The remuneration level of senior staff within the NJC scales is determined by the Board of Trustees.

Risk Management

The Volunteer Cornwall risk management policy and register are reviewed regularly and presented on a quarterly basis to the Board as a standing item on the agenda to detail any variations or adjustments.

As with all charities, funding is one of our major risks, which Volunteer Cornwall tries to mitigate with robust future planning and creating positive relationships with funders and other partner organisations.

Auditor

In accordance with the company's articles, a resolution proposing that RRL LLP be reappointed as auditor of the charity will be put at a 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.

Disclosure of information to auditor

In 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.

The trustees' report was approved by the Board of Trustees.

J Price
Trustee

16 September 2023

VOLUNTEER CORNWALL

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2023

The charity trustees (who are also directors of Volunteer Cornwall for the purpose of company law) are responsible for preparing a trustee's annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable 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 trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable 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 reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

VOLUNTEER CORNWALL

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF VOLUNTEER CORNWALL

Opinion

We have audited the financial statements of Volunteer Cornwall (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 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 trustees' 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 financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the 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 trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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.

As part of our audit work, we obtained an understanding of the legal and regulatory frameworks applicable to the charity and the sector in which they operate. We determined that the laws and regulations surrounding the safeguarding of vulnerable groups, health & safety, driver training and data security were most significant to the charity as well as the laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Act 2011, the Companies Act 2006 and compliance with the Charities Statement of Recommended Practice.

The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Review of the disclosures in the financial statements and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Discussion with management as to how compliance with these laws and regulations is monitored;
- Enquiries of management concerning actual and potential litigation and claims;
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

- Reviewing minutes of trustee meetings and correspondence with regulators;
- Performing audit work in connection with the risk of management override of controls, including testing journal entries for reasonableness and evaluating the business rationale of significant transactions outside the normal course of business.

We also communicate relevant identified laws and regulations and potential fraud risk to all engagement team members and remain alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Our audit approach also considered the opportunities and incentives that may exist within the charitable company for fraud and identified the greatest potential for fraud being in respect of cut off and completion risk around revenue recognition. Under ISA (UK) we are also required to undertake procedures to respond to the risk of management override of controls. Our procedures included the following:

- Undertaking transactional testing on revenue
- Performing cut off testing on income
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale for significant transactions outside the normal course of business
- Reviewing estimates and judgements made in the accounts for any indication of bias and challenged assumptions used by management in making estimates.

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 or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

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

Josh Stevens ACA (Senior Statutory Auditor)
for and on behalf of RRL LLP

14 November 2023

Chartered Accountants
Statutory Auditor

Peat House
Newham Road
TRURO
Cornwall
TR1 2DP

VOLUNTEER CORNWALL

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income from:							
Donations and legacies	**3**	415	270	685	2,319	3,334	5,653
Charitable activities	**4**	374,422	2,635,886	3,010,308	416,293	1,904,231	2,320,524
Other trading activities	**5**	3,751	-	3,751	-	-	-
Investments	**6**	596	-	596	-	-	-
Total income		379,184	2,636,156	3,015,340	418,612	1,907,565	2,326,177
Expenditure on:							
Charitable activities	**7**	560,273	1,740,417	2,300,690	575,678	1,579,651	2,155,329
Net (outgoing)/incoming resources before transfers		(181,089)	895,739	714,650	(157,066)	327,914	170,848
Gross transfers between funds		218,957	(218,957)	-	239,983	(239,983)	-
Net income for the year/ Net movement in funds		37,868	676,782	714,650	82,917	87,931	170,848
Fund balances at 1 April 2022		887,868	544,913	1,432,781	804,951	456,982	1,261,933
Fund balances at 31 March 2023		925,736	1,221,695	2,147,431	887,868	544,913	1,432,781

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

VOLUNTEER CORNWALL

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Intangible assets	**12**		4,215		5,620
Tangible assets	**13**		457,658		470,678
Investments	**14**		500		500
			462,373		476,798
Current assets					
Debtors	**15**	277,071		565,073	
Cash at bank and in hand		2,701,861		995,143	
		2,978,932		1,560,216	
Creditors: amounts falling due within one year	**16**	(1,293,874)		(604,233)	
Net current assets			1,685,058		955,983
Total assets less current liabilities			2,147,431		1,432,781
Income funds					
Restricted funds	**18**		1,221,695		544,913
Unrestricted funds					
Designated funds	**19**	672,004		671,145	
General unrestricted funds		253,732		216,723	
			925,736		887,868
			2,147,431		1,432,781

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

The financial statements were approved by the Trustees on 16 September 2023

J Price
Trustee

Company registration number 03562830

VOLUNTEER CORNWALL

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Cash flows from operating activities					
Cash generated from operations	**23**		1,708,113		234,198
Investing activities					
Purchase of intangible assets		-		(6,500)	
Purchase of tangible fixed assets		(1,991)		(7,553)	
Proceeds from disposal of tangible fixed assets		-		10,000	
Investment income received		596		-	
Net cash used in investing activities			(1,395)		(4,053)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			1,706,718		230,145
Cash and cash equivalents at beginning of year			995,143		764,998
Cash and cash equivalents at end of year			2,701,861		995,143

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

The Company is incorporated as a limited by guarantee company 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 2022, there were 9 members (2022: 9).

1.1 Accounting convention

The financial statements have been prepared in accordance with the the Companies Act 2006, FRS 102 “The Financial Reporting Standard applicable in the UK and Republic of Ireland” (“FRS 102”) and the Charities SORP "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 and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

The trustees are satisfied that the going concern basis of preparation is 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 charitable company remains committed to its projects and activities with grant funding relating to next year having already been secured.

At the year end the charity had £2,701,861 in the bank and unrestricted reserves of £925,736 which is sufficient to cover the most prudent forecast position.

After due consideration of these factors, the trustees 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.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1 Accounting policies **(Continued)**

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

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.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Costs are directly attributable to specific activities or projects. Where this is not possible costs are apportioned. This apportionment will vary 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 based on agreed amounts per funding contracts and any further negotiations to reflect staff time and resource consumption for the project. Staff costs are apportioned based on an estimate of the proportion of time spent by staff on particular activities or projects.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Website	25% reducing balance

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost of assets less their residual values over their useful lives on the following bases:

Freehold buildings	50 years
Fixtures and fittings	15 years
Computer Equipment	4 - 5 years

Land is not depreciated.

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

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.

1 Accounting policies **(Continued)**

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.11 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1 Accounting policies **(Continued)**

1.12 Taxation

The Charity is partially exempt for VAT purposes. The charity's activities are a mixture of standard rate, 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.

1.13 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.14 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2023	2023	2023	2022	2022	2022
	£	£	£	£	£	£
Donations and gifts	415	270	685	2,319	3,334	5,653

4 Charitable activities

	Transport 2023	Training 2023	Projects 2023	Total 2023	Transport 2022	Training 2022	Projects 2022	Other 2022	Total 2022
	£	£	£	£	£	£	£	£	£
Services provided under contract	315,010	35,131	2,660,167	3,010,308	375,574	27,962	1,907,831	9,157	2,320,524
Analysis by fund									
Unrestricted funds	315,010	35,131	24,281	374,422	375,574	27,912	3,650	9,157	416,293
Restricted funds	-	-	2,635,886	2,635,886	-	50	1,904,181	-	1,904,231
	315,010	35,131	2,660,167	3,010,308	375,574	27,962	1,907,831	9,157	2,320,524

Government grants

Cornwall Council - £651,663 (2022: £1,001,895) was received to help support the following projects: Climate Emergency, Clinically Extremely Vulnerable, Covid Recovery, Early Help Hub, Household Support Fund, Injection of Nature, Public Health, Social Prescribing, Tall Ships and Armed Forces Day, Transport Vaccination Fund and Ukrainian Refugees Community Support.

NHS - £1,659,189 (2022; £721,990) was received to help support the following projects: Anticipatory Care, Climate Health Inequalities, Climate Team, Community Health and Wellbeing Workers, Community Makers, Covid Vaccination Volunteers, HIU, HOPE, Mental Health Crisis Support, Mental Health, PCN Innovation, Peer Support, Personal Health, Social Prescribing, Stroke Befriending. Winter Pressures.

Department for Health - £Nil (2021: £40,000) was received to support the Social Prescribing project.

5 Other trading activities

	Unrestricted funds	Total
	2023	2022
	£	£
Feed In Tariff Income	3,751	-

6 Investments

	Unrestricted funds	Total
	2023	2022
	£	£
Interest receivable	596	-

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

7 Charitable activities

	Transport 2023	Training 2023	Projects 2023	Total 2023	Transport 2022	Training 2022	Projects 2022	Total 2022
	£	£	£	£	£	£	£	£
Staff costs	79,096	34,208	641,255	754,559	81,977	33,235	563,876	679,088
Repairs, renewals and maintenance	991	202	14,093	15,286	651	268	23,236	24,155
Stationary, computer supplies and promotion	5,796	636	3,403	9,835	4,132	746	17,066	21,944
Rent and rates	153	48	12,386	12,587	392	81	11,403	11,876
Light, power and heat	656	205	4,828	5,689	384	110	2,876	3,370
Insurance	577	152	3,404	4,133	1,639	204	2,287	4,130
Telephone	819	294	7,905	9,018	1,569	323	10,820	12,712
Postage	278	221	1,889	2,388	342	124	609	1,075
Subscriptions	506	216	2,625	3,347	514	90	2,911	3,515
Legal and professional	2,490	514	12,563	15,567	892	273	7,638	8,803
Other staff costs	1,770	4,904	2,305	8,979	96	12,543	5,661	18,300
Sundry expenses	611	335	7,323	8,269	667	(2,364)	1,049	(648)
Volunteer expenses	370	112	114,343	114,825	37	8	119,642	119,687
Travel and driver expenses	202,314	11	44,162	246,487	234,270	-	39,098	273,368
Irrecoverable VAT	-	-	18,840	18,840	-	-	-	-
Project costs	-	-	864,852	864,852	-	-	759,146	759,146
	296,427	42,058	1,756,176	2,094,661	327,562	45,641	1,567,318	1,940,521
Share of support costs (see note 8)	-	-	199,539	199,539	-	-	207,670	207,670
Share of governance costs (see note 8)	-	-	6,490	6,490	-	-	7,138	7,138
	296,427	42,058	1,962,205	2,300,690	327,562	45,641	1,782,126	2,155,329

7 Charitable activities **(Continued)**

Analysis by fund								
Unrestricted funds	296,427	42,058	221,788	560,273	327,562	45,641	202,475	575,678
Restricted funds	-	-	1,740,417	1,740,417	-	-	1,579,651	1,579,651
	296,427	42,058	1,962,205	2,300,690	327,562	45,641	1,782,126	2,155,329

8 Support costs

	Support costs	Governance costs	2023	Support costs	Governance costs	2022
	£	£	£	£	£	£
Staff costs	169,497	-	169,497	172,388	-	172,388
Depreciation	16,416	-	16,416	15,852	-	15,852
Other staff costs	1,201	-	1,201	4,139	-	4,139
Travel	1,011	-	1,011	1,276	-	1,276
Stationary, computer supplies and promotion	4,104	-	4,104	6,861	-	6,861
Rent and rates	226	-	226	(2,016)	-	(2,016)
Light, heat and power	820	-	820	567	-	567
Repairs, renewals and maintenance	2,204	-	2,204	3,617	-	3,617
Insurance	593	-	593	848	-	848
Telephone	1,401	-	1,401	1,773	-	1,773
Postage	124	-	124	212	-	212
Subscriptions	1,641	-	1,641	1,998	-	1,998
Legal and professional	301	-	301	155	-	155
Audit fees	-	4,000	4,000	-	4,000	4,000
Accountancy	-	2,450	2,450	-	2,876	2,876
Trustee expenses	-	40	40	-	262	262
	199,539	6,490	206,029	207,670	7,138	214,808
Analysed between						
Charitable activities	199,539	6,490	206,029	207,670	7,138	214,808

Governance costs includes payments to the auditors of £4,000 (2022: £4,000) for audit fees.

Details of the total support costs incurred are as itemised above 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. The 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 income, although this can vary. 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.

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
	35	35

Employment costs	2023 £	2022 £
Wages and salaries	814,583	768,884
Social security costs	67,441	64,171
Other pension costs	22,663	22,606
	904,687	855,661

During the year, the Charity made statutory redundancy payments totalling £2,365 (2022: £3,264) and non-statutory payments of £Nil (2022: £Nil). All amounts were fully paid at the year end.

The cost of temporary staff totalled £29,891 (2022: £30,886).

There were no employees whose annual remuneration was more than £60,000.

11 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxationof Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

12 Intangible fixed assets

	Website £
Cost	
At 1 April 2022 and 31 March 2023	6,500
Amortisation and impairment	
At 1 April 2022	880
Amortisation charged for the year	1,405
At 31 March 2023	2,285
Carrying amount	
At 31 March 2023	4,215
At 31 March 2022	5,620

13 Tangible fixed assets

	Freehold buildings	Fixtures and fittings	Computer Equipment	Total
	£	£	£	£
Cost				
At 1 April 2022	532,184	47,011	96,673	675,868
Additions	-	-	1,991	1,991
At 31 March 2023	532,184	47,011	98,664	677,859
Depreciation and impairment				
At 1 April 2022	85,000	34,468	85,722	205,190
Depreciation charged in the year	8,500	2,349	4,162	15,011
At 31 March 2023	93,500	36,817	89,884	220,201
Carrying amount				
At 31 March 2023	438,684	10,194	8,780	457,658
At 31 March 2022	447,184	12,543	10,951	470,678

14 Fixed asset investments

	Unlisted investments
	£
Cost or valuation	
At 1 April 2022 & 31 March 2023	500
Carrying amount	
At 31 March 2023	500
At 31 March 2022	500

15 Debtors

	2023	2022
Amounts falling due within one year:	£	£
Trade debtors	227,855	546,974
Prepayments and accrued income	49,216	18,099
	277,071	565,073

16 Creditors: amounts falling due within one year

	Notes	2023 £	2022 £
Other taxation and social security		30,295	45,638
Deferred income	**17**	165,250	455,671
Payments received on account		1,142	934
Trade creditors		45,798	51,152
Other creditors		963,492	264
Accruals		87,897	50,574
		1,293,874	604,233

Included within the other creditors balance is £963,492 (2022: £nil) which relates to funds held on behalf of third parties where the charity acts as an agent with regards to distribution of funds. During the year, the charity received £1,081,025 of funds in relation to these third parties and distributed £117,533 on their behalf. Details of the balances held as at 31 March 2023 are included within the Trustees' Report.

17 Deferred income

	2023 £	2022 £
Other deferred income	165,250	455,671

Deferred income is included in the financial statements as follows:

	2023 £	2022 £
Deferred income is included within:		
Current liabilities	165,250	455,671
Movements in the year:		
Deferred income at 1 April 2022	455,671	114,000
Released from previous periods	(455,671)	(114,000)
Resources deferred in the year	165,250	455,671
Deferred income at 31 March 2023	165,250	455,671

Deferred income relates to funding received in advance for activities due to commence during 2023/24.

18 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds				Movement in funds			
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£	£	£	£	£
Clinically Extremely Vulnerable (CEV)	11,048	47,643	(31,346)	-	27,345	-	(14,237)	(1,902)	11,206
Community Care Makers	20,114	90,000	(86,669)	(23,445)	-	180,000	(92,677)	(18,934)	68,389
Community Makers	57,356	229,425	(152,443)	(134,338)	-	229,425	(184,515)	(38,180)	6,730
Social Prescribing Community Development	-	-	-	-	-	268,820	(240,014)	3,545	32,351
DoH/CC Social Prescribing	99,586	190,050	(232,695)	(5,000)	51,941	-	(21,523)	(30,418)	-
Early Help Hub	9,500	38,000	(34,910)	(6,200)	6,390	38,760	(37,145)	(2,517)	5,488
Flood Forum	-	11,394	(10,720)	-	674	-	-	(674)	-
HOPE	22,466	12,000	(401)	(21,852)	12,213	-	-	(12,213)	-
Injection of Nature	-	239,690	(217,938)	(21,752)	-	-	-	-	-
The Hub	-	-	-	-	-	100,000	(105,467)	39,184	33,717
Warmth Banks Service	-	-	-	-	-	350,270	(316,163)	-	34,107
NHS	105,803	263,529	(186,671)	(21,296)	161,365	197,004	(199,090)	(15,000)	144,279
NHS CCG - Covid Emergency	12,540	546,336	(454,991)	(74,713)	29,172	12,122	(25,324)	(15,970)	-
Personal Health	-	40,779	(36,134)	-	4,645	80,000	(8,084)	(5,180)	71,381
Smartline	17,332	31,927	(35,757)	(3,620)	9,882	43,033	(33,612)	(4,059)	15,244
Stroke Befriending	7,298	33,555	(26,363)	(4,300)	10,190	33,221	(26,293)	(10,444)	6,674
Transport Vaccination	-	30,000	(5,095)	-	24,905	-	(414)	-	24,491
Vulnerable Support Fund	-	34,013	(27,969)	32,794	38,838	123,987	(105,945)	(6,320)	50,560
Welcome Home/Mental Health Winter Pressures	65,045	62,000	(25,411)	60,000	161,634	-	-	8,271	169,905
Community Health and Wellbeing Workers	-	-	-	-	-	153,000	(2,222)	-	150,778
Locality ICA Inequalities West	-	-	-	-	-	113,650	-	(3)	113,647
Peer Support Project	-	-	-	-	-	265,820	(247,854)	(3,869)	14,097
Climate Health	-	-	-	-	-	244,000	(13)	-	243,987

18 Restricted funds **(Continued)**

Other Funds	28,894	7,224	(14,138)	(16,261)	5,719	203,044	(79,825)	(104,274)	24,664
	456,982	1,907,565	(1,579,651)	(239,983)	544,913	2,636,156	(1,740,417)	(218,957)	1,221,695

18 Restricted funds **(Continued)**

Description, nature and purpose of restricted funds

Clinically Extremely Vulnerable (CEV) - Support of CEV people to support them accessing help and support post-COVID.

Community Care Makers - Support of people leaving hospital or support which will remove the need for someone to be an inpatient within the hospital system.

Community Makers - Signposting of people to support within their local community developing social capital and resilience.

Social Prescribing Community Development - Local authority funding to provide help and support to patients through the NHS and other organisations.

Early Help Hub - Working with Cornwall Council to signpost families to help and support in their area.

The Hub - Hub for community groups and organisations to be available to the local community.

Warmth Banks Service - NHS grant to other organisations to provide warmth spaces and other services throughout winter.

NHS - NHS funded projects.

Personal Health - Funding to individuals to provide help and support to try and reduce hospital admissions.

Smartline - Funding held for the Smartline project - working within social housing.

Stroke Befriending - NHS funded service to help and support stroke survivors.

Transport Vaccination - Local authority funding to provide free transportation to people to obtain their COVID vaccination.

Vulnerable Support Fund - Financial support to those in a financial need.

Welcome Home / Mental Health Winter Pressures - NHS funded project.

Community Health and Wellbeing Workers - Providing help and support to the patients throughout the NHS and other organisations dealing with health inequalities.

Locality ICA Inequalities West - Providing help and support to the patients throughout the NHS and other organisations dealing with health inequalities in the West.

Peer Support Project - Mental health support funded through the NHS.

19 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

		Movement in funds				Movement in funds			
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£	£	£	£	£
Centre Development/IT	20,000	-	(1,016)	-	18,984	-	-	10,000	28,984
Changes in Activity and Centre Exit/ Downturn Strategy	110,000	-	-	12,234	122,234	-	-	2,018	124,252
Climate Emergency	25,511	1,350	(5,128)	-	21,733	900	(2,310)	-	20,323
Premises	9,000	1,750	(1,850)	-	8,900	-	(1,180)	2,280	10,000
Property Fund	466,168	-	(10,685)	4,244	459,727	-	(10,849)	-	448,878
Volunteer Infrastructure Support	39,567	-	-	-	39,567	-	-	-	39,567
	670,246	3,100	(18,679)	16,478	671,145	900	(14,339)	14,298	672,004

Description, nature and purpose of designated funds

Centre Development / IT - Funding to cover major updates to IT systems.

Changes in Activity and Centre Exit / Downturn Strategy - To cover unexpected costs due to cancellation of projects, such as unexpected redundancies.

Climate Emergency - To cover costs incurred with the Volunteer Cornwall declared climate emergency.

Premises - To cover premises expenses.

Property Fund - Represents Acorn House that is financed through unrestricted funds.

Volunteer Infrastructure Support - Funding to help create and upkeep the volunteer infrastructure support.

20 Analysis of net assets between funds

	Unrestricted funds 2023	Restricted funds 2023	Total 2023	Unrestricted funds 2022	Restricted funds 2022	Total 2022
	£	£	£	£	£	£
Fund balances at 31 March 2023 are represented by:						
Intangible fixed assets	4,215	-	4,215	5,620	-	5,620
Tangible assets	454,116	3,542	457,658	467,519	3,159	470,678
Investments	500	-	500	500	-	500
Current assets/(liabilities)	466,905	1,218,153	1,685,058	414,229	541,754	955,983
	925,736	1,221,695	2,147,431	887,868	544,913	1,432,781

21 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023	2022
	£	£
Within one year	3,501	4,474
Between two and five years	6,532	10,033
	10,033	14,507

22 Related party transactions

Remuneration of key management personnel

The key management personnel of the charity are the trustees, Chief Executive, Accounts and Administration Manager/Company Secretary, Support and Development Manager and HR Manager and PA to the Chief Executive. The total employee benefits of the key management personnel were:

	2023	2022
	£	£
Aggregate compensation	192,997	158,849

Cornwall Voluntary Sector Forum - a charity in which the E Rowse, trustee, is Chair paid the charity £Nil (2022: £5,294) in respect of services in the year. £Nil (2022: £Nil) remained outstanding as at the year end.

Truro Cricket Club - an organisation in which I Jones, Chief Executive is the Chair paid the charity £Nil (2022: £199) in respect of services and received £Nil (2022: £67) in the year. £Nil (2022: £Nil) remained outstanding as at the year end.

23	Cash generated from operations	2023 £	2022 £
	Surplus for the year	714,650	170,848
	Adjustments for:		
	Investment income recognised in statement of financial activities	(596)	-
	Depreciation and impairment of tangible fixed assets	16,416	15,853
	Movements in working capital:		
	Decrease/(increase) in debtors	288,002	(330,825)
	Increase/(decrease) in creditors	980,062	(77,349)
	(Decrease)/increase in deferred income	(290,421)	455,671
	Cash generated from operations	1,708,113	234,198

24 Analysis of changes in net funds

The charity had no debt during the year.

VOLUNTEER CORNWALL

England & Wales - Charity number 1069957

Accounts

CO USE

Volunteer Cornwall

Directors' Report and Financial Statements

1 April 2021 to 31 March 2022

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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Heron Way
Newham
Truro
Cornwall
TR1 2XN

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Annual Report and Financial Statements
For the year ended 31 March 2022

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Chair and Chief Executive's Report

This last year has seen another incredible effort by our staff and volunteers to support people and communities with a continued response to the pandemic against a backdrop of NHS reform.

Our Department of Health and Public Health social prescribing service drew to a close after three years, during which time our voluntary sector partners had conversations about "what matters to me" with 7,265 people. 79% of people said that their health and wellbeing had improved as a result of the support they received.

Our work with Corserve and Adult Social Care prevented 226 people needing social care support and our service to assist people with acute health issues and complex lives continued to work its magic. This year we supported 560 people on discharge or who were high users of services (High Intensity User Service). The stories the board received on how people's lives have been transformed by this work were powerful and moving. In addition, 339 people approached the organisation direct in order to help in a time of health or care crisis.

In the past two years of the pandemic, we support 5,879 individuals through the kindness of 4,000 volunteers. 156 of the people assisted were still receiving significant on-going assistance at the end of our operational year. I am proud we assisted in delivering over 335,000 vaccinations through the two mass vaccinations sites. Over 500 volunteers were out in all weathers sun, wind and rain, calming nerves, directing traffic and looking after people waiting to go home.

This volunteer army have once again provided support to those most in need and this brings a renewed optimism that people and communities in Cornwall want to help. As we look toward the implementation of the new Integrated Care System with a focus on personalised care, we believe the voluntary sector, communities and volunteers have a vital role to play in improving wellbeing. As an organisation dedicated to building social capital and increasing voluntary action, we look forward to being a key part of this exciting future.



Emma Rowse Chair



Ian Jones Chief Executive

Directors' Annual Report
For the year ended 31 March 2022

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 health, social services, and similar charitable activities amongst those in need thereof.

Climate Emergency
Volunteer Cornwall declared a Climate Change Emergency in 2019, in recognition of the Intergovernmental Panel on Climate Change (IPCC) report findings and the need to reduce global emissions by 2030. This continues to be considered in all our objectives and the outcomes we deliver.

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, environmental 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 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 design, 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;
- To work with partners in a time of crisis to coordinate support of the most vulnerable members of Cornwall's communities;
- 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 it helps build supportive networks within communities and the experience gained can often assist people to achieve 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. The organisation is always looking to put new research into practice.

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

Activity is also underway with health and care colleagues on shaping the Integrated Care System, working with the Integrated Care Area Board to build social capital around the Primary Care Networks.

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.

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 2021/2022 as set out below:

Covid
The year began with Covid19 as the dominating issue but ended with society doing its best to move on from lockdowns and isolation and return to some kind of normality. We continued to provide support to those affected by Covid, mobilising volunteers to support the most vulnerable.
1125 new requests for help were supported over the 12 months and 156 people who came back to us for further support.

Volunteers continued to return to work and other responsibilities but from the 3891 at the start of the year, 2463 were still with us by March 2022.

We also took on the challenge of supporting Cornwall's 'Mass Vaccination' effort, recruiting over 400 volunteers to assist at the two sites in Wadebridge and Stithians as well as supporting numerous 'pop-up' clinics around the county.

Place Based Working
As the year progressed, our health and care system continued its jouney of transformation and we prepared for this by shaping our teams into a place-based delivery model. You will see in the following pages that this meant creating three teams – East, Central and West – to reflect the three Integrated Care Areas. This has allowed us to mirror the structures of our public sector partners and provide better linkages with the three Community Co-ordination Centres and the Primary Care Networks.

Each team consists of two Community Makers (developing social capital in localities), a Community Care Maker (supporting individuals with health or care needs) and a Volunteer Co-ordinator (supporting and matching the volunteers)

Personalisation
A key part of everything we do is that we start from the perspective of the person we are supporting, taking a hollistic approach to identifying issues and developing solutions. Our conversations begin with "What matters to you?". This is also at the heart of the personalisation agenda being prioritised within the health and care system at the moment. We are exploring new and better ways of capturing the impact this approach has on overall outcomes for people.

Other Challenges

Towards the end of the year, new challenges began to emerge and we got involved in working with partners on preparing for the forthcoming cost-of-living crisis, helping key frontline organisations recruit the volunteers they would need to cope with the antipacted rise in demand for their services.

We were also asked by Cornwall Council to assist with the 'Homes for Ukraine' scheme, recruiting volunteers to help with the checking of hosts and supporting of families.

More on both of these in next year's report.

Volunteer Cornwall's East Team

Joey Cross, Community Coordinator for North & East Cornwall
Since April 2021 we have co-ordinated the 597 volunteers available to provide support for the people and communities across the North and Southeast of Cornwall. This has included providing shopping support, befriending, moving furniture and & emergency contact support among other roles needed by the public. We have been continually recruiting new volunteers to help and providing training and checks where necessary. This has also included setting up new volunteering roles to support the system such as Reablement Volunteers who can support hospital discharge and help people return to regular living following a hospital stay.

We also supported the delivery of vaccination in clinics across the East, advertising and supplying volunteer support in the form of marshalling and vaccination information.

Jayne Roycroft and Laura Chapman, Community Makers for East Cornwall
Supported 5 organisations to access Mental Health Crisis Grants (totalling £4750) including groups supporting parents and young children, mental health and alternative therapies/coping mechanisms, dementia support groups and a mental health support group. A combined support avenue for over 65 people who would not have otherwise accessed these services.

We worked with local foodbanks to help clients access Household Support Fund, providing a cooker, microwave and additional heating for a couple living in a caravan.

We made strong community links with all of the main towns across East Cornwall and worked to promote the setting up of Wellbeing Hubs within rural villages such as Menheniot, Downderry, Cawsand and St. Germans alongside colleagues from Age UK (Cornwall & IoS). At Torpoint Wellbeing Hub, for example, people come together every week at Torpoint Library to take part in art activities and chat about what is important to them. They received information about support available from Social Prescribers and other professionals, as well as forming wonderful friendships and leaving with a smile on their face.

Our huge thanks go to Quay Lane Surgery PPG and to Awenek Studios for being part of these and helping to raise their profile.

Penny Steventon, Community Maker North Cornwall
Worked in partnership with other organisations to support people in the community to overcome the aftermath of the Covid pandemic. Joined the Cuppa Companions café group in January, initially started by Pentreath and now a collaboration between us, a partnership working to reduce isolation and improve health. This was initially in Bodmin and the model has formed the foundation of the Wellness Hubs around North Cornwall. We had some positive feedback from these café groups and from our Hubs:

"After attending the Cuppa Companions we have gained companionship and increased confidence in social settings."

"By attending the Wellness Hub in Wadebridge, we have had input from useful organisations and enjoyed meeting new people. The walks at Treraven Farm have benefited our mental and physical health."

The North has also benefitted from substantial funding which was provided to support local groups supporting people's mental health. The North funding helped 8 local community groups supporting a total of 178 people!

Sarah Gray, Community Care Maker North & East
Over the past year we worked with Cornwall Council, Adult Social Care, STEPS and CorServe Care, providing support around hospital discharges. This included liaising with hospital staff to ensure a smooth and stress-free discharge for people, often by using the Short Term Enablement Funding to provide a safe home environment by arranging professional cleaners to declutter and deep clean homes to facilitate a safe discharge and increase mobility around the home without risk of falls.

Other times, we supported people within their homes and communities with the kind help of volunteers.

We successfully put clients in touch with local services and groups to build up their social interaction and enjoyed seeing them progress their journey to build up their confidence and independence as a result. In total last year we supported 290 clients with 90 of those using the Personal Health Budget/Short Term Enablement Funding.

Volunteer Cornwall's Central Team

Kate Ashby, Community Co-ordinator Central Cornwall
Over the last year our main focus was to support isolated individuals, struggling as a result of the pandemic. We did this by working closely with our fantastic cohort of Covid-19 volunteers, providing befrienders for these individuals- either over the phone, or for a short walk once a week. This has made a huge impact on their lives and we had many positive responses about this service. These volunteers have also helped to collect shopping, prescriptions and to do any other odd jobs they were asked to help with.

We were also tasked with supporting pop-up vaccination clinics across mid-Cornwall and coordinated rotas of volunteers to help marshal over 50 of these events in 2021/22. The feedback from organisers has been full of praise for the volunteers, indicating that on some occasions they were able to vaccinate 450 people in 4 hours as a result of this extra support (Penryn University Campus, October 2021).

Bill Davies, Community Maker - Restormel
Over the past year I helped with over fifty furniture moves. I collaborated with system colleagues, OT's and colleagues at the Mid Community Co-ordination Centre, aided by colleagues and volunteers and sometimes I have worked alone. These furniture moves have helped to facilitate safe, timely and sustainable hospital discharges.

I also worked to support local groups, especially with The Mental Health Crisis Grant. I was able to access funds for Kernow Men's Society and Newquay Man Chat to help with ongoing costs, advertising and activities. This has seen both groups grow in attendance and the ability to provide free support and activity opportunities - which add value to men with mental health challenges at a time of extreme need and with mental health services sometimes difficult to access. I also supported a Peri-Natal support group at Wheal Martyn that has supported 16 women this year and given them their own ongoing support network. A cooking group in Newquay (Newquay Soul Food) also received the funding they needed to run a weekly cookery and friendship group which is very well attended by homeless people and those in temporary housing. I was also able to facilitate funding to community groups in Bugle and St Columb/St Eval who bring lonely and isolated people within those communities together and improve their wellbeing by being with other people and finding new friends.

I worked very closely with Food Banks and Community Larders locally, helping to deliver food to them and delivering food parcels to people who are unable to get to these venues.

Kate McKenzie, Community Care Maker, Central Cornwall
The Community Care Maker role aims to help facilitate safe discharges from hospital to the person's home. We achieve this by working closely with STEPS reablement teams, Adult Social Care and hospital staff to look at alternative options to formal packages of care, therefore easing capacity within their services.

This often means supporting people to increase their independence at home or getting them home safely from hospital where a package of care is not yet available or as a step down from reablement. We can be very creative in how we do this and offer a bespoke service depending on the individual's particular circumstances.

During 2021/22 I was able to source short-term enablement funding from the CCG to facilitate 40 hospital discharges. In addition to this I have supported STEPS with close to 120 cases and 220 referrals from other sources including CCC and Adult Social Care.

The impact of my role has been achieving better health outcomes for individuals who can safely recover from illness at home. I have been able to ease the burden and responsibility of family members in returning their loved ones back to their own environment. I have also been able to positively impact my partner agencies by alleviating pressures within the inpatient units, Adult Social Care and STEPS/Corcare.

Volunteer Cornwall's West Team

Judy Thomas, Community Co-ordinator West Cornwall
Throughout this year our Volunteers have been the backbone of what we aim to achieve. Helping the Community get back on its feet metaphorically and literally. Here is a quote from one of our Walking Buddies who support people whose confidence has been dented by the Covid cloud.

"I enjoyed many walks with a lovely lady whose medical difficulties made her nervous of walking solo locally. Parks and beaches provided plenty of space, so we could take our time and chat about everything going on and the world around us. We were able to help each other; being very different people; get socialising again."

To help everyone have easy access to getting their Covid vaccinations we sourced Volunteers to help with the Health for Homeless Pop-up clinics across the County (this is where clients who have least contact with health services can have their jab, health check, talk about housing, sexual health, dental problems and more under one roof). The participants found it very useful and it even made the local news!

Sarah Jenner, Community Care Maker, West Cornwall
Over the past year we have supported many people of different ages and abilities to return home from hospital and regain independence. We secured funding through Discharge grants to clean their homes and ensure that they had a suitable bed or chair to rest in or a working fridge or cooker etc.

We also ensured that they are warm and able to access local community resources such as setting up meals on wheels, or medication prompts, signposting them to additional support from other organisations or local groups so that they can have longer, on-going support to help maintain their independence. We also supported with moving furniture to support their hospital discharge and to help with reducing the risk of further admittances.

Josh Clark (Kerrier) and Annette Eatock (Penwith) Community Makers
We continued to make good connections between statutory services and voluntary and community groups, for example, linking with the Mental Health Early Intervention Team and connecting the Social Prescribing Link Workers (SPLWs) with the Community Mental Health Teams in Penwith. This helped inform the process of allocating mental health support grants to small organisations providing support in the area.

The relationships with SPLWs continued to strengthen and we worked together well to support people with the Winter Hardship Fund – for example a man with undiagnosed learning difficulties received a new bed, mattress, and bedding. It was a real pleasure to be able to provide practical support to people in desperate need and all were very appreciative.

A lot changed over the course of the year. Back in April 2021 a lockdown was still in force across the UK. Community centres were closed, and groups could not meet face to face. As a Community Maker, the last year was a chance to take stock of what community groups, charities and projects survived Covid and what support they might need going forward. We continued to support health and social care colleagues with furniture moves, cleans, food parcels and information on voluntary sector support to help them care for their clients. The £10,000 allocated to Kerrier to support new or existing groups with mental health and wellbeing crisis support had a big impact on the ground and in total 220 new people will have been supported in Kerrier.

In early December, we were contacted by Germoe school who really wanted to be involved with our Christmas Buddy Initiative. After a conversation with teachers at the school it was agreed the children would write letters to people who would be lonely at Christmas. I contacted Lynda, the Community Matron at Helston Hospital and she was very keen as the hospital was going to be full of patients over Christmas. We delivered the letters on Christmas Eve so on Christmas morning every patient got a handwritten letter from one of the school children. Lynda was over the moon with the letters and sent the email below:

"Josh, the letters are amazing. Brings back lots of memories. Can I have a contact for the school? I think it would be lovely to try and thank them in the New Year. Thank you."

- Lynda McHale, Community Matron

After Christmas, the focus of the work shifted to developing and helping to set up the Community hubs in Kerrier. We currently have one active in Redruth and two in the pipeline; one in Camborne and one in Tuckingmill with Helston the next area to focus on.

Training & Development Team

Training
2021/22 was all about getting into a new 'normal', delivering sessions live online as well as classroom delivery. Working with our four Awarding Bodies; ILM (Institute of Management), Ascentis, NOCN and AQA we delivered Information, Advice & Guidance, Quality Assurance and Leadership & Management.

Key Facts
402 new learners
60 workshops/courses

Highlights

Injection of Nature
Eight staff with the Injection of Nature programme completed a Level 3 Award in Leadership & Management (focussing on managing volunteers) to manage and develop the teams of volunteers supporting our communities with their mental wellbeing and resilience.

Safeguarding
We continued to deliver a suite of Safeguarding training options for both staff and volunteers with local case histories and reviews at their heart.

The Oasis Centre

"We have Marianne with us all day today doing varying levels of safeguarding. We have completed the safeguarding leadership module and just wanted to say that it was the best safeguarding training that we have ever done - and we have done a lot!

Marianne was so relaxed that it made her very easy to listen to and very instructive. We were doing the training because we had to update and thought we might be bored after doing it several times before. It was really interesting, and we all felt that we had learned a lot from her.
Please pass on our comments to her. We thoroughly enjoyed it.

Best wishes, Pat Vice Chair and Safeguarding Officer- The Oasis Centre."

HOPE Programme
41 HOPE Facilitators trained, 2 HOPE Assessors trained, 14 groups and 80 participants joined a HOPE programme over the period.

HOPE – short for Helping Overcome Problems Effectively - is a programme to help 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 train new Facilitators and develop the HOPE programme in Cornwall. Over 80 people were supported with their long-term concerns, helping reduce loneliness and anxiety.



https://www.youtube.com/watch?v=xyWw3yEqA-k

Follow the link above to Listen to a conversation between Jan Rooney (Hope Facilitator) and Leigh Hill (Hope participant)

HOPE and Long COVID
In addition, we worked with the NHS Post Covid Recovery Service to offer HOPE as non-clinical support.

"I just wanted to share some feedback from a patient I spoke to today who has attended the HOPE project over the last 6 weeks (last session today). She had really been struggling with anxiety and depression and had enrolled in the programme after her PCS clinic appointment in September.

She said was ecstatic about it and said, "it has been amazing" and she doesn't want it to end. She liked the positive focus and said this had really helped her to change how she thinks about her symptoms. She also commented on the positive impact of having the peer support.

Well done to Marianne and the HOPE team. Such a great result and in such a short space of time- I can see it's really going to help my intervention with her too!" Respiratory Team, PCS

Development
Since its introduction in 2005, Volunteer Cornwall had used the 'do-it' platform as its principle tool to advertise volunteering opportunities across Cornwall. However, after a change in focus for the 'Do-It' volunteering platform, we felt that their website was going in a direction that did not align with our mission. This encouraged us to re-think how we could best support the community and continue to share information about volunteering opportunities online for charities and groups.

With our goal to create a new user-friendly and efficient way to promote volunteering opportunities, we partnered with a team of software developers from Circle Interactive to produce a new online platform that would be easy to use and focussed on promoting volunteering opportunities within Cornwall.

Once the development of the new platform was completed and the new website was launched in December, we supported charities and community groups to populate the online directory with activities that volunteers could get involved with all across the county. By the end of March, there were over 800 volunteering opportunities posted on our new site:

https://opportunities.volunteercornwall.org.uk/

Climate and Ecological Emergency

Much has happened in the last year; within the last 4 months, the UN has published the AR6 Reports of Impacts, and on Mitigation. Both state a stark reality; the world is heading for at least 3 degrees increase in average global temperature by 2100, with all the impact of the lead up to that point implicit in that warning. Extreme weather events are being felt across every continent, and it is now known that every child born now will feel the impacts of the climate and ecological emergency in their lives. In that context, and with Volunteer Cornwall having declared a Climate and Ecological Emergency in 2019, the Volunteer Cornwall Board has invested our own monies in a 2.5 day post to move this forward. Since April 2022 have carried out the following:

Internal
Carbon footprint undertaken by Unlocking Potential, indicating where our carbon impact falls and identifying that the vast majority of our emissions come from our volunteer driver fleet, which itself informed our next actions with the Council

- Updated Climate and Ecological Emergency Plan with Ten Top Actions, informed by all previous research and staff engagement
- Updating of all policies through the Board to ensure each one aligns with the Plan
- Bank switch from Lloyds to the Co-op to ensure any Volunteer Cornwall funds were not available for investment in fossil fuels, tobacco, arms, animal testing or poor labour practices
- Ethical option established for all staff with NEST pensions and regularly suggested in internal communications
- Regular Climate Canny briefing sent out to all staff and some Board members
- Funding secured for partial lighting improvement (downstairs), cutting lighting costs downstairs by approximately 50% and better lighting for staff
- Development of outside areas to improve habitat, including training for staff on habitat (bug and bee hotel building), new planting, two new benches, new repurposed barrels from Skinners with pollinator friendly planting and development of relationship with Newham BID to see Volunteer Cornwall as a leader in environmental growth across the business park, attracting more planting paid for by the BID
- Development of a large visible bug hotel for the front area, to further enable staff to engage and to inspire neighbours on the site
- Plans to develop the small staff room as a health and wellbeing space, with more relevant resource and reference material, new painting, and binoculars for staff to use at lunch to see local wildlife.
- Funding secured for painting of mural across the internal walls to explain how all actions of all staff members contribute to the Climate and Ecological Emergency Plan

Volunteer Cornwall website updated to create space for CEE Plan actions, and blog with updates, including the VCSE support work (see below):

https://www.volunteercornwall.org.uk/climate-action-plan/climate-blog/501-climate-and-nature-action-plan

External: Cornwall Council
New conversations underway to rethink transport in the light of the our emissions and the fact that the volunteer driver fleet is effectively Scope 3 for both Volunteer Cornwall and the Cornwall Council, and so needs addressing in order to be able officially to achieve net zero.

Meetings now planned for joint workshops with us, Cornwall Council and partners in Wales to identify excellent practice and explore the potential for Electric Vehicles to be part of the Volunteer Cornwall Transport contract.

External: VCSE/local councils
COMF funding secured by Volunteer Cornwall to enable Manda Brookman to work with wider sector on CEE.

Initial meeting held October 2021 to identify issues and begin a short campaign to create a "Climate Pioneer" team: http://www.cafedisruptif.com/cornwall-vcse-climate-response.html

Ten pioneers identified, many visited and also filmed, and developing case studies of action and intent held on Volunteer Cornwall website.

Funding being sought to edit and create film from footage.

Second successful meeting took place April 2022 creating a 25 member strong VCSE Climate and Nature Resilience Collective: https://coastproject.co.uk/cornwall-voluntary-and-community-sector-climate-and-nature-resilience-kickoff/

Support for local community groups such as Transition, Helston Climate Action Group and others plus local town councils such as Helston Town Council and Penzance Town Council to help develop climate and skills understanding and planning.

Development of training with University of Exeter of Climate Training for staff, and councillors, delivered to Helston Town Council; four more local councils now keen to have the training. Discussion underway with Marianne re developing this as part of our training offer.

External: Health and Care Sector
Second Health and Climate Skills Lab held Nov 2021:

http://www.cafedisruptif.com/autumn-2021-climate-and-health-skills-lab-event-two.html

Engagement with primary and secondary care to develop the human health/planetary health connection, and active involvement in Health Declares Kernow, Sustainable RCHT, Cornwall Greener Practice, Health Declares UK, Sustainable Health Care and further emerging groups.

Support for pioneering work being undertaken in primary and secondary care, such as Helston Medical Centre and RCHT Sustainability Group.

Talks delivered to local, regional and notational groups on the link between climate and ecological emergency and palliative care, waste, energy, social justice and climate communication.

Development of relationship with Cornwall Greener Practice for funding for Climate Resilience Manager and Project Officer to work with whole primary care sector across the PCNS and the ICA, to ensure all primary care practices are engaged and using the Green Impact Toolkit within 12 months. Programme began on 1 April.

Stroke Befriending Service

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

We have positive feedback from Clients and Befrienders alike demonstrating that there are many shared benefits to being on both sides of our service.

"I think we did bond rather well and it was a success. I've just completed my final visit with him, once again we spent an hour chatting and having a laugh. I've left him my mobile number in case he needs anything and told him to contact me whenever he likes."

Volunteer Befriender March 2022

Client Quotes

"My speech noticeably improved after the volunteer had visited and we had chatted. So much so, my Carer always remarked that my speech had improved after the visit."

'A lot of people don't understand what you're going through, so it was good to talk to someone who does'.

'It was good getting information regarding the stroke from my Befriender. He said I was doing marvellously; I didn't think I was. Explaining the same thing happened to him helped me understand'.

'My confidence improved, about the future, I have started going to dance evenings again'.

'Didn't know if I would like it. Didn't know what to say to my Befriender in the beginning. But after a short time, I knew that it was safe to talk to her and I felt relaxed'.

Key Stats for 2021/22

New Client Referrals 63
New Volunteers Trained 13

The High Intensity User (HIU) Service

We were delighted to secure mainstream funding of the HIU Service during 2021/22 so that we, alongside our partners; Pentreath Limited, Cornwall Mind and Chaos Group, were awarded the contract to support people who utilise 999 and Emergency Department services at a higher than expected level. The goal is to reduce ambulance usage, Emergency Department attendances, non-elective admissions, and bed days whilst the outcome is that we help people change their lives.

Mental Health funding has also been extended to support people being discharged from, or at risk of readmission to, mental health beds. The Team has expanded in line to support clients Countywide.

Our Clients
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 each have a story of their own and many have a history of trauma, abuse, addiction, grief and deprivation. They are the people who fall in between the cracks in services and at the time we engage, they are often lost and overwhelmed with no choices or options left and nowhere to turn.

Everything we offer is built around the individual and we naturally think outside of the box. Medical, emotional, or practical difficulties can often take over how people feel, our team help support people to regain independence, build confidence, improve community connections and live their best life.

For each person, our support looks different.

We work on their strengths rather than correcting weaknesses. We have conversations, not consultations. We practice personalised care, applying for grants & benefits, going to clubs, joining a craft group, finding funding for alternative therapies, supporting into volunteering, housing, education or work.

'High Intensity' is the energy WE bring to people who need it most, in the way THEY want it. And we love what we do!

People supported
Total: 157
HIU ED/999/111 people supported: 79
Further HIU Clients not discharged from 2020/21 that we continued to work with: 30
CPFT Mental health referrals since April 1 2021: 48

TOTAL SAVING FROM April 2021 to end of March 2022
Clients' usage costs to system prior to engagement: £1,730,285
Clients' usage costs post engagement: £668,862
Saving to system: £1,061,423
Overall percentage service reduction: 60.5%

TOTAL SERVICE REDUCTION
Ambulance journeys saved: 1,494
Emergency Department attendances saved: 807
Non-elective admissions saved: 209
Bed days saved: 774
Quotes:

"A huge thank you for helping me find my feet and myself again in a safe supportive, inclusive way."

"I am now out of debt and have less worries and talk to my case co, I was treated like an equal."

Early Help VCS Engagement Co-ordinator

It has been a busy year in the world of children and families and Cornwall's voluntary sector organisations have been re-opening and expanding to support families, in partnership with health

and social care teams across the county. The Early Help VCS Engagement Co-ordinator role is funded by Cornwall Council Together for Families and has been connecting with these fantastic organisations to discover how they work with families and supporting some of the groups to develop in capacity and range. Information has been shared with families and frontline workers across the voluntary and community sector, 'Early Help' teams, social care and health sectors to work in partnership to establish the most appropriate support for families and individuals with a variety of needs.

Individuals supported by VCS Coordinator – 374
Organisations supported – 47
Signposting to organisations by Contact Worker team in Early Help Hub – 2154
Total organisations utilised - 152

Quotes from families:

"It has made a big difference and has made it more homely for use, all thanks again for your help you do an amazing job."

"He is really enjoying climbing at The Chalk Project and it has been an opportunity for me to meet another mum in a similar situation who has some great advice. Thank you for your support in all of this."

Quotes from worker:

"That's absolutely brilliant, thank you so much. I will pass this information onto the family; I think it could be really beneficial for them."

"Thank you and thanks for your time this morning. Really helpful and inspiring."

Quote from an organisation:

"Just wanted to say a big thank you to you for helping us with the grant application, we couldn't have done it without your help."

Social Prescribing

The Department of Health & Social Care (DHSC)and Cornwall Council, Public Health jointly funded the test and learn of a social prescribing delivery model where Social Prescribing Link Workers were based in GP surgeries.

This pilot was one of 23 schemes nationally and in Cornwall we co-ordinated a partnership of six voluntary sector delivery organisations who employed the Social Prescribing Link Workers: Active Plus, Age UK (Cornwall & IoS), CHAOS Group, Cornwall Neighbourhoods for Change, Eden Project & Pentreath.

During the first 9 months of the scheme, NHS (England) rolled out Social Prescribing nationally which not only expanded the workforce but enabled the majority of the county to be covered.
Our pilot was originally due to end on 31st August however we were awarded a further 7 months of funding to extend delivery during the Covid recovery period.

Referrals
7,265 overall of which
2,648 for mental health and wellbeing
2,254 for support with social isolation
1,297 for support with lifestyle changes

Goals, Prescriptions and Signposting
9,624 goals set, prescriptions and signposting recorded.

GPs said:

"We wouldn't manage without social prescribing; it is now an integral part of the surgery! I have been told many times that this the best thing I can do for my patients. This PCN is a high deprivation area, and this project reaches the help that we cannot. We can't speak highly enough"

Patients said:

"People in Cornwall have gone above and beyond my expectations. I have travelled the world and I have never known such support as I have received here. I feel really blessed and privileged to now have my flat".

"Thank you again for all your kind words and understanding. You have increased my positivity by 200 %"

Smartline

Smartline is working with 300 project participants within Camborne, Pool, Illogan and Redruth to see how technology can be used to help live healthier and happier lives. One facet of this is to improve community cohesion with the support of volunteering activity and smart technology.

In 2021/22, we developed close working relationships with Kresen Kernow and took various community groups there to learn how to use digital technology to support their research into family history, local history and life in Cornwall.

Quote from "Sue" – This project has allowed me to learn new skills to find out about my local area and to also support my volunteer role at our local museum. I will definitely be coming to Kresen Kernow more often"

The community Greenspace in Camborne continued to develop and now has seating and fruit trees in the space for the community to enjoy.

Quote from "Babs" – This garden has meant that we are able to talk to our neighbours more and enjoy the space that we live in. I have met new people because of this.

We developed an internet café at St Euny church in Redruth which is fully supported by volunteers from the local community. This project enabled community members to come with their own IT equipment or to borrow the St Euny equipment to learn how to use different types of equipment such as laptops, tablets, and mobile phones.

Our virtual coffee morning continued to prove successful, and we worked with the community who attended to train them to keep the sessions going once Smartline ends.

Quote from "Wendy" - "Thank you Karen and Smartline for doing this for us. I honestly do not know how I would have coped over the last few years without your support and the opportunities that you have given to me. It has honestly made such a difference to me".

We also worked with the Coastline Homeless service to deliver some tablet training to enable people to utilise the internet to search for jobs and homes. We were able to support an individual to go on to do some professional qualifications in IT and he went on to volunteer at the Sy Euny internet café with a view to starting a career in IT.

We have worked with a company called COSMIC to deliver several webinars that support small business and community groups to develop their online presence, skills, and reporting techniques in a more digital way.

Community Transport

As we started to see the end of Covid, the Community Transport team could slowly get back to a full working office. As the restrictions lifted so did the number of journeys taking place, passengers travelling and drivers returning.

The transport team were all able to return to the office, resuming their normal work roles, working all together once again to provide an amazing Community Transport service.

We continued to prioritise vaccination transport to everyone who requested it, assisting the NHS to ensure as many people could get their vaccinations as swiftly as possible. This was in addition to helping people get to their medical appointments, sometimes with very short notice, as the County started to catch up with delays caused by Covid.

Also, we had the mammoth task of reinstating all our school contracts to start getting each child back into the classroom. Every school and child often had different requirements and start dates which the transport team and volunteer drivers expertly navigated and achieved with barely a hiccup.

Over the year we completed over 22,400 journeys, covering over 676,354 miles, for over 20,700 passengers, so this is an average journey mileage of 32 miles.

Another change which occurred to our community transport team during the year was the sale of our minibus, which was not being used as regularly as we would have hoped. However, it now has a new lease of life as it has gone to another charity, and as we understand it, it is out and about on a much more regular basis, helping people get about in the community.

It was a very busy year with its share of changes and challenges. The team would like to send a huge thank you to all our drivers who remain the heart of the department, transporting thousands of passengers around Cornwall every year and without whom the service could not continue.

3 Financial Review

The detailed results are set out on pages 40 to 58. 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.

Unrestricted Reserves Surplus
After transfers, the unrestricted reserves show a surplus for the year of £82,917 (2021 (as restated): -£123,786)

Restricted Reserves Surplus
After transfers, the surplus on the restricted reserves for the year is £87,931 (2021 (as restated): £230,524)

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;
- 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;

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 collaboration with partners and the 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.

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. This allocation has more than been matched by partners with the NHS in order to support them to address the climate emergency.

Work has started on this project through the education of staff and reviewing our current environment. In additions work is underway to share knowledge and practice with VCSE partners locally and nationally. The designated reserve balance for this fund has fallen from £25,111 to £21,733.

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 been used to a limited extent, however the fund remains in existence as the effects of financial pressures have not yet been fully finalised. This designated reserve has been increased slightly from £110,000 to £122,234.

Premises
Volunteer Cornwall owns one building and rents desk space in two other locations. Income of £1,750 was allocated to this designated fund during the year and £1,850 in annual maintenance and other associated costs of Acorn House were offset against this income and brought forward reserves. The remaining reserves for this designated fund is estimated at £8,900.

Volunteer Cornwall Development/Information Technology
The server was replaced during 2017/2018 and has been upgraded again this year at a cost of £545. During the year website development totalling costs of £6,500 were funded using these reserves as well as the associated amortisation.

Volunteer Infrastructure Support
Volunteer Cornwall has always supported the Volunteer Infrastructure from unrestricted reserves. This year, no funding has been used, so the balance of £39,567 will continue to be carried forward.

Property Fund
The capital cost of Acorn House and its fixtures and fittings will be held in this fund. A sum of £459,727 (£447,184 + £12,543) of reserves has been designated for this purpose. This is not a cash balance.

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:	£544,913	(2021 (as restated): £456,982)
Designated Funds:	£671,145	(2021: £670,246)
Unrestricted Funds:	£216,723	(2021 (as restated): £134,705)

Following a review of the organisation's reserves the directors confirmed that the level of designated funds within the unrestricted reserves should be £671,145 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 the PQASSO quality standard was achieved that gave us Trusted Charity Status. Further work around evaluating outcomes and impact measures is ongoing.

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 £1,913,484. Donations and/or grants were received from Cornwall Council, NHS, Department of Health, Cormac Ltd, Cornwall Community Flood Forum, Macmillan, NAVCA, Creative Kernow and The University of Exeter.

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 of collaborative approaches to service development and delivery underpinned by the Changing Lives principles;
- Work with partners to develop place-based Community Hubs;
- 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 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	unfilled post
Treasurer	Naterica Hughes Appointed 19th October 2021
Board Members	Janet Popham
	Linda Emmett
	Peter McGregor
	Catherine Leyshon
	Michael Leyshon
	Neil Walden
	Helen Childs Appointed 19th October 2021
	Timothy Thornton Resigned 19th October 2021
Chief Executive	Ian Jones
Minuting Secretary	Mary Baldwin
Company Secretary	Lisa Crook

Members of the Risk and Finance Committee

Chair	Emma Rowse
Vice-Chair	unfilled post
Treasurer	Naterica Hughes
Directors	Catherine Leyshon
Director	Helen Childs

In Attendance	
Chief Executive	Ian Jones
Minuting Secretary	Mary Baldwin
Accounts and Admin Manager	Lisa Crook

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

Changed on 23rd March 2022 to

The Co Operative Bank
PO Box 250
Delf House
Southway
Skelmersdale WN8 6WT

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 2022 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.

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 note 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.

For 2021/2022 as the NJC scales salary review has not been completed, the Senior Managers in agreement with the board, added 1.75% to all staffs' salaries, which, once the uplift has been confirmed by NJC will be deducted from the increased rate, to bring staff back in line with the scales.

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	Lisa Crook	
Community Development Manager	Andy Brelsford	
HR Manager and PA to CE	Mary Baldwin	
Projects Manager	Heidi Channell	to 31st August 2021

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
DIRECTOR
Date: 19-10-22

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

Independent Auditor's Report to the Members of Volunteer Cornwall

Opinion

We have audited the financial statements of Volunteer Cornwall (the 'Charity') for the year ended 31 March 2022, 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 2022 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 34), 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, Charites 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 any instances of non-compliance.
- 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.
- We reviewed the basis for deferring grant income, including discussions with management and review of available documentation.

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. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members 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 members as a body, for our audit work, for this report, or for the opinions we have formed.

PKF Francis Clark

Darren Perry BA (Hons) ACA DChA (Senior Statutory Auditor)
PKF Francis Clark, Statutory Auditor
Lowin House
Tregolls Road
Truro, TR1 2NA

Date: 22 November 2022

Statement of Financial Activities

As at 31 March 2022

	Notes	Unrestricted funds £ 2021/2022	Restricted income funds £ 2021/2022	Total funds £ 2021/2022	Unrestricted funds £ 2020/2021	Restricted income funds (as restated) £ 2020/2021	Prior year funds (as restated) £ 2020/2021
Income and endowments from:							
Donations and legacies	3	2,319	3,334	5,653	3,832	8,873	12,705
Charitable activities	3	416,293	1,904,231	2,320,524	421,320	1,347,158	1,768,478
Investments	3	-	-	-	123	-	123
Total		418,612	1,907,565	2,326,177	425,275	1,356,031	1,781,306
Resources expended							
Expenditure on:							
Charitable activities	5	575,678	1,579,651	2,155,329	576,619	1,097,949	1,674,568
Total		575,678	1,579,651	2,155,329	576,619	1,097,949	1,674,568
Net income/(expenditure) before investment gains/(losses)		(157,066)	327,914	170,848	-151,344	258,082	106,738
Net gains/(losses) on investments					-	-	-
Net income/(expenditure)		(157,066)	327,914	170,848	-151,344	258,082	106,738
Extraordinary items							
Transfers between funds		239,983	-239,983	-	27,558	-27,558	-
Other recognised gains/(losses):							
Other gains/(losses)		-	-	-	-	-	-
Net movement in funds		82,917	87,931	170,848	-123,786	230,524	106,738
Reconciliation of funds:							
Total funds brought forward (as restated)	16	804,951	456,982	1,261,933	928,737	226,458	1,155,195
Total funds carried forward	16	887,868	544,913	1,432,781	804,951	456,982	1,261,933

The charity has no recognised gains or losses in the years to 31 March 2022 and 2021 other than those passing through the statement of financial activities. There were no acquisitions or discontinued operations during the years to 31 March 2022 and 2021.

Balance Sheet

As at 31 March 2022

	Notes	Total 2021/2022	Total 2020/2021 (as restated)
Fixed assets		£	£
Intangible assets	9	5,620	-
Tangible assets	10	470,678	488,098
Investments	11	500	500
Total fixed assets		476,798	488,598
Current assets			
Debtors	12	565,073	234,248
Cash at bank and in hand	15	995,143	764,998
Total current assets		1,560,216	999,246
Creditors: amounts falling due within one year	13	604,233	225,911
Net current assets/(liabilities)		955,983	773,335
Total assets less current liabilities		1,432,781	1,261,933
Creditors: amounts falling due after one year		-	-
Provisions for liabilities		-	-
Total net assets or liabilities		1,432,781	1,261,933
Funds of the Charity			
Restricted income funds		544,913	456,982
Unrestricted funds		887,868	804,951
Total funds		1,432,781	1,261,933

These financial statements were approved and authorised for issue by the directors on 19-10-22 and were signed on their behalf by:

Emma Rowse
Chair of Trustees
DIRECTOR

Statement of Cash Flow
As at 31 March 2022

	Note	Total Funds 2022	Total Funds 2021
Cash Flow from Operating Activities:			
Net Cash provided by (used in) operating activities	17	228,698	240,615
Cash Flow from Investing activities:			
Interest Income		-	123
Net of (Purchase)/Disposal of fixed assets		1,447	(5,995)
Net Cash provided by (used in) investing activities		230,145	(5,872)
Change in cash and cash equivalents in the reporting period.		230,145	234,743
Cash and cash equivalents at the beginning of the reporting period		764,998	530,255
Total Cash and cash equivalents at the end of the reporting period.		995,143	764,998

Notes to the Financial Statements
For the year ended 31 March 2022

1 Constitution

The Company is incorporated as a limited by guarantee company 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 2022 there were 9 members (2021:9).

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**

The directors are satisfied that the going concern basis of preparation is 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 with grant funding relating to next year having already been secured.

At the year end the charity had £995,143 in the bank and unrestricted reserves of £887,868 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

Tangible 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:

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 Intangible Fixed Assets and amortisation

Intangible fixed assets are stated at historical cost.

Amortisation is provided to write off the cost less the estimated residual value of intangible fixed assets by over their estimated useful economic lives as follows:

Asset Class	**Amortisation method used and rate**
Website	25% reducing balance

2.4 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 based on agreed amounts per funding contracts and any further negotiations to reflect staff time and resource consumption for the 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

Donations and Legacies	Unrestricted funds £	Restricted income funds £	Total funds 2021/2022 £	Fund 2020/2021 (as restated) £
Donations and gifts	2,319	3,334	5,653	3,848
Furlough Grants	-	-	-	6,857
General grants provided by government/other charities	-	-	-	2,000
Total	2,319	3,334	5,653	12,705

Charitable Activities				
Transport	375,574	-	375,574	358,036
Training	27,912	50	27,962	21,649
Projects	3,650	1,904,181	1,907,831	1,385,215
Other	9,157	-	9,157	3,578
Total	416,293	1,904,231	2,320,524	1,768,478

Income from Investments				
Interest income	-	-	-	123
Total	-	-	-	123

TOTAL INCOME	418,612	1,907,565	2,326,177	1,781,306

4.0 Analysis of Government Grants

	Description	2021/2022 £
Department of Health	Social Prescribing	40,000
Cornwall Council	Climate Emergency, Clinically Extremely Vulnerable, Early Help Hub, Household Support Fund, Injection of Nature, Public Health Covid Recovery, Social Prescribing, Transport Vaccination Fund	1,001,895
NHS	Community Makers, Covid Vaccination Volunteers, HIU, HOPE, Mental Health Crisis Support, Mental Health Winter Pressures, Personal Health, Social Prescribing, Stroke Befriending	721,990
Other		
		1,763,885

	Description	2020/2021 (as restated) £
Department of Health	Social Prescribing	135,000
Cornwall Council	Social Prescribing, CEV, Community Care Makers	427,878
NHS	Community Makers, Mental Health Work, HIU and Work Force	622,769
Other		6,857
		1,192,504

5.0 Analysis of Expenditure

	2021/2022			2020/2021		
	Unrestricted funds £	Restricted income funds £	Total funds £	Unrestricted funds £	Restricted income funds (as restated) £	Total funds (as restated) £
Expenditure on charitable activities:						
Transport	327,562	-	327,562	260,109	-	260,109
Training	45,641	-	45,641	11,180	320	11,500
Projects	202,475	1,579,651	1,782,126	305,330	1,097,629	1,402,959
Total expenditure on charitable activities	575,678	1,579,651	2,155,329	576,619	1,097,949	1,674,568
TOTAL EXPENDITURE	575,678	1,579,651	2,155,329	576,619	1,097,949	1,674,568

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 income, although this can vary. 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	2022/2021	2020/2021
	£	£
Volunteer Expenses	(382)	68
Salaries and associated expenses	172,388	134,971
Recruitment, redundancy, gym	3,828	9,998
Travel	1,276	1,119
Stationery, computer supplies and promotion	6,861	1,837
Rent and Rates	(2,016)	1,688
Light, heat and power	567	626
Repairs, renewals and maintenance	3,617	4,497
Insurance	848	416
Telephone	1,773	3,403
Postage	212	1,155
Subscriptions	1,998	6,821
Legal and Professional	155	-
Depreciation	15,852	19,219
Holiday Pay	-	1,352
Unrecoverable VAT	-	6,422
Staff Training	693	624
Total	207,670	194,216

Governance	2021/2022	2020/2021
	£	£
Stationery, computer supplies and promotion	-	166
AGM, audit and accountancy	7,138	3,775
Total	**7,138**	**3,941**
Total Support and Governance Costs	**214,808**	**198,157**

7.0 Fees for Audit of the accounts

	2022/2021 £	2020/2021 £
Auditor's remuneration for audit services	4,000	3,750
Auditors remuneration for other services	2,876	-

8.0 Staff Costs

	2021/2022 £	2020/2021 £
Salaries and wages	768,883	811,003
Social security costs	64,171	69,873
Pension costs (defined contribution scheme)	22,606	21,774
Other employee benefits	14,221	19,823
Total staff costs	869,881	922,473

During the year, the Charity made statutory redundancy payments totalling £3,264 (2021 £16,823) and non-statutory payments of £nil (2021 £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 totalled £30,886 (2021 £38,302 as restated).

The trustees received no emoluments during the period ended 31st March 2022 or 31st March 2021. Trustees received expenses of £Nil (2021 £54) 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 £158,849 (2021 £190,939).

8.1 Average Head Count in the year

2021/2022 Number	2020/2021 Number
35	39

8.2 Redundancy Payments

	2021/2022	2020/2021
	£	£
Total amount of payment	3,264	19,823

9.0 Intangible Assets

9.1 Cost or Valuation

	Intangible Asset – Website Design				Total
	£	£	£	£	£
At at 1st April 2021	-	-	-	-	-
Additions	6,500	-	-	-	6,500
Revaluations	-	-	-	-	-
Disposals	-	-	-	-	-
As at 31st March 2022	6,500	-	-	-	6,500

9.2 Depreciation and Impairments

At at 1st April 2021	-	-	-	-	-
Disposals	-	-	-	-	-
Depreciation	880	-	-	-	880
As at 31st March 2022	880	-	-	-	880

9.3 Net book Value

Net book value at 1st April 2021	-	-	-	-	-
Net book value at 31st March 2022	5,620	-	-	-	5,620

10.0 Tangible Fixed Assets

10.1 Cost or Valuation

	Freehold land & buildings	Fixtures and Fittings	Motor Vehicles	Office Equipment including IT equipment	Total
	£	£	£	£	£
At at 1st April 2021	532,184	42,767	40,300	93,364	708,615
Additions	-	4,244	-	3,309	7,553
Revaluations	-	-	-	-	-
Disposals	-	-	(40,300)	-	(40,300)
As at 31st March 2022	532,184	47,011	-	96,673	675,868

10.2 Depreciation and Impairments

At at 1st April 2021	76,500	32,283	30,300	81,434	220,517
Disposals	-	-	(30,300)	-	(30,300)
Depreciation	8,500	2,185	-	4,288	14,973
As at 31st March 2022	85,000	34,468	-	85,722	205,190

10.3 Net book Value

Net book value at 1st April 2021	455,684	10,484	10,000	11,930	488,098
Net book value at 31st March 2022	447,184	12,543	-	10,951	470,678

The mini-bus was disposed of during the year for £15,500.

11.0 Investments – unlisted UK

	£
As at 1st April 2021	500
Deletions	0
As at 31st March 2022	500

12.0 Analysis of Debtors and Prepayments

	2021/2022 £	2020/2021 (as restated) £
Trade debtors	547,974	165,602
Prepayments and accrued income	18,099	69,646
Provisions	-1,000	-1,000
Total	565,073	234,248

13.0 Creditors and Accruals

13.1 Analysis of Creditors (as restated)

	Amounts falling due within one year		Amounts falling due after more than one year	
	2021/2022 £	2020/2021 (as restated) £	2021/2022 £	2020/2021 £
Trade creditors	51,152	50,719	-	-
Payments received on account for contracts or performance-related grants	934	-	-	-
Accruals and deferred income	506,245	151,148	-	-
Taxation and social security	45,638	20,046	-	-
Other creditors	264	3,998	-	-
Total	604,233	225,911	-	-

13.2 Deferred Income

Deferred Income in 2021/2022 relates to £248k contract income covering the 22/23 Peer Support workers project, £199k relates to NHS grant funding received for 22/23 West ICA Board funding and £8k relates to the continuation of NHS mental health project into 22/23.

2021/2022	2020/2021
455,671	114,000

13.3 Movement in deferred income account

	2021/2022 £	2020/2021 £
Balance as at 1st April 2021	114,000	137,500
Amounts added in current period	455,671	114,000
Amounts released to income from previous periods	-114,000	-137,500
Balance as at 31st March 2022	455,671	114,000

14.0 Taxation

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

15.0 Cash at bank and in hand

	2021/2022 £	2020/2021 £
Cash at bank and in hand	995,143	764,998
Total	995,143	764,998

16.0 Summary of funds held and movements during the year

16.1 Movement for the period ending 31 March 2022

Fund names	Type of Funds	Fund balances brought forward (as restated) £	Income £	Expenditure £	Transfers £	Gains and losses £	Fund balances carried forward £
General Funds	Unrestricted	134,705	415,512	556,999	223,505		216,723
Centre Development/IT	Designated	20,000	-	1,016	-	-	18,984
Changes in Activity and Centre exit/Downturn Strategy	Designated	110,000	-	-	12,234	-	122,234
Climate Emergency	Designated	25,511	1,350	5,128	-	-	21,733
Premises	Designated	9,000	1,750	1,850	-	-	8,900
Property Fund	Designated	466,168	-	10,685	4,244	-	459,727
Volunteer Infrastructure Support	Designated	39,567	-	-	-	-	39,567
Barnados/Advocacy	Restricted	406	-	-	(406)	-	-
Clinically Extremely Vulnerable (CEV)	Restricted	11,048	47,643	31,346	-	-	27,345
Community Care Makers	Restricted	20,114	90,000	86,669	(23,445)	-	-
Community Makers	Restricted	57,356	229,425	152,443	(134,338)	-	
Community Development	Restricted	2,018	-	-	-	-	2,018
Community Transport	Restricted	10,000	-	-	(10,000)	-	-
DoH/CC Social Prescribing	Restricted	99,586	190,050	232,695	(5,000)	-	51,941
Early Help Hub	Restricted	9,500	38,000	34,910	(6,200)	-	6,390
Flood Forum	Restricted	-	11,394	10,720	-	-	674
HOPE	Restricted	22,466	12,000	401	(21,852)	-	12,213
Injection of Nature	Restricted	-	239,690	217,938	(21,752)	-	-
Lottery/BC - VIVA	Restricted	12,641	-	8,254	(4,387)	-	-
Macmillan	Restricted	128	7,224	5,884	(1,468)	-	-
NHS	Restricted	105,803	263,529	186,671	(21,296)	-	161,365
NHS CCG - Covid Emergency	Restricted	12,540	546,336	454,991	(74,713)	-	29,172
NHS RCHT	Restricted	3,701	-	-	-	-	3,701
Personal Health	Restricted	-	40,779	36,134	-	-	4,645
Smartline	Restricted	17,332	31,927	35,757	(3,620)	-	9,882
Stroke Befriending	Restricted	7,298	33,555	26,363	(4,300)	-	10,190
Transport Vaccination	Restricted	-	30,000	5,095	-	-	24,905
Training	Restricted	-	-	-	-	-	-
Vulnerable Support Fund	Restricted	-	34,013	27,969	32,794	-	38,838
Welcome Home/Mental Health Winter Pressures	Restricted	65,045	62,000	25,411	60,000	-	161,634
Total Funds		1,261,933	2,326,177	2,155,329	-	-	1,432,781

Transfers

£172,967 has been transferred out of restricted funds to unrestricted funds to reflect the unrestricted expenditure support costs (see note 6) that were utilised across various restricted projects. The remaining support costs were utilised for training and transport.

Further transfers have been made for the following reasons:

- £12,234 was transferred from Community Care Makers to the Downturn Strategy designated fund. At the year end uncertainty arose as to whether the project would continue. The remaining Community Care Makers project funds have therefore been transferred to cover the potential redundancy and wind-up costs of the project.

- £83,338 was transferred from Community Makers to the unrestricted general fund (£23,338) and Welcome Home/Mental Health Winter Pressures (£60,000) fund. Community Makers is a year-on-year project and any remaining funds at year end are to be retained by Volunteer Cornwall. The funds are transferred to the general fund to cover any indirect costs allocated to the unrestricted general fund. £60,000 was transferred to the Welcome Home/Mental Health Winter Pressures to reflect the new project use of the remaining excess funds.

- £6,073 has been transferred from HOPE (restricted training funds) to other restricted funds and a further £15,779 has been transferred from HOPE (restricted training funds) to the unrestricted training fund. This is to reallocate training expenditure related to HOPE training activities that were initially allocated to unrestricted training.

- A total of £5,665 has been transferred from the Barnados/Advocacy, Macmillan and Lottery/BC – Viva funds to the unrestricted general fund. The projects related to these funds ended in the year. The remaining funds were not required to be returned and therefore have been moved to unrestricted funds to reflect this.

- £35,613 was transferred from NHS – CCG Covid Emergency to the Vulnerable support fund. The Mass vaccination project came to an end during the year. The remaining unspent funds have been retained by Volunteer Cornwall under the condition that they be spent on Vulnerable community members.

16.2 Period Ending 31 March 2021 (as restated)

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	-	134,705
Centre Development/IT	Designated	20,000	-	-	-	-	20,000
Changes in Activity and Centre exit/Downturn Strategy	Designated	110,000	-	-	-	-	110,000
Climate Emergency	Designated	30,000	-	5,989	1,500	-	25,511
Premises	Designated	9,000	-	-	-	-	9,000
Property Fund	Designated	476,733	-	10,565	-	-	466,168
Volunteer Infrastructure Support	Designated	30,000	10,000	433	-	-	39,567
Barnados/Advocacy	Restricted	-	4,332	3,656	(270)	-	406
Brokerage	Restricted	-	-	6,714	6,714	-	-
CDW	Restricted	-	58,030	63,731	5,701	-	-
Clinically Extremely Vulnerable (CEV)	Restricted	-	10,385	12,790	13,453	-	11,048
Community Care Makers	Restricted	-	60,000	36,767	(3,119)	-	20,114
Community Makers	Restricted	-	226,694	174,194	4,856	-	57,356
Community Development	Restricted	2,018	-	-	-	-	2,018
Community Transport	Restricted	16,100	-	6,100	-	-	10,000
DoH/CC Social Prescribing	Restricted	23,896	388,805	307,082	(6,033)	-	99,586
Early Help Hub	Restricted	-	47,500	33,057	(4,943)	-	9,500
HOPE	Restricted	13,097	9,944	575	-	-	22,466
Lottery/BC - VIVA	Restricted	2,438	39,150	27,127	(1,820)	-	12,641
Lottery/Covid	Restricted	-	75,000	77,875	2,875	-	-
Macmillan	Restricted	-	16,965	14,917	(1,920)	-	128
NHS	Restricted	153,616	110,000	134,233	(23,580)	-	105,803
NHS CCG - Covid Emergency	Restricted	2,089	94,841	67,972	(16,418)	-	12,540
NHS RCHT	Restricted	3,701	-	-	-	-	3,701
Personal Health	Restricted	-	3,678	5,427	1,749	-	-
Public Health - Covid Recovery	Restricted	-	-	4,917	4,917	-	-
Smartline	Restricted	-	54,572	33,520	(3,720)	-	17,332
Stennack Sensory	Restricted	1,500	-	-	(1,500)	-	-
Stroke Befriending	Restricted	-	33,294	21,496	(4,500)	-	7,298
Transport Vaccination	Restricted	-	-	-	-	-	-
Training	Restricted	-	-	-	-	-	-
Welcome Home/Mental Health Winter Pressures	Restricted	8,003	122,841	65,799	-	-	65,045
Total Funds		1,155,195	1,781,306	1,674,568	-	-	1,261,933

16.3 Analysis of Net Assets between funds (as restated)

2021/2022	Unrestricted Funds	Designated Funds	Restricted Funds	Total
	£	£	£	£
Fixed Assets	7,883	465,756	3,159	476,798
Current Assets	271,567	205,988	1,082,661	1,560,216
Creditors - Amounts falling in within one year	-62,727	-599	-540,907	-604,233
Total	216,723	671,145	544,913	1,432,781

2020/2021 (as restated)	Unrestricted Funds	Designated Funds	Restricted Funds	Total
	£	£	£	£
Fixed Assets	12,430	466,168	10,000	488,598
Current Assets	234,186	204,078	560,982	999,246
Creditors - Amounts falling in within one year	-111,911	-	-114,000	-225,911
Total	134,705	670,246	456,982	1,261,933

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

Reconciliation of Net Movement in Funds to Net Cash Flow from Operating Activities	Year End 31 March 2022	Year End 31 March 2021 (as restated)
	£	£
Net income for the reporting period (as per the statement of financial activities)	170,848	106,738
Adjustments for		
Add back - Depreciation Charges	15,853	20,464
Deduct - Interest	-	(123)
(Profit) on disposal of Fixed Asset	(5,500)	-
(Increase)/Decrease in Debtors	(330,825)	141,419
Increase/(Decrease) in Creditors	378,322	-27,883
Net Cash Provided (Used in) Operating Activities	228,698	240,615

Analysis of Cash and Cash Equivalents	Year End 31 March 2022	Year End 31 March 2021
	£	£
Cash in Hand	995,143	764,998
	995,143	764,998

18.0 Commitments

As at 31 March 2022 the total of the company's future minimum lease payments under non-cancellable operating leases are as follows:

Operating Leases which are due	Year End 31 March 2022 £	Year End 31 March 2021 £
Within one year	4,474	4,474
Between one and five years	10,033	13,032
Five years and over	-	1,475
	14,507	18,981

The total lease payments during the year were £4,474 (2021: £4,474).

19.0 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 £22,450, (2021 £21,774). There were no prepaid or accrued pension contributions at either the beginning or end of the financial year.

20.0 Transactions related parties

Name of the trustee or related party	Relationship to charity	Description of the transaction(s)	Amount paid	Amount received	Creditor Balance at period end	Provision for bad debts at period end	Amounts written off during reporting period
			£	£		£	£
Emma Rowse	Chair	Cornwall Voluntary Sector Forum	5,294	-	-	-	-
Ian Jones	Chair	Truro Cricket Club	199	67	-	-	-

Transactions 2021/2022:

Related party transactions identified in the prior period:

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	Cornwall Voluntary Sector Forum	494	294	-	-

21.0 Prior period adjustment

The comparative figures have been restated to incorporate additional accrued grant income and adjust an overstated temporary staff creditor as summarised below.

Balance sheet

	Restricted	Unrestricted	Total
Net assets at 31 March 2021 (as previously reported)	£356,196	£804,951	£1,161,147
Increase in accrued income	£69,625		£69,625
Decrease in creditors	£31,161	-	£31,161
Net assets at 31 March 2021 (as restated)	£456,982	£804,951	£1,261,933

Statement of financial activities

	Restricted	Unrestricted	Total
Net assets at 31 March 2021 (as previously reported)	£129,738	(£123,786)	£5,952
Increase in accrued income	£69,625	-	£69,625
Decrease in creditors	£31,161	-	£31,161
Net assets at 31 March 2021 (as restated)	£230,524	(£123,786)	£106,738

Finally – THANK YOU

Active Plus
Age UK Cornwall and Isles of Scilly
CN4C
Central Integrated Care Board
Cornwall Citizen Advice Bureau
Coastline Housing
CorServe Care
Cornwall Community Foundation
Cornwall Council
Cornwall MIND
Cornwall Partnership NHS Foundation Trust
Cornwall Voluntary Sector Forum
Cornwall Wildlife Trust
CRCC
Eden Project
European Regional Development Fund
Healthy Cornwall
Helpforce
Local Resilience Forum
Lord Lieutenant of Cornwall
Macmilan
NAVCA
NHS England
NHS Kernow
North and East Integrated Care Board
Pentreath Ltd
Phoneta
Royal Cornwall Hospital NHS Trust
Stay at Home (Chaos Group)
University of Exeter
West Integrated Care Board
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.

Contact Information

Head Office	Volunteer Cornwall Acorn House Heron Way Newham Truro TR1 2XN 01872 265305
Community Makers	Volunteer Cornwall Acorn House Heron Way Newham Truro TR1 2XN 01872 265308
Transport	Transport Team Acorn House Heron Way Newham Truro TR1 2XN 01872 265300
Training	Training Acorn House Heron Way Newham Truro TR1 2XN 01872 265307

VOLUNTEER CORNWALL

England & Wales - Charity number 1069957

Accounts

Volunteer Cornwall

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

Acorn House
Heron Way
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Truro
Cornwall
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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 3rd 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 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 though 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:

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)

People/Clients/Organisations met with:

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).

Macmillan Cancer Support and The Cove Cancer Support Centre – Assisting people during Covid-19 with signposting to their services, which continues.

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.

Cathy Whitmore – Feock Parish Council – Promotion of project on the Haire Wellbeing Directory and Carnon Down Village shop.

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.

Case studies during this period have included at end of report.

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.

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	resigned 31 December 2020
	Naterica Hughes	appointed 1 January 2021 resigned 31 January 2021
	Lisa Crook	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, Charites 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. 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.

PKF Francis Clark

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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
Income and endowments from:							
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
Total		425,275	1,286,406	1,711,681	834,154	825,730	1,659,884
Resources expended							
Expenditure on:							
Raising funds		-	-	-	-	-	-
Charitable activities	5	576,619	1,129,110	1,705,729	879,263	1,187,117	2,066,380
Other			-	-	-	-	-
Total		576,619	1,129,110	1,705,729	879,263	1,187,117	2,066,380
Net income/(expenditure) before investment gains/(losses)		-151,344	157,296	5,952	- 45,109	- 361,387	- 406,496
Net gains/(losses) on investments		-	-	-	-	-	-
Net income/(expenditure)		-151,344	157,296	5,952	- 45,109	- 361,387	- 406,496
Extraordinary items		-	-	-			-
Transfers between funds		27,558	-27,558	-			-
Other recognised gains/(losses):							
Other gains/(losses)		-	-	-			-
Net movement in funds		-123,786	129,738	5,952	- 45,109	- 361,387	- 406,496
Reconciliation of funds:							
Total funds brought forward	15	928,737	226,458	1,155,195	973,846	587,845	1,561,691
Total funds carried forward	15	804,951	356,196	1,161,147	928,737	226,458	1,155,195

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

These financial statements were approved and authorised for issue by the directors on 21st 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
Cash Flow from Operating Activities:			
Net Cash provided by (used in) operating activities		240,615	(181,029)
Cash Flow from Investing activities:			
Interest Income		123	253
Purchase/Disposal of fixed assets		(5,995)	(3,251)
Net Cash provided by (used in) investing activities		(5,872)	(2,998)
Cash flow from financing activities:			
Repayments of borrowing		0	0
Net Cash provided (used in) financing activities		0	0
Change in cash and cash equivalents in the reporting period.		234,743	(184,027)
Cash and cash equivalents at the beginning of the reporting period		530,255	714,282
Total Cash and cash equivalents at the end of the reporting period.		764,998	530,255

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 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

Donations and Legacies	Unrestricted funds £	Restricted income funds £	Total funds 2020/2021 £	Fund 2019/2020 £
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			-	
Total	3,832	8,873	12,705	229
Charitable Activities				
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
Total	421,320	1,277,533	1,698,853	1,659,402
Income from Investments				
Interest income	123	-	123	253
Dividend income	-	-	-	-
Rental and leasing income	-	-	-	-
Other	-	-	-	-
Total	123	-	123	253
TOTAL INCOME	425,275	1,286,406	1,711,681	1,659,884

4.0 Analysis of Government Grants

	Description	2020/2021 £
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

	Description	2019/2020 £
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
Expenditure on charitable activities:						
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	-	-	-	-	-	-
Total expenditure on charitable activities	576,619	1,129,110	1,705,729	879,263	1,187,117	2,066,380
TOTAL EXPENDITURE	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
Total	194,216	134,145

Governance	2020/2021	2019/2020
	£	£
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
Total	**3,941**	**17,015**
Total Support and Governance Costs	**198,157**	**151,160**

7.0 Fees for Audit of the accounts

	2021/2020	2019/2020
	£	£
Auditor's fees	3,750	3,200

8.0 Staff Costs

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

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

2020/2021 Number	2019/2020 Number
39	36

8.2 Redundancy Payments

	2020/2021	2019/2020
	£	£
Total amount of payment	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 1st April 2020	500
Deletions	0
As at 31st March 2021	500

11.0 Analysis of Debtors and Prepayments

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

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
	£	£	£	£
Accruals for grants payable	-	-	-	-
Bank loans and overdrafts	-	-	-	-
Trade creditors	81,880	17,793	-	-
Payments received on account for contracts or performance-related grants	-	-	-	-
Accruals and deferred income	151,148	173,596	-	-
Taxation and social security	20,046	60,032	-	-
Other creditors	3,998	2,373	-	-
Total	257,072	253,794	-	-

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

	2020/2021 £	2019/2020 £
Balance as at 1st April 2020	137,500	-
Amounts added in current period	114,000	137,500
Amounts released to income from previous periods	- 137,500	-
Balance as at 31st March 2021	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

	2020/2021 £	2019/2020 £
Short term cash investments (less than 3 months maturity date)	-	-
Short term deposits	-	-
Cash at bank and on hand	764,998	530,255
Other	-	-
Total	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	-5989	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
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
Welcome Home/Mental Health Winter Pressures	Restricted	8,003	122,841	-65,799	0	0	65,045
Total Funds		1,155,195	1,711,681	-1,705,729	0	0	1,161,147

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
Other funds			0	0	0	0	0
	Total Funds	1,561,691	1,659,884	(2,066,380)	0	0	1,155,195

15.3 Analysis of Net Assets between funds

2020/2021	Unrestricted Funds	Designated Funds	Restricted Funds	Total
	£	£	£	£
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
Total	134,705	670,246	356,196	1,161,147

2019/2020	Unrestricted Funds	Designated Funds	Restricted Funds	Total
	£	£	£	£
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
Total	253,004	675,733	226,458	1,155,195

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

Reconciliation of Net Movement in Funds to net cashflow from Operating Activities	Year End 31 March 2021 £	Year End 31 March 2020 £
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
Net Cash Provided (Used in) Operating Activities	240,615	(181,029)

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

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:

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

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.

Head Office	Volunteer Cornwall Acorn House Heron Way Newham Truro TR1 2XN 01872 265305
Community Makers	Volunteer Cornwall Acorn House Heron Way Newham Truro TR1 2XN 01872 265308
Transport	Transport Team Acorn House Heron Way Newham Truro TR1 2XN 01872 265300
Training	Training Acorn House Heron Way Newham Truro TR1 2XN 01872 265307