Community Action Network

England & Wales · Charity number 1081381

Details

Other names	BOURNEMOUTH COUNCIL FOR VOLUNTARY SERVICE, BOURNEMOUTH CVS, Bournemouth and Poole CVS, CAN
Status	Registered
Legal form	Charitable company
Company number	04024662
Registered	2000-06-30
Register	View on the Charity Commission register

Contact

Address	Northmead House 30-34 Northmead Drive Poole Dorset BH17 7XW
Phone	01202466130
Email	hello@can100.org
Website	www.can100.org

Activities

Objects: 4(1) To promote any charitable purposes for the benefit of the community in Bournemouth, Christchurch, Poole, Dorset and the surrounding areas (hereinafter called "the area of benefit") and, in particular, the advancement of education, the protection of health and the relief of poverty, distress and sickness.4(2) To promote and organise co-operation in the achievement of the above purposes and to that end to bring together representatives of the voluntary organisations and statutory authorities within the area of benefit.

Activities: We provide professional and practical support to organisations working within the voluntary and community sector in Bournemouth, Christchurch, Poole and Dorset. We want to see these communities healthy, diverse, vibrant and flourishing. Our mission is to empower the voluntary sector, enable volunteering and involve communities. We believe that together, we CAN make a difference.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** BOURNEMOUTH, POOLE, DORSET AND SURROUNDING AREAS
- Bournemouth
- Dorset
- Poole

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,015,848	£3,015,038	£2,451,026	30
2024-03-31	£957,686	£1,404,383	£4,450,216	25
2023-03-31	£1,074,531	£1,116,412	£4,896,913	25
2022-03-31	£5,144,909	£692,588	£4,938,606	18
2021-03-31	£553,011	£493,174	£486,285	13

Trustees

Name	Role	Appointed
DEBORAH JULIE CLIFTON		2012-12-18
Laura Elizabeth Jump		2020-11-04
Pauline Dawn Sharp		2019-04-01
Philip Tarrant		2015-09-30
Rev PAUL MARTIN BROAD		
Rupert Ogwuazor		2023-08-30
Shailesh Agarwal		2021-09-07

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Community Action Network

England & Wales - Charity number 1081381

Accounts

Charity Registration No. 1081381

Company Registration No. 04024662 (England and Wales)

COMMUNITY ACTION NETWORK

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025



10 Bridge Street
Christchurch
Dorset
BH23 1EF

COMMUNITY ACTION NETWORK

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COMMUNITY ACTION NETWORK

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Rev P Martin Broad - Chair	
	Ms D Clifton - Vice Chair	
	Ms P Sharp	
	Mr R Ogwuazor	
	Ms V Allen	(Appointed 24 September 2024)
	Ms T Lewis	(Appointed 24 September 2024)
	Mr P Tarrant	(Resigned 04 October 2024)
	Ms L Jump	(Resigned 06 June 2025)
	Mr S Agarwal	(Resigned 30 June 2025)
Secretary	Mr S J Place	(Resigned 1 March 2023)
	Ms A Leyland	(Appointed 1 March 2023)

Staff

Amy Collins	Head of VCS Development
Dani Ford-Horne	Membership Lead
Kara Byatt	Office Coordinator
Emma Lee	Head of Engagement
Amy Leyland	Head of People
Karen Loftus	Chief Executive
Rachel Pascoe	Office Coordinator
Gareth Dunning	Pathway Coordinator – Team Lead
Abi McQueen	Pathway Coordinator
Andrea Holloway	Pathway Coordinator
Debbie McClure	Pathway Coordinator
Rassu Rana	Management Accountant
Hannah Rees	Engagement Lead
Liz Soffe	Volunteering Coordinator
Nikki Sanderson	Pathway Coordinator - Early Help
Kelly Hewitt	Project Manager ACSS
Christopher Small	Digital Access Project Lead
Bethan Hopkins	Communications Lead
Marie Pandolfo	Grant Advisor
Paul Norton	Research Engagement Lead
Samatha Bingham	Trusted Review Project Lead
Ivana Sandoval	Trusted Reviewer
Rosie Equi	Trusted Reviewer
Lorraine Lambert	Trusted Reviewer
Andrew Robertson	Trusted Reviewer
Sarah Pickering	VCS Development Lead
Mayu Rouco-Santos	EDC Project Manager
Tama Merdaci	EDC Capacity Builder
Catia Leite	EDC Capacity Builder

Charity number	1081381
Company number	04024662
Registered office	Beech House 28-30 Wimborne Road Poole BH15 2BU
Auditor	TC Group 10 Bridge Street Christchurch Dorset BH23 1EF
Bankers	Co-operative Bank Charities Aid Foundation Virgin United Trust Bank Shawbrook

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 Community Action Network'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)" (as amended for accounting periods commencing from 1 January 2016)

Trustees who served during the year are listed on page one, under legal and administrative information.

Community Action Network is a company limited by guarantee and we are governed by our Articles of Association. The organisation is often referred to as CAN as our operating name.

The Trustees present their report, together with the accounts for the year to 31 March 2025, which have been audited.

1. Structure, Governance and Management

The organisation was set up in 1972 as Bournemouth Helping Services and subsequently registered as a charity. It became a charitable company limited by guarantee on 30th June 2000 and became an accredited Council for Voluntary Service. It changed its name to Bournemouth Council for Voluntary Service (BCVS) in the same year. It adopted a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company winding up, members may be required to contribute an amount not exceeding £10.

In 2019 Poole Council for Voluntary Service merged with BCVS. On 29 March 2019 a Deed of Transfer was signed by both organisations to transfer the assets of Poole CVS to BCVS and the merger of the two organisations was confirmed. Further it was agreed to trade as Bournemouth and Poole CVS, from 1 April 2019. In August 2019 at a special meeting of members, it was agreed to change the name to Community Action Network.

Community Action Network is a member of the National Association for Voluntary and Community Action (NAVCA) and holds their Quality Standard which is the national quality award for Councils for Voluntary Service.

The overall strategy of CAN is led by the Board of trustees, who have co-created our vision and mission along with our Strategic Plan. Financial oversight on a day-to-day basis has been delegated to the Finance Committee of which the Chair of the Board of Trustees is a member. The Finance Committee make recommendations on spend and budget to the Board who discuss and have final sign off. Significant changes and new projects are brought to the Board by the Chief Executive by way of costed proposals for discussion scrutiny and sign off. To aid this process, agendas and supporting papers are sent to trustees at least one week before the meeting. In emergencies the Chair of the Board takes decisions that are reported to the Board, very often seeking a view from other trustees. A Scheme of Delegation has been agreed by the Board – updated annually to help make it clear what decisions can be made and by who.

Our Chair of Trustees is Martin Broad and our Vice Chair is Debbie Clifton.

Membership is free and open to all local voluntary and community organisations providing a service in Dorset. Affiliate membership is open to organisations operating outside of the area, or that are part of the public sector. Business Supporter Membership is open to local businesses. Full details of CAN membership are on our website www.can100.org.

Managing risk - The Trustees have conducted a review of the major risks to which the charity is exposed, including financial (e.g., unexpected withdrawal of funding) and reputational. Where appropriate, systems or procedures have been established to mitigate any impact they may have on the charity. Financial risks are minimised by the implementation of internal control procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the premises. The Chief Executive presents a Health and Safety Report to Trustees on an annual basis. Policies and procedures are regularly reviewed to ensure that they continue to meet the needs of the charity.

Our strategic plan has been reviewed and updated by Trustees. Trustees have referred to the Charity Commission's general guidance on public benefit in drawing up any plan. In particular, the Trustees have considered how activities contribute to our mission and charitable objects.

Major risks identified:

- CAN's core grant funding from BCP Council came to an end in October 2023. We successfully bid for a new contract over 5 years starting October 2023. However, this is with significantly reduced funding. Trustees discussed this at a Board meeting (minuted) and agreed to utilise our reserves and other project funding to continue to provide a full service in 2024/2025. Trustees instructed our Chief Executive to seek diversification in our funding platform, which has been completed.

Membership of the Board - members of the Board are nominated and elected by the membership at the Annual General Meeting. One third of the directors retires each year by rotation and are eligible for re-election. There is a maximum of twelve places on the Board. Five of those places are available for co-opted members who are recruited for specific skills. Co-opted members must be appointed each year on an annual basis. The Board reviewed their recruitment process and have introduced a revised Trustee Recruitment Policy, that Trustees felt was more robust. The full Board, which had 9 members at 31st March 2025, meets at least five times a year. A Finance Committee meets quarterly to ensure financial accountability and to enable more detailed planning to take place. All members of the Board give their time voluntarily and received no benefits from the charity during 2024/25. Any expenses reclaimed from the charity are set out in the accounts.

Fundraising
Funds are raised by CAN through our core grants and project work - we have not engaged in any major fundraising activity, and not used a professional or commercial fundraiser.
We will always comply with fundraising standards and have not received any complaints about any fundraising activity. Should we undertake any fundraising activity in the future we will take every step to protect vulnerable people and other members of the public from behaviour which:

i. is an unreasonable intrusion on a person's privacy
ii. is unreasonably persistent
iii. places undue pressure on a person to give money or other property

2. Strategy and vision
Our charitable objectives are:

1. To promote any charitable purposes for the benefit of the community in Bournemouth, Christchurch, Poole, Dorset and the surrounding areas (hereinafter called "the area of benefit") and, in particular, the advancement of education, the protection of health and the relief of poverty, distress and sickness.

2. To promote and organise co-operation in the achievement of the above purposes and to that end to bring together representatives of the voluntary organisations and statutory authorities within the area of benefit.

Our **values** inform our actions. Co-produced by trustees and staff, and aspiring to NCVO Charity Ethical Principle, they demonstrate the behaviour we expect from ourselves and others. We collaborate, are compassionate, inspirational, and act with integrity and respect.

We have a strong and recognisable vision and mission that informs our work.

We believe everyone deserves to live happy healthy lives in a good society that promotes fairness and social justice.

Our **vision** is that communities across the county of Dorset are strong, healthy, diverse and thriving.

There is a sense of community where everyone can play and active role. People volunteer and work for the causes and organisations which are close to their hearts, minds and values. We know that charities and community groups play a vital role in supporting health and wellbeing - creating and facilitating opportunities for participation, action and decision making in local communities.

Our **mission** is to serve and champion Dorset's voluntary and community sector. 94% of our members would recommend CAN.

We provide professional information, advice and training. We're collaborative - growing networks, building partnerships and supporting people to make a difference. We're compassionate advocates - inspiring social action and equitable representation.

Our strategic goals:

1. Strengthen VCS organisations to deliver high-quality services sustainably
2. Enhance collaboration and influence to improve community well-being
3. Increase volunteer engagement and positive impact
4. Promote equity, diversity and inclusion
5. Sustain a strong and accountable membership led charity

As a successful local infrastructure charity, we're proud to be quality assured by NAVCA, our national membership body, this coming year we'll be focusing our work around the four functions of a local infrastructure charity:

Leadership and Advocacy
Partnerships and Collaboration
Capacity Building
Volunteering

NAVCA told us 'CAN's leadership is highly respected. Partner organisations consistently highlight CAN's accessibility and clear communication.' Achieving this accreditation confirms our commitment to the highest standards and gives our partners, from local groups to funding partners, confidence in the quality and effectiveness of our work.

3. Activity and impact

CAN is a collaborative charity and has cooperated this year in pursuit of our charitable objectives, detailed in more depth below, with:

- BCP Council
- Dorset Community Action (Charity)
- Dorset Community Foundation (Charity)
- Dorset Council
- Dorset Race Equality Council (Charity)
- Dorset VCS Assembly
- NHS Dorset
- Public Health Dorset
- Volunteer Centre Dorset (Charity)

Grant making

We have made minimal use of grant making to further our charitable objectives.

Our impact
A message from our Chair of Trustees, Martin Broad

Being Chair of Community Action Network really enhances my own wellbeing! By that I mean that my on-going collaborative working with fellow Trustees and the Operational staff, I find myself in a privileged position of overseeing what are many successes in our work across Bournemouth, Christchurch and Poole and Dorset.. and it is that which brings me both personal satisfaction but also a real sense of pride.

This report gives you all an overview of the work that has been happening throughout the year and demonstrates an on-going commitment to our values and our desire to ensure a thriving Voluntary and Community Sector in our region.

You can also see in the report how we are very careful guardians of our financial assets, a further sign of our strength and yet again showing a determination in what are difficult times for our sector to uphold at the forefront of civic society all that the VCS offers.

On behalf of all Trustees, I note my personal gratitude to the Chief Executive Officer and the staff at CAN and also to all members, supporters and friends from all sectors. I note in particular our gratitude to all those who fund us. Without their affirmation of our work, YOU as stakeholders would not have the benefits of our service.

Karen Loftus, Chief Executive
As I look back on the year, I am filled with immense pride and gratitude for what we, as a community, have accomplished together.

This year has shown the impact that a strong, supported Voluntary and Community Sector can have on individual lives and the wider community. Our shift to a transformational approach supporting VCS organisations has focused on building long-term sustainability.

The stories within this report, support and represent real people whose lives have been positively impacted because our member organisations are stronger and better equipped. Membership growth is testament to the value of our services and our commitment to member-led leadership.

Our networks and partnerships have flourished, amplifying the voice of the VCS on strategic boards and ensuring that community needs are at the forefront of public sector development.

The NAVCA Local Infrastructure Quality Accreditation (LIQA) is an external validation of excellence and effectiveness.

The success of our Ethnically Diverse Communities Project, particularly in making funding more accessible, shows our proactive commitment to ensuring all voices are heard and supported.

What difference have we made:

1. STRENGTHEN VCS ORGANISATIONS TO DELIVER HIGH-QUALITY SERVICES SUSTAINABLY

470 groups received bespoke advice and guidance
31 new groups helped to set up
£1.93 million in funding secured

From transaction to transformation
Our new Organisational Health Checks for groups foster long-term resilience and independence. Providing a baseline and reflective tool across business planning, governance, volunteer management, funding, and marketing. Building the skills, confidence, and resources needed for long-term sustainability and independence.

"The organisational health check helped us recognise what we didn't know - and gave us a clear, supported route to strengthen our group."

Trends in support

Organisational Development – including policies and procedures, business planning, legal structures, starting up as a charity.

Governance and Management – including good practice in volunteer management, Trustee recruitment and annual reports and safeguarding.

Finance and Funding – including developing a diverse funding strategy, writing funding applications, financial process and good practice, measuring and reporting impact and social return on investment. We worked with groups to secure over £1.93m in funding including Poole Inclusive Paddleboarding: £9,987 from Sport England – 'Without you this definitely wouldn't be happening.' Merry Moos Therapeutic Farm: £1.52m – 'CAN has been our go-to for everything' - University Hospitals Dorset NHS Charity: £50,000 in funding towards a new CT scanner unit – 'Your guidance was great. Thank you so much for your support, I genuinely really appreciate it'.

Our training is specifically designed and delivered to meet these identified needs:

55 training sessions delivered to 527 participants – a 33% increase from last year.

Feedback was overwhelmingly positive:
- 99% reported increased knowledge and confidence
- 100% rated the quality of the training as excellent or good.
- 97% rated the training as excellent or good in developing their understanding and confidence in the topic.

"So good to hear Safeguarding explained in a 'nutshell'... understandable, concise and memorable, It will change the way we support the people we serve."

"This session clarified the process I need to go through to set up a small community organisation. Wonderful session!"

Bringing investment to the sector:

Access Wellbeing: We partnered with NHS Dorset and Dorset Community Foundation (DCF) to bring £1m of funding to the sector through 53 grants as part of the Access Wellbeing programme, supporting local groups across the county of Dorset to improve wellbeing and resilience in community settings, reducing reliance on NHS clinical services. CAN provided support and networking.

“Brilliant organisation. Very worthwhile. Great content. Great energy. Thank you!”Planet Purbeck.

Ethnically Diverse Communities: through funding from The National Lottery, we are lead partners in a project focused the BCP Council area to build capacity and bring funding support to ethnically diverse groups. Our intensive bespoke support and training is tailored to their needs, and we are working with Dorset Community Foundation to distribute £40,000 in grants. A full report on this innovative and successful work is on our website.

Stories of change:
Gladys Court Residents’ Committee - Advice and guidance given after the unexpected passing of their treasurer. Worked with them to access bank account, develop a new code of conduct and using our popular Governance Toolkit they restructured their committee. Ensuring a safe and happy home for many older people.

"Thank you so much, for your invaluable information and support"

Bridport Food Matters – we supported them through the successful registration as a Charitable Incorporated Organisation (CIO).Following registration, tailored guidance included policy and procedure templates and signposting to relevant funding opportunities. This practical support was instrumental in laying strong foundation for the group’s long-term development and growth, enabling them to confidently pursue their mission of addressing food insecurity in their community.

In Jolly Good Company, West Dorset - Refined their governance structure and ensured compliance with legal standards and best practice. Ensuring they can increase how they alleviate loneliness and isolation – and improve the mental health and wellbeing of hundreds of local people.

2. ENHANCE COLLABORATION AND INFLUENCE TO IMPROVE COMMUNITY WELLBEING

181 Information stations delivered

1245 people connected to needed services in person

20,000+ website visitors – our members tell us the website is 'very useful'

5321 social media followers

143 eNewsletters sent - Our members tell us our eNewletters are invaluable and the frequency is just right.

By fostering strong partnerships and ensuring the VCS voice is heard at strategic levels, CAN collectively drives significant improvements in community wellbeing. Our efforts this year have broadened our collaborative reach and amplified our influence.

Sector representation: 7 VCS Involvement Partners (VCSIPs) represented our sector on 18 strategic Boards/ statutory meetings, including Health and Wellbeing Board and Integrated Care Partnership. Enabling engagement in upcoming consultations and priorities and ensuring the voice of the sector is heard.

State of the Sector Report published and used to inform our work and support for the sector.

CAN Advisory Council established bringing senior leaders from charities and community groups together from across Dorset to share insights and inform how we best deliver our mission.

Members Survey will be used to inform our long-term planning.

Stronger connections and networking: CAN Networks - 48 themed member led Networking sessions held with over 300 attendees fostering vital collaboration and knowledge sharing. Helping CAN keep our finger on the pulse at a grassroots level. Lorraine, SWAD: 'Great connections to resources I wasn't aware of! Thanks for another great session - I always come away with helpful info and connections.'

I Am More Than… programme - working with partners including Bournemouth University, recruited 11 Founder Members to shape a community research hub and amplify unheard voices in health and social care research.

BCP Early Help Partnership – worked with partners including BCP Council to increase engagement and connection with charities and community groups that focus on children, young people, and their families, seeing our membership of these groups increase by 114%.

Award winning **Access to Community Support and Services** (ACSS) project is commissioned by NHS Dorset, is creating a shared data set of local services using the Open Referral UK framework; a data standard which sets a common language. Over 1500 local services listed being accessed by over 500 professionals. 'I find it highly useful where we would otherwise struggle to find appropriate, high quality signposting. It's so useful to see when these were checked so we know that they are still current.

Community Heroes in the Spotlight – Championing our Members 15 different local charities and community groups, received intensive promotion.

Community wellbeing and prevention:

Wellbeing Collaborative, fostering collaborative working and supporting safe hospital discharge. Over 800 professionals accessing our Virtual Hub for 'live' information and connections. 62 One-Off Wellbeing Grants saved the NHS £462,577.13 or 925 hospital days by supporting timely patient discharge and preventing readmissions. 121 direct referrals made for support to help people safely leave hospital.

Trusted Reviewers: supporting access to community care provision that helps people live as independently as possible. Successfully connected over 300 people with diverse needs to new opportunities and activities in their community, delivered 68 'taster sessions'-built connections and driven positive change for individuals seeking more variety in their weekly activities, aligned with their interests and passions. "**It's lovely to find such a fantastic community resource. Thank you again, it's been really successful and I'm very appreciative of what you've done."**

Stories of change: Through our work with BCP Council Adult Social Care and University Hospitals Dorset NHS Trust, we established that hording and cleaning are major barriers to safe discharge from hospital. As a result, we are working collaboratively to resolve the issues and consider preventative measures.

3. INCREASE VOLUNTEER ENGAGEMENT AND POSITIVE IMPACT

851 people accessed volunteering hub

330 people needing information about volunteering reached at events

Volunteers are the lifeblood of the VCS, and we are dedicated to fostering greater engagement and ensuring their efforts lead to tangible, positive change within our communities.

Enabling volunteering - Volunteering Hub our online resource with hundreds of opportunities that enables groups to find volunteers and people to find ways to give back to their community. Those needing extra support are offered bespoke help.

Groups use our brokerage, expertise and practical advice to ensure volunteers are safe and well managed. Building excellent practice helps sustain and strengthen charities' ability to provide essential support in the community.

"Thank you for your excellent advice and support around volunteering. We are grateful as it helps us with correct paperwork, governance and support we give to volunteers." HealthBus

Social Action: Various social action events delivered, including:

- A litter-pick in partnership with Autism Unlimited
- 37 sessions promoting volunteering to over 330 people including NHS events, BCP Council events, private businesses including Nat West, colleges and Bournemouth University.
- Bournemouth Town Centre Action Day, delivered in partnership with BCP Council's Knife Crime Awareness campaign, included litter picking and light gardening and brought together local businesses, education providers, and residents, boosting community spirit.

"A really well-run event with a great vibe. Everything was perfectly organised by CAN'

Promoting the value of volunteering:

Volunteer Fairs held across the BCP Council area attended by nearly 200 people enabled 45 organisations to attract new volunteers.

Voluntary Service Awards, held at The Lighthouse in Poole brought together over 100 guests for a vibrant evening celebrating the outstanding contributions of people giving their free time to local charities and community groups across Bournemouth, Christchurch and Poole. Honouring people making a real difference and strengthening community.

'The videos were amazing. and so emotional. Great to see amazing work going on and learn more about the voluntary sector' 'Thank you for celebrating all we do'

Story of change:
Sean, a retired engineer with a strong background in computers, moved to Bournemouth in 2023, and was experiencing loneliness and isolation. He struggled to find a volunteer role to suit his interests, until he found CAN! With out personalised support and extensive local knowledge he found a role at the Dorset Family History Society. This has provided him with a sense of purpose, increased his social interaction, and helped him combat isolation. The successful volunteer placement has had a positive impact on Sean's overall well-being, enhancing his self-esteem and providing him with a sense of belonging in his new community. He's now been offered a job there so able to re-enter into the job market.

4. PROMOTE EQUITY, DIVERSITY & INCLUSION

359 members support groups with protected characteristics which is 42% of our membership.

We are committed to building a VCS that truly reflects and serves the diversity of our communities, ensuring equitable access to services and opportunities for all, especially those with protected characteristics or from ethnically diverse backgrounds.

Trusted Voices Engagement Events: in partnership with Dorset Community Action, held a highly regarded Cultural Sensitivity session with Live Well Dorset's team members. The session focused on the crucial need to understand and engage with specific audience/community groups to ensure beneficial interactions for all parties. This proactive approach directly promotes equity and inclusion by ensuring that engagement strategies are culturally appropriate and effective.

The **Trusted Voices** initiative continues to share essential public health messaging, cost of living information, and Mental Health and Wellbeing messages through 71 Trusted Voices Champions and 21 Trusted Voices Partners (total 92).

The **Ethnically Diverse Communities** Project supported 28 groups, with 21 undergoing Organisational Health Checks to assess and address their specific needs. 5 training sessions were delivered to 63 attendees as part of the EDC project, focusing on practical support for organisational development and effective funding practices.

Stories of change: Funding Success

A key milestone for the Ethnically Diverse Communities Project was the launch of the Dorset Community Foundation Grants for Strength and Sustainability, co-designed with input from ethnically diverse community groups to ensure accessibility. Capacity Building Officers provided tailored application support, and EDC representatives joined the grant assessment panel. All 13 applicant groups successfully secured funding, with 12 receiving the full amount requested. Ellie from Dorset Community Foundation said: "I have never experienced a round of funding when all the applications were eligible and suitable for funding, which highlights our commitment to breaking down barriers and promoting equitable access to resources for diverse communities."

5. STRENGTHEN VCS INFRASTRUCTURE THROUGH MEMBER-LED LEADERSHIP

Our Values: We believe how we work is as important as what we do. Our values inform and drive our work every day, we're about collaboration, compassion, inspiration, integrity and respect. 'Kindness is our superpower'

Membership: At the end of March 2025, we had 772 members an increase of 460% over the past 5 years.

CAN's strength lies in vibrant, engaged membership and commitment to member-led leadership. This ensures that our direction and services are responsive to the needs of the charities and groups we serve.

Our annual membership survey gathers insights about their experiences, satisfaction levels and future needs, it has informed this report and our recommendations for the future.

Our People: Our dedicated team are supported by extensive processes and policies to enable effective practice.

Quality Assurance: We received the NAVCA Local Infrastructure Quality Accreditation, a quality mark that recognises the strength and impact of our work and confirms our commitment to the highest standards. The report stated, "CAN's leadership is highly respected… Partner organisations consistently highlight CAN's accessibility and clear communication."

A new CRM gives us the most accurate and up to date membership records and enhances our ability to serve our members effectively.

Testimonial from HealthBus: Deano Pickering described the value of CAN's member-led approach. 'We are delighted to renew our membership with CAN as we have valued your support, training and engagement over the years which has enabled us to maintain our mission and vision. CAN's contribution to our charity has been instrumental.'

RECOMMENDATIONS

Based on the achievements and insights from 2024/2025, CAN proposes the following to enhance impact and sustainability:

Organisational support: Given the high demand and positive outcomes from our tailored advice and the Organisational Health Checks (OHCs), increasing capacity within the VCS Development team would reach an even greater number of organisations, particularly newly formed or emerging groups.

Training: Building on the success of our bite-sized training, developing more advanced modules, particularly in highly requested areas such as AI integration for charities and co-production of written resources, will further enhance organisational efficiency and innovation.

Partnerships: Leverage the success of projects to forge new strategic partnerships with other charities and community groups, the VCS Assembly, NHS, local authorities, and private sector entities, identifying shared goals to address complex community challenges more comprehensively.

Volunteer development: While volunteer engagement is strong, exploring structured development pathways and recognition programmes for "Community Heroes" and "Trusted Voices Champions" could further empower volunteers and sustain their crucial contributions. We will also achieve the NAVCA Volunteer Centre Quality Award demonstrating quality practice and improvement of our Volunteer Hub.

Equity and inclusion: Continue to champion the work of the Ethnically Diverse Communities Project and explore opportunities to replicate its successful co-designed funding and support models for other underrepresented groups, ensuring equitable access to resources and opportunities across the VCS.

CONCLUSIONS: The 2024/2025 financial year stands as a testament to the resilience, adaptability, and unwavering commitment of our organisation, the charities and community groups we support, and the wider Voluntary and Community Sector.

We have successfully delivered on our strategic goals, significantly strengthening VCS organisations, fostering vital collaborations, and ensuring our services are accessible and impactful for all.

Our impressive membership growth, the substantial grant funding secured for local groups, and the tangible savings generated for public services through initiatives like the Hospital Discharge team underscore the critical role we play in supporting community well-being.

Furthermore, our dedication to equity, diversity, and inclusion, highlighted by the groundbreaking work of the Ethnically Diverse Communities Project, embeds fairness and accessibility into the heart of everything we do.

As we move forward, we are energised by these successes and committed to continuous improvement. We will continue to champion member-led leadership, innovate our support services, and forge stronger partnerships to meet the evolving needs of our communities. The foundations laid this year position us strongly to face future challenges and to build an even more vibrant, sustainable, and inclusive voluntary and community sector.

Moving Forward - Strategic plan 2025 2026

Membership: Trustees are committed to CAN remaining at the heart of the local voluntary and community sector. They have set a target to increase membership by at least 120 in the coming year and we are confident we'll achieve that through active engagement with people and groups from micro community groups to larger charities.

Having successfully achieved the NAVCA Local Infrastructure Quality Assurance award we are re-framing our strategy under the four functions of the local infrastructure charity, which are:

Leadership and Advocacy:

We are leaders in our communities, strengthening our sector's voice and influence on key decision-makers and funders. We support and empower vulnerable and marginalised communities, working towards a more equal society.

Partnerships and Collaboration

We create opportunities for collaborative working by building networks and partnerships between local organisations and strategic partners. Through nurturing these relationships, communities are better equipped in both the development of ongoing projects and at times of crisis.

Capacity Building

When local voluntary and community organisations have access to practical support, people and communities become more resilient and able to flourish. We provide training, resources or advice to facilitate community development.

Volunteering

Volunteering is integral to thriving communities. We encourage and nurture individuals to take up volunteering opportunities, so that people can build connections and work together on things they care about, driving positive change locally.

Policy on reserves
In line with Charity Commission advice CAN has a Reserves Policy to ensure viability beyond the immediate future and to provide continuity of service over the longer term. We are particularly aware of the need to cover contingency liabilities such as gaps in funding streams, cash flow and meeting the cost of redundancy payments to staff in the event that projects come to an end or that the organisation itself should be forced to close.

CAN allocates unspent money to three different types of funds in the accounts at the end of the financial year. These were:

- Restricted funds (£1,747,294) - unspent money from restricted grants
- Unrestricted funds (£652,853) - money that can be spent on anything which furthers the objectives of the charity
- Designated funds (£50,879) - part of unrestricted funds which is earmarked for specific activities. The trustees reserve the right to change the allocations in order to reflect changes in circumstances.

Our free available reserves at the year-end of £652,853 exceeds the Reserves Policy of three months' worth of general funds expenditure.

Funds held as Custodian Trustee on behalf of others
We hold funds for the following organisations:

Hurt to Healing £1,259.
The charity is no longer operating but have insurance expenses to pay until Dec 2026. They have sought the support of CAN hold funds for this period. At the start of the year £1,302.50 was held in relation to Hurting to Healing. During the year costs of £44 was incurred.

Total custodial funds held by CAN £1,259.

Income and spend rationale
Project funding has increased and been very healthy this year, with the Wellbeing Collaborative project extended initially to June 2025

Essential Core funding:
CAN's essential funding is from a contract with BCP Council and a grant from NHS Dorset, which are monitored via contract agreements and service level agreements. The funding is used to deliver our charitable objects and an annual plan that defines our mission, objectives and measures of success. The majority of the funding is used to employ our staff and pay for offices in Poole.

Project funding:

CAN Dorset Funded by Dorset Council. Supporting the sector by building resilience through providing free bespoke one to one expert advice, plus our popular training and webinars. We were unsuccessful in our bid to extend the work past the end of March 2025, so this work came to a close sadly.

CAN Wellbeing Collaborative Funded by BCP Council. A fresh approach to helping people stay safe and well at home by connecting them with local community support.

Access Wellbeing:
Dorset Wellbeing Hubs Funded by NHS Dorset. An innovative collaboration bringing together the local community, led by the voluntary and community sector, working in partnership with our NHS and Council colleagues, to co-create firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. We are strategic partners with NHS Dorset and are holding funds as we work with them and other partners to develop expressions of interest to deliver collaborative working and the hubs further. A budget/spend has been agreed between CAN and NHS Dorset to cover our costs.
Community Mental Health and Wellbeing Grants – as part of the Access Wellbeing work, we are working with NHS Dorset and Dorset Community Foundation to distribute grants to grassroots organisations to improve mental health and wellbeing.

Trusted Voices Funded by Public Health Dorset. A project initially to better cascade information about covid and vaccinations to communities that have been underserved by general public health communications. Now extended to supporting improving health inequalities. This came to an end in April 2025, however, we are in conversation should funding be found to continue this work.

Due to prudent financial management, CAN have not overspent on any budget this financial year.

Salaries are independently evaluated and set against local industry levels using the Croner salary benchmarking tool.

Future plans
We remain in a strong position to deliver our vision and mission. Strategic Plan 2025 – 2026 ' Action with heart' sets out objectives and how impact will be measured and reported.

We believe everyone deserves to live happy, healthy lives in a society that promotes fairness and social justice.

Our values drive everything we do – you'll see us being collaborative, compassionate and inspirational, and acting with integrity and respect.

Our vision is to see communities across the county of Dorset that are strong, healthy, diverse and thriving.

There is a sense of community where everyone can play an active role. People volunteer and work for the causes and organisations which are close to their hearts, minds and values. We know that charities and community groups play a vital role in supporting health and wellbeing - creating and facilitating opportunities for participation, action and decision making in local communities.

Our mission is to serve and champion Dorset's charities and community groups

We're proud to be quality assured by NAVCA, our national membership body, and work to the four functions of a local infrastructure charity:

1. Leadership and Advocacy
2. Partnerships and Collaboration
3. Capacity Building
4. Volunteering

Our reputation and presence has increased exponentially this past year, and we are working as a whole team to maintain this momentum.

Trustees have reflected on our strategic plan and consider it robust and fit for purpose.

Statement of trustees' responsibilities
The trustees, who are also the directors of Community Action Network 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 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 and 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:

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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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 irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor
In accordance with the company's articles, a resolution proposing that TC Group be reappointed as auditor of the company will be put at a General Meeting.

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

P Martin Broad
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Rev P Martin Broad - Chair
Trustee
Dated: 08/10/2025

COMMUNITY ACTION NETWORK

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF COMMUNITY ACTION NETWORK

Opinion

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

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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 Community Action Network 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 charitable company'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.

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Other information

The other information comprises the information included in the trustees 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 Community Action Network 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 Community Action Network 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 Community Action Network'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. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience, and through discussion with the trustees and other management (as required by auditing standards), and discussed with the trustees and other management, the policies and procedures regarding compliance with laws and regulations;
- We focused on specific laws and regulations which we consider may have a direct material effect on the financial statements or the operations of the charitable company, including the Companies Act 2006, the relevant tax compliance regulations in the UK, the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102) and Charity SORP;
- We considered the nature of the industry, the control environment, business performance and KPI's for a charitable company;
- We communicated identified laws and regulations within the audit team and remained alert to any indications of non-compliance throughout the audit. These include Health and Safety, employment law and adequate insurances, including those required to be taken by 3rd parties;
- We considered and reviewed the procedures and controls that the charitable company has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those procedures and controls.

To address the risk of fraud through management bias and override of controls, we;

a) performed analytical procedures to identify any unusual or unexpected variances.
b) tested journal entries to identify unusual transactions.
c) assessed whether judgement and assumptions made in determining the accounting estimates set out in financial statements were indicative of potential bias.
d) investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed proceeds which included, but were not limited to;

a) agreeing financial statement disclosure to underlying supporting documentation
b) reading the minutes of meetings of those charged with governance
c) enquiring of management as to actual and potential litigation and claims
d) reviewing correspondence with HMRC, relevant regulator and the company's legal advisors as considered necessary.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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

Use of our report
This report is made solely to the 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 to 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.

TC Group

Lucy Filer FCA (Senior Statutory Auditor)
for and on behalf of TC Group

Statutory Auditor
Office: Christchurch

Date: 14/10/25

COMMUNITY ACTION NETWORK

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 and endowments from:							
Donations and legacies	**3**	807	-	807	10,030	-	10,030
Charitable activities	**4**	740,147	209,190	949,337	713,718	143,038	856,756
Other income	**6**	65,704	-	65,704	90,900	-	90,900
Total income		806,658	209,190	1,015,848	814,648	143,038	957,686
Expenditure on:							
Charitable activities	**7**	876,379	2,138,659	3,015,038	778,729	625,654	1,404,383
Total expenditure		876,379	2,138,659	3,015,038	778,729	625,654	1,404,383
Net expenditure		(69,721)	(1,929,469)	(1,999,190)	35,919	(482,616)	(446,697)
Transfers between funds		76,173	(76,173)	-	16,707	(16,707)	-
Net movement in funds		6,452	(2,005,642)	(1,999,190)	52,626	(499,323)	(446,697)
Reconciliation of funds:							
Fund balances at 1 April 2024		697,280	3,752,936	4,450,216	644,654	4,252,259	4,896,913
Fund balances at 31 March 2025		703,732	1,747,294	2,451,026	697,280	3,752,936	4,450,216

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

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.

COMMUNITY ACTION NETWORK

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Current assets					
Debtors	13	189,541		232,688	
Cash at bank and in hand		2,369,507		4,311,396	
		2,559,048		4,544,084	
Creditors: amounts falling due within one year	14	(108,022)		(93,868)	
Net current assets			2,451,026		4,450,216
Income funds					
Restricted funds	16		1,747,294		3,752,936
Unrestricted funds					
Designated funds	17	50,878		52,114	
General unrestricted funds		652,854		645,166	
			703,732		697,280
			2,451,026		4,450,216

The financial statements were approved by the Trustees on 08/10/2025

P Martin Broad

Rev P Martin Broad - Chair

Trustee

Company Registration No. 04024662

COMMUNITY ACTION NETWORK

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities					
Cash absorbed by operations	**22**		(1,941,889)		(671,995)
Net cash used in investing activities			-		-
Net cash used in financing activities			-		-
Net decrease in cash and cash equivalents			(1,941,889)		(671,995)
Cash and cash equivalents at beginning of year			4,311,396		4,983,391
Cash and cash equivalents at end of year			2,369,507		4,311,396

1 Accounting policies

Charity information

Community Action Network is a private company limited by guarantee incorporated in England and Wales. The registered office is Beech House, 28-30 Wimborne Road, Poole, BH15 2BU.

On 4 November 2019 the charity renamed from Bournemouth Council for Voluntary Service to Community Action Network.

1.1 Accounting convention

The financial statements have been prepared in accordance with the Community Action Network'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)" (as amended for accounting periods commencing from 1 January 2016). The Community Action Network is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the Community Action Network. Monetary amounts in these financial statements are rounded to the nearest pound.

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 Community Action Network 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.

£1,990,190 deficit for the year ending 31st March 2025 was as expected. This is as a result of Community Action Network utilising the £4.3mil grant received during year ending 31st March 2022 for Dorset Wellbeing Hub.

1.3 Charitable funds

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

Designated funds are unrestricted funds which have been earmarked for a particular purpose, within the objects of the charitable company, by the Trustees.

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.

1 Accounting policies **(Continued)**

1.4 Incoming resources

Income is recognised when the Community Action Network 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.

VAT is accounted for on income where the charity is supplying a service subject to VAT.

Cash donations are recognised on receipt. Other donations are recognised once the Community Action Network has been notified of the donation, unless performance conditions require deferral of the amount.

Legacies are recognised on receipt or otherwise if Community Action Network 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.

1.5 Resources expended

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.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

All expenditure is classified under the Charity's principle categories of charitable and other expenditure and all by the type of expenses.

Where applicable expenses are net of VAT.

1.6 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.

1.7 Financial instruments

The Community Action Network 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.

1 Accounting policies (Continued)

1.8 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 Community Action Network is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.9 Retirement benefits

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

1.10 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

1.11 Taxation

The charity is considered to pass the tests set out in paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for the UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively for charitable purposes.

2 Critical accounting estimates and judgements

In the application of the Community Action Network'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 main critical accounting estimate requiring judgement is the split of income between restricted and unrestricted funds, the charity carefully consider the purpose, along with the terms and conditions over any income received in the year.

3 Donations and legacies

	Unrestricted funds	Total
	2025	2024
	£	£
Donations	807	10,030

4 Charitable activities

	Charitable Activities	Charitable Activities
	2025	2024
	£	£
Income from charitable activities	949,337	856,756
Analysis by fund		
Unrestricted funds	740,147	713,718
Restricted funds	209,190	143,038
	949,337	856,756

5 Service Contract

Community Action Network received the following income in relation to service contracts during the 2024 year:

BCP - £552,113
This is split as follows:

- £272,113 CAN Well-being Collaborative
- £20,000 CAN Core Fund
- £140,000 Trusted Reviewer
- £20,000 Pilot placement
- £100,000 Provision of an Infrastructure for BCP Children's Services

Dorset Council - £53,428
This is split as follows:

- £3,428 Thriving Communities project
- £50,000 VCS Training, Support and development

NHS Dorset - £122,156
This is split as follows:

- £12,500 We Can Talk About Cancer project
- £37,575 SMI Physical Health Check Project
- £51,914 Dorset Wellbeing Hubs
- £20,167 Research Engagement Lead and VCS involvement

Bournemouth University- £4,989

- Volunteering development work

6 Other income

	Unrestricted funds	Total
	2025	2024
	£	£
Bank interest	65,704	90,900

7 Charitable activities

	2025	2024
	£	£
Staff costs (see note 11)	927,458	760,433
Post, stationery and photocopying	3,318	2,398
Subscriptions and publications	5,997	2,394
Telephone	14,290	11,003
Insurance	5,395	4,010
Advertising	4,748	9,890
Travel and subsistence	11,263	11,421
Rent	26,001	22,476
Conference costs	366	-
Refreshments	91	295
Premises expenses	13,148	7,499
IT support & financial management	21,287	28,506
Miscellaneous	3,820	2,683
Membership and subscriptions	1,326	1,320
Other professional fees	25,196	-
Refurbishment costs - Access Wellbeing Hub	340,424	220,997
	1,404,128	1,085,325
Grant funding of activities (see note 8)	1,548,916	260,388
Share of support costs (see note 9)	18,494	13,403
Professional fees	43,500	45,268
	3,015,038	1,404,383
Analysis by fund		
Unrestricted funds	876,379	778,729
Restricted funds	2,138,659	625,654
	3,015,038	1,404,383

8 Grants payable

	2025	2024
	£	£
Buckland Road Baptist Church - Ukrainian Refuge Infrastructure Grant	201	-
Christchurch Community Partnership - Access to Healthcare	2,500	5,500
Dorset Community Foundation - Wellbeing and Mental Health Fund	1,100,000	-
PramaLife - Developing and Managing the Access Wellbeing Poole Hub	84,292	79,795
The Friendly Food Club - Winter Soup workshop	175	-
The Lantern Trust (Weymouth) - Development of Mental Health and Wellbeing Hub	361,748	108,067
CoCreate Dorset CIC	-	7,998
Dorset HealthCare University NHS Foundation Trust	-	11,640
Dorset Race Equality Council	-	1,334
Home-Start Wessex	-	6,000
International Care Network	-	4,313
It's All About Culture	-	9,741
Nigerian Community in Dorset	-	8,000
Poole Communities Trust	-	8,000
VSCO expo	-	10,000
	1,548,916	260,388

9 Support costs

	2025	2024
	£	£
Accountancy fees	1,684	1,013
Trustee expenses	4,234	295
Payroll administration costs	4,176	2,235
Filming/ Promotional costs	-	2,859
Audit/Independent examination	8,400	7,000
	18,494	13,402

Governance costs includes payments to the auditors of £8,400 for audit and other fees (2024: £8,000).

10 Trustees

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

During the year £311 (2024 - £295) of expenses were reimbursed to Trustees. The remaining £3,923 included in Trustees Expenses this year are in relation to AGM costs.

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
	30	25

Employment costs	**2025** **£**	**2024** **£**
Wages and salaries	920,829	752,982
Staff training and recruitment costs	6,629	7,451
	927,458	760,433

Included in the above are social security costs of £73,101 (2024 - £61,760).

One employee received remuneration greater than £60,000, but lower then £70,000 in the current year (same employee in the previous year).

Total remuneration of key management personnel during the year was £62,829 (2024: £138,072) and employer's pensions was £3,141 (2024: £6,232). Pension contributions were paid for 30 (2024: 28) staff under a defined contribution scheme.

Volunteers

Due to a sustained decline in the number of prospective Wellbeing volunteers - reflecting broader national trends in volunteering - the scheme was paused to allow for a review of its viability and future direction.

5 Volunteers supported the Access to Community Support and Services Project during 2024/25. They supported the project team by breaking down information about local community support into a national recognised standard. This information has then been used behind the NHS Dorset funded Service Finder tool, helping professionals in Dorset signpost to available support. The volunteers contribute to growing the shared data set to over 1,500 local services assisting over 500 professionals locally.

12 Taxation

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

13 Debtors

	2025	2024
Amounts falling due within one year:	**£**	**£**
Trade debtors	66,001	112,898
Prepayments and accrued income	123,540	119,790
	189,541	232,688

14 Creditors: amounts falling due within one year

	2025	2024
	£	**£**
Other taxation and social security	24,790	48,763
Trade creditors	56,550	34,306
Other creditors	6,269	-
Accruals and deferred income	20,413	10,799
	108,022	93,868

Included within accruals and deferred income is £1,259 (2024 - £2,849) of funds held on behalf of other organisations.

15 Retirement benefit schemes

	2025	2024
Defined contribution schemes	**£**	**£**
Charge to profit or loss in respect of defined contribution schemes	6,629	7,451

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

16 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	At 31 March 2025
	£	£	£	£	£
Asdan	40	-	-	-	40
Donation to local community groups	1,001	-	-	(1,001)	-
Dorset Wellbeing Hubs	3,711,991	-	(1,958,290)	(126,165)	1,627,536
Ethnically Diverse Community	30,318	121,547	(76,302)	(8,475)	67,088
One -off Wellbeing Grant	3	43,161	(43,161)	-	3
Poole Voluntary Service Fund	9,216	-	-	-	9,216
Trusted Voices	-	34,482	(34,482)	-	-
Ukraine Infrastructure Fund	201	-	(201)	-	-
Voluntary Youth Work	166	-	-	-	166
Community Wellbeing Mental and Health Fund	-	-	(25,158)	59,468	34,310
Taster Development	-	10,000	(1,065)	-	8,935
	3,752,936	209,190	(2,138,659)	(76,173)	1,747,294

16 Restricted funds (Continued)

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Access to Health Care project	-	46,870	(35,558)	(11,312)	-
Asdan	40	-	-	-	40
Donation to local community groups	1,001	-	-	-	1,001
Dorset Wellbeing Hubs	4,205,482	-	(493,491)	-	3,711,991
Ethincally Diverse Community	-	30,941	(623)	-	30,318
Ethincally Diverse Research	3,021	-	(3,021)	-	-
One -off Wellbeing Grant	-	25,751	(25,748)	-	3
Poole Voluntary Service Fund	9,216	-	-	-	9,216
SMI Health Check	17,723	-	(17,723)	-	-
Voluntary Youth Work	166	-	-	-	166
Trusted Voices	-	34,482	(34,482)	-	-
Ukraine Infrastructure Fund	474	4,994	(5,267)	-	201
Winter Crisis 2022/23	15,136	-	(9,741)	(5,395)	-
	4,252,259	143,038	625,654	(16,707)	3,752,936

16 Restricted funds (Continued)

Donation to local community groups
This was funds received into CAN to be distributed to small charities/ community groups as specified by the owner.

Ethnically Diverse Research
Project to develop a model of delivery that meets the identified support and advice needs of ethnically diverse voluntary and community groups in BCP.

Poole Voluntary Service Funds
Funding for supporting specific Poole based projects.

SMI Health Check
Funded by NHS Dorset. Project to accelerate preventative programmes: support the gathering and analysis of local health inequalities insight and knowledge.

Trusted Voices
Funded by Public Health Dorset. A project to better cascade information about Covid and vaccinations to communities that have been underserved by general public health communications.

Access to Health care
Thanks to funding from NHS Charities Together we worked with Public Health Dorset to commission 5 community groups to understand the reasons why certain communities do not access healthcare appointments.

Ethnically Diverse Community
Through the National Lottery Communities Fund, we're working alongside Dorset Race Equality Council, BCP Council, and Dorset Community Foundation to develop local ethnically diverse communities, by working with the local charities and community groups that support them.

One-off wellbeing
Funded by Adult Social Care in BCP Council we are distributing small grants to individuals referred to us who require a something to enable them to be discharged from hospital quickly and safely – such as a deep clean of their property of a capital item like a fridge or microwave.

Dorset Wellbeing Hub
Funded by NHS Dorset. An innovative collaboration bringing together the local community, led by volunteer and community sector, working in partnership with our NHS and Council colleagues, to co-create firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. We are strategic partners with CCG and are holding funds as we work with them and other partners to develop an expression of interest to deliver the hubs further. A budget/spend has been agreed between CAN and the CCG to cover our initial costs.

Ukraine Infrastructure Fund
Funded by NAVCA. Project to help the Ukrainian refugee crisis in Bournemouth, Christchurch and Poole.

Winter Crisis 2022/23
Funded by NHS Dorset. Short project working in partnership with NHS Dorset and Citizens Advice BCP to provide support to people most affected by the cost-of-living crisis.

16 Restricted funds (Continued)

Community Wellbeing Mental and Health Fund
As part of the Access Wellbeing work, CAN and working with NHS Dorset and Dorset Community Foundation to distribute grants to grassroots organisations to improve mental health and wellbeing.

Taster Development (TR)
Taster activity sessions, organised by the Trusted Reviewers, involve partnering with activity providers across BCP to offer free or low-cost sessions for day centre clients. These sessions give clients the opportunity to try something new in their community.

Voluntary Youth Work
Funding to develop the capacity of voluntary sector youth work organisations and youth volunteers across BCP.

17 Designated 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.

		Movement in funds	
	Balance at 1 April 2024	**Incoming resources**	**Balance at 31 March 2025**
	£	**£**	**£**
Org development	37,790	-	37,790
Project development	11,410	-	11,410
Training	1,449	229	1,678
	50,649	229	50,878

Organisational Development
Funds from our reserves to be utilised to develop the organisation.

Project Development
Funds from reserves have been utilised to build capacity and contribute to improve productivity and sustainability of the organisation.

Training
Income received from training events to be utilised to fund training expenses.

17 Designated funds **(Continued)**

18 Free Reserves Allocated 2024/25

Of the unrestricted reserves of the following has been allocated internally for the year ended 2025:

Salary Uplift £16,500
Staff salary review should there need to be an increase in salary.

Sustainability Fund £135,032
Free reserves to sustain CAN for 3 months while alternative support for VCS is put in place, should our CORE funding cease.

Contingency Fund £45,000
Cover in line with Reserves policy for the long-term sickness, maternity/paternity leave.

CORE £140,000
To cover CORE expenses.

CAN Wellbeing Collaborative £18,900
To cover Budget costs.

Trusted reviewer £10,200
To cover Budget costs.

19 Analysis of net assets between funds

	Unrestricted funds	**Restricted funds**	**Total**	Total
	Unrestricted	**Restricted**	**2025**	2024
	£	**£**	**£**	£
Fund balances at 31 March 2025 are represented by:				
Current assets/(liabilities)	697,280	1,747,294	2,451,026	4,450,216
	697,280	1,747,294	2,451,026	4,450,216

20 Operating lease commitments

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

	2025	2024
	£	£
Within one year	934	21,683
Between two and five years	700	2,567
	1,634	24,250

21 Related party transactions

There were no related party transactions during the year, other than those disclosed in the Trustees note.

22 Cash generated from operations

	2025	2024
	£	£
Deficit for the year	(1,999,190)	(446,697)
Movements in working capital:		
Decrease/(increase) in debtors	43,147	(212,044)
Increase/(decrease) in creditors	14,154	(13,254)
Cash absorbed by operations	(1,941,889)	(671,995)

Community Action Network

England & Wales - Charity number 1081381

Accounts

Charity Registration No. 1081381

Company Registration No. 04024662 (England and Wales)

COMMUNITY ACTION NETWORK

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

10 Bridge Street
Christchurch
Dorset
BH23 1EF

COMMUNITY ACTION NETWORK

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COMMUNITY ACTION NETWORK

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr P Tarrant - Chair of Finance	
	Rev P Martin Broad - Chair	(Appointed 31 December 2023)
	Ms D Clifton	
	Ms P Sharp	
	Ms L Jump	
	Mr S Agarwal	
	Mr R Ogwuazor	(Appointed 30 September 2023)
	Ms Hazel Walker	(Resigned 31 December 2023)
	Ms Zoe Bradley	(Resigned 30 June 2023)
	Ms Sarah Dexter	(Resigned 31 August 2023)
	Ms Olivia Girling	(Resigned 31 August 2023)
Secretary	Mr S J Place	(Resigned 1 March 2023)
	Ms A Leyland	(Appointed 1 March 2023)

Staff

Lucy Bradley	CAN Wellbeing Collaborative Pathway Coordinator
Amy Collins	Volunteering Development Lead
Gareth Dunning	CAN Wellbeing Collaborative Pathway Coordinator
Kelly Hewitt	CAN Wellbeing Collaborative Pathway Coordinator
Michelle Holland	Administration Officer
Nazia Islam	CAN Wellbeing Collaborative Marketing and Administration Officer
Francesca Kopanycia-Reynolds	Office Co-ordinator
Emma Lee	Partnerships Manager
Amy Leyland	Office Manager and Executive Assistant
Karen Loftus	Chief Executive
Rachel Pascoe	Office Coordinator
Steve Place	Senior Advisor
Rassu Rana	Management Accountant
Hannah Rees	Engagement Lead
Andrew Robertson	Project Officer
Liz Soffe	Volunteering Coordinator
Christopher Small	Training and Support Administrator
Louise Stewart	Funding Advisor
Abi Squires	CAN Wellbeing Collaborative Volunteer Coordinator
Rachel Trickey	Transformation Lead
Rebecca Stalker	Senior VCS Development Lead
Bethan Hopkins	Communications Lead
Marcus Chapman	CAN Wellbeing Collaborative Pathway Coordinator
Nikki Sanderson	CAN Wellbeing Collaborative Pathway Coordinator
Abigail McQueen	CAN Wellbeing Collaborative Pathway Coordinator

Volunteer to Stop Covid temp team

Debbie Braddock	Senior Volunteering Coordinator	Resigned
Gordon Ferguson	Senior Volunteering Coordinator	Resigned
Louise Harfield	Senior Volunteer Coordinator	Resigned
Nigel Rodgers	Recruitment and Deployment Officer	Resigned

Charity number 1081381

Company number 04024662

Principal address
Beech House
28-30 Wimborne Road
Poole
Dorset
BH15 2BU

Registered office
Beech House
28-30 Wimborne Road
Poole
Dorset
BH15 2BU

Auditor
TC Group
10 Bridge Street
Christchurch
Dorset
BH23 1EF

Bankers
Co-operative Bank
Charities Aid Foundation
Virgin
United Trust Bank
Shawbrook

The trustees present their 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 Community Action Network'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)" (as amended for accounting periods commencing from 1 January 2016)

Trustees who served during the year are listed on page one, under legal and administrative information.

Community Action Network is a company limited by guarantee and we are governed by our Articles of Association. The organisation is often referred to as CAN as our operating name.

The Trustees present their report, together with the accounts for the year to 31 March 2024, which have been audited.

1. Structure, Governance and Management

The organisation was set up in 1972 as Bournemouth Helping Services and subsequently registered as a charity. It became a charitable company limited by guarantee on 30th June 2000 and became an accredited Council for Voluntary Service. It changed its name to Bournemouth Council for Voluntary Service (BCVS) in the same year. It adopted a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company winding up, members may be required to contribute an amount not exceeding £10.

In 2019 Poole Council for Voluntary Service merged with BCVS. On 29 March 2019 a Deed of Transfer was signed by both organisations to transfer the assets of Poole CVS to BCVS and the merger of the two organisations was confirmed. Further it was agreed to trade as Bournemouth and Poole CVS, from 1 April 2019. In August 2019 at a special meeting of members, it was agreed to change the name to Community Action Network.

Community Action Network is a member of the National Association for Voluntary and Community Action (NAVCA) and holds their Quality Standard which is the national quality award for Councils for Voluntary Service.

The overall strategy of CAN is led by the Board of trustees, who have co-created our vision and mission along with our Together We CAN five-year plan. Financial oversight on a day-to-day basis has been delegated to the Finance Committee of which the Chair of the Board of Trustees is a member. The Finance Committee make recommendations on spend and budget to the Board who discuss and have final sign off. Significant changes and new projects are brought to the Board by the Chief Executive by way of costed proposals for discussion scrutiny and sign off. To aid this process, agendas and supporting papers are sent to trustees at least one week before the meeting. In emergencies the Chair of the Board takes decisions that are reported to the Board, very often seeking a view from other trustees. A Scheme of Delegation has been agreed by the Board – updated annually to help make it clear what decisions can be made and by who.

In December 2023 our Chair of Trustees Hazel Walker stepped down after many successful years with CAN and formerly with Bournemouth CVS. Our Vice Chair Martin Broad has stepped up and is already making an active and effective chair.

Membership is free and open to all local voluntary and community organisations providing a service in Dorset. Affiliate membership is open to organisations operating outside of the area, or that are part of the public sector. Business Supporter Membership is open to local businesses. Full details of CAN membership are on our website www.can100.org.

Managing risk - The Trustees have conducted a review of the major risks to which the charity is exposed, including financial (e.g., unexpected withdrawal of funding) and reputational (e.g. unexpected issues and complaints from volunteers). Where appropriate, systems or procedures have been established to mitigate any impact they may have on the charity. Financial risks are minimised by the implementation of internal control procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the premises. The Chief Executive presents a Health and Safety Report to Trustees on an annual basis. Policies and procedures are regularly reviewed to ensure that they continue to meet the needs of the charity.

Our 'Together We CAN' strategic plan has been reviewed and updated by Trustees. Trustees have referred to the Charity Commission's general guidance on public benefit in drawing up any plan. In particular, the Trustees have considered how activities contribute to our mission and charitable objects.

Major risks identified:
CAN's core grant funding from BCP Council came to an end in October. We successfully bid for a new contract over 5 years starting October 2023. However, this is with significantly reduced funding. Trustees discussed this at a Board meeting (minuted) and agreed to utilise our reserves and other project funding to continue to provide a full service in 2024/2025. Trustees have also instructed our Chief Executive to seek diversification in our funding platform.

Membership of the Board - members of the Board are nominated and elected by the membership at the Annual General Meeting. One third of the directors retires each year by rotation and are eligible for re-election. There is a maximum of twelve places on the Board. Five of those places are available for co-opted members who are recruited for specific skills. Co-opted members must be appointed each year on an annual basis. The Board reviewed their recruitment process and have introduced a revised Trustee Recruitment Policy, that Trustees felt was more robust. The full Board, which had 7 members at 31st March 2024, meets at least five times a year. A Finance Committee meets quarterly to ensure financial accountability and to enable more detailed planning to take place. All members of the Board give their time voluntarily and received no benefits from the charity during 2023/24. Any expenses reclaimed from the charity are set out in the accounts.

Fundraising

Funds are raised by CAN through our core grants and project work - we have not engaged in any major fundraising activity, and not used a professional or commercial fundraiser.

We will always comply with fundraising standards and have not received any complaints about any fundraising activity. Should we undertake any fundraising activity in the future we will take every step to protect vulnerable people and other members of the public from behaviour which:

i. is an unreasonable intrusion on a person's privacy
ii. is unreasonably persistent
iii. places undue pressure on a person to give money or other property

2. Cost of living crisis

1. We have been working to support local groups who are all effected in some way by the crisis. We were able to secure significant funds from NHS Dorset to support individuals through working in partnership with Citizens Advice BCP, and distributed grants to small charities and community groups to enhance their work in supporting the local community.
2. We continue to fund a part time Funding Advisor to support financial viability of the sector.

3. Strategy and vision

Our charitable objectives are:

1. To promote any charitable purposes for the benefit of the community in Bournemouth, Christchurch, Poole, Dorset and the surrounding areas (hereinafter called "the area of benefit") and, in particular, the advancement of education, the protection of health and the relief of poverty, distress and sickness.
2. To promote and organise co-operation in the achievement of the above purposes and to that end to bring together representatives of the voluntary organisations and statutory authorities within the area of benefit.

Our values inform our actions. Co-produced by trustees and staff, and aspiring to NCVO Charity Ethical Principle, they demonstrate the behaviour we expect from ourselves and others. We collaborate, are compassionate, inspirational, and act with integrity and respect.

We have a strong and recognisable vision and mission that informs our work.

We believe everyone deserves to live happy healthy lives in a good society that promotes fairness and social justice.

Our vision is that communities across the county of Dorset are strong, healthy, diverse and thriving.

There is a sense of community where everyone can play and active role. People volunteer and work for the causes and organisations which are close to their hearts, minds and values. We know that charities and community groups play a vital role in supporting health and wellbeing - creating and facilitating opportunities for participation, action and decision making in local communities.

Our mission is to champion and strengthen a thriving and influential voluntary and community sector.

We provide professional information, advice and training. We are collaborative - growing networks, building partnerships and supporting people to make a difference. We are compassionate advocates - inspiring social action and equitable representation.

Our strategic goals:

1. Empower VCS organisations to deliver high-quality services sustainably
2. Enhance collaboration and influence to improve community well-being
3. Increase volunteer engagement and positive impact
4. Promote equity, diversity and inclusion
5. Strengthen the voluntary and community sector (VCS) infrastructure through member-led leadership
6. Sustain a strong successful charity

Grant making

We have made minimal use of grant making to further our charitable objectives.

4. Activity and impact

CAN is a collaborative charity and has cooperated this year in pursuit of our charitable objectives, detailed in more depth below, with:

- BCP Council
- Dorset Community Action (Charity)
- Dorset Community Foundation (Charity)
- Dorset Council
- Dorset Race Equality Council (Charity)
- Help and Kindness (Community Interest Company)
- NHS Dorset
- NHS Dorset HealthCare
- Public Health Dorset
- Volunteer Centre Dorset (Charity)

Grant making

We have made minimal use of grant making to further our charitable objectives.

Our impact
A message from our Chair of Trustees, Martin Broad

Being Chair of Community Action Network is something worthwhile! By that I mean that working in close collaboration with the Trustees and the Operational staff, I am in a privileged position of overseeing what are many successes in our work across Bournemouth, Christchurch and Poole and Dorset.

This report gives you all an overview of the work that has been happening throughout the year and demonstrates an on-going commitment to our values and our desire to ensure a thriving Voluntary and Community Sector in our region.

You can also see in the report how we are very careful guardians of our financial assets, a further sign of our strength and yet again showing a determination in what are difficult times for our sector to uphold at the forefront of civic society all that the VCS offers.

On behalf of all Trustees, I note my personal gratitude to the Chief Executive Officer and the staff at CAN and also to all members, supporters and friends from all sectors. I note in particular our gratitude to all those who fund us. Without their affirmation of our work, YOU as stakeholders would not have the benefits of our service.

Karen Loftus, Chief Executive
This report is a testament to the incredible resilience and collaborative spirit of Dorset's Voluntary and Community Sector (VCS).

The past year has presented challenges, but we have weathered the storm and emerged stronger. We've welcomed a record number of new VCS organisations to CAN, solidifying our position as Dorset's largest infrastructure charity.

We have empowered members to navigate challenges and deliver impactful services. From fostering collaboration and knowledge sharing, to providing expert support and advocating for policy changes, we're committed to ensuring the VCS thrives. As we look ahead, I am filled with optimism.

With a growing and engaged membership, CAN is well-positioned to support the VCS sector and build an even more resilient Dorset for all.

What difference have we made – our impact measured against our strategic goals:

1. Empower VCS organisations to deliver high-quality services sustainably

Achievements

- 411 Groups supported
- £400k + Secured in funding for VCS groups
- Provided expert support to 55 new VCS groups, improving their overall capacity.
- Delivered 51 training sessions on topics critical to VCS success, reaching 397 participants. 99% of individuals reported an increase in their knowledge following training
- 35 organisations supported with 46 hours of Funding Advice sessions, strengthening their financial stability
- Safeguarding project launched in Dorset Council area.
- New training/webinars includes Fundraising, Learning Disability & Autism, Dementia Awareness, DBS and AI
- The CAN Fundraising Toolkit has been reviewed and updated
- Funding search information for special interest groups is now available

Case Study

Waterside Weymouth Community Centre is a beacon of community engagement in the Park District, Weymouth - an area scored as 'Most' or 2nd/3rd scale on the UK Index of Multiple Deprivation (IMD).

Newly appointed trustees discovered the centre operating outside legal boundaries and sought assistance. CAN advised on governance and the creation of a new constitution, paving the way for increased access to funding opportunities.

Working closely with the new trustees, CAN helped address operational deficiencies, including the absence of proper policies and procedures and the lack of a lease for the building. Legal expertise was engaged to ensure compliance and safeguard the centre's future operations.

2. Enhance collaboration and influence to improve community well-being

Achievements

- Wellbeing Grants launched – supporting people to leave hospital safely. 48 grants given in 2023/2024 with a total saving to the NHS of £226,000 or 452 hospital days in delayed discharges. In April and May 2024 additional 20 grants completed, meaning that to date we have supported 68 grants with a saving of around £325,000 or 650 hospital days
- We've been a key partner in the development of Access Wellbeing hubs in Poole and Weymouth, as part of the adult mental health transformation programme, working in collaboration with system partners. In its first month of opening, Access Wellbeing Poole received 403 visitors, the team gave advice on 316 occasions, including 1:1 support to those who needed it. CAN Wellbeing Collaborative are supporting the Wellbeing Coordinators, at the hubs, to connect people to what they need to support their wellbeing.
- VCS representation provided to 12 different Boards
- 300 people attending networks, for peer support and sharing intelligence and insights
- New networks launched because of need identified through our members, this year include:
  - Leaders' network
  - Going Green Together network
  - LGBTQ+ network
  - Disability Network
- 20,238 website visitors
- 4921 social media followers
- 151 eNewsletters sent keeping members up to date on all matter VCS related
- 35 events delivered on themes related to community connection or well-being
- 5 VCS Involvement Partners actively engaged in policy discussions
- 1080 services on the Access to Community Support and Services (ACSS) shared data set project – commissioned by NHS Dorset Mental Health team – over 300 professionals engaged
- 517 professionals accessing the Virtual Hub shows impact on professional practice.
- 248 Information Stations facilitated and around 690 people connected to needed services
- 22 new Wellbeing Volunteers recruited to support people to leave hospital and stay well – a participant told us 'Lovely talking to her, she is a lovely person. Sometimes when I am on a bit of a downer her voice really cheers me up - she just brightens the day!'

Case Study Social Isolation in BCP

CANs Wellbeing Collaborative was established to facilitate connections between residents and support services across the Bournemouth, Christchurch and Poole area and promoting wellness and independent living within the community.

For those who suffer from the effects of social isolation, there are often barriers to accessing support such as age, digital poverty or the overwhelming nature of online information.

CAN Information Stations (staffed by Pathway Coordinators and Wellbeing Volunteers) provide personalised support and information to individuals seeking assistance. 215 Information Station events have been delivered and approximately 600 individuals have directly engaged.

3. Increase volunteer engagement and positive impact

New Initiatives
We're working in partnership with Bournemouth University to support implementation of their Employer Supported Volunteering Project, helping staff connect with a rewarding volunteering role.

Working in partnership with BCHA to design and deliver the Brighter Futures Course, aimed at people that want to volunteer but not sure where to start. The course builds confidence and knowledge enabling them to make that important step. A participant told us 'I am so happy I went on this course; it has given me so much direction in what I want for the next part of my journey. I have also gained a lot more confidence and self-worth. I know I can do and achieve something for myself.'

Achievements
- 238 volunteering opportunities advertised on behalf of local groups and public sector services on the Volunteering Hub
- 123 groups advertising vacancies on the Hub
- 689 people supported to volunteer
- 105 groups took part in 6 Volunteer Fairs enabling 100's of people to volunteer
- 427 people attended 61 outreach sessions
- 21 people attended Volunteer Coordinator networking session for peer support and advice.

Case Study
Bournemouth Symphony Orchestra needed new processes to recruit, support and retain volunteers. We worked with them to implement a volunteer management strategy, vacancy advertisement software and helped develop a volunteer onboarding process including:

- Reference checks to ensure a thorough vetting process
- Structured training and induction program including shadowing opportunities
- A clear policy for volunteer expenses
- Volunteer Agreements outlining expectations and responsibilities
- Framework for ongoing support and supervision of volunteers
- Strategies to acknowledge and value volunteers' contributions

4 Promote equity, diversity and inclusion (EDI) within the VCS and communities

We are passionate and proactively tackling inequity, prejudice and racism through ongoing projects like our Trusted Voices initiative, and the new Ethnically Diverse Communities (EDC) project.

Achievements

- 10% Increase in Trusted Voices Champions
- 125 Trusted Voices Champions trained and ready to use their voice to improve messaging that helps their community recover well and stay well.
- EDI training plan to be rolled out in 2024
- Engagement and membership from groups supporting people with protected characteristics has grown by 50%
- National Lottery funded EDC project launched in partnership with Dorset Community Foundation, Dorset Race Equality Council and BCP Council, bringing life to diverse communities across Bournemouth, Christchurch and Poole, by fostering strong charities and community groups, where diversity thrives and voices are heard

Case Study

Kushti Bok supports Gypsy, Roma and Traveller people in Dorset. While distributing NHS Dorset funding for winter crisis support, we identified Kushti Bok as a group that would benefit from receiving funds.

Kushti Bok developed an activity programme, which resulted in 50 people attending advice sessions in Rossmore and West Howe. This helped them address critical needs, alleviate immediate crises and foster enduring positive transformations.

Through community-centred approaches and holistic support mechanisms, KB laid the groundwork for sustainable empowerment, social inclusion and improved health outcomes within the Gypsy, Roma, and Traveller communities of Dorset.

5. Strengthen VCS infrastructure through member-led leadership

Achievements

- 400% growth in CAN membership over the past 5 years demonstrates our ongoing commitment to our members
- 139 new members in the last 12 months
- Championed 23 groups through our Community Hero in the Spotlight campaign – highlighting their work on local radio, social media and our website.
- 51 training sessions or workshops offered to members to strengthen their organisational capacity
- Launched Access to Healthcare - a partnership project supporting local charities and community groups to gather insight from key communities

Testimonials

INARA

"Thanks to CAN spotlighting us as a Community Hero, we have been offered further opportunities to highlight our work on wider platforms such as BBC Radio Berkshire, Solent, Oxford, Surrey, Sussex and Kent and opportunities to work with BBC Radio Solent too!"

Dorset Menopause

"I can't thank you enough for the conversation we had a few days ago, and all the information you have forwarded to me. I feel like I've found such amazing support to help us, and hold my hand through the next few daunting stages of making the CIC a success. I believe that CAN will be our guardian angel!"

Challenges & Learning

Membership: Our members are at the heart of CAN – since 2019 we've seen an increase of nearly 400% in our membership, with more joining every day, demonstrating their trust in us and our position as Dorset's largest infrastructure charity. We work collaboratively with both VCS and Public Sector services, demonstrating that our focus will always be to strengthen and champion Dorset's Voluntary and Community sector.

Funding: The UK has been in an economic crisis that has severely impacted upon charities, and CAN are no exception. We've seen our essential core funding depleted, along with competing for funding to deliver our work. Trustees have overseen a diversification in our funding sources, and this along with healthy reserves has meant we can continue to fulfil our essential role. A strong fundraising plan supports our funding priorities going forward.

Recruitment / Organisational Development: We've recruited new staff and volunteers to the team, and this has been a challenge to our processes and practice around recruitment and induction. We've taken learning from a review to update and better utilise our online HR platform. We have a hybrid working policy that continues to work well with staff having the ability to work remotely. We have not seen any negative effect on output, in fact we've seen an upturn in staff productivity.

A thriving and sustainable sector: Our training and webinars continue to be very well received and impactful as they are based on identified need. We continue our offer for free or at the lowest rate possible.

Moving Forward - Strategic plan 2024

We have developed strategic goals to support our vision that communities are strong, healthy, diverse and thriving, by championing & strengthening a thriving and influential voluntary and community sector – we will:

- Empower VCS organisations to deliver high-quality services sustainably
- Enhance collaboration and influence to improve community well-being
- Increase volunteer engagement and positive impact
- Promote equity, diversity and inclusion
- Strengthen VCS infrastructure through member-led leadership
- Sustain a strong successful charity

Trustees are committed to CAN remaining at the heart of the local voluntary and community sector. They have set a target to increase membership by at least 120 in the coming year and we are confident we'll achieve that through active engagement with people and groups from micro community groups to larger charities.

We're looking forward to working collaboratively with our VCS, Health and Local Authority partners to deliver a series of new innovative and impactful projects this year, including:

- **Ethnically Diverse Communities** project - funded by the National Lottery, we're lead partners with Dorset Community Foundation, Dorset Race Equality Council and BCP Council. The project aims to bring life to diverse communities across Bournemouth, Christchurch and Poole, by fostering strong charities and community groups, where diversity thrives and voices are heard.
- **Early Help (Family Hubs)** - funded by BCP Council we'll be working with them and partners from across the sector to better support families, and give every child the best start in life.
- **Trusted Reviewers** - working with BCP Council to co-create services to help people achieve a better quality of life through a personalised approach.

Policy on reserves
In line with Charity Commission advice CAN has a Reserves Policy to ensure viability beyond the immediate future and to provide continuity of service over the longer term. We are particularly aware of the need to cover contingency liabilities such as gaps in funding streams, cash flow and meeting the cost of redundancy payments to staff in the event that projects come to an end or that the organisation itself should be forced to close.

CAN allocates unspent money to three different types of funds in the accounts at the end of the financial year. These were:

- Restricted funds (£3,752,908) - unspent money from restricted grants
- Unrestricted funds (£646,659) - money that can be spent on anything which furthers the objectives of the charity
- Designated funds (£50,649) - part of unrestricted funds which is earmarked for specific activities. The trustees reserve the right to change the allocations in order to reflect changes in circumstances.

Our free available reserves at the year-end of £646,659 represent three months' worth of general funds expenditure which is within the target of 3 months set by the Reserves Policy.

Funds held as Custodian Trustee on behalf of others
We hold funds for the following organisations:

Bi-Polar Support Group £1,546.93
Small capacity of group, who are all volunteers, so have asked CAN to administer the grant funding. At the start of the year £883.17 was held in relation to Bi-polar Support Group. During the year donation received totalling £1,400 and costs incurred totalling £736.24.

Hurt to Healing £1,649
The charity is no longer operating but have insurance expenses to pay until Dec 2026.They have sought the support of CAN hold funds for this period. At the start of the year £1,649 was held in relation to Hurting to Healing. During the year the income received totalling £nil and the total costs was £346.50.

Total custodial funds held by CAN £3,195.93

Income and spend rationale
Project funding has increased and been very healthy this year, with the Wellbeing Collaborative project extended initially to December 2024.

Essential Core funding:
CAN's principle funding is from a funding grants from BCP Council and NHS Dorset, which are monitored via service level agreements. The funding is used to deliver our charitable objects and an annual plan that defines our mission, objectives and measures of success. The majority of the funding is used to employ our staff and pay for offices in Poole. From April 2024 essential core funding from BCP Council is now under contract.

Project funding:

CAN Dorset Funded by Dorset Council. Supporting the sector by building resilience through providing free bespoke one to one expert advice, plus our popular training and webinars.

CAN Wellbeing Collaborative Funded by BCP Council. A fresh approach to helping people stay safe and well at home by connecting them with local community support.

Dorset Wellbeing Hubs Funded by NHS Dorset. An innovative collaboration bringing together the local community, led by the voluntary and community sector, working in partnership with our NHS and Council colleagues, to co-create firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. We are strategic partners with NHS Dorset and are holding funds as we work with them and other partners to develop expressions of interest to deliver collaborative working and the hubs further. A budget/spend has been agreed between CAN and NHS Dorset to cover our costs.

Trusted Voices Funded by Public Health Dorset. A project initially to better cascade information about covid and vaccinations to communities that have been underserved by general public health communications. Now extended to supporting improving health inequalities.

Due to prudent financial management, CAN have not overspent on any budget this financial year.

Salaries are independently evaluated and set against local industry levels using the Croner salary benchmarking tool.

Future plans
We remain in a strong position to deliver our vision and mission. Our Together We CAN Strategic Plan sets out objectives and how impact will be measured and reported.

Our mission is to champion and strengthen a thriving and influential voluntary and community sector.

We provide professional information, advice and training. We're collaborative - growing networks, building partnerships and supporting people to make a difference. We're compassionate advocates - inspiring social action and equitable representation.

Our strategic goals:
1. Empower VCS organisations to deliver high-quality services sustainably
2. Enhance collaboration and influence to improve community well-being
3. Increase volunteer engagement and positive impact
4. Promote equity, diversity and inclusion
5. Strengthen the voluntary and community sector (VCS) infrastructure through member-led leadership
6. Sustain a strong successful charity

Our reputation and presence has increased exponentially this past year, and we are working as a whole team to maintain this momentum.

Trustees have reflected on our strategic plan and consider it robust and fit for purpose.

Statement of trustees' responsibilities

The trustees, who are also the directors of Community Action Network 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 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 and 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:

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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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 irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company’s auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor

TC Group were appointed as auditor to the company and a resolution proposing that they be re-appointed will be put at a General Meeting.

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

.....

Rev P Martin Broad - Chair

Trustee

Dated: .....

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF COMMUNITY ACTION NETWORK

Opinion

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

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, 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 Community Action Network 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 concem 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 charitable company'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 trustees 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, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared 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 Community Action Network 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 Community Action Network 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 Community Action Network'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. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience, and through discussion with the trustees and other management (as required by auditing standards), and discussed with the trustees and other management, the policies and procedures regarding compliance with laws and regulations;
- We focused on specific laws and regulations which we consider may have a direct material effect on the financial statements or the operations of the charitable company, including the Companies Act 2006, the relevant tax compliance regulations in the UK, the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102) and Charity SORP;
- We considered the nature of the industry, the control environment, business performance and KPI's for a charitable company;
- We communicated identified laws and regulations within the audit team and remained alert to any indications of non-compliance throughout the audit. These include Health and Safety, employment law and adequate insurances, including those required to be taken by 3rd parties;
- We considered and reviewed the procedures and controls that the charitable company has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those procedures and controls.

To address the risk of fraud through management bias and override of controls, we;

a) performed analytical procedures to identify any unusual or unexpected variances.
b) tested journal entries to identify unusual transactions.
c) assessed whether judgement and assumptions made in determining the accounting estimates set out in financial statements were indicative of potential bias.
d) investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed proceeds which included, but were not limited to;

a) agreeing financial statement disclosure to underlying supporting documentation
b) reading the minutes of meetings of those charged with governance
c) enquiring of management as to actual and potential litigation and claims
d) reviewing correspondence with HMRC, relevant regulator and the company's legal advisors as considered necessary.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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

Use of our report
This report is made solely to the 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 to 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.

Dean Pullen FCCA (Senior Statutory Auditor)
for and on behalf of TC Group

Statutory Auditor
Office: Christchurch

Date:.....

COMMUNITY ACTION NETWORK

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 £	Total 2023 £
Income and endowments from:					
Donations and legacies	**3**	10,030	-	10,030	188
Charitable activities	**4**	713,718	143,038	856,756	1,068,484
Other income	**6**	90,900	-	90,900	6,047
Total income		814,648	143,038	957,686	1,074,719
Expenditure on:					
Charitable activities	**7**	778,729	625,654	1,404,383	1,116,412
Net incoming/(outgoing) resources before transfers		35,919	(482,616)	(446,697)	(41,693)
Gross transfers between funds		16,707	(16,707)	-	-
Net income/(expenditure) for the year/ Net movement in funds		52,626	(499,323)	(446,697)	(41,693)
Fund balances at 1 April 2023		644,654	4,252,259	4,896,913	4,938,606
Fund balances at 31 March 2024		697,280	3,752,936	4,450,216	4,896,913

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.

COMMUNITY ACTION NETWORK

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Current assets					
Debtors	**12**	232,688		20,644	
Cash at bank and in hand		4,311,396		4,983,391	
		4,544,084		5,004,035	
Creditors: amounts falling due within one year	**13**	(93,868)		(107,122)	
Net current assets			4,450,216		4,896,913
Income funds					
Restricted funds	**14**		3,752,936		4,252,259
Unrestricted funds					
Designated funds	**15**	52,114		78,117	
General unrestricted funds		645,166		566,537	
			697,280		644,654
			4,450,216		4,896,913

The financial statements were approved by the Trustees on .....

.....
Rev P Martin Broad - Chair
Trustee

Company Registration No. 04024662

COMMUNITY ACTION NETWORK

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	**20**		(671,995)		51,196
Net cash used in investing activities			-		-
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(671,995)		51,196
Cash and cash equivalents at beginning of year			4,983,391		4,932,195
Cash and cash equivalents at end of year			4,311,396		4,983,391

1 Accounting policies

Charity information

Community Action Network is a private company limited by guarantee incorporated in England and Wales. The registered office is Beech House, 28-30 Wimborne Road, Poole, BH15 2BU.

On 4 November 2019 the charity renamed from Bournemouth Council for Voluntary Service to Community Action Network.

1.1 Accounting convention

The financial statements have been prepared in accordance with the Community Action Network'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)" (as amended for accounting periods commencing from 1 January 2016). The Community Action Network is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the Community Action Network. Monetary amounts in these financial statements are rounded to the nearest pound.

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 Community Action Network 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 unless the funds have been designated for other purposes.

Designated funds are unrestricted funds which have been earmarked for a particular purpose, within the objects of the charitable company, by the Trustees.

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.

1.4 Incoming resources

Income is recognised when the Community Action Network 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.

VAT is accounted for on income where the charity is supplying a service subject to VAT.

Cash donations are recognised on receipt. Other donations are recognised once the Community Action Network has been notified of the donation, unless performance conditions require deferral of the amount.

1 Accounting policies **(Continued)**

Legacies are recognised on receipt or otherwise if Community Action Network 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.

1.5 Resources expended

All expenditure is classified under the Charity's principle categories of charitable and other expenditure and all by the type of expenses.

Where applicable expenses are net of VAT.

1.6 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.

1.7 Financial instruments

The Community Action Network 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.

1.8 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 Community Action Network is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.9 Retirement benefits

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

1.10 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

1.11 Taxation

The charity is considered to pass the tests set out in paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for the UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively for charitable purposes.

2 Critical accounting estimates and judgements

In the application of the Community Action Network'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 main critical accounting estimate requiring judgement is the split of income between restricted and unrestricted funds, the charity carefully consider the purpose, along with the terms and conditions over any income received in the year.

3 Donations and legacies

	Unrestricted funds	Total
	2024	2023
	£	£
Donations	10,030	188

4 Charitable activities

	Charitable Activities 2024	Charitable Activities 2023
	£	£
Income from charitable activities	856,756	1,068,484
Analysis by fund		
Unrestricted funds	713,718	786,417
Restricted funds	143,038	282,067
	856,756	1,068,484

5 Service Contract

Community Action Network received the following income in relation to service contracts during the 2024 year:

BCP - £415,192
This is split as follows:
- £263,192 CAN Well-being Collaborative
- £77,000 CAN Core Fund
- £70,000 Trusted Reviewer
- £5,000 CAN Volunteering Day

Dorset Council - £67,748
This is split as follows:
- £67,148 Dorset Council VCS
- £600 VCS Safeguarding, Training & Resources
-

Dorset Health Care - £34,104
This is split as follows:
- £28,207 Provision of Volunteers for Covid Vaccinations
- £5,897 Vaccine Inequalities Programme

NHS Dorset - £37,575
- £37,575 SMI Physical Health Check Project

CIC VCS Assembly - £13,500
- VCS Assembly

Bournemouth University- £4,989
- Volunteering development work

Faithworks Wessex - £833
- Food Hygiene Training

6 Other income

	Unrestricted funds	Restricted funds	Total	Total
	2024	2024	2024	2023
	£	£	£	£
Bank interest	90,900	-	90,900	6,047
For the year ended 31 March 2023	1,713	4,334		6,047

7 Charitable activities

	2024	2023
	£	£
Staff costs (see note 11)	760,433	761,188
Volunteer expenses	-	1
Post, stationery and photocopying	2,398	2,038
Subscriptions and publications	2,394	3,341
Telephone	11,003	11,266
Insurance	4,010	4,900
Advertising	9,890	22,350
Travel and subsistence	11,421	15,533
Rent	22,476	20,638
Conference costs	-	604
Refreshments	295	548
Premises expenses	7,499	10,064
IT support & financial management	28,506	29,020
Miscellaneous	2,683	-
Membership and subscriptions	1,320	-
Refurbishment costs - Access Wellbeing Hub	220,996	-
	1,085,324	881,491
Grant funding of activities (see note 8)	260,388	180,049
Share of support costs (see note 9)	13,403	14,911
Professional fees	45,268	39,961
	1,404,383	1,116,412
Analysis by fund		
Unrestricted funds	778,729	772,008
Restricted funds	625,654	344,404
	1,404,383	1,116,412

8 Grants payable

	2024	2023
	£	£
Christchurch Community Partnership	5,500	-
CoCreate Dorset CIC	7,998	-
Dorset HealthCare University NHS Foundation Trust	11,640	-
Dorset Race Equality Council	1,334	18,520
Home-Start Wessex	6,000	9,900
International Care Network	4,313	4,313
It's All About Culture	9,741	-
Nigerian Community in Dorset	8,000	-
Poole Communities Trust	8,000	-
PramaLife	79,795	4,986
The Lantern Trust (Weymouth)	108,067	-
VSCO expo	10,000	-
Action for Children	-	200
Age UK Dorchester LTD	-	500
Alacrify Foundation CIC	-	5,000
Bournemouth Gateway Club	-	2,545
Citizen's Advice BCP	-	50,000
Dorset Community Action	-	15,000
Dorset Youth Association	-	500
Help & Care	-	294
Kushti Bok	-	8,680
Poole Waste Not Want Not	-	7,200
Project Wired UK CIC	-	5,110
Recreate Dorset	-	9,400
Safe and Sound Dorset	-	5,000
SAMEE	-	5,200
SEDCAT	-	200
Team Dorset Athletics Network	-	7,000
The Friendly Food Club	-	9,728
The Nest Weymouth	-	500
Untapped (UK) CIC	-	4,900
Water Lily Cafe	-	5,373
	260,388	180,049

9 Support costs

	2023	2023
	£	£
Accountancy fees	1,013	2,800
Trustee expenses	295	763
Payroll administration costs	2,235	2,067
Filming/ Promotional costs	2,859	1,781
Audit/Independent examination	7,000	7,500
	13,402	14,911

Governance costs includes payments to the auditors of £8,000 for audit fees (2023 £7,500).

10 Trustees

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

During the year £295 (2023 - £385) of expenses were reimbursed to Trustees.

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
	25	25

Employment costs	2024 £	2023 £
Wages and salaries	752,982	750,904
Staff training and recruitment costs	7,451	10,284
	760,433	761,188

Included in the above are social security costs of £61,760 (2023 - £58,424).

One employee received remuneration greater than £60,000, but lower then £70,000 in the current year (same employee in the previous year).

Total remuneration of key management personnel during the year was £138,072 (2023: £143,725) and employer's pensions was £6,232 (2023: £6,058). Pension contributions were paid for 28 (2022: 30) staff under a defined contribution scheme.

Volunteers

Our CAN vaccination volunteers dedicated 1,149 hours to support the 2023 Spring booster program which ran between 1st April to mid-June 2023. During this period, we assisted Dorset HealthCare in transitioning the volunteer programme in-house. Since January 2021, our vaccinations volunteers have contributed over 97,000 hours of their time.

In 2023/24, our Wellbeing Volunteer scheme expanded to 22 volunteers who supported 27 individuals with 12 weeks of telephone befriending or face-to-face visits. Additionally, our volunteers staffed information stations to guide members of the public to local services and avenues of advice and support.

12 Debtors

	2024	2023
Amounts falling due within one year:	**£**	**£**
Trade debtors	112,898	2,121
Prepayments and accrued income	119,790	18,523
	232,688	20,644

13 Creditors: amounts falling due within one year

	2024	2023
	£	**£**
Other taxation and social security	48,763	50,613
Trade creditors	34,306	21,972
Accruals and deferred income	10,799	34,537
	93,868	107,122

Included within accruals and deferred income is £2,849 (2023 - £20,510) of funds held on behalf of other organisations.

14 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			
	Balance at 1 April 2023	**Incoming resources**	**Resources expended**	**Transfers**	**Balance at 31 March 2024**
	£	**£**	**£**	**£**	**£**
Access to Health Care project	-	46,870	(35,558)	(11,312)	-
Asdan	40	-	-	-	40
Donation to local community groups	1,001	-	-	-	1,001
Dorset Wellbeing Hubs	4,205,482	-	(493,491)	-	3,711,991
Ethincally Diverse Community	-	30,941	(623)	-	30,318
Ethincally Diverse Research	3,021	-	(3,021)	-	-
One -off Wellbeing Grant	-	25,751	(25,748)	-	3
Poole Voluntary Service Fund	9,216	-	-	-	9,216
SMI Health Check	17,723	-	(17,723)	-	-
Sundry	166	-	-	-	166
Trusted Voices	-	34,482	(34,482)	-	-
Ukraine Infrastructure Fund	474	4,994	(5,267)	-	201
Winter Crisis 2022/23	15,136	-	(9,741)	(5,395)	-
	4,252,259	143,038	(625,654)	(16,707)	3,752,936

14 Restricted funds **(Continued)**

Donation to local community groups
This was funds received into CAN to be distributed to small charities/ community groups as specified by the owner.

Ethnically Diverse Research
Project to develop a model of delivery that meets the identified support and advice needs of ethnically diverse voluntary and community groups in BCP.

Poole Voluntary Service Funds
Funding for supporting specific Poole based projects.

SMI Health Check
Funded by NHS Dorset. Project to accelerate preventative programmes: support the gathering and analysis of local health inequalities insight and knowledge.

Trusted Voices
Funded by Public Health Dorset. A project to better cascade information about Covid and vaccinations to communities that have been underserved by general public health communications.

Access to Health care
Thanks to funding from NHS Charities Together we worked with Public Health Dorset to commission 5 community groups to understand the reasons why certain communities do not access healthcare appointments.

Ethnically Diverse Community
Through the National Lottery Communities Fund, we're working alongside Dorset Race Equality Council, BCP Council, and Dorset Community Foundation to develop local ethnically diverse communities, by working with the local charities and community groups that support them.

One-off wellbeing
Funded by Adult Social Care in BCP Council we are distributing small grants to individuals referred to us who require a something to enable them to be discharged from hospital quickly and safely – such as a deep clean of their property of a capital item like a fridge or microwave.

Dorset Wellbeing Hub
Funded by NHS Dorset. An innovative collaboration bringing together the local community, led by volunteer and community sector, working in partnership with our NHS and Council colleagues, to co-create firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. We are strategic partners with CCG and are holding funds as we work with them and other partners to develop an expression of interest to deliver the hubs further. A budget/spend has been agreed between CAN and the CCG to cover our initial costs.

Ukraine Infrastructure Fund
Funded by NAVCA. Project to help the Ukrainian refugee crisis in Bournemouth, Christchurch and Poole.

Winter Crisis 2022/23
Funded by NHS Dorset. Short project working in partnership with NHS Dorset and Citizens Advice BCP to provide support to people most affected by the cost-of-living crisis.

15 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			
	Balance at 1 April 2023	Incoming resources	Resources expended	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Org development	37,791	-	-	-	37,791
Project development	31,398	-	(882)	(19,105)	11,411
Volunteer coordinator	7,851	-	(26,956)	19,105	-
Training	1,077	372	-	-	1,449
VCSO Expo	-	11,000	(9,537)	-	1,463
	78,117	11,372	(37,375)	-	52,114

Organisational Development
Funds from our reserves to be utilised to develop the organisation. Estimated expenditure date for this project is March 2025.

Project Development
Funds from reserves have been utilised to build capacity and contribute to improve productivity and sustainability of the organisation. Estimated expenditure date for this project is March 2025.

Volunteer coordinator
Funds from our reserves have been utilised to fund a Volunteer Coordinator role.

Training
Income received from training events to be utilised to fund training expenses. Estimated expenditure date for this project is March 2025.

VCS Expo
Funds have been utilised to highlight the amazing work local charities and organisations do and to find out more about how they work in partnership with the NHS and local authorities and how this relationship could be developed further or improved.

16 Free Reserves Allocated 2023/24

Of the unrestricted reserves of the following has been allocated internally for the year ended 2025:

Office coordinator £15,000
The role is fixed term role.

Salary Uplift £16,000
Staff salary review should there need to be an increase in salary.

Sustainability Fund £135,032
Free reserves to sustain CAN for 3 months while alternative support for VCS is put in place, should our CORE funding cease.

Contingency Fund £45,000
Cover in line with Reserves policy for the long-term sickness, maternity/paternity leave.

CORE £195,800
To cover CORE expenses.

CAN wellbeing Collaborative £25,000
To cover Budget costs.

17 Analysis of net assets between funds

	Unrestricted	Restricted	**Total 2024**	Total 2023
	£	**£**	**£**	£
Fund balances at 31 March 2024 are represented by:				
Current assets/(liabilities)	4,450,216	-	4,450,216	4,896,913
	4,450,216	-	4,450,216	4,896,913

18 Operating lease commitments

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

	2024	2023
	£	£
Within one year	21,683	21,683
Between two and five years	2,567	23,317
	24,250	45,000

19 Related party transactions

There were no related party transactions during the year, other than those disclosed in the Trustees note.

20 Cash generated from operations

	2024	2023
	£	£
Deficit for the year	(446,697)	(41,693)
Movements in working capital:		
(Increase)/decrease in debtors	(212,044)	31,136
(Decrease)/increase in creditors	(13,254)	61,753
Cash (absorbed by)/generated from operations	(671,995)	51,196

Community Action Network

England & Wales - Charity number 1081381

Accounts

Charity Registration No. 1081381

Company Registration No. 04024662 (England and Wales)

COMMUNITY ACTION NETWORK

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

tc accounts · tax · legal · financial planning

10 Bridge Street
Christchurch
Dorset
BH23 1EF

COMMUNITY ACTION NETWORK

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COMMUNITY ACTION NETWORK

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr P Tarrant - Chair of Finance	
	Rev P Broad - Vice Chair	
	Ms D Clifton	
	Ms H Walker - Chair	
	Ms P Sharp	
	Ms L Jump	
	Ms S J Dexter	
	Mr S Agarwal	
	Ms O F Girling	
	Mr R Ogwuazor	(Appointed 24 May 2023)
	Mr E Sosseh	(Resigned 26 June 2022)
	Ms L O'Sullivan	(Appointed 16 November 2022 & Resigned 28 February 2023)
	Ms Z Bradley	(Resigned 24 May 2023)
Secretary	Mr S J Place	(Resigned 1 March 2023)
	Ms A Leyland	(Appointed 1 March 2023)

Staff

Avril Atkins	VCS Development Lead (Dorset)	(Resigned)
Marina Baker	Membership Development Lead	(Resigned)
Lucy Bradley	CAN Wellbeing Collaborative Pathway Coordinator	
Amy Collins	Volunteering Development Lead	
Gareth Dunning	CAN Wellbeing Collaborative Pathway Coordinator	
Kelly Hewitt	CAN Wellbeing Collaborative Pathway Coordinator	
Michelle Holland	Administration Officer	
Nazia Islam	CAN Wellbeing Collaborative Marketing and Administration Officer	
Francesca Kopanycia-Reynolds	Office Co-ordinator	
Emma Lee	Partnerships Manager	
Amy Leyland	Office Manager and Executive Assistant	
Karen Loftus	Chief Executive	
Rachel Pascoe	Office Coordinator	
Steve Place	Senior Advisor	
Rassu Rana	Management Accountant	
Hannah Rees	Engagement Lead	
Andrew Robertson	Project Officer	
Liz Soffe	Volunteering Coordinator	
Christopher Small	Training and Support Administrator	
Louise Stewart	Funding Advisor	
Abi Squires	CAN Wellbeing Collaborative Volunteer Coordinator	
Sarah-Jane Woods	Wellbeing Collaborative Lead	

Volunteer to Stop Covid temp team

Debbie Braddock	Senior Volunteering Coordinator	
Gordon Ferguson	Senior Volunteering Coordinator	
Louise Harfield	Senior Volunteer Coordinator	resigned
Nigel Rodgers	Recruitment and Deployment Officer	

Charity number	1081381
Company number	04024662
Principal address	Beech House 28-30 Wimborne Road Poole Dorset BH15 2BU
Registered office	Beech House 28-30 Wimborne Road Poole Dorset BH15 2BU
Auditor	TC Group 10 Bridge Street Christchurch Dorset BH23 1EF
Bankers	Co-operative Bank Charities Aid Foundation Virgin United Trust Bank Shawbrook

The trustees present their 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 Community Action Network'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)" (as amended for accounting periods commencing from 1 January 2016)

Trustees who served during the year are listed on page one, under legal and administrative information.

Community Action Network is a company limited by guarantee and we are governed by our Articles of Association. The organisation is often referred to as CAN as our operating name.

The Trustees present their report, together with the accounts for the year to 31 March 2023, which have been audited.

1. Structure, Governance and Management

The organisation was set up in 1972 as Bournemouth Helping Services and subsequently registered as a charity. It became a charitable company limited by guarantee on 30th June 2000 and became an accredited Council for Voluntary Service. It changed its name to Bournemouth Council for Voluntary Service (BCVS) in the same year. It adopted a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company winding up, members may be required to contribute an amount not exceeding £10.

In 2019 Poole Council for Voluntary Service merged into BCVS. On 29 March 2019 a Deed of Transfer was signed by both organisations to transfer the assets of Poole CVS to BCVS and the merger of the two organisations was confirmed. Further it was agreed to trade as Bournemouth and Poole CVS, from 1 April 2019. In August 2019 at a special meeting of members, it was agreed to change the name to Community Action Network.

Community Action Network is a member of the National Association for Voluntary and Community Action (NAVCA) and holds their Quality Standard which is the national quality award for Councils for Voluntary Service.

The overall strategy of CAN is led by the Board of trustees, who have co-created our vision and mission along with our Together We CAN five-year plan. Financial oversight on a day-to-day basis has been delegated to the Finance Committee of which the Chair of the Board of Trustees is a member. The Finance Committee make recommendations on spend and budget to the Board who discuss and have final sign off. Significant changes and new projects are brought to the Board by the Chief Executive by way of costed proposals for discussion scrutiny and sign off. To aid this process, agendas and supporting papers are sent to trustees at least one week before the meeting. In emergencies the Chair of the Board takes decisions that are reported to the Board, very often seeking a view from other trustees. A Scheme of Delegation has been agreed by the Board – updated in 2022 to help make it clear what decisions can be made and by who.

Membership is free and open to all local voluntary and community organisations providing a service in the Bournemouth, Christchurch or Poole area, from February 2022 memberships were open to Dorset groups. Affiliate membership is open to organisations operating outside of the area, or that are part of the public sector. Business Supporter Membership is open to local businesses but has yet to be fully promoted. Full details and membership of CAN are on our website www.can100.org.

Managing risk - The Trustees have conducted a review of the major risks to which the charity is exposed, including financial (e.g., unexpected withdrawal of funding) and reputational (e.g., unexpected issues / complaints from volunteers). Where appropriate, systems or procedures have been established to mitigate any impact they may have on the charity. Financial risks are minimised by the implementation of internal control procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the premises. The Chief Executive presents a Health and Safety Report to Trustees on an annual basis. Policies and procedures are regularly reviewed to ensure that they continue to meet the needs of the charity.

Our 'Together We CAN' strategic plan has been reviewed and updated by Trustees. Trustees have referred to the Charity Commission's general guidance on public benefit in drawing up any plan. In particular, the Trustees have considered how activities contribute to our mission and charitable objects.

Major risks identified:
CAN's core grant funding from BCP Council is due to end in March 2023. The Council have advised they will be conducting a small scale / local tendering process as recommended by their procurement department. The new contract will be for 5 years starting October 2023. Trustees discussed this at a Board meeting (minuted) and agreed to provide the Council with any required data and information and agreed that CAN are in a very strong position to tender and win the contract. Our Reserves Policy reflects the need to ensure we have operating costs should we not be successful, time to seek alternative funding / agree next steps.

Membership of the Board
As part of the induction process, new board members are assigned an experienced member of the board to mentor them. They also meet with our Chief Executive and are invited periodically to attend the full staff meetings to get to know them as well as each other. Members of the Board are nominated and elected by the membership at the Annual General Meeting. One third of the elected directors retire each year by rotation and Co-opted members are appointed on an annual basis by the elected trustees. There is a maximum of twelve places on the Board. Five of those places are available for co-opted members who are recruited for specific skills.

The Board reviewed their recruitment process and have introduced a revised Trustee Recruitment Policy, that Trustees felt was more robust. The full Board, which had ten members at 31 March 2023, meets at least five times a year. A Finance Committee meets quarterly to ensure financial accountability and to enable more detailed planning to take place. All members of the Board give their time voluntarily and received no benefits from the charity during 2022/23. Any expenses reclaimed from the charity are set out in the accounts.

Fundraising

Funds are raised by CAN through our core grants and project work - we have not engaged in any major fundraising activity, and not used a professional or commercial fundraiser.

We will always comply with fundraising standards and have not received any complaints about any fundraising activity. Should we undertake any fundraising activity in the future we will take very step to protect vulnerable people and other members of the public from behaviour which:

i. is an unreasonable intrusion on a person's privacy
ii. is unreasonably persistent
iii. places undue pressure on a person to give money or other property

2. Strategy and vision

Our charitable objectives are:

1. To promote any charitable purposes for the benefit of the community in Bournemouth, Christchurch, Poole, Dorset and the surrounding areas (hereinafter called "the area of benefit") and, in particular, the advancement of education, the protection of health and the relief of poverty, distress and sickness.
2. To promote and organise co-operation in the achievement of the above purposes and to that end to bring together representatives of the voluntary organisations and statutory authorities within the area of benefit.

We have a strong and recognisable vision and mission that informs our work. Our vision is for local communities to be strong, healthy, diverse and vibrant and flourishing. We do this through inspiring community and voluntary action by:

EMPOWERING the voluntary sector to survive and thrive, by providing expertise, support, development opportunities and training

ENABLING volunteering through our Volunteering Hub, helping everyone to play an active role in their community

CONNECTING communities by helping to create conditions where everyone's voice is valued and heard by facilitating great local networking and communication

Our mission defines what we aim to achieve every day, through every decision we make, and further our charitable objects.

Our team is grouped around the three key pillars of our mission, plus a core team providing admin, finance and business support.

We have agreed measures of success to measure and demonstrate our impact.

3. Covid-19

Although much of life is now back to normal, Covid has not gone and we are still dealing with a pandemic, considering how we can support our sector and work collaboratively through recovery and reset, deliver our usual services and plan for an uncertain future.

Operational impact

We also continue to act as an advice and knowledge base on all aspects of volunteering and the voluntary sector for new and existing organisations during this pandemic, providing 1:1 support, information about services on offer, funding and celebrating successes of local community and voluntary efforts.

We were able to quickly and efficiently move the staff team to home working, as we already had the tools (laptop and smartphone) in place. We adapted well to new ways of working, utilising Teams extensively and purchasing Zoom capability. We have co-created a new Hybrid Working Policy, enabling staff to work at home and in the office safely and effectively.

Volunteer to stop Covid-19

Supporting the vaccination roll out continues to have a significant operational impact, requiring us to recruit and re-deploy staff. We have ensured funding is in place to cover these costs.

Our contract with NHS Dorset HealthCare to support the programme at the BIC from Jan 2021 has been extended to end of June 2023. After that date NHS Dorset HealthCare will be taking the role 'in house' – we are working with them to support the transition.

4. Cost of living crisis

We have been working to support local groups who are all effected in some way by the crisis. We were able to secure significant funds from NHS Dorset to support individuals through working in partnership with Citizens Advice BCP, and distributed grants to small charities and community groups to enhance their work in supporting the local community.

5. Activity and impact

CAN is a collaborative charity and has cooperated this year in pursuit of our charitable objectives, detailed in more depth below, with:

- BCP Council
- Dorset Community Action (Charity)
- Dorset Council
- Dorset Race Equality Council (Charity)
- Help and Kindness (Community Interest Company)
- NHS Dorset Clinical Commissioning Group (now known as NHS Dorset)
- NHS Dorset HealthCare
- Public Health Dorset

Grant making

We have made minimal use of grant making to further our charitable objectives.

Our impact:

- 96% of people asked would recommend CAN
- 468 groups supported with bespoke expert advice to sustain a safe and thriving local voluntary sector
- 42 webinar and training sessions delivered
- Improved income generation by working with smaller voluntary and community groups to apply for £473,532 of funding with £258,155 being successful
- Nearly 2,000 people enabled to volunteer across the Bournemouth, Christchurch and Poole area
- 95,951 hours of the time given by CAN Volunteers to support the vaccination programme

EMPOWER the voluntary sector to survive and thrive, by providing expertise, support, development opportunities and training

In 2022/ 2023 we've made a difference:

We gave individual advice and support to:

- 132 groups in BCP of which 23 were newly forming, supported. 73% had annual incomes under £100,000, 40 had health and wellbeing focus and 9 were ethnically diverse.
- 221 groups in Dorset Council area, of which 24 were new, and 39 reported to be as operating in an area identified as having the highest quartile of deprivation

Feedback tells us:

- 100% reported they were very satisfied / satisfied
- 96% would definitely recommend CAN to a friend or colleague
- 85% said our support had contributed a great deal or a lot to their improved governance
- 73% said our support had contributed a great deal or a lot to their improved management
- 73% said our support had contributed a great deal or a lot to their improved quality
- 56% said our support had contributed a great deal or a lot to their growth
- 54% said our support had contributed a great deal or a lot to their increased sustainability

Undertook four individual organisational reviews of governance and management, resulting in a series of recommendations.

Work started on our partnership project with International Care Network (ICN) to help support groups in BCP working with Ukrainian refugees with co-ordination of effort, liaison with statutory bodies and upskilling.

Our bid to National Lottery Community Fund, on behalf of a partnership with Dorset Race Equality Council, Dorset Community Foundation and BCP Council, to improve support for ethnically diverse voluntary and community groups (EDC) in BCP to become more sustainable. for £815,763 over 5 years was successful at Stage 1.

Helped the sector improve its income generation to apply for £473,532 with £258,155 successful between October 2021 and December 2022. Users also reported:

- 75% of groups said they have a better understanding of income sources
- 93% say they are funding ready
- 88% said it has improved their bid writing
- 38% said that the advice has made them more sustainable
- 69% would definitely recommend this service to a friend or colleague .

Launch of part-time Funding Advisor service which in the year supported 29 groups, carried out 17 funding searches, and reviewed 7 funding applications. Start of regular fund raising webinars and launch of a fundraising toolkit.

Improved quality through 29 webinars or training sessions (including 8 Meet the Funder sessions) with 292 attendees, 153 unique organisations.

The Dorset Team ran 8 face to face roadshows across the Dorset Council area to raise awareness of the services CAN could provide local groups but also included presentations from funders and trainers on a range of topics attended by 160 attendees and 112 unique organisations.

99% of those attending a training/webinar or Dorset Roadshow reported an increase in their understanding or confidence relating to the session topic and 99% would recommend CAN to a friend or colleague.

Weekly e-newsletter, Know Your Stuff, of recent changes in legal and good practice relevant to the voluntary and community sector and launch of a section on the Members Zone of the CAN website which contains advice on running a voluntary/community group.

The Board has continued to provide high quality governance and has agreed, and updated, a number of key policies and so feels its governance role is robust and successful and continues to improve year on year.

Keeping people safe - improving quality, governance, growth and sustainability
In the BCP area we helped improve practice through our support and advice to 132 groups, of which 23 (17%) were newly forming, 97 (73%) had annual incomes under £100,000, 40 (30%) with health and wellbeing focus and 8 (6%) ethnically diverse. This was via 559 interactions by phone, e-mail or face to face ranging from 15 mins to a total of 40 hours each (average 2.8 hours) over 12 months.

Of the groups we worked with:

- 100% reported they were very satisfied
- 96% would definitely recommend CAN to a friend or colleague
- 85% said our support had contributed a great deal or a lot to their improved governance
- 73% said our support had contributed a great deal or a lot to their improved management
- 73% said our support had contributed a great deal or a lot to their improved quality
- 56% of groups said our support had contributed a great deal or a lot to their growth
- 54% said our support had contributed a great deal or a lot to their increased sustainability
- 27% of groups said we had helped sustain their current funding, 54% said we had helped them find new sources and 42% that it had resulted in increased funding
- 75% said that our support had resulted in more volunteers
- 73% said that our support had sustained their services, 50% that they were delivering more services and 77% said they had more users
- 71% said CAN helped with increased collaboration (Our work as described in the Connecting Communities section very much supports these findings)

Feedback included:

- "We were struggling to become a registered charity. Steve helped us achieve registered status."
- "We have been able to comprehensively review our governance documents and ensure that we are complying with charity commission rules and have policies in place for things such as safeguarding, equality etc."
- "I did not know how to do spread sheet and I didn't know all the dos and don'ts of running a charity. I feel I can be a better manager now."
- "We have been able to smoothly change our team of trustees whilst being sure that we are compliant with the relevant regulations. We have just converted to a CIO which would not have been possible without the advice received."
- "Being able to have someone like Steve as a Mentor/ advisor who has such a wealth of knowledge of setting up a charity has been wonderful. As mentioned, although we have worked within the voluntary sector for many years, we felt completely out of our depth knowing where to start with setting up .... Charity...Although we could Google things, actually having CAN there to hold our hand and guide us through the process has been wonderful."

When asked about how the advice had benefitted their users many groups felt that being a more efficient, effective and sustainable organisation would automatically lead to better outcomes for those they work with. This included groups that CAN had helped with setting up. Some said that it will lead to increased funding that would increase services and users.

From February 2022 we were commissioned by Dorset Council on an initial 18 month contract to be the local infrastructure organisation empowering a resilient voluntary and community sector. In the first year:

- 221 organisations were supported (of which 24 were new, and 39 reported to be as operating in an area identified as having the highest quartile of deprivation) through One-to-One support, Training / Webinars and Roadshow.
- Through our Roadshows we engaged with 160 attendees from 112 unique organisations of which 20 came from areas of deprivation.
- We circulated 638 promotional emails and shared 209 Tweets.
- We invited all funded partners to our open roadshow events, regularly working with the Volunteer Centre Dorset, Error in formula ->#Help<- and Kindness, Dorset Council and other funding partners.

Areas of support given included:

- Business Plans
- Constitution/Charity Commission registration
- Data Protection
- Funding
- Health check
- Management/Governance
- Policies/Procedures
- Recruitment
- Safeguarding/DBS Checks
- Trading
- Volunteering

Feedback included:

- "Thank you CAN for the support provided, I'm really happy to say we have now been awarded the full grant we applied for from the Nature Heals Fund (DCF). The assistance provide was a great support when we really needed it and the service has been outstanding, we'll definitely be in touch again if we need any further advice".
- "Thank you for meeting with me. I've been really happy with support provided by CAN the advice, templates and links were really valuable. We've already started making good use of the money received.
- "Many thanks for your time this morning. As explained when we set up the video call, we were becoming concerned that the Club's set of policies were potentially out of date and incomplete. In the course of our discussions, you largely confirmed that view and signposted a number of sources where we can access suitable templates and further information. Your knowledge of the various agencies supporting the voluntary sector has saved us many hours of searching the internet and possibly missing valuable content.
- "Subsequently, CAN has helped us with all aspects of being 'Funding Ready', sustainability and the importance of a third Director and a skills audit. CAN has provided us with a lot of their time and knowledge, as well as replying to some difficult and late-night emails! I would recommend CAN to all."

This contract has now been extended to July 2024.

Growing community support

Setting up a new organisation and charity can be a minefield. We advised 23 groups and individuals in BCP and 24 in Dorset about becoming a voluntary/community group, advising on pros and cons of different legal structures and status. In Dorset we ran a webinar about different legal structures. We worked extensively to achieve 4 successful charity applications and 1 new constituted group.

One of the new groups supported was formed during the Ukrainian crisis. We gave concentrated support to what was set up originally as an informal group, Bournemouth Help to Ukraine, that successfully transported aid to refugees within Ukraine and is now one of the few agencies to do so (others are raising money for the larger aid organisations or provide direct aid to those outside Ukraine). We helped them decide on a legal structure and status, agree a constitution and new name (Ukraine Relief Aid), recruit trustees, prepare their application for charity status and deal with subsequent queries.
"We actually received the good news today: our request has been accepted. Thank you for all your help and support to submit our charity request!"

As well as providing advice and support to groups on specific queries we offer organisational health checks. These involve a thorough review of the governance and management of an organisation, involving desk top reviews, surveys and interviews, resulting in recommendations. Many of these are supporting local groups that have received Reaching Communities Funding from the National Lottery Communities Fund. In the past year we have carried out four reviews, including with SPACE Youth Project. The recommendations were used for a trustee's away day and resulted in an action plan. "Yesterday we had a Trustee Action and began completing actions linked to your recommendations. It was brilliant to have a focus and we have an action plan in place." Following this we advised on some of the recommendations about better reserves statement, recruitment pack for trustees, their annual report and attended a trustee meeting to discuss how to improve linkage between charity objects, mission, strategic aims and monitoring and evaluation.

CAN's BCP and Dorset teams started work with Dorset Council to pull together templates, toolkits and list of advice and training related to safeguarding. We have updated our general policy and work has started on an adults' policy toolkit. We hope by the middle of next year to have produced a list of resources.

Work started on our partnership project with International Care Network (ICN) to help support groups in BCP working with Ukrainian refugees with co-ordination of effort, liaison with statutory bodies and upskilling. By the end of the year:

- Contact was made with groups already supporting Ukrainian refugees and we promoted the project to all our members
- ICN has set up a network of 24 groups (a couple are newly working with refugees) for sharing information including about who is doing what. E-mails being well received and used to make connections.
- ICN is giving groups advice and support on working with refugees, in particular those from Ukraine
- Put on the first course of four about working with Ukrainian refugees. Feedback was extremely positive with 75% strongly agreeing, and 25% agreeing, on delivery and content "It was above my expectations. Very informative and very helpful."
- Have decided to have regular peer support meetings for groups.
- ICN is attending the multi-agency forum which is constructive and links being made between statutory agencies with individuals and groups.
- Currently there are about 284 families and 546 individuals in BCP. Housing is most pressing need.

CAN continues to lead a partnership bid with Dorset Race Equality Council, Dorset Community Foundation and BCP Council to National Lottery Community Fund to improve support for ethnically diverse voluntary and community groups (EDC) in BCP to become more sustainable. Following extensive engagement with EDC groups by Dorset REC a project outline was developed and CAN applied, on behalf of the partnership, to the Lottery for £815,763 over 5 years to:

- Provide 2 FTE capacity building workers (Dorset REC)
- Governance , management and funding advice from CAN
- Grants programme administered by Dorset Community Foundation
- Development of a training programme and advice resources.

We were successful for Stage 1 and have started to work on the Stage 2 bid.

Charities supporting Health and Wellbeing

We supported 40 groups that have a health and wellbeing focus in BCP, 7 being newly formed. We worked with small local charity, Downright Perfect, supporting children with Down's Syndrome and their families. At the beginning of the year one of the users of the charity contacted us concerned that the long-standing trustees wanted to stand down and close the charity. We gave advise on the recruitment of new trustees so that it continued to operate. "The EGM went ahead on 23 May and we now have 5 trustees with all details updated with Charity Commission." We then gave subsequent advice on safeguarding and data protection policies and practice, as well as how to better record their annual accounts. To help allay some trustees' concerns, and others wishing to join, over individual legal and financial liability we ran a Zoom session with the five trustees about the benefits of converting to an incorporated charity, a CIO. Subsequently we helped them with the process by drafting a constitution, advising on a successful charity application and transfer of assets to the new CIO.

"We are extremely grateful for the help, advice and support provided by CAN. We were told about CAN by another charity who they support. We initially contacted them when considering whether to take on a charity which was otherwise going to close. They have provided us with a huge amount of very valuable advice on charity governance generally, the process of taking over the charity and recently converting to a CIO. We simply wouldn't be in the place we are now without their advice which has ensured that we are compliant and transparent."

As a result of the project over 10 months:

- Assisted with 62 applications to apply for £473,532. £258,155 has been confirmed which represents a significant 5.2:1 return on investment from the council's grant, and a success rate of 55% which is better than the expected 30-40%
- 75% of groups said they have a better understanding of income sources
- 93% say they are funding ready
- 88% said it has improved their bid writing
- 38% said that the advice has made them more sustainable

In January 2023 we surveyed those who had used Bounce Back to identify if there had been sustainable changes. The survey evidenced and demonstrated our impact:

- 84% said they had a better understanding of the potential income sources available "Yes we have now understood the need to diversify our income streams and how that might develop."
- 74% feel better equipped to apply for funding - "Previously we applied for funding from a place of ignorance of the process. Thanks to the training courses and consultancy we are much better equipped to identify funding opportunities and to make better informed funding applications."
- 68% feel more confident to write better funding applications and 19% saying to some degree - "Advice helped me focus on the actual question asked by a funder - rather than just copying and pasting our blurb from other applications
- 63% said their group had increased their income as result of the support
- 71% said the support made their group more sustainable - "Without the funding many of our activities would have been forced to shut at a time when our clients have needed them more than ever. This is largely due to the rises in cost of living . We would have had to massively streamline our activities whereas thanks to learning more about the funding process , we have accessed funding which has enabled us not only to maintain existing activities but to extend the support on offer."
- 69% would definitely recommend this service to a friend or colleague

As Bounce Back was such a successful project CAN looked at ways to continue a funding advice service. We have continued to provide Meet the Funder webinars where groups can see a presentation from a funder about the grants they offer, the funders priorities and any do's and don'ts, with the chance to ask questions. During this year we organised 8 such events. Unfortunately, no external funding was identified for a new post and so the trustees decided to allocate monies from CANs own free reserves to fund a two year part-time Funding Advisor, who started in November 2022. Since then they have:

- Supported 29 groups
- Carried out 17 funding searches
- Supported/reviewed 7 funding applications
- Supported to 17 groups to review and build a case for support and evidence
- Supported 9 groups to review and build monitoring and impact information
- Produced a fundraising toolkit

Feedback has included:

- "Thank you for the Awards for All course, I applied and we got awarded £6000 towards our electric bills for the next 12 months. Just wanted to let you know a successful outcome from your training."
- "As a small organisation, trying to navigate our way through challenging financial times can feel overwhelming. Fundraising support from CAN helped me to identify a path forward. The training events give lots of great tips, advice and resources. My 1:1 session with Louise allowed me to focus on how to use that knowledge for our organisation. To come away with an action plan lifted the fog and I know I can access them again when I need to."
- "Thank you so much for this helpful advice. Very much appreciated." Thanks for your great suggestions - have incorporated them in the bid. And thanks for the swift response."

We're delivering a series of four webinars on different aspects of fundraising, and delivered two of these in March:

- "The Introduction to Fundraising webinar was very helpful and I'm looking forward to the rest of the sessions on this subject. As suggested by Louise I immediately applied to become a member of CAN on behalf of our Charity"
- "It was really helpful and a really good balance. Was able to ask question too which was really helpful."
- "The training was good and delivered clearly."
- 80% of attendees rated the session 'excellent' in relation to meeting their expectations
- 100% of attendees rated the session 'excellent' in relation to quality of training delivery
- 80% of attendees rated the session 'excellent' in relation to practical use
- 100% of attendees reported an improvement in their understanding or confidence relating to the topic

We continued to represent the local sector on the grant panel for Communities Against Cancer which provides small grants to those across Wessex who can reach those sections of the community who are most at risk of cancer to raise awareness of the risks, signs, prevention and screening services. During this year there have been monthly panel meetings that have awarded 8 grants totalling £33,387 to BCP groups. This grant scheme sadly closed in March 2023 but we have fed back that it was a highly effective grant scheme and hope that it may be reinstated in the near future.

CAN have a place on the BH Coastal Lottery Grants panel. A single round this year awarded a total of £18,459 in grants to 6 groups.

Some organisations cannot hold funds themselves, for practical (e.g. do not have a bank account) or legal reasons (e.g. not being a registered charity or an incorporated body like a company). Therefore, we offer this service to our members. We continued to hold funds on behalf the Bipolar Support Group and, for the first time, North Dorset Poverty Action Group.

Our work makes a positive impact:

Shaftesbury and District Carers work with those that are at risk and vulnerable in the community. They aim to provide a safe haven for those who need it. They applied to the Dorset Council Community and Culture Project Fund round 4 to set up a project to address the needs of people struggling with the current cost of living challenges. Dorset Council agreed in principle to award £4,000. with the caveat that they contact CAN for support to improve their Safeguarding policy. We met and provided template documents, guidance and advice including processes for volunteers, trustees, and staff in respect of safeguarding and EDI, which we identified could also be improved. We signposted to the Dorset Volunteer Centre for safeguarding training and DBS checks for volunteers.

Shaftesbury & District Carers Association plan to train everyone within the charity in respect of Safeguarding which will enable them to identify and confidently report any concerns, improving and strengthening their governance. They re-submitted a new safeguarding policy and Dorset Council approved the £4,000 funding.

"We had an excellent Teams' meeting this afternoon with CAN, which we found extremely useful. They provided a template for Shaftesbury & District Carers Association to customise to reflect our own needs and signposted us to the Ann Craft Trust which will help us create basic, robust safeguarding standards that everyone from staff, volunteers and beneficiaries can be reassured by. They also went through the template they provided as a base so that we know what is expected in each section".

Acts Fast is the only local charity in England helping families impacted by child sexual abuse and indecent images. We were originally approached to look at trustee recruitment but with the resignation of their acting Manager assisted and advised the Board on recruitment process including drafting a job description and person specification, application form, questions and process. Due to the low capacity of the small trustee board we were on the interview panel which appointed a highly experienced new manager. We also help with some HR about some staffing issues they were facing, "Just wanted to say a huge thank you for your time last week. It was a huge help and support. We have got legal advice and it all ran along the routes and opinions as yours." The new manager wanted us to review Acts Fast so we undertook an organisational review to identify strengths and opportunities to improve governance and management. "Thank you for your report and the resources to help us along our way!". Our new Funding Adviser discussed their funding needs and gave advice about evidence, user involvement, financial needs and potential funders and has reviewed two applications for them. Feedback

Broadstone Scouts Group are seeking to raise funds for capital improvements to their scout building, requiring approximately £30-40,000. We reviewed the costings for the project and how to make the right approach, as well as which funders to approach for capital grants. As Broadstone isn't a deprived area, there are many scout groups around the country competing for funds and the building is only 30 years old, we discussed what distinguishes the work of the group which might make the project a higher priority for funders. Following conversation, we identified key pieces of work, including support for families with the cost of living crisis, support for Ukrainian refugee families, community cohesion, children at risk of school exclusion, mental health support and intergenerational working. We also discussed the opportunity to highlight local pockets of deprivation and targeted work to support families suffering poverty and disadvantage. The scout group has undertaken some informal consultation with the young people involved and their families but hadn't recognized that this would provide important evidence of need for funders. We discussed creating a structured survey which could be repeated periodically to collect data from the young people and their families. We also spoke about formalizing and recording young people's consultation and engagement, as well as peer group activities, to provide data in support of funding applications. Also recommended that the group review tools such as outcomes stars which could be used to record and communicate the impact of the group on the personal development and wellbeing of the young people attending. We discussed outlining a fundraising strategy for the project and drawing up a proposal document containing all the key information, which could be adapted for different funding applications. Lastly we identified some key capital funders to approach and suggested the group review the funder's websites to become familiar with their criteria and other funded projects.
"When we approached CAN for advice, we had no idea how to approach grant-funding applications for our hall refurbishment project. Louise has given us some excellent advice on the kind of information that will strengthen our applications, particularly around getting some feedback from our young people and families. Louise has provided us with lots of excellent advice on putting together a strong application for grant funding, and directed us to some funds that we can apply to."

Our work to support trustees

Volunteer trustees are the life blood of the voluntary and community sector – we work to ensure they are supported and trained to provide essential governance. We delivers 5 bespoke session to individual Board, 2 virtual and one in person training courses were held to increase knowledge and confidence in their role as a trustee, and were attended by 33 people. Feedback included:

- "Really appreciate the way it was lead. Excellent"
- "Very enjoyable, great to understand responsibilities"
- "Really well delivered session, packed with information"

We identified the need for Trustee Recruitment Training which has provided opportunities to collaborate and co-create with the Volunteer Centre Dorset. To meet the needs of harder to reach rural areas we planned both a webinar and face to face training session. Collaborating enabled us to utilise all the skills and experience of Volunteer Centre Dorset and CAN, providing thought provoking information about "What would your perfect trustee look like?", "How to draft a role description", "20 ways to recruit volunteers" and "How to conduct a skills audit to identify knowledge gaps within your current board". We wrapped up by looking at beyond recruitment, future proofing and succession planning; all of which attendees said they found very useful:

- Harry Susser Space Youth Project said: "Thanks for all the resources. We greatly appreciate it. I will share with my fellow Trustees."
- Harriet Laurie The Horse Course said: "Really good session-and I thought I was pretty good at this stuff already!"
- Kelly from Ascape reiterated: "It's been really helpful, and I definitely feel more confident in recruiting and also being a trustee and doing things correctly,"

Supporting access to training

Covid-19 lockdown meant that we started to experiment with virtual ways of delivering training and the use of shorter webinars. A member survey found that virtual rather than face to face was a popular method of delivery as were webinars and half day training. Therefore, we delivered a range of one-hour webinars and short training courses in 2022-23 based on needs identified by the member survey and others articulated by the sector.

From January 2023 we have offered a monthly bespoke HR webinar "Looking after your people". This provides the opportunity to obtain, free monthly advice and guidance, from HR expert Sonia Wilson of Populo. The sessions are aimed at smaller charities, groups or social enterprises with no formal HR support and under £1 million turnover. This has been particularly well received with organisations returning each month for the employment law updates and the Q&A session. The training and webinars were available for all groups within the BCP and Dorset Council areas and many were recorded so that those unable to attend could view them in our Members Zone of the CAN website. The Dorset Team ran a series of face to face roadshows across the Dorset Council area to raise awareness of the services CAN could provide local groups but also included presentations from funders and trainers on a range of topics.

During 2022-23 we delivered:

- 8 roadshow events; 160 attendees; 112 unique organisations
- 29 webinars or training sessions (including 8 Meet the Funder sessions); 292 attendees; 153 unique organisations
- 100% (147/147) of attendees reported their session met their expectations, with 62% (91/147) reporting sessions as 'excellent'

- 97% (143/147) of attendees reported the quality of their sessions as 'good' or 'excellent'. 75% (110/147) specifically responded 'excellent'
- 93% (118/127) of attendees reported the practical use of their session as 'good' or 'excellent'. 60% (77/127) specifically responded 'excellent'
- 96% (80/83) of attendees reported the depth of the session topic as 'good' or 'excellent'. 65% (54/83) specifically responded 'excellent'
- 99% (117/118) reported an increase in their understanding or confidence relating to the session topic, with 84% (100/118) reporting a significant increase
- 99% (138/140) of attendees reported they would recommend CAN to a friend or colleague, with 94% (132/140) 'very' or 'extremely' likely to recommend CAN to others

Feedback included:

Roadshows

- "Good info, I will utilise the policy help and good to know funding available. Many thanks. :)"
- "Some really great connections as well as reconnecting with people. Lots of information to pass on to my charity."
- "An outstanding meeting - special thanks to the hosts who made everyone feel welcome."
- "Just wanted to say many thanks for organising last Friday's event. It was very enjoyable to chat with other groups as well as really informative re the presentations. I am going to feedback to the other trustees in our organisation."

Training & webinars

- "Link to further resources were useful as was the reminder about looking at skills to inform board recruitment. Ideas for where to recruitment were particularly useful."
- "Really appreciate the way it was lead. Excellent."
- "Huge thanks for laying this all out so clearly, very reassuring! We can now plan our CIO transition with confidence."
- CAN as always is very knowledgeable & informative, with a good mix of narrative, visuals & examples, that you come away with a decent understanding & confidence in what you have learnt. Also includes lots of places to look at the topic in more detail if you are interested or need to for your charity work. Thank you."
- "Really well delivered session, packed with information."
- "A huge thank you - these sessions are fast becoming a frequent occurrence in my diary, and they are so helpful and the groups easy to engage with. You make them easy to participate in and I feel I can easily come to you afterwards with any queries. Thank you!"
- "I have come out of that with a specific action that I know will help us, which I wasn't necessarily expecting from attending for the first time. The advice from Sonia and the other participants was genuinely very good."
- "This week's session was really excellent - the suggested techniques for how to deal with difficult conversations are easy to remember and I'll be sharing the presentation with my key staff and talking through it to help increase confidence, which should have some immediate impact, thank you."
- "Sonia facilitated a safe atmosphere to ask simple and complex questions relevant to small organisations. The meeting is a great place to hear from other colleagues in organisations and share best practice. Thank you!"

The Colour Works Foundation aims to help young people understand themselves and in turn contribute to wider society, through their state-of-the-art colour model. They look to enable young people to develop self-belief and work with them on understanding the differences in others so that they are able to build stronger, more collaborative relationships and make better life decisions. The Foundation staff and trustees have engaged in six CAN training or webinar sessions since the summer of 2022, including 'Being a Charity Trustee', 'Essential HR policies and documents', 'Recruiting trustees', 'Financial Governance for Trustees' and our popular 'Meet the Funder' series. Liz Dawes, CEO of the Foundation, stated:
"We absolutely rely on CAN's trustee training. We now think of this as a part of our onboarding process for new starters. We would not be able to source this training otherwise within our own budget. It really gives an insight in to what the role is and ensures attendees understand what is expected of them."

Keeping the sector up to date
We continue to communicate weekly updates, Know Your Stuff, of recent changes in legal and good practice relevant to the voluntary and community sector. With sections on legal, charity, employment and volunteering, income and other. During the year we have aligned these with other CAN e-newsletters and link them to pages with our website's Members Zone. This has streamlined the newsletter and created a repository of past editions that members can view easily. We receive a steady stream of positive comments from readers:
"I love the new look and feel of Know Your Stuff and "It's our go to for up to date information"

In April 2022 we launched a Members Zone on the CAN website which contains advice on running a voluntary/ community group with a wide range of useful information, links, toolkits and videos including policies and procedures, good governance, planning, outcomes, reporting, employing people, data protection, safeguarding, equality, raising income and looking after assets. We have updated and added new section in the year. This area allows our members to access expert advice when they need it.

Resource donation and loan scheme
Many local charities are very small and do not have much money to spend on furniture and equipment. Therefore, CAN offers a small equipment loan scheme for its members and brokers donations of furniture, equipment and resources. During the past year we have loaned out equipment and supported donations of 198 items of office furniture, IT equipment and bulk stationery were rehomed. Not only does this assist our hard pressed members financially it helps support our environmental policy in diverting from landfill and purchase of new. In the coming year we will promote these services.

Sustaining and developing CAN as a strong umbrella infrastructure charity
Our Board of Trustees continues to grow and develop. They provide scrutiny, stretch, stewardship and support to the Chief Executive.

The Board regularly consider their diversity of perspective and work to actively recruit new members to reflect the work of CAN and the demographics of the local community – building a strong and effective team. This year we welcomed Rupert Ogwuazor from the Nigerian Community in Dorset – a registered not for profit group that encourages and nurtures unity. Rupert will be taking up his place in May '23.

The Board carried out another governance review based on the Charity Governance Code. The results continue to show that we have a well-functioning Board with only the need to tweak to improve practice. The Company Secretary ran a webinar for all trustees about their role and responsibility to oversee financial matters. Those who attended the training had found it very useful. As a result of the training the Board have improved reports from the Finance Committee, so it is clearer when the Board needs to take a view or decision.

The Board regularly reviews its mission and this year decided to change the strategic aim from INVOLVING communities to Connecting communities, being that honest broker in bringing together people from the local community, within community groups and charities with the council and the NHS and going forward businesses too.

During the year the Board considered that CAN currently has a good enough portfolio of funding so spreading the risk of operations reducing due to loss of particular funding. It also reviewed its scheme of delegations which were assessed to be working well.

New environmental policy and disaster recovery plan were approved by the Board. The Board considered its Keeping Everyone Safe, a policy recommended by the Charity Commission to make sure every who comes into contact with CAN is kept as safe as possible (so is more than safeguarding of children and adults at risk). The report showed only a few minor incidents in the past year and so the current policy (and associated policies) are currently working. It also undertook its annual review of the risk register. The major change was to slightly decrease the likelihood and impact of loss of funding given that CAN had significantly diversified its funding in past year.

The Board will be developing an 'appraisal' process for trustees based on a reflective approach and has tighten up on its recruitment policy. It also updated its Conflict of Interest, Gifts and Bribery policy.

Following the relaxation of Covid-19 restrictions, this year's AGM was held in person, with some attendees attending virtually. Following the AGM business there were presentations from Sam Crowe Director of Public Health about the role of the VCS as valued partners within the new Integrated Care System and how the developing VCS Assembly can better bring the voice of the sector to the ICS.

CAN Organisational Development

Hybrid working

We continue to spearhead flexible and hybrid working, putting in place policy and process to enable safe remote working. Our Management Accountant told us this way of working remotely has increased her productivity, improved her work life balance, saves significant commuting time and saves her travel expenses.

Staff recruitment

This year we have consolidated our staff team and recruited new staff:

- Empower the voluntary sector team: Funding Advisor
- Enable Volunteering team: Administrative Officer

Promoting equality, equity and diversity

Trustees have standing agenda item to discuss these matters and ensure they are embedded in all of our work. Not so it is seen as separate, but to ensure it remains a high priority.

Our funded work with Public Health 'Trusted Voices' has continued to support new and positive relationships with people across different communities and cultures that we had not reached out to successfully before. Enabling us to better engage and increase our membership of charities and community groups that support people / communities with protected characteristics, bringing this element of our membership to 107

We continue to work with Dorset Race Equality Council to develop a Lottery Bid and to support their work.

ENABLE volunteering, helping everyone to play an active role in their community

In 2022/ 2023 we've made a difference:

180 volunteering opportunities registered from local charities, community groups and public sector organisations

115 local organisations supported on a diverse range of matters relating to volunteers
Delivered 14 training courses for organisations on a range of topics relating to volunteer management. In total 119 attendees

1940 people have been supported by CAN to volunteer

280 volunteers registered through our online volunteering hub

249 instances of one-to-one advice and information on volunteering opportunities to the public via email, social media, and telephone

Attended 30 community events and spoke with over 520 people looking to volunteer

3 volunteer fairs held – 68 stands and over 140 people looking to volunteer

Delivered 14 pop-up sessions in community centres and libraries and spoke with 49 people

Delivered 3 volunteer information pop-up session for the vaccination marshals and spoke with 20 people

Steps Forward volunteering – 16 learners signed up and successfully completed the programme

Continued working on the Vaccine Hesitancy project, delivering 2 vaccine conversation training sessions to voluntary sector organisations, working with Dorset HealthCare to plan and deliver pop-up vaccination clinics and attending numerous community events to identify barriers around vaccine uptake

Vaccination Programme – total hours of volunteering given to end of March 2023 95,951

Supporting good practice
In September 2022, we transferred to a new volunteering hub platform, Team Kinetic and currently have 80 active organisations advertising over 180 roles.

Alongside advertising roles, we provided one to one advice, information, and guidance to over 115 organisations, including Alzheimer's Dementia UK, MYTIME Young Carers, Planet Doctors, and Dorset Family History Society. Some organisations were supported on multiple occasions.

Support ranged from an email being sent explaining how to use our volunteering hub platform, to more in-depth advice provided on a host of topics including, how to write an effective role description, reviewing and giving feedback on volunteer policies, advising on volunteer expenses and what to pay and how to support volunteers with declining health needs,

Organisation stories
Treasure: Working with Kesch from Treasure, we designed draft role descriptions, a template application form, volunteer agreement and problem-solving procedure. We also supported them with registering their roles on our volunteering hub. By supporting Treasure in this way, we were able to ensure they had the necessary paperwork in place to begin the process of recruiting volunteers. They also understood how to deal with any issues should they arise. Kesch said: "Thank you so much for all the work you have done."

Planet Doctors: Working with Anne from Planet Doctors, we designed draft role descriptions and a template application form, expenses form, volunteer agreement and problem-solving procedure. By supporting them in this way and ensuring they had the basic paperwork in place, they were able to start the process of recruiting volunteers.
"These documents are incredible. I have just had chance to look at them properly and realise you have mostly done the work for us. We are so grateful." Planet Doctors

Volunteer Coordinators meetings
We facilitate these regular meetings to discuss topical issues, share good practice and support people who have a role in managing volunteers in their organisation.

This year we held 3 virtual co-ordinators meetings. In total 40 people from a range of organisations attended. Topics discussed included: support and supervision of volunteers, how to have difficult conversations with your volunteers and what are your current challenges and expected priorities over the coming months.

A strength of these meetings is the level of excellent peer to peer support. Being a Volunteer Co-ordinator does involve wearing many hats and for some it can be quite an isolated role. Feedback received said: "It was great to chat, catch up and share experiences and ideas. I always pick up lots of ideas from others at the meetings and it's always a great opportunity to find out what other projects and activities are going on in the local area. As the only person working for the Trust, it's especially important to be able to meet up with others."

Training
This year, we have been focusing on delivering training to our members, based on the needs identified in our recent CAN survey and from feedback received from Volunteer Coordinators. Over the course of the year, we had 119 attendees attend our 14 training sessions.

These training sessions are designed to give volunteer managers confidence and the knowledge needed when recruiting and managing volunteers.

- 2 'How to recruit and retain volunteers' online training sessions
- 2 face to face 'How to recruit and involve young volunteers' training sessions. This training session focused on the benefits of involving young volunteers, the barriers, DBS checks and policies and procedures.
- 2 'Volunteers and the law' online training sessions

Feedback: We asked organisations for feedback after attending the Volunteers and the Law training session. They said:

Q. How would you rate the session in terms of meeting your expectations?
100% rated it excellent
Q. Depth to which material was covered:
100% rated it excellent
Q. Practical use of the training to your group
100% rated it excellent
Q. What was the most useful part of the session?
- Inherited practices within the organisation that I can now with confidence have removed and also be more confident that we are doing the majority correctly!
- I found being able to brainstorm, ask questions and seek advice/guidance on particular areas really useful.

We ran 4 online and 1 face to face 'Introduction to Safeguarding' training sessions. This training covers both adult and child safeguarding and provides an overview of what safeguarding is, the types of abuse, signs of abuse, how to report concerns and barriers to making a referral. This training was open to both staff and volunteers from organisations across Bournemouth, Christchurch, and wider Dorset. Caroline (manager at Townsend community centre) said: "The training was a great introduction for the volunteers. The training was informative and simple to understand, it gave clear details of what to do if volunteers have concerns."

In January 2023, we launched our series of monthly webinars for organisations, on a range of key topics relating to volunteer management. The aim of these sessions is to increase attendee's knowledge on the subject matter, ensure good practice and offer reassurance they are doing the right thing. Following each webinar, attendees receive a copy of the presentation, templates, further reading and offer of a one-to-one meeting if they need further help.

Between January 2023 and 31st March 2023, we ran the following webinars:

- How to...use our volunteering hub (Team Kinetic) x 2 sessions.
- How to...recruit volunteers.
- How to...write an effective and engaging role description.

We have further monthly training sessions scheduled in up to December 2023.

Promoting the value of volunteering

In September 2022, we held 3 Volunteer Fairs, with 1 in Poole, 1 in Bournemouth, and 1 in Christchurch. These Volunteer Fairs were set up to raise the profile of volunteering in the local community and to enable people to come along and chat to a variety of organisations with the intention of finding a suitable volunteer role. These events also provided an opportunity for organisations to network with each other.

Across the 3 sessions, there were 68 stands, and around 140 people attended including individuals looking to volunteer and staff from DWP Job Centre, specialist schools and Bournemouth and Poole College who were looking for opportunities for their clients / students. Organisations told us:

"Just a note that this event has been fantastic for networking, and I am leaving with an amazing list of new contacts. I feel that footfall has been slow likely due to the Queen's mourning which is out of anyone's control."

"I just wanted to say a huge thank you as the event was a fantastic opportunity for us to talk to people about who we are and what we do! We have potentially gained 2 volunteers, who we are chatting to still now."

The organisations in attendance were asked for feedback on the different elements of the fair and asked to score them out of 5 (with 1 being very poor, and 5 being excellent). The averages across the 3 fairs were:

- Recruiting volunteers – 3/5
- Networking – 4.5/5
- Organisation of the event – 4.9/5
- Overall event usefulness – 4.2/5

Footfall was lower than expected despite extensive publicity of the events. This may be partly due to the timing as they coincided with the passing of the Queen and subsequent funeral. However, all organisations commented on how useful it was to be able to network with the other organisations.

This feedback will help us to improve on future events to make them even more successful for both the organisations and members of the public attending.

CAN's engagement with volunteers

280 new volunteers registered through our online volunteering hub. In addition to this we also provided one to one information on volunteering opportunities on over 249 occasions via telephone, social, media, email and zoom calls. This was to both individuals and local organisations supporting their clients into volunteering including Dorset HealthCare, Winchelsea School, DWP staff and YMCA Bournemouth. Dorset HealthCare Employment Advisor said: "Thank you very much for all the information that you sent on voluntary roles in cafes and kitchens in the local area. I have passed on the information to the patient today and she said that she will be in contact with the relevant organisations over the next few weeks. She was very appreciative of all your help."

Pop Up sessions

This year, saw the launch of our monthly Volunteering Hub pop-up sessions whereby members of the public can come and have an informal chat with us about volunteering. The pop-up sessions are typically held in libraries or community centres and at various locations across the BCP area. To date, we have held fourteen pop up sessions and spoke with 49 potential volunteers.

We also held three pop-up information sessions at Bournemouth Vaccination centre, for the current Covid vaccination volunteers. The aim of these was to promote the other roles available within CAN they could get involved in and to talk about the range of external roles available within the local area. These were organised with the knowledge that our volunteer programme could potentially be drawing to a close. We value all our volunteers and have seen first-hand the difference that volunteering has made, and we want to ensure that everyone has the opportunity and support to consider other volunteer roles,

should they wish to continue volunteering. Across the three sessions, we spoke with 20 people,

Promotional events

We have attended a number of promotional events this year to talk about the value of volunteering, what people can get out of it and how to find the right role which matches their skills, interests, and availability. Events attended include:

- Dorset Adult Asperger's Group monthly meeting
- Festival of Employability (BCP College, Lansdowne site)
- Two Loneliness Awareness Week events (Poole North Primary Care Network)
- Two Developing Work skills sessions run by Skills and Learning
- Three DWP Pave the Way into Work events
- BCHA Festival of Wellbeing
- BCHA Millennium House
- Bournemouth Uni careers fairs
- Sheiling School 'Next Steps'
- Dorset Healthcare Living Well with a Brain Injury event.
- Citygate Church and ICN Asylum seekers drop in session
- Two DWP Job Centre sessions with pre-booked appointments

In total, we had stands at 30 different events and spoken with over 520 people interested in volunteering.

Young Volunteers

In November 2022, we were commissioned by BCP Council to gather insights on what young people look for in volunteering, what they may gain from the experience, as well as the kind of volunteer roles they had taken part in and what they might be interested in doing in the future.

We ran a series of workshops involving 66 students across 4 secondary schools in Bournemouth, Christchurch, and Poole. During the course of the workshops, we looked at what volunteering actually meant, discussed the young peoples' experiences, and identified the benefits of volunteering and the ways in which they could get involved.

They were asked to complete a survey asking if they would be interested in volunteering, the types of roles they would like to do and what barriers they feel they would face. From the findings, we put together a report which highlighted:

- The types of roles young people would like to get involved in
- Factors which would encourage them to volunteer e.g., easy access to information on available volunteer roles, more volunteer roles available for young people and help with application forms.
- Barriers that prevent the young people from volunteering e.g., reliance on public transport, nervousness, and a concern there wouldn't be other young people there.

The report shows that there is clearly a lot of enthusiasm for volunteering among young people in the BCP area and they understood the benefits this would bring both to themselves and also their community. There is a call to action for the voluntary sector to harness this potential more effectively.

We have put forward a number of recommendations and CAN will be working with BCP Council and the VCS to better support young people to become more involved in their community through impactful volunteering. This will involve supporting VCS groups in

developing a range of good quality, meaningful, flexible volunteer roles suitable for young people aged 14 to 18. Ultimately, we would also like to support young people in applying for a role and then at the start of their volunteer placement, helping them to settle in and understand what is expected of them.

Steps Forward Volunteering

The Steps Forward volunteering scheme successfully ended in June 2022. This was a short practical course designed to develop, recognise, and accredit the skills gained through volunteering. It then builds on those skills to enable volunteers to progress, be it with their volunteering, with training or towards employment. 16 participants completed the programme and as a result of the knowledge gained and confidence built, 2 went into work during the project and many have gone on to undertake further training courses including teacher training courses, horticulture, and Math's GCSE.

Alongside supporting them with volunteering, we were also keen to develop the participants' confidence in writing a CV and applying for jobs. In partnership with National Careers Service, we delivered 2 employability workshops, which were attended by 6 learners. These workshops enabled the learners to understand more about the local labour market, where to search for jobs, how to strengthen their CV and what to expect in an interview.

We also accompanied several of the learners on a visit to the Bournemouth Jobs fair. By having someone with them, the learners felt more confident in asking the exhibitors' questions and staying focused throughout their visit.

The project was a great success in supporting the participants to try a new volunteer role and watch them increase with their confidence and learn new skills. Many are still volunteering with the same organisation and have really flourished over time.

Step Forward participant story

One of the participants is a lady in her 50's who suffers with mental health problems. Before starting the Steps Forward programme, she struggled to get motivated most days and was feeling depressed. Based on her skills and interests, we found her a role with the Dorset Children's Foundation working in their stock room. She is now volunteering there twice a week and says it has given her mental health a real boost and she looks forward to her shifts as it gives her a sense of purpose. Her story is now helping others in similar situations.

The future of volunteering

On 10th May, the national Vision for Volunteering was launched online. CAN along with several other organisations were asked to share a short reflection on the brand-new vision as part of the event. We talked about the momentum of volunteering that occurred during the pandemic and how we needed to capitalise on that by continuing to offer flexible volunteer roles open to everyone whilst reducing as many barriers as possible.

"Thank you, really good points about the volunteer roles becoming more flexible and around inclusivity and diversification of volunteer roles."

Partnership working

BCHA

Working with BCHA, we helped them to design and launch a 5 week 'introduction to volunteering' course, Brighter Futures. Aimed at people new to volunteering, it covers all aspects of volunteering including developing positive attitudes and qualities, action

planning for self-improvement, the rights & responsibilities of volunteers, health and safety and equality & diversity. We will be working with participants to help them explore and apply for volunteer roles.

Bournemouth University:
Working with Bournemouth Uni, we will be starting a 2-year project with them on 1st April 2023, to support their staff into volunteering. This work will include hosting information stands, creating promotional materials, attending staff meetings, organising volunteer fairs, and offering tailored one-to-one advice and support. The idea being that staff will use their annual 2 days volunteering allowance to either share their existing skills with a local organisation or try something completely new. There will be support and guidance for those staff who would like to continue volunteering beyond the 2-day allowance.

Dorset VCS Expo '23
At the end of quarter four we were privileged to work with 4 organisations, whose services cover the breadth of Dorset to film the amazing work they do and to find out more about how they work in partnership with the NHS and local authorities and how this relationship could be developed further or improved. The purpose of these videos was to highlight how essential VCS groups are and that they need consistent, long-term funding to enable them to plan effectively and continue the work that they are doing. These videos were initially shared at our VCS Expo and are available via our website.

Supporting the vaccination roll out
Between, 1st April 2022 and 31st March 2023, the vaccination marshals have given 9739 hours of their time at 1 large scale vaccination site and 2 community pharmacies. The total hours given since the volunteer programme commenced in January 2021, is 95, 951 hours.

We were shortlisted under the umbrella of NHS Dorset HealthCare for a Nursing Times Workforce award. This was specifically for the work we undertook in creating the 2 sensory rooms at Bournemouth Vaccination Centre. CAN staff and 2 of our vaccination marshals were delighted to attend The Award ceremony in October 2022. Although we weren't winners, it was good to have our work recognised.

Volunteer Celebration
To recognise Volunteers Week, we held a celebration event at the beach for the vaccination marshals, attended by over 40 people. It was good to be able to say thank you to them in person, award them certificates for their hard work, give out Lush goodies and then enjoy the buffet largely donated by local businesses. Seeing everyone come together, highlighted the strong friendships that have formed amongst the group and how volunteering can have a really positive impact on people's wellbeing.

Feedback
In May 2022, we sent out a survey to all our vaccination volunteers to find out about their experiences of volunteering at the vaccination sites, what worked well and what could work better next time / in the future. This will help us with the successful delivery of the volunteering programme going forward and to identify any areas in which we could improve the volunteer experience.

Q. Did you feel well supported and managed in your role?
94% of volunteers strongly agreed or agreed
Q. Did you enjoy your volunteering experience?
95% volunteers strongly agreed or agreed

Q. Did you receive the training needed to carry out your role?
98% volunteers strongly agreed or agreed
Q. Would you consider volunteering in other roles either with CAN or with other organisations?
54% said yes
25% said maybe
20% said they already volunteer elsewhere
Q. Would you recommend CAN to other people who are interested in volunteering?
96% said yes
4% said maybe

When looking at what could work better, the main issues were around availability of shifts and shift lengths, both of which link predominantly to the BIC site when we had more volunteers available than shifts. Overall, 94% of volunteers said the volunteering met their expectations which we are proud of as this was a brand-new volunteer programme launched during unprecedented times.

Vaccine hesitancy
We worked with Dorset HealthCare Inequalities team to better understand the reasons behind low take up of the vaccines in certain areas and within particular groups of our community to identify how these could be addressed. The focus has been identified as: those experiencing homelessness, those with learning disabilities/ serious mental illness and people under the age of 49 (U49s) and those living in areas of deprivation.

Promotion
The Dorset HealthCare Coms team developed promotional material for the evergreen vaccine offer, aimed at those who either have not yet received a vaccine or have missed previous booster shots and showing how it fits alongside autumn 2022 and spring 2023 booster roll out. This information was shared with our members, at various community events and on social media.

We also worked with the Dorset HealthCare Coms team to update promotional material for the booster campaign and took part in a number of leaflet drops to give a final push to the evergreen offer. These included handing out leaflets at Polish supermarkets, Chemists, shops, charities, and residential streets.

Working in partnership
We made contact with CAN members and partners to find groups interested in giving feedback on experience of service users, vaccine hesitancy and take up vaccine conversation training including:

- BCP Council's Community Team
- Help & Care
- CAN Volunteer Co-ordinators
- Trusted Voices
- Volunteer Fairs
- •SEND Parent Carer Drop-in Somerford Arc
- Working together to prevent homelessness conference

We also met with Dorset Race Equality Council, part of the Health Inequalities Partnership, to gain their insight as to why there had been low vaccine take-up amongst certain groups. Insightful feedback included:

- After travel restrictions lifted, many visiting family and friends outside the UK took the opportunity to have medical check-ups including Covid-19 vaccines and boosters.
- South Asian and Indian communities reported no unvaccinated contacts, advising that many had received their second or subsequent vaccines outside the UK.
- People advised of difficulties updating their NHS records with vaccines administered outside the UK. A way of doing this is available but may need to be publicised more. Tell the NHS about coronavirus vaccinations abroad.
- Many from the Polish community get a full health MOT when returning for holidays in Poland. There is vaccine hesitancy and a holistic therapy culture. Reports from family and friends of bad experiences hold most sway.

Outreach and pop-up sessions

Working with the Dorset HealthCare team, we identified locations and contacts for dedicated community pop-up clinics in existing community spaces. We have shared contacts with the team for organisations working with people experiencing homelessness.

As a result, Dorset HealthCare carried out a trial pop up clinic at Lansdowne Church, Bournemouth. The learning and good practice gained from this has been used in other pop ups and will help address health inequalities in the delivery of other NHS services.

Using NHS Dorset HealthCare data and targeting areas of low vaccine take-up, we explored venues, made site visits, shared contacts, and introduced the team to locations that could host further pop-up clinics. These have focused on existing VCS services and community facilities in areas of deprivation, where already established and trusted services support those experiencing homeless, people with Learning Disabilities/Serious Mental Illness and U49s. These include Somerford Youth and Community Centre, Townsend Community Centre and Boscombe Town's Fund building based in the Royal Arcade. Using the learning gained so far, the Inequalities team has bid for funding to host 10 additional pop-up clinics.

Promotional events

As part of U49 engagement, we spoke to Bournemouth University students about the vaccine at three volunteering events engaging with 100+ people. We provided contact details for the NHS coms team for those who wished to be involved in further publicity campaigns. Alongside this, we also attended two University careers events in January 2023, engaging with 60+ students about the vaccine.

Colleagues from the Inequalities team joined us at a range of promotional events, to engage with local communities and to identify barriers to the vaccine take-up. These included:

- Somerford Arc SEN drop-in
- Townsend Community Centre Community Fridge and Friendly Food Club
- The Health Inequalities Symposium
- Volunteering hub pop-up sessions (Hamworthy Library, Boscombe Library and Southbourne Library)
- Trusted Voices
- Living Well with a Brain Injury event

Between us, we obtained a number of useful insights and feedback including:

- Adult males in their 20's needed a different approach than that offered by the Sensory Room at Kings Park. Needed to be less childish. We suggested the Mental

- Health Forum training sessions running at AFC Bournemouth as a way particularly to connect with young men.
- Vaccine uptake in Bournemouth based Brazilian and Portuguese communities was felt to be very high and Bournemouth Vaccination Centre was well used.
- Experience of long-Covid is felt to be a big motivator to being vaccinated, where there had been resistance previously.
- Those who have made a conscious decision not to have the vaccine did not trust what was in it. Pop-clinics would not help.
- Care worker based in Charminster at residential home for adults with learning disabilities advised all vaccines administered in the home. Information shared re sensory room and there was an interest in creating one for general use at the home.

We delivered a further two online Vaccine Conversation training sessions held, attended by a total of 18 people from the NHS Mental Health Team for patients with Serious Mental Illness and Learning Difficulties 'Thanks to you and your colleague for a very informative session'

Following the huge success of the Sensory Room created by CAN at Bournemouth Vaccination Centre, we have supported the Dorset HealthCare Inequalities team in their successful bid for over £1k funding to create a similar space at the Linden Unit in Weymouth.

We have updated information for partners to share with families/users of the Vaccination Service sensory rooms.

CONNECTING communities by helping to create conditions where everyone's voice is valued and heard by facilitating great local networking and communication

In 2022/ 2023 we've made a difference:

Supported essential public health messaging and now have 107 Trusted Voices Champions who between them support and advise a diverse range of local communities. Through a Community Soup event we have 4 community groups seed funding to support people living in Poole.

Celebrated another year of Community Hero in the Spotlight – celebrated the great work of 12 different local charities and community groups

Embedded the VCS into the Integrated Care System through the development of the VCS Assembly.

Proactively championed our sector on 12 strategic boards by electing and supporting 5 external VCS Involvement Partners - supporting and influencing public sector service development

Facilitated 33 networking sessions - geographical and thematically focussed depending on need. On average we saw 78 people a quarter engage with the networks with approximately 9 different organisations being represented at each network

Increased our media activity – Website visits up to over 25,000 approximately 2-3,000 visitors each month

Increased social media engagement across Facebook, Twitter and LinkedIn. Most notably our posts have been visible on 156,000 peoples' timelines and feeds with our posts reaching over 82,000 people

We have been working in partnership with VCS organisations, NHS and Council colleagues to develop community wellbeing support through the CAN Wellbeing Collaborative project and the Dorset Wellbeing Hub project. Since January we have integrated the two projects under the name, Wellbeing Collaborative, supporting both the Home First Programme (BCP Council) and the Mental Health Transformation programme (NHS Dorset). We are developing the elements that support connection across the Integrated Care System, enabling professionals and citizens to easily access the information, support and guidance they need, at the universal, community level, enabling people to live their best possible lives.

Developing engagement
Throughout 2022-2023 we have continued to increase our engagement with charities and community groups – growing our membership to 559.

479 full members and 78 affiliate members.

This year 120 new organisations have joined CAN - 106 full members and 14 affiliate.

We have had a particular focus on groups who may not be aware of CAN, and what we offer, particularly:

- Groups supporting diverse communities
- Individuals of 'good will' – people within the community supporting individuals who are homeless or need food but are not part of a formalised community group

With our work expanding across the county of Dorset with the successful tender with Dorset Council, our work with NHS Dorset on the development of a universal offer for mental health and wellbeing as well as the development of the Dorset wide VCS Assembly we welcome as members charities and community groups with a Dorset wide brief. Consequently, we have seen a significant increase in the number of organisations who work in the Dorset Council area predominantly. The breakdown this year has been 54 members based in Dorset Council area and 52 in BCP area of the 106 full members that have joined us.

We launched our Business Supporter Membership late November 2022 and so far have 4 active members who are helping us to develop our offer to both business and the VCS. Moving into 2023/2024 we are working in partnership with Dorset Chamber of Commerce, Dorset Council, BCP Council and Prama to deliver a workshop on how links can be built between the businesses and the VCS. Enabling us to further champion the work of the VCS across Dorset and help leverage funding and resources for the local VCS.

Dorset State of the VCS Sector Report
Over the summer we sought to gather intelligence on the current 'state of the sector' through our annual Dorset State of the VCS Sector Survey. Asking our members how their organisation is managing following the Coronavirus pandemic and now the cost-of-living crisis.

Overall, the findings aren't too different to what we expected correlating with our ongoing view and delivery model and will enable us to focus and prioritise our work. Within the report you will see some amazing statistics demonstrating just how great the sector is in Dorset. The economic contribution of volunteers is approximately £700 million or the value of hours given by volunteers during 2021 is estimated to be between £640 - £950 million.

Findings suggest a mixed picture. Research does indicate that although there are considerable pressures on the VCS and on individual organisations, and it remains potentially fragile. The sector continues as a large, diverse and active movement with considerable social and economic impact across the county.

Key highlights within the report included:

- Financial sustainability is a big issue. Short term funding, confusion around effective commissioning, along with the national cost of living crisis is having a big impact on the VCS
- Collaborations – organisations want more opportunity to engage with and collaborate with each other and the public and private sector
- Volunteering – organisations want to recruit the right volunteers with the right skills
- Skilled workforce – the sector needs and deserves skilled and motivated volunteers and staff. Investment is needed to ensure this happens.

Positively our findings suggest that many organisations are adapting and developing to meet the evolving and changing needs of our communities and to ensure their own sustainability as we head into further uncertain times.

You can read more here about the 'state of the sector' and how we plan to support our members to not only survive but thrive.

Building community resilience through community insight

The Health Equality Partnership is an initiative we have supported by gathering insights and data through a health research and engagement program. This exciting project started in June 2021 and is commissioned by Public Health Dorset. It has evolved enabling us to gather community insights and identify any areas of hidden inequality that people from diverse communities, with enduring mental ill health or with learning disabilities face across Dorset.

We have been working in partnership with Dorset Community Action and Dorset Race Equality Council on this initiative to understand more fully the views of those with enduring mental ill health, learning disabilities and individuals from diverse communities using health services, the challenges they face, and their overall experiences. These people often fare poorly in terms of general health and life expectancy when compared to the rest of the population. Since April 2022 we have been working together on addressing the recommendations from the report.

Supporting people with severe mental illness (SMI) to improve access to health services:

Alongside Dorset Community Action we worked with NHS Dorset and their SMI Physical Health Check Project to identify:

- What training is currently offered to professionals focussing on SMI and whether there is an opportunity to develop bespoke sessions co-designed in partnership with those with lived experience

- The peer support offer that is available and how these could be linked into supporting people to "wait well"
- Whether there are any VCS groups providing buddies or advocacy to support people who might be reluctant to attend health checks or need additional support to attend their health check.
- People's experiences and how they felt about their health check experience, both positive and negative to enable us to inform service development and training of staff.

This has now evolved into the SMI Physical Health Check Project. Through the project the following was identified:

- There is a limited amount of mental health training currently available to staff and volunteers in the VCS across Dorset and there is a need for a range of mental health training such as:
    - Suicide Awareness Training
    - Mental Health First Aid Training
    - SMI Awareness Training
- There are only a small number of VCS organisations with a primary focus on mental health as their main support offer, with very little support for those diagnosed with a SMI. For example.
    - Dorset Mind
    - Dorset Mental Health Forum
- There is a lack of peer support groups available in Dorset for those diagnosed with a severe mental illness.

Working with these findings we continued to work with NHS Dorset to:

- Support Implementation of a "SMI Awareness Training Package" to be made available to the VCS and healthcare professionals – it this involved supporting Dorset Mental Health Forum who were initially commissioned to do the work.
- Explore available options for a fully moderated, "community online digital mental health support" platform for adults in Dorset. 'Togetherall' is the platform identified as a digital support offer

- Explore reasons why people with SMI do not attend (DNA) their annual physical health check appointment and to assist in developing a pilot, working with several GP surgeries (Central Bournemouth PCN) using a new 'DNA Liaison service'

In the coming year April 2023 – March 2024 we'll be continuing to develop and deliver this work. Stage one of the Pilot has been extremely successful, working with 4 GP practices in Bournemouth we have been able to engage with 20 patients out of 25 who have either disengaged with health services, declined or not attended their physical health check and we have supported 10 of them to rebook their health check by finding out their personal barriers and offering support or solutions to help them attend and engage with the community.

Health Inequality Project

We are now onto the second phase of the Health Inequality Project working with Dorset Community Action and Dorset Race Equality Council which has seen us:

- Identify that there is a limited amount of training currently available to professionals working with individuals with learning disabilities and there is clearly and opportunity to develop bespoke sessions co-designed in partnership with those with lived experience.

- Film and speak to individuals affected by unconscious bias and discrimination to form a resource demonstrating the impact bias and discrimination can have on people
- Co-create with colleagues from across health services to develop an easy to access 24/7 unconscious bias training for health professionals.

Working in partnership to support wellbeing in communities

Since January we have been looking at the way in which we bring the two programmes, CAN Wellbeing Collaborative and the Wellbeing Hubs, together. We have decided to retain the name, Wellbeing Collaborative, as we are growing and expanding upon what has already been developed. The joining of these two programmes has shown real integration by commissioners across NHS Dorset and BCP Council, recognising that the elements of the Wellbeing Collaborative are able to support both the Home First Programme (BCP Council) and the Mental Health Transformation programme (NHS Dorset). In this annual report, we'll be outlining the developments of CAN Wellbeing Collaborative and Dorset Wellbeing Hubs separately. Moving forward, we'll report as one programme: the Wellbeing Collaborative.

Wellbeing Collaborative

The Wellbeing Collaborative team started in March 2022, as a learning partnership, exploring how we can better integrate the voluntary and community sector with social care and health partners across BCP. We wanted to trial and evaluate practical ways to help our colleagues keep people well and feeling independent at home, for as long as possible. We did this by raising awareness of the breadth of expertise available in the voluntary and community sector.

We co-designed and developed 3 key areas of work to strengthen how people in the Integrated Care System can stay connected to the support available from voluntary and community organisations. When we started, data was thin on the ground, we did not know what to expect in terms of numbers or needs, so the process of setting up the CAN Wellbeing Collaborative was very much needs driven and responsive to the gaps in support that were identified.

Phase 1 – Pathway Exploration

Social Care

Frontline workers in social care teams were finding it difficult to keep up to date with what was available in their local communities to support people to stay well, and independent. They were also changing the way in which they supported people to access social care, making it simpler and more dynamic, using the 'Three Conversations Model'. We had to find ways to support both the old and new ways of working.

University Hospitals Dorset

Frontline workers in hospital discharge teams initially requested for us to be on site in the hospital which through our learning, was found not to be an efficient use of our Pathway Coordinators time. The Red Cross were already commissioned to support hospital discharge for the first 3 days at home, so we promoted the services they provided. It was also our role to support people after the initial 3 days, helping them recover well and avoid re-admittance.

We found there were 2 gaps in the system:

- Professionals who needed more choices to offer individuals that needed their continued support.

- Individuals who no longer needed social care or clinical support but would benefit from community support to recover and remain well and independent at home.

Solutions Identified:

- For professionals working with people who required continued support, we created our Virtual Hub. A single point of access, easily accessible on Teams, where professionals can ask a question to ascertain information and awareness of the support that is available, providing options for the person they are supporting. We also assisted professional teams through emails when the signposting enquiries were more complicated.
- For individuals who no longer needed statutory support, we created a direct referral process. Key professionals from social care or hospital teams, including the Red Cross, could refer an individual to us and we would contact the person by telephone and assess their needs using Dialog+, an innovative approach from NHS England.
- We developed a role for a Wellbeing Volunteer, who could bridge the gap in telephone support if the person felt isolated and needed regular conversations and encouragement to access services that would benefit them. Wellbeing Volunteers were matched to a recipient and the conversations were monitored.

Phase 1 - The Results

The team have supported 234 professionals to find information about local services since July 2023 through our virtual hub and 147 enquiries through email signposting.

In January, we successfully migrated the Virtual Hub to the CAN Teams platform, expanding our offer to allow 1000 frontline professionals access to the hub from across the county of Dorset and from any organisation. We expect numbers to grow rapidly as we move forward to advertise this service more widely in 2023.

There is a real community spirit in the Virtual Hub, where all professionals are getting involved and sharing their knowledge to support colleagues from across the system. This is a giant step towards integration of services, delivering what professionals in 'OUR Dorset' need, at pace and scale.

An adult social worker recently said, 'It has changed the landscape of our way of working. I no longer go to visits worried about what I am going to say to support the clients, because I know I can search for information on the virtual hub or get information from the team'

In response to direct referrals, the team has helped 209 individuals to find the support they need in order to stay well and independent. This has resulted in improved wellbeing for people, on average there has been an increase of 5.4 points (assessment measure of Dialog+). We have also saved the Integrated Care System £189,466 in our first year.

We have 6 active Wellbeing Volunteers. A key outcome of our work is about raising awareness of community support that is available, when we receive feedback, as stated below, we know that we are hitting the mark.

"It is a funny thing to say really, but going into hospital has meant that so many doors have opened up for me in terms of receiving support. I am really looking forward to my first wellbeing call!"

Phase 2 – Face to Face Support

From the work completed in Phase 1, we knew that some people wanted face-to-face support as opposed to telephone support. So, in September, we launched trials of our community Information Stations, in hospitals, in community spaces and at events. Professionals could refer people to an Information Station where their needs could be assessed by Pathway Coordinators. It was also possible for people to drop by to have a conversation without a referral.

Our Wellbeing Volunteers, help at Information Stations with a warm welcome and time for a chat. They also help to raise awareness of the station and explain what support can be given.

Phase 2 - The Results
Since January, the team have run 54 weekly Information Stations across four libraries in Bournemouth, Christchurch and Poole. People come to us with all sorts of enquiries and no question is too small. We often find that someone starts with one question which then opens Pandora's box. They ask us about the things that matter to them and that are impacting their wellbeing and we connect them to the right support for them.

Other successes
We have attracted another year of funding from BCP Council to keep the team in place until June 2024 and grow our service to accommodate community hospitals and reablement services in the BCP Council area.

BCP Council have asked us to trial the issuing of one-off personalised wellbeing grants to reduce hospital stays by at least one night or prevent people going into hospital.

We have developed Wellbeing Volunteers offering community friendship and navigation and short tasks in the community to help people stay well and independent. These will roll out in May 2023.

Dorset Wellbeing Hubs
Poole Hub
We are working in partnership with VCS organisations, NHS and the private sector to develop the first wellbeing hub in Dorset. Following a successful expression of interest, Prama and Help & Care became the VCS leads for the Poole hub and together we are working closely with the NHS to develop the hub space. It will provide a universal offer of support for mental health and wellbeing as part of the new model of mental health services. The hub is aiming to open by September 2023.

Elements of work include:

- Refurbishment of the shop unit including structural and interior design
- Naming and branding of the hub
- Staffing – staff model, role descriptions, recruitment
- Partnerships and connection with VCS and statutory partners – including the timetabling of organisations working from the hub to support people
- Connection to community voice and co-design of the offer
- Development of multi-disciplinary team interface meeting

Weymouth and Portland Hub
The next hub in development will be in Weymouth. A Weymouth and Portland Innovation Session took place March 2023 with partners from across the system. The aim of the session was to consider the possibilities for supporting people in the local area with their

mental health and wellbeing. The outcome of the meeting was to consider the development of a wellbeing hub in Weymouth, using Hope House as a location. The lead VCS organisation for the development of this hub will be The Lantern Trust. Conversations will continue to take place this year.

Understanding the 'Big Picture'

- We have been taking time to understand the landscape across Dorset:
- Understanding strengths in the system, what is already happening, and already making an impact.
- Identifying the gaps that exist whether thematic or geographic.
- Learning about the various programmes and initiatives that are in development to support alignment and avoid duplication.
- Continuing to understand the spaces that communities use and how we can connect the system with a hub and spoke model.
- Understanding the best way to connect and communicate across the system.

Joining the programmes

Our priorities will include:

- Expansion and development of the established streams of work: Virtual Hub; Information Stations; volunteering roles.
- Supporting the development of wellbeing hubs through engagement and co-design with communities.
- Developing the 'hub and spoke' model to connect the system across communities, VCS, NHS and Local Authority partners.
- Develop the grant funding model for VCS organisations alongside NHS Dorset and Dorset Community Foundation.

Promoting & valuing charities & community groups

We have had another successful year of our Community Heroes in the Spotlight initiative. Each month we showcase the work of a particular member organisation to share help raise their public profile and give them the recognition they deserve. We share press releases, have a monthly session on Hope FM's 'Community Now' programme and promote the organisation through our website, weekly newsletters and social media.
Over the year we have championed and celebrated 12 organisations, including one which supports young carers, one which celebrates the cultural diversity of our local area, another supporting men's mental health.

Each organisation has joined our Engagement Lead on Hope FM, with some having the opportunity to speak on BBC Radio Solent to share the tremendous work they are doing for the community.

We have also had 6 press releases featured in different printed publications including the Daily Echo and BH Living.

Feedback from those involved include:

- "We have had a steady increase in visitors to the radio website. We had a lot of engagement on our social following being the Community Heroes in the Spotlight in October" Raymond, Afro*Disiac Live Radio
- "Our call-out for volunteers got a response while we were live on air!" Charlie, Bournemouth Samaritans
- "We now have a 'Ways to Donate' page on our website (due to being Community Heroes)" Donna, Leonardo Trust

Supporting essential public health messaging

Public Health Dorset have continued to commission us to support the development of Trusted Voices Champions to help better engage with communities. We now have 107 Trusted Voices Champions who between them support and advise a diverse range of local communities including:

- people with protected characteristics
- people experiencing poverty
- refugees and asylum seekers
- people with mental health difficulties

Through a Community Soup event, Trusted Voices provided four groups with seed-funding to support people in Poole. This included mental health support for young people, counselling for ethnic minorities and single parents, educational resources to encourage young people to make good choices and stay out of prison and friendship groups for all, based in local cafes.

We have led three online workshops with Nigerian Community in Dorset, focusing on Mental Health and Wellbeing, Diabetes and Prostate cancer with a focus on how these affect black men and women. We have been asked by Nigerian Community in Dorset to lead three more events over the next year and are scoping out topics for these.

We've held two online networks for Trusted Voices Champions and three in person, which have been particularly well attended and appreciated.

Due to the ongoing success of the project we are now working with the Trusted Voices Champions on mental health messaging, cost of living signposting and support and general health information.

We have had confirmation that the project will be extended for a further year until March 2024 where we will be working with Public Health Dorset to explore how we can ensure funding reaches the community groups who support some of our most vulnerable communities in Dorset.

Winter Crisis Support

During quarter 4 of the year we launched our Winter Crisis project which saw us working in partnership with NHS Dorset and Citizens Advice BCP to provide support to people most affected by the cost of living crisis, including:

- Individual payments of £250 in supermarket or energy vouchers (via Citizens Advice BCP)
- Grants of up to £10,000 to small charities / community groups supporting their communities through the crisis

In the space of three months, we launched and awarded £89,577 worth of funding to 13 groups, ranging from £2,545 - £9,900 and with the support of Citizens Advice BCP we provided 200 individual supermarket or energy vouchers to people who have been most affected by the cost of living crisis this winter in the Bournemouth, Christchurch and Poole area. Successful organisations are using the grant to:

- Run communal cooking classes, with a focus on nutritional, family meals
- Extend the opening times of their warm spaces, offering hot drinks and snacks and having signposting support to other services on hand
- Support low income families with mental health support for their young people
- Offer training and employability support

- Provide snacks and a warm space for young athletes and their families to enable them to continue to attend training and events

Feedback from the groups we have supported include:
Home Start Wessex
"We have mums reporting that they are watering down formula milk to make it last without realising the health implications to their babies, just to survive the week as formula milk costs are at their all-time highest on average £12 a tub so this grant is making a big difference in enabling us to help lessen the strain." Kerry, Family Groups Manager.
SMILE, Poole who distributed cook bags to lone parents
'One family was unfortunately staying in a B&B but still had access to a kitchen and said that they loved that the ingredients didn't need to be refrigerated, the recipes were simple and that it helped them to save money in a difficult time.'

Developing collaborations and networking
We have continued to develop our networking offer over the last 12 months, through our mostly online networks.

In total we have hosted 33 networking sessions during 2022/2023, all enabling attendees to share what they do, find opportunities for collaborative working, share knowledge and offer peer support. Our networks are based on geographical areas or are thematically focussed.

Most of the networks have been requested by our members and so far include:

- Network for groups supporting disability – a new network this year
- Network for groups supporting men – our newest network, requested by members
- Southbourne, Pokesdown and Christchurch area network
- Network for groups who support women and girls – our longest running network
- Boscombe Network
- Community Spaces Network - for groups who run community centres, village halls, uniformed clubs etc across BCP and wider Dorset.
- Poole Network
- Early Years Network - for groups who support families with children from conception to five
- Let's Connect - supports the wellbeing of youth workers and volunteers from all settings in BCP
- Older Peoples Network - for groups supporting older people across BCP and Dorset council areas

We have received positive feedback about the networks, including:

- "I'm so grateful to you and everyone at CAN for all the meetings and work you do. I'm filling my diary with CAN meetings at the moment, as you are helping me make so many connections" Kai from Ara Recovery for All
- "I was so pleased I came along and really impressed with how much is going on in the community across BCP. I am a great advocate of community and I learnt a lot on Saturday" Andrea from Bournemouth Sea Cadets
- "Just a quick note to say thank you so much for this morning's networking event. I really enjoyed it and found it so helpful. What a lovely group of people. I look forward to attending more events in future!" Bels, HealthBus

On average 78 people a quarter engaged with the networks, with approximately 9 organisations being represented at each network and an average of 13 people attending virtually each time.

This year we ceased the Leaders exCHANGE in its original format however there has been a request for a more informal virtual network for leaders of VCS organisations which would provide an opportunity for people to come together to offer peer support and explore potential partnerships. This will be launching early in 2023/24.

Prejudice free communities
Engaging with our diverse communities across BCP and wider Dorset has continued to be priority for us.

We are active members of Prejudice Free Dorset, regularly attending their quarterly meetings and supporting the collaboration with the education and the communications work streams.

After re-designing the Connecting Communities team earlier in the year with our diverse communities in mind – our new Engagement Lead has ensured a wide range of communities from across the county are members of CAN and engaged with the exciting work that is taking place between the VCS and our public sector partners. Enabling us to better engage and increase our membership of charities and community groups that support people / communities with protected characteristics, bringing this element of our membership to 118.

We are active members and allies of the LGBT+ Voices Dorset Forum, and are on the Education sub-group. This group had a break for a few months over the past year whilst the chair took stock about the direction of travel the forum wished to go in. It is now meeting again with more regularity, and we continue to attend and support the work

Embedding the VCS into the Integrated Care System (ICS)
Since mid 2021 we have been working with 'HelpAndKindness' to embed the VCS into the Integrated Care System (ICS) through the co-creation and development of a new Assembly for the VCS for both the Dorset Council and BCP Council areas to enable the VCS to be an equal partner of the ICS.

Throughout the year we have facilitated and supported a series of meetings and a lengthy process of discussion and collaboration between dozens of VCS representatives from across Dorset and the public sector to enable the development and agreement of a memorandum of understanding (MOU) between the VCS and the integrated Care Partnership and a terms of reference for the Dorset VCS Assembly (Dorset VCSA) to be in place from July 2022.

Since July we have been negotiating with NHS Dorset to ensure this model is adequately resourced and at the moment it all sounds very positive and were expecting a decision in early April following a proposal being presented to the ICB Leadership Group.

In February we worked with an Independent Appointment Panel, of individuals from across the country with many years of experience in the VCS, to recruit the Governance Board for the Dorset VCSA.

The Governance Board's role is to oversee and ensure that the values for the Assembly, that were identified by the VCS in the co-production process, are woven into the work of the Assembly. The Panel looked for people who are committed to and experienced in supporting these founding values. They were also sought to identify a blend of skills and experience, across the Board's composition, to meet the needs and demands of the Governance Board's role.

The Board will not only be responsible for developing systems to help the Assembly to function, but will also hold the Engagement Group to account for the work they will be doing on behalf of the Assembly.

The total membership of the Governance Board will comprise 11 Members. The IAP have appointed 7 people to the Board at this point. One of the activities of the Board will be to design the process for including further people on the Board to reach the full complement of 11 Members.

The appointments to the Board, in alphabetical order, are as follows:

- Zoe Bradley - Chief Executive, Citizens Advice Bournemouth Christchurch and Poole
- Daniel Cadisch - Chief Officer, Citizens Advice Central Dorset
- Charlie Coward - Deputy Chief Executive, Active Dorset
- Peter Green - Trustee, Dorset Race Equality Council
- Ken Heap - Chair, Dorset Mind
- Mark Sharman - Chief Executive, Help and Care
- Martin Yelling - Chief Executive, Stormbreak

Access to Food Partnership

We continue as active founding members of the Access to Food Partnership which has recently won a Silver award from iESS for community and statutory joint working.

A Grass Roots funding pot has been established, giving £200 to groups who want to buy equipment or start a project. Funds also used to help arrangements for refugees and asylum seekers have communal meals during Ramadan.

We have continued to support BCP Council and the Access to Food Partnership by enabling individuals to access food hygiene training. Over the course of the year 41 people from 19 different community groups/organisations have either completed the Level 1 or Level 2 Food Hygiene training and there are currently 6 people in the process of completing their training.

There are lots of exciting plans for next year including a dedicated worker to help promote and share about the work of the Partnership and there are plans for a new logo and branding. A co-created recipe book is also planned and members of the forum will be asked to pitch to the partnership to produce this for us.

Networking, championing and representing the VCS

This year we launched our VCS Involvement Partners. Ensuring the sector has a place at the table where discussions are held, and decisions are made, which is vital as it informs and positively influences how local public services are developed and delivered.

'Representing the voluntary sector' is often asked of local charities who find themselves at meetings with public sector colleagues. This can often be difficult and unrepresentative.

We have co-designed a more inclusive and joined up way of representation that supports the individual, their organisation and the wider community to better enable effective collaboration, engagement and co-design through our elected VCS Involvement Partners.

We currently support VCS representation with elected VCS Involvement Partners on the following 11 statutory boards/meetings:

- Community Safety Partnership (BCP) – Sara Armstrong, The Footprints Project
- Children and Young People Partnership Board (BCP) – Lynn Giles, Action for Children
- Domestic Violence & Sexual Abuse Strategy Group (pan-Dorset) – Sara Armstrong, The Footprints Project
- Health and Wellbeing Board (BCP) – Karen Loftus, Community Action Network
- Local Resilience Forum (pan-Dorset) – Volunteering Cell and Community Recovery Cell - Working with our Council and NHS colleagues to ensure volunteering / the voluntary sector are at the heart of response and recovery - Karen Loftus, Community Action Network
- Safeguarding Adults Board (BCP) – Natascha McAllister, SEDCAT
- Programme Group for SEND Improvement Board (BCP) – Sam Everard, The SAMEE Project
- Vibrant Communities Partnership Board (BCP) – Karen Loftus, Community Action Network
- Voluntary and Community Sector Emergencies Partnership (South West) – Karen Loftus, Community Action Network
- Missing, Exploited and Trafficked (MET) Panel (BCP) – Lisa Hooper, Escapeline
- BCP Health and Wellbeing Board - We're a strong voice of the sector and advocate for volunteering – Karen Loftus, Community Action Network
- Integrated Care Board - Karen Loftus, Community Action Network
- Integrated Care Partnership - Karen Loftus, Community Action Network

We have worked with both the Board and the VCS Involvement Partner to ensure all are clear on roles, responsibilities, governance and agreed how insights will be gathered and shared. This has been a really exciting development and there are more VCS Involvement Partners in the pipeline for 2023/24.

We continue to support both the local authority and the NHS to engage with communities through our extensive network – sharing and gathering vital information and data. We continue to sit on local, countywide, regional and national groups, helping to form and influence policy at a considerable pace continuing to build on the relationships that we built during the pandemic.

We also continue to attend a diverse range of meetings including:

- BCP Council led Homelessness Strategy Board leading on the engagement element of the new strategy addressing homelessness across BCP
- Building Health Partnerships – working with our NHS colleagues to: build trust and mutual understanding between partners and between people in communities, support staff and citizens to develop shared local leadership, to build on existing momentum to health priority areas, develop opportunities for more effective engagement
- Community Equality Champions Network - led by BCP Council an opportunity for a range of VCS and public sector partners to come together and discuss equality

- Engagement Leads Network - facilitated by the NHS Dorset bringing leads from across public and voluntary sector together to share good practice and promote collaborations

Since January 2023, we have co-chaired the quarterly Community Engagement Group for the pan Dorset Adult Safeguarding Board.

Our focus is to increase the number of members in the Group to ensure as many members as possible of local communities are represented. We will offer support to understand what safeguarding is and where to get help, as well as collect stories of lived experiences of local safeguarding. This will be fed directly to the Board to identify good practise and where/what improvements are needed.

Our first online meeting featured presentations from Dorset Advocacy to describe how they support community members with safeguarding concerns.

Digital Systems Pilot Project
As a membership led infrastructure charity, we have always held data and information about our members and we use this information to publish, historically on paper, a directory of services. We have a duty to have, maintain and share this information and we will continue to do this in a digital format.

Over the last year we have been in the process of updating and reviewing our digital systems which includes the introduction of an online 'Service Finder'. Alongside this we have been having conversations with our partners and colleagues in NHS Dorset, about the importance of accurate, maintained, trusted data and for this data to be easily accessible and shared across the system, who were looking to create a maintained digital service directory with a focus on suicide prevention and mental health.

In the last quarter, through these conversations NHS Dorset offered to invest in us to pilot through facilitating a conversation, how data sharing and a system wide data standard would benefit all system partners and the community ensuring a 'no wrong door approach'.

Conversations have begun with partners from across the VCS, NHS and local authorities to enable the co-design of a data standard, using Open Referral UK. This is to establish a consistent way of publishing and describing information, so it will be easy to find and share community information in a personalised way. As an initial starting point, data collection processes have already begun with members of the Dorset Community Mental Health Alliance.

What's next?
We will be working collaboratively with partners so that databases across the Integrated Care System, can be connected to each other through Open Referral UK, therefore enabling data to be shared in a smarter way. So far, we have facilitated two working group sessions to introduce the project, with four further sessions scheduled in May 2023 to establish "common language" to be used when recording and tagging services.

Ultimately, we hope this will enable frontline workers and local communities to be able to access timely and accurate information within a digital space, whenever the need arises.

Our online presence and influence
This year we have been working in partnership with BCHA to support, develop and improve our external communications.

Key Highlights:

- Development of a quarterly analytics report capturing social media engagement and google analytics
- Creation of a new newsletter templates through MailChimp which now reach over 700 people each week
- Training to staff around social media and confident communications
- Use of Hootsuite to schedule social media content and capture analytics

Social Media
Across all social media platforms:

- We posted 975 times
- Our posts made 156,000 post impressions - the number of times a post was visible in timelines or feeds
- Our posts reached 82,000 people - the number of people who saw a certain post of your page
- We had 461 new followers

Awareness Campaigns
Throughout the year, CAN supported many campaigns, including:

- Stress Awareness Month
- International Women's Day
- Social Prescribing Day
- Brain Awareness Week
- National Day of Volunteering
- Disabled Access Day
- Holocaust Memorial Day
- Carers Rights Day
- Dementia Awareness

Twitter

- Audience growth of 5.6%
- 134 New followers – from 2,235 to 2,369
- Overall engagement rate rise of 3.6%

Facebook

- Audience growth of 12%
- 132 new 'friends' from 974 to 1106
- Overall engagement rate rise of 8%

LinkedIn

- Audience growth of 44%
- 195 new followers from 245 to 440
- Overall engagement rate rise of 7%

Our website - Google Analytics
We continually review and update our website. Over the course of the year, we had 25,271 people use the website on average there is approximately 2-3000 people each month. Most Viewed Webpages

1. Jobs Available- 4824 views
2. Homepage - 23,685 views
3. Volunteering Opportunities - 4477 views

Radio appearances
Over the past year, CAN has made many Radio appearances to share the work of the organisation and other VCS groups:

- 13 interviews with HOPEfm
- 2 interviews with Radio Solent -
- 2 interviews on Greatest Hits Radio

Supporting collaboration and policy
Over the past year collaborative and respectful working across all sectors has grown quickly for the benefit of the community. We have been pivotal in collaborative working across our sector along with the Councils and the NHS. We've supported our sector to flourish and nurtured new community groups and charities. We have worked closely with BCP Council in the development of their Empowering Communities - VCS and Volunteering Strategy which outlines a set of priorities and key actions that BCP Council want to attain over the next three years to achieve this vision and create connected communities.

5. Policy on reserves
In line with Charity Commission advice CAN has a Reserves Policy to ensure viability beyond the immediate future and to provide continuity of service over the longer term. We are particularly aware of the need to cover contingency liabilities such as gaps in funding streams, cash flow and meeting the cost of redundancy payments to staff in the event that projects come to an end or that the organisation itself should be forced to close.
CAN allocates unspent money to three different types of funds in the accounts at the end of the financial year. These were:

- Restricted funds (£4,252,259) - unspent money from restricted grants
- Unrestricted funds (£566,537) - money that can be spent on anything which furthers the objectives of the charity
- Designated funds (£78,117) - part of unrestricted funds which is earmarked for specific activities. The trustees reserve the right to change the allocations in order to reflect changes in circumstances.

Our free available reserves at the year-end of £566,537 includes 3 months of expenditure and closure costs, inline with our Reserves policy.

The charity holds £521,537 of reserves after making allowance for restricted funds, designated funds and commitments (not provided for as a liability in the accounts).

6. Funds held as Custodian Trustee on behalf of others
We hold funds for the following organisations:

Bi-Polar Support Group £883.17
Small capacity of group, who are all volunteers, so have asked CAN to administer the grant funding. At the start of the year £1,296.50 was held in relation to Bi-polar Support Group. During the year income received totalling £200 and costs incurred totalling £613.33.

Hurting to Healing £1,627
The charity is no longer operating but have insurance expenses to pay until Dec 2026. They have sought the support of CAN to hold funds for this period. At the start of the year £2007.50 was held in relation to Hurting to Healing. During the year the income received totalling £nil and the total costs was £380.50.

North Dorset Poverty Action £18,000
The North Dorset Poverty Action Group (NDPAG) is a recently incorporated charity whose purpose is to engage in community-benefit activities, especially poverty alleviation and prevention. NDPAG has received a £18,000 grant from Dorset Council. NDPAG was in the process of opening a bank account, but it was not yet operational. Therefore, NDPAG sought CAN's assistance in custody of these funds until NDPAG's bank account was opened.

Total custodial funds held by CAN £20,510.17

7. Income and spend rationale
Project funding has increased and been very healthy this year, with the Wellbeing Collaborative project extended to July 2024.

Core funding:
CAN's principle funding is from funding grants from BCP Council and NHS Dorset, which are monitored via service level agreements. The funding is used to deliver our charitable objects and an annual plan that defines our mission, objectives and measures of success. The majority of the funding is used to employ our staff and pay for offices in Poole.

Project funding:

CAN Dorset Funded by Dorset Council. Supporting the sector by building resilience through providing free bespoke one to one expert advice, plus our popular training and webinars

CAN Wellbeing Collaborative Funded by BCP Council. A fresh approach to helping people stay safe and well at home by connecting them with local community support.

Dorset Wellbeing Hubs Funded by NHS Dorset. An innovative collaboration bringing together the local community, led by the voluntary and community sector, working in partnership with our NHS and Council colleagues, to co-create firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. We are strategic partners with NHS Dorset and are holding funds as we work with them and other partners to develop expressions of interest to deliver collaborative working and the hubs further. A budget/spend has been agreed between CAN and NHS Dorset to cover our costs.

Trusted Voices Funded by Public Health Dorset. A project to better cascade information about covid and vaccinations to communities that have been underserved by general public health communications.

Volunteer to help stop Covid Funded by NHS Dorset HealthCare. Provision of staff and volunteers at vaccination sites

Volunteer vaccination champions Funded by NHS Dorset CCG. Volunteers in the community helping people make an informed vaccination choice and delivering training to professionals to better enable them to inform people they are working with. Finished 31st March 2023.

Young Volunteer project Funded by BCP Council. Short piece of work to establish nature and eagerness of young people to volunteer.

Organisational development designated funds from our reserves have been utilised to fund a Partnerships Manager role.

Due to prudent financial management, CAN have not overspent on any budget this financial year.

Salaries are independently evaluated and set against local industry levels using the Croner salary benchmarking tool.

8. Future plans

The current rate of inflation as of April 2023 is 10.1% and it is predicted to not decrease considerably for some time. It is the highest inflation rate in over 30 years. As the rising cost of energy and especially food continues to squeeze living standards, more and more people will be needing the support from the voluntary sector, so it is key that CAN is in a strong position to work alongside our colleagues in the community.

We remain in a strong position to deliver our core mission:

EMPOWER the voluntary sector
ENABLE volunteering
CONNECT communities

Our reputation and presence has increased exponentially this past year, and we are working as a whole team to maintain this momentum.

Trustees have reflected on our strategic plan on a page and consider it robust and fit for purpose.

Statement of trustees' responsibilities

The trustees, who are also the directors of Community Action Network 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 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 and 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:

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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis un ess it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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 irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor

TC Group were appointed as auditor to the company and a resolution proposing that they be re-appointed will be put at a General Meeting.

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

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Ms H Walker - Chair

Trustee

Dated: 27/09/23.

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF COMMUNITY ACTION NETWORK

Opinion

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

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, 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 Community Action Network 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 charitable company'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 trustees 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, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared 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 Community Action Network 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 Community Action Network 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 Community Action Network'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. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience, and through discussion with the trustees and other management (as required by auditing standards), and discussed with the trustees and other management, the policies and procedures regarding compliance with laws and regulations;
- We focused on specific laws and regulations which we consider may have a direct material effect on the financial statements or the operations of the charitable company, including the Companies Act 2006, the relevant tax compliance regulations in the UK, the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102) and Charity SORP;
- We considered the nature of the industry, the control environment, business performance and KPI's for a charitable company;
- We communicated identified laws and regulations within the audit team and remained alert to any indications of non-compliance throughout the audit. These include Health and Safety, employment law and adequate insurances, including those required to be taken by 3rd parties;
- We considered and reviewed the procedures and controls that the charitable company has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those procedures and controls.

To address the risk of fraud through management bias and override of controls, we;

a) performed analytical procedures to identify any unusual or unexpected variances.
b) tested journal entries to identify unusual transactions.
c) assessed whether judgement and assumptions made in determining the accounting estimates set out in financial statements were indicative of potential bias.
d) investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed proceeds which included, but were not limited to;

a) agreeing financial statement disclosure to underlying supporting documentation
b) reading the minutes of meetings of those charged with governance
c) enquiring of management as to actual and potential litigation and claims
d) reviewing correspondence with HMRC, relevant regulator and the company's legal advisors as considered necessary.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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

Use of our report
This report is made solely to the 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 to 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.

TC Group

Lucy Filer FCA (Senior Statutory Auditor)
for and on behalf of TC Group

Statutory Auditor
Office: Christchurch

5 December 2023

COMMUNITY ACTION NETWORK

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 £	Total 2022 £
Income and endowments from:					
Donations and legacies	3	188	-	188	887
Charitable activities	4	786,417	282,067	1,068,484	5,142,966
Other income	6	1,713	4,334	6,047	1,056
Total income		788,318	286,401	1,074,719	5,144,909
Expenditure on:					
Charitable activities	7	772,008	344,404	1,116,412	692,588
Net incoming/(outgoing) resources before transfers		16,310	(58,003)	(41,693)	4,452,321
Gross transfers between funds		13,568	(13,568)	-	-
Net income/(expenditure) for the year/ Net movement in funds		29,878	(71,571)	(41,693)	4,452,321
Fund balances at 1 April 2022		614,776	4,323,830	4,938,606	486,285
Fund balances at 31 March 2023		644,654	4,252,259	4,896,913	4,938,606

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.

COMMUNITY ACTION NETWORK

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Current assets					
Debtors	12	20,644		51,780	
Cash at bank and in hand		4,983,391		4,932,195	
		5,004,035		4,983,975	
Creditors: amounts falling due within one year	13	(107,122)		(45,369)	
Net current assets			4,896,913		4,938,606
Income funds					
Restricted funds	14		4,252,259		4,323,830
Unrestricted funds					
Designated funds	15	78,117		112,515	
General unrestricted funds		566,537		502,261	
			644,654		614,776
			4,896,913		4,938,606

The financial statements were approved by the Trustees on .....

Ms H Walker - Chair
Trustee

Company Registration No. 04024662

COMMUNITY ACTION NETWORK

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	**20**		51,196		4,475,989
Net cash used in investing activities			-		-
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			51,196		4,475,989
Cash and cash equivalents at beginning of year			4,932,195		456,206
Cash and cash equivalents at end of year			4,983,391		4,932,195

1 Accounting policies

Charity information

Community Action Network is a private company limited by guarantee incorporated in England and Wales. The registered office is Beech House, 28-30 Wimborne Road, Poole, BH15 2BU.

On 4 November 2019 the charity renamed from Bournemouth Council for Voluntary Service to Community Action Network.

1.1 Accounting convention

The financial statements have been prepared in accordance with the Community Action Network'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)" (as amended for accounting periods commencing from 1 January 2016). The Community Action Network is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the Community Action Network. Monetary amounts in these financial statements are rounded to the nearest pound.

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 Community Action Network 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 unless the funds have been designated for other purposes.

Designated funds are unrestricted funds which have been earmarked for a particular purpose, within the objects of the charitable company, by the Trustees.

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.

1.4 Incoming resources

Income is recognised when the Community Action Network 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.

VAT is accounted for on income where the charity is supplying a service subject to VAT.

Cash donations are recognised on receipt. Other donations are recognised once the Community Action Network has been notified of the donation, unless performance conditions require deferral of the amount.

1 Accounting policies **(Continued)**

Legacies are recognised on receipt or otherwise if Community Action Network 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.

1.5 Resources expended

All expenditure is classified under the Charity's principle categories of charitable and other expenditure and all by the type of expenses.

Where applicable expenses are net of VAT.

1.6 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.

1.7 Financial instruments

The Community Action Network 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.

1.8 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 Community Action Network is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.9 Retirement benefits

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

1.10 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

1.11 Taxation

The charity is considered to pass the tests set out in paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for the UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively for charitable purposes.

2 Critical accounting estimates and judgements

In the application of the Community Action Network'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 main critical accounting estimate requiring judgement is the split of income between restricted and unrestricted funds, the charity carefully consider the purpose, along with the terms and conditions over any income received in the year.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Total
	2023	2023	2023	2022
	£	£	£	£
Donations	188	-	188	887
For the year ended 31 March 2022	487	400		887

4 Charitable activities

	Charitable Activities 2023	Charitable Activities 2022
	£	£
Income from charitable activities	1,068,484	5,142,966
Analysis by fund		
Unrestricted funds	786,417	689,977
Restricted funds	282,067	4,452,989
	1,068,484	5,142,966

Included within charitable activities is a NHS grant for £nil (2022 - £4,428,450). £557,969 (2022: £338,370) relates to income received under service contracts.

5 Service Contract

Community Action Network received the following income in relation to service contracts during the 2022 year:

BCP - £191,730
This is split as follows:
- £188,980 CAN Well-being Collaborative
- £2,750 Young Volunteer Workshop Autumn Term – through Nov - Dec 2022

Dorset Council - £41,185
- Dorset Council VCS

Dorset Health Care - £139,339
- Provision of Volunteers for Covid Vaccinations

NHS Dorset - £180,715
This is split as follows:
- £30,000 - Vaccine Inequalities Programme (01/04/2022 to 30/04/2023)
- £10,000 - VCS assembly co-design
- £125,000- Digital Systems Pilot Project
- £15,715- Initial development and launch of the VCS Assembly

Scottish and Southern Electricity Networks -£5,000
- CAN Well Being Collaborative

6 Other income

	Unrestricted funds	Restricted funds	Total	Total
	2023	**2023**	**2023**	2022
	£	**£**	**£**	£
Bank interest	1,713	4,334	6,047	1,056
For the year ended 31 March 2022	1,056	-		1,056

7 Charitable activities

	2023	2022
	£	£
Staff costs (see note 11)	761,188	568,157
Volunteer expenses	1	(1)
Post, stationery and photocopying	2,038	3,983
Subscriptions and publications	3,341	1,985
Telephone	11,266	5,377
Insurance	4,900	4,117
Advertising	22,350	500
Travel and subsistence	15,533	9,969
Rent	20,638	16,232
Conference costs	604	-
Refreshments	548	470
Premises expenses	10,064	16,005
IT support & financial management	29,020	21,968
	881,491	648,762
Grant funding of activities (see note 8)	180,049	500
Share of support costs (see note 9)	14,911	16,195
Professional fees	39,961	27,131
	1,116,412	692,588
Analysis by fund		
Unrestricted funds	772,008	498,360
Restricted funds	344,404	194,228
	1,116,412	692,588

8 Grants payable

	2023	2022
	£	£
CAN Vaccine Champions Project Grant		500
Action for Children	200	-
Age UK Dorchester LTD	500	-
Alacrify Foundation CIC	5,000	-
Bournemouth Gateway Club	2,545	-
Citizen's Advice BCP	50,000	-
Dorset Community Action	15,000	-
Dorset Race Equality Council	18,520	-
Dorset Youth Association	500	-
Help & Care	294	-
Homestart Wessex	9,900	-
International Care Network	4,313	-
Kushti Bok	8,680	-
Poole Waste Not Want Not	7,200	-
PramaLife	4,986	-
Project Wired UK CIC	5,110	-
Recreate Dorset	9,400	-
Safe and Sound Dorset	5,000	-
SAMEE	5,200	-
SEDCAT	200	-
Team Dorset Athletics Network	7,000	-
The Friendly Food Club	9,728	-
The Nest Weymouth	500	-
Untapped (UK) CIC	4,900	-
Water Lily Cafe	5,373	-
	180,049	500

8 Grants payable (Continued)

The projects undertaken in the year have seen an increase in grants paid out, below are some of the key projects:

Ethnically Diverse Research £8, 519.96

Dorset Race Equality Council was granted £8519.96 to develop a model of delivery that meets the identified support and advice needs of ethnically diverse voluntary and community groups in BCP.

SMI HEP 2 £15,000

Dorset Community Action (£5,000) and Dorset Race Equality Council (£10,000) were given to facilitate the SMI HEP 2 project.

Ukraine Infrastructure Fund £4,313

International Care Network was granted £4,313 to help the Ukrainian refugee crisis in Bournemouth, Christchurch and Poole.

Winter Crisis 2022/23 £129,836

£89,577 worth of funding was awarded to 13 groups, ranging from £2,545 - £9,900 and with the support of Citizens Advice BCP (£50,000) we provided 200 individual supermarket or energy vouchers to people who have been most affected by the cost-of-living crisis this winter in the Bournemouth, Christchurch and Poole area.

Yours Sincerely £4485.96

The grant was given to Pramalife to fund A Good Life project.

9 Support costs

	2023	2022
	£	£
Accountancy fees	2,800	2,568
Trustee expenses	763	463
Payroll administration costs	2,067	2,181
Filming/ Promotional costs	1,781	4,483
Audit/Independent examination	7,500	6,500
	14,911	16,195

Governance costs includes payments to the auditors of £7500 for audit fees (2022 £6,500).

10 Trustees

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

During the year £385 (2022 - £222) of expenses were reimbursed to Trustees.

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
	25	18

Employment costs	2023 £	2022 £
Wages and salaries	750,904	561,723
Staff training costs	10,284	6,434
	761,188	568,157

Included in the above are social security costs of £58,424 (2022 - £40,873).

1 employee received remuneration greater than £60,000, but lower then £70,000 in the current year (none in the previous year).

The full time equivalent of staff as at March 2023 was 25.

Total remuneration of key management personnel during the year was £109,620 (2022: £102,987) and employer's pensions £4,516 (2022: £4,716). Pension contributions were paid for 28 (2022: 30) staff under a defined contribution scheme.

Volunteers

Our CAN volunteers provided ongoing support for the vaccination programme, helping at the large-scale vaccination site in Bournemouth, pop-up clinics and local pharmacies. Their role was vital in supporting patients through the whole vaccination process, meeting and greeting them as they arrived, putting them at ease, managing queues, overseeing the waiting room, maintaining infection control, and answering questions. Between,1st April 2022 and 31st March 2023, the vaccination marshals gave 9739 hours of their time. Since the volunteer programme commenced in January 2021, over 95,000 hours of support has been provided which is phenomenal.

Alongside this programme, we launched our Wellbeing volunteer scheme, whereby volunteers were recruited, trained, and supported to deliver telephone befriending support to older people within our community who were experiencing loneliness and social isolation. This is now extended to include face-to-face befriending support and help with one off ad-hoc tasks such as collection shopping or delivering prescriptions.

12 Debtors

Amounts falling due within one year:	2023 £	2022 £
Trade debtors	2,121	46,136
Prepayments and accrued income	18,523	5,644
	20,644	51,780

13 Creditors: amounts falling due within one year

	2023 £	2022 £
Other taxation and social security	50,613	27,057
Trade creditors	21,972	6,843
Other creditors	-	174
Accruals and deferred income	34,537	11,295
	107,122	45,369

Included within accruals and deferred income is £20,510 (2022 - £3,224) of funds held on behalf of other organisations.

14 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			
	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Sundry	166	-	-	-	166
Voluntary Sector Reps	1,249	-	(1,249)	-	-
Donation to local community groups	1,001	-	-	-	1,001
Ethnically Diverse Research	-	14,264	(11,243)	-	3,021
Poole Voluntary Service Fund	9,216	-	-	-	9,216
Asdan	40	-	-	-	40
Awards For All	353	-	(353)	-	-
SMI Health Check	-	47,106	(29,383)	-	17,723
SMI HEP 2	-	24,220	(20,264)	(3,956)	-
Yours Sincerely	4,489	-	(4,489)	-	-
Steps Forward	-	12,000	(7,388)	(4,612)	-
Trusted Voices	-	29,482	(29,482)	-	-
Volunteer Vaccination Champions	4,645	-	(4,645)	-	-
Dorset Wellbeing Hub	4,297,294	4,334	(96,146)	-	4,205,482
Young Volunteer Workshop	1,321	-	(1,321)	-	-
Bounce Back	4,056	-	(4,056)	-	-
Ukraine Infrastructure Fund	-	4,995	(4,521)	-	474
Winter Crisis 2022/23	-	150,000	(129,864)	(5,000)	15,136
	4,323,830	286,401	(344,404)	(13,568)	4,252,259

14 **Restricted funds** **(Continued)**

Voluntary Sector Reps
Grant funding to support advocacy and representations on a wide range of partnerships.

Donation to local community groups
This was funds received into CAN to be distributed to small charities/ community groups as specified by the owner.

Ethnically Diverse Research
Project to develop a model of delivery that meets the identified support and advice needs of ethnically diverse voluntary and community groups in BCP.

Poole Voluntary Service Funds
Funding for supporting specific Poole based projects.

Awards for All
Grant funding to support volunteers helping vulnerable people.

SMI
Funded by NHS Dorset. Project to accelerate preventative programmes: support the gathering and analysis of local health inequalities insight and knowledge.

SMI HEP 2
Funded by Dorset Council. Project to reduce health inequalities and address unconscious bias in the health and care system that contributes to healthcare inequalities In Dorset.

Yours Sincerely
A Project supporting young pen pals corresponding with socially isolated and lonely older people.

Steps Forward
Funded by ESFA. A short learning program focused on volunteering

Trusted Voices
Funded by Public Health Dorset. A project to better cascade information about covid and vaccinations to communities that have been underserved by general public health communications

Volunteer Vaccination Champions
Funded by NHS Dorset. Volunteers in the community helping people make an informed vaccination choice and delivering training to professionals to better enable them to inform people they are working with.

14 **Restricted funds** **(Continued)**

Dorset Wellbeing Hub
Funded by NHS Dorset. An innovative collaboration bringing together the local community, led by volunteer and community sector, working in partnership with our NHS and Council colleagues, to co-create firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. We are strategic partners with CCG and are holding funds as we work with them and other partners to develop an expression of interest to deliver the hubs further. A budget/spend has been agreed between CAN and the CCG to cover our initial costs.

Young Volunteer Workshop
Funded by BCP Council. Short piece of work to establish nature and eagerness of young people to volunteer.

Bounce back
Funded by BCP Council. 9-month project to support financial viability of local charities and community group post covid.

Ukraine Infrastructure Fund
Funded by NAVCA. Project to help the Ukrainian refugee crisis in Bournemouth, Christchurch and Poole.

Winter Crisis 2022/23
Funded by NHS Dorset. Short project working in partnership with NHS Dorset and Citizens Advice BCP to provide support to people most affected by the cost-of-living crisis.

15 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			
	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Org development	38,238	-	(447)	-	37,791
Project development	51,865	-	(467)	(20,000)	31,398
Volunteer coordinator	21,736	-	(16,385)	2,500	7,851
Training	676	441	(40)	-	1,077
	112,515	441	(17,339)	(17,500)	78,117

Organisational Development
Funds from our reserves have been utilised to fund a Partnership Management role. Estimated expenditure date for this project is March 2024.

Project Development
Funds from reserves have been utilised to build capacity and contribute to improve productivity and sustainability of the organisation. Estimated expenditure date for this project is March 2024.

Volunteer coordinator
Funds from our reserves have been utalised to fund a Volunteer Cordinator role. Estimated expenditure date for this project is March 2024.

Training
Income received from training events to be utalised to fund training expenses. Estimated expenditure date for this project is March 2024.

16 Free Reserves Allocated 2022/23

Of the unrestricted reserves of the following has been allocated internally for the year ended 2024:

Funding advisor £17,500
The role is fixed term role.

Office coordinator £26,563
The role is fixed term role.

Salary Uplift £14,000
Staff salary review should there need to be an increase in salary.

Sustainability Fund £135,032
Free reserves to sustain CAN for 3 months while alternative support for VCS is put in place, should our CORE funding cease.

Contingency Fund £45,000
Cover in line with Reserves policy for the long-term sickness, maternity/paternity leave.

CORE £185,993
To cover CORE expenses.

CAN wellbeing Collaborative £34,059
To cover Budget costs.

17 Analysis of net assets between funds

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Fund balances at 31 March 2023 are represented by:				
Current assets/(liabilities)	644,654	4,252,259	4,896,913	4,938,606
	644,654	4,252,259	4,896,913	4,938,606

18 Operating lease commitments

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

	2023	2022
	£	£
Within one year	21,683	17,291
Between two and five years	23,317	34,582
	45,000	51,873

19 Related party transactions

There were no related party transactions during the year, other than those disclosed in the Trustees note.

20 Cash generated from operations

	2023	2022
	£	£
(Deficit)/surpus for the year	(41,693)	4,452,321
Movements in working capital:		
Decrease in debtors	31,136	5,824
Increase in creditors	61,753	17,844
Cash generated from operations	51,196	4,475,989

Community Action Network

England & Wales - Charity number 1081381

Accounts

Charity Registration No. 1081381

Company Registration No. 04024662 (England and Wales)

COMMUNITY ACTION NETWORK

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

tc accounts · tax · legal · financial planning

10 Bridge Street
Christchurch
Dorset
BH23 1EF

COMMUNITY ACTION NETWORK

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COMMUNITY ACTION NETWORK

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr P Tarrant - Chair of Finance	
	Rev P Broad - Vice Chair	
	Ms D Clifton	
	Ms H Walker - Chair	
	Ms Z Bradley	
	Ms P Sharp	
	Ms L Jump	
	Ms S J Dexter	
	Mr S Agarwal	(Appointed 7 September 2021)
	Ms O F Girling	(Appointed 24 November 2021)
	Mr E Sosseh	(resigned 26 June 2022)
Secretary	Mr S J Place	

Staff

Avril Atkins	VCS Development Lead (Dorset)	
Lucy Bradley	CAN Wellbeing Collaborative Pathway Coordinator	
Amy Collins	Volunteering Development Lead	
Kathryn Cook	Funding and Organisational Development Advisor	End of fixed term contract
Liz Cooper	Partnerships Development Worker	Resigned
Gareth Dunning	CAN Wellbeing Collaborative Pathway Coordinator	
Kevin Eaton	Finance Officer	Retired
Kelly Hewitt	CAN Wellbeing Collaborative Pathway Coordinator	
Nazia Islam	CAN Wellbeing Collaborative Marketing and Administration Officer	
Dani Ford-Horne	Youth Development Worker	Resigned
Rebecca Jones	Programme Coordinator (A Good Life)	
Emma Lee	Partnerships Manager	
Amy Leyland	Office Manager and Executive Assistant	
Karen Loftus	Chief Executive	
Courtney Moody	Business and Administration Apprentice	End of apprenticeship
Rachel Pascoe	Office Coordinator	
Claire Pickard	Volunteering Coordinator (A Good Life)	Resigned
Steve Place	Senior Advisor	
Rassu Rana	Management Accountant	
Hannah Rees	Partnerships Development Worker	
Liz Soffe	Volunteering Coordinator	
Christopher Small	Training and Support Administrator	
Abi Squires	CAN Wellbeing Collaborative Volunteer Coordinator	
Sarah-Jane Woods	Wellbeing Collaborative Lead	

Volunteer to Stop Covid temp team

Debbie Braddock	Senior Volunteering Coordinator	
Gordon Ferguson	Senior Volunteering Coordinator	
Louise Harfield	Senior Volunteer Coordinator	
Mia Hargreaves	Senior Volunteer Coordinator	End of contract
Laurence Ludlow	Recruitment and Deployment Officer	End of contract
Sandra Prudom	Senior Volunteer Coordinator	Resigned
Nigel Rodgers	Recruitment and Deployment Officer	
Patrick Salmon	Senior Volunteer Coordinator	End of contract

Charity number	1081381
Company number	04024662
Principal address	Beech House 28-30 Wimborne Road Poole Dorset BH15 2BU
Registered office	Beech House 28-30 Wimborne Road Poole Dorset BH15 2BU
Auditor	TC Group 10 Bridge Street Christchurch Dorset BH23 1EF
Bankers	Co-operative Bank Charities Aid Foundation Virgin United Trust Bank Shawbrook

The trustees present their report and financial statements for the year ended 31 March 2022.

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 Community Action Network'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)" (as amended for accounting periods commencing from 1 January 2016)

Trustees who served during the year are listed on page one, under legal and administrative information.

Community Action Network is a company limited by guarantee and we are governed by our Articles of Association. The organisation is often referred to as CAN as our operating name.

The Trustees present their report, together with the accounts for the year to 31 March 2022 which have been independently examined.

1. Structure, Governance and Management

The organisation was set up in 1972 as Bournemouth Helping Services and subsequently registered as a charity. It became a charitable company limited by guarantee on 30th June 2000 and became an accredited Council for Voluntary Service. It changed its name to Bournemouth Council for Voluntary Service (BCVS) in the same year. It adopted a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company winding up, members may be required to contribute an amount not exceeding £10.

In 2019 Poole Council for Voluntary Service merged into BCVS. On 29 March 2019 a Deed of Transfer was signed by both organisations to transfer the assets of Poole CVS to BCVS and the merger of the two organisations was confirmed. Further it was agreed to trade as Bournemouth and Poole CVS, from 1 April 2019. In August 2019 at a special meeting of members, it was agreed to change the name to Community Action Network.

Community Action Network is a member of the National Association for Voluntary and Community Action (NAVCA) and holds their Quality Standard which is the national quality award for Councils for Voluntary Service.

The overall strategy of CAN is led by the Board of trustees, who have co-created our vision and mission along with our Together We CAN five-year plan. Financial oversight on a day-to-day basis has been delegated to the Finance Committee of which the Chair of the Board of Trustees is a member. The Finance Committee make recommendations on spend and budget to the Board who discuss and have final sign off. Significant changes and new projects are brought to the Board by the Chief Executive by way of costed proposals for discussion scrutiny and sign off. To aid this process, agendas and supporting papers are sent to trustees at least one week before the meeting. In emergencies the Chair of the Board takes decisions that are reported to the Board, very often seeking a view from other trustees. A Scheme of Delegation has been agreed by the Board – updated in 2022 to help make it clear what decisions can be made and by who.

Membership is free and open to all local voluntary and community organisations providing a service in the Bournemouth, Christchurch or Poole area, from February 2022 memberships were open to Dorset groups. Affiliate membership is open to organisations operating outside of the area, or that are part of the public sector. Business Supporter Membership is open to local businesses but has yet to be fully promoted. Full details and membership of CAN are on our website www.can100.org.

Managing risk - The Trustees have conducted a review of the major risks to which the charity is exposed, including financial (e.g., unexpected withdrawal of funding) and reputational (e.g., unexpected issues / complaints from volunteers). Where appropriate, systems or procedures have been established to mitigate any impact they may have on the charity. Financial risks are minimised by the implementation of internal control procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the premises. The Chief Executive presents a Health and Safety Report to Trustees on an annual basis. Policies and procedures are regularly reviewed to ensure that they continue to meet the needs of the charity.

Our 'Together We CAN' strategic plan has been reviewed and updated by Trustees. Trustees have referred to the Charity Commission's general guidance on public benefit in drawing up any plan. In particular, the Trustees have considered how activities contribute to our mission and charitable objects.

Major risks identified:

- CAN's core funding from BCP Council is due to end in March 2023. The Council have advised they will be conducting a small scale / local tendering process as recommended by their procurement department. The new contract will be 5 years with 1-2 years extension option starting April 2023. Trustees discussed at a Board meeting (minuted) and agreed to provide the Council with any required data and information, and that CAN are in a very strong position to tender and win the contract. Our Reserves Policy reflects the need to ensure we have operating costs should we not be successful, time to seek alternative funding / agree next steps.

Membership of the Board - members of the Board are nominated and elected by the membership at the Annual General Meeting. One third of the directors retires each year by rotation and is eligible for re-election. There is a maximum of twelve places on the Board. Five of those places are available for co-opted members who are recruited for specific skills. Co-opted members must be appointed each year on an annual basis. The Board regularly reviews its skills, knowledge and expertise. It also assesses how representative it is of the local population and sector. During this year it had identified gaps in trustees under 35 and involvement with groups with an annual income under £10,000. Two new trustees were recruited to fill these gaps. New trustees are provided with an induction programme that includes:

- An induction pack of key documents
- Induction meeting with Company Secretary
- Buddying with an experienced CAN trustee for 6 months
- Introductory meetings with the Chair, CEO and senior managers
- Invitation to attend CAN events and services
- Invitation to attend one of CAN's regular Being a charity trustee courses.

This year there was a review of the induction process that showed that it was highly valued by new trustees, some of who commented that it was far better than in many charities. We will continue with the process with a few changes and a new Induction policy was agreed by the Board. As well as regular Board meetings the Board is kept up to date between meetings with regular e-mails including promotion of CAN's training courses and CAN's weekly 'Know Your Stuff' of changes in legal and good practice in running a charity. This year the Board has had presentations from some of the operational teams on their area of work. Board members also attend regular Away Days with staff.

The full Board, which had eleven members at 31 March 2022, meets at least five times a year. A Finance Committee meets at least four times a year to ensure financial accountability and to enable more detailed planning to take place. The Board has appointed a number of Lead Trustees to advise the Board, and, where appropriate, members of staff on:

- Safeguarding
- Equality and Diversity
- Membership
- Quality
- Climate Change

All members of the Board give their time voluntarily and received no benefits from the charity during 2021/22. Any expenses reclaimed from the charity are set out in the accounts.

Fundraising

Funds are raised by CAN through our core grants and project work - we have not engaged in any major fundraising activity, and not used a professional or commercial fundraiser.

We will always comply with fundraising standards and have not received any complaints about any fundraising activity. Should we undertake any fundraising activity in the future we will take very step to protect vulnerable people and other members of the public from behaviour which:

i. is an unreasonable intrusion on a person's privacy
ii. is unreasonably persistent
iii. places undue pressure on a person to give money or other property

2. Strategy and vision

Our charitable objectives are:

1. To promote any charitable purposes for the benefit of the community in Bournemouth, Christchurch, Poole, Dorset and the surrounding areas (hereinafter called "the area of benefit") and, in particular, the advancement of education, the protection of health and the relief of poverty, distress and sickness.
2. To promote and organise co-operation in the achievement of the above purposes and to that end to bring together representatives of the voluntary organisations and statutory authorities within the area of benefit.

We have a strong and recognisable vision and mission that informs our work. Our vision is for local communities to be strong, healthy, diverse and vibrant and flourishing. We do this through inspiring community and voluntary action by:

EMPOWERING the voluntary sector to survive and thrive, by providing expertise, support, development opportunities and training

ENABLING volunteering through our Volunteering Hub, helping everyone to play an active role in their community

CONNECTING communities by helping to create conditions where everyone's voice is valued and heard by facilitating great local networking and communication

Our mission defines what we aim to achieve every day, through every decision we make, and further our charitable objects.

Our team is grouped around the three key pillars of our mission, plus a core team providing admin, finance and business support.

We have agreed measures of success to measure and demonstrate our impact.

3. Covid-19

The Coronavirus pandemic, Covid-19, took hold in March 2020, the first lockdown and all the implications started on the 17th March 2020. Although much of life is trying to get back to normal, Covid has not gone and we are still dealing with a pandemic, considering how we can support our sector and work collaboratively through recovery and reset, deliver our usual services and plan for an uncertain future.

Operational impact

CAN has been at the heart of the community response to Covid-19, working with BCP Council and our VCS colleagues to support the # TogetherWeCan effort to help people needing to shield and other vulnerable people, families and communities. We recruited and supported over 3,000 people to volunteer, many are still volunteering.

We also continue to act as an advice and knowledge base on all aspects of volunteering and the voluntary sector for new and existing organisations during this pandemic, providing 1:1 support, information about services on offer, funding and celebrating successes of local community and voluntary efforts.

We were able to quickly and efficiently move the staff team to home working, as we already had the tools (laptop and smartphone) in place. We adapted well to new ways of working, utilising Teams extensively and purchasing Zoom capability.

We have co-created a new Hybrid Working Policy, enabling staff to work at home and in the office safely and effectively.

Volunteer to stop Covid-19

Supporting the vaccination roll out continues to have a significant operational impact, requiring us to recruit and re-deploy staff. We have ensured funding is in place to cover these costs.

Our contract with NHS Dorset HealthCare to support the programme at the BIC from Jan 2021 has been extended to April 2023. We continue to support eight community sites and are proud to be NHS England Standard Operating Procedures compliant.

We have recruited and trained 2,228 volunteers into the team.

4. Activity and impact

CAN is a collaborative charity and has cooperated this year in pursuit of our charitable objectives, detailed in more depth below, with:

- BCP Council
- Dorset Community Action (Charity)
- Dorset Council
- Dorset Race Equality Council (Charity)
- Help and Kindness (Community Interest Company)
- NHS Dorset Clinical Commissioning Group
- NHS Dorset HealthCare
- Public Health Dorset

Grant making

We have made minimal use of grant making to further our charitable objectives.

Our impact:
EMPOWER the voluntary sector to survive and thrive, by providing expertise, support, development opportunities and training

HEADLINES:
141 groups of which 33 were newly forming, 77% supported had annual incomes under £100,000, 45 with health and wellbeing focus and 9 ethnically diverse. This was via 700 interactions by phone, e-mail or face to face ranging from 15 mins to a total of 40 hours each (average 2.6 hours) over 12 months.

Feedback tells us:
- 97% reported they were very satisfied / satisfied
- 91% would definitely recommend CAN to a friend or colleague
- 84% said our support had contributed a great deal or a lot to their improved governance
- 70% said our support had contributed a great deal or a lot to their to improved management
- 70% said our support had contributed a great deal or a lot to their to improved quality

Improved quality through training 320 attendees – the majority report a positive increase in their skills and knowledge.

Helped the sector improve its income generation to apply for £652,000 with £165,000 successful so far.

Further developed the diversity of perspective on our board to ensure we are representative of the BCP community and the Board feels its governance role has improved over the year.

Impact report

Improving quality and governance
We helped improve practice through our support and advice to 141 groups, of which 33 were newly forming, 77% had annual incomes under £100,000, 45 with health and wellbeing focus and 9 ethnically diverse. This was via 700 interactions by phone, e-mail or face to face ranging from 15 mins to a total of 40 hours each (average 2.6 hours) over 12 months.

Of the groups we worked with:
- 86% reported they were very satisfied and 11% satisfied
- 91% would definitely recommend CAN to a friend or colleague
- 84% said our support had contributed a great deal or a lot to their improved governance
- 70% said our support had contributed a great deal or a lot to their to improved management
- 70% said our support had contributed a great deal or a lot to their to improved quality

Comments include:
"[Thanks to CAN] The Board are really confident on matters of Governance. The new CEO has had fast tracked access to key networks / stakeholders"

"Large companies have the benefit of being able to be guided by both operation and HR departments. This expertise is not available to small companies and charities. CAN is that department."

"CAN is always able to provide sound advice with regard to governance and if he doesn't know the answer to a question he will always go away and research and respond at a later time."

"It has helped our trustees understand their role more"

"We have been able to develop a user friendly safeguarding policy specifically for our charity"

"It is too early in our project to be specific"

Stories that demonstrate our impact:
We've been working extensively alongside Poole Waste Not Want Not, a social supermarket. It aims to move people on from food banks etc to be a half-way house to normal retail shopping by giving choice but also experience in budgeting. It collects and buys food then sets them out on shelves like any retail shop but with a suggested donation per item (25% of retail). Families in need are referred and then can visit the shop, which is open 6 days a week 11-3, fill a basket and go to the till to 'pay'. Also want to develop cooking and financial skills but also develop their volunteers (most from their client group).

We managed the application process for their new manager. This covered reviewing the Job Description and Person Specification, creating a pack, placing adverts, sourcing a DBS umbrella body, drafting new contract of employment, advising and providing the secretariat to the shortlisting and interview panel. An experienced new manager was appointed and started and has had a huge impact on the charity, winning the "best service provider of the year" for the Poole Business Awards. We have also helped them with a trustee recruitment pack and process, resulting in three new trustees.

Setting up a new charity can be a minefield – we worked extensively to achieve 4 successful charity applications and 1 CIC. The Story Works is a new Bournemouth based children's story writing charity with plans to run both weekend workshops and workshops within schools for children in the Bournemouth, Poole and Christchurch area between the ages of 7-18 years of age.

Initially based on the Bournemouth University campus both Bournemouth University and Arts University of Bournemouth students will volunteer to provide a wide variety of story writing workshops that also encompasses illustration as an integral part of each session. We provided initial advice on choice of legal structure and charity/CIC status and then helped them with a successful charity constitution and application. We provided a session for their trustees on their roles and responsibilities.

"The Story Works would not be in a position to do the work we plan to do without the support and guidance of CAN. Their advice was integral in enabling The Story Works to navigate and complete the application process."

Another of the new groups supported is a project that was formed during Covid by a group of young Muslim women, Inara Project to provide food to those in need, in particular refugees and homeless women. Initially they contacted CAN for some safeguarding policy advice which led on to advice about registering as a charity. We have advised on their draft constitution especially agreeing on objects that describe the differences the charity wants to make. Next step will be making the charity application. "The Inara team and I are extremely grateful to have your expertise to help us navigate becoming a charity."

Our work to support trustees

Volunteer trustees are the life blood of the voluntary and community sector – we work to ensure they are supported and trained to provide essential governance:

- During Trustees Week in November 2021, we launched a survey to identify what contribution they make and their support and training needs. The results will help inform CAN's support for 2022-23.
- Three virtual training courses – to increase knowledge and confidence in their role as a trustee attended
- Bespoke sessions to individual trustee Boards

Supporting growth and sustainability

Feedback on our 1-2-1 advice work showed:

- 54% of groups said our support had contributed a great deal or a lot to their growth
- 55% said our support had contributed a great deal or a lot to their increased sustainability
- 45% of groups said we had helped sustain their current funding, 39% said we had helped them find new sources and 42% that it had resulted in increased funding
- 48% said that our support had resulted in more volunteers
- 65% said that our support had sustained their services, 39% that they were delivering more services and 45% said they had more users
- 25 groups (68% of those who responded) said CAN helped with increased collaboration (Our work as described in the Connected Communities section very much supports these findings)

"We are now close to submitting our CIO application. We have 2 new Trustees, have access to great marketing and funding support, which has been invaluable to us during this period of rapid growth. We were awarded Community Hero in the Spotlight and we have also been awarded funding for one of our projects via Trusted Voices - many thanks!"

"Helping restructure the charity has opened us up to more funding. We have a clearer understanding of our current legal structure and status which in turn has helped with more effective governance"

"CAN's advice and input enabled us to revive The Friends of Churchill Gardens as a constituted community group after 5 years of being dormant."

"The advice given was tailored exactly to what we needed and was really beneficial, and we firmly believe it will result in an increase in funds, just as soon as we put it into practice. We almost never complete surveys but felt compelled to do this one and to get in touch because your support has been so helpful."

When asked about how the advice had benefitted their users many groups felt that being a more efficient, effective and sustainable organisation would automatically lead to better outcomes for those they work with. Some said that it will lead to increased funding that would increase services and users. For those that did mention specific benefits the most common were more and improved quality services.

CAN is leading a partnership project with Dorset Race Equality Council (DREC), Dorset Community Foundation and BCP Council to improve support for ethnically diverse voluntary and community groups in BCP to become more sustainable. Following a number of meetings CAN made a successful bid for a 6 month research programme (mainly delivered by DREC) which will start in April to inform a detailed bid for a 5 year project.

Funding support

Weekly funding updates using information from BCP Council's Funding Adviser ceased in October 2021 as the role was no longer in place – we hope to see this re-start in 2022/2023. We continue to send any updates on funding to our membership on a regular basis.

We continue to represent the local sector on the grant panel for Communities Against Cancer which provides small grants to those across Wessex who can reach those sections of the community who are most at risk of cancer to raise awareness of the risks, signs, prevention and screening services. During this year there have been monthly panel meetings that have awarded 4 grants totalling £9,410 to BCP groups.

Place on BH Coastal Lottery Grants panel. Two rounds awarded a total of £4,953 in grants to 9 groups.

Held funds totalling £3,224 on behalf of Bi-polar Support Group and Hurt to Healing who could not hold the funds themselves.

Bounce Back

This project was funded by BCP Council to give advice and support on income generation to the sector to help them recover from Covid. Between September 2021 and the end of March we delivered:

- Nine 'Meet the Funder' one hour webinars for funders to present their priorities and process, with Q&As. These were very popular with groups (satisfaction scores 90%+) and funders.
- Audits were undertaken with 52 groups to identify actions to become funding ready and concentrated 1-2-1 support. In total 665 hours of support was provided. 93% of groups were very satisfied or satisfied with the support they have received.
- We contracted NCVO, the national body representing voluntary and community groups, to deliver their fundraising training online. Thirteen courses were delivered allowing access to nationally recognised, high-quality training at a greatly subsidised price. Feedback was highly positive and 91% would recommend the courses to a colleague. Overall attendance at the webinars and training exceeded our targets and feedback from attendees is that they meet a need and should continue.
- Provided 46 groups with 2 nationally recognised fundraising textbooks for ongoing reference.

As a result of the work:

- 282 people from 101 groups attended our 24 webinars and training
- We assisted with 64 applications to apply for £652,000. Grant funding usually takes 12-16 weeks, or longer, to receive a response (we will follow up with groups in coming months). £165k has so far been confirmed from 32 out of 45 applications, which already represents a 3.3:1 return on investment from the council's grant, and a success rate of 71% which compares very well with 30-40% published figures.
- 75% of groups said they have a better understanding of income sources
- 93% say they are funding ready
- 88% said it has improved their bid writing
- 38% said that the advice has made them more sustainable

We have prepared 4 case studies on the impact of support provided as part of the Bounce Back project – here are quotes from groups:

- "Our Jubilee Project Funding application was successful!! Thank you so much. Your help was pivotal. Arts Council/Dorset Community Foundation was oversubscribed by 5 times the amount of funding available."
- "We really wouldn't have got through the last few months without the CAN Bounce Back. We hope that CAN will be able to secure further funding to continue this valuable work. It is certainly something that The Power House would apply for again to help us scale up and grow our team to ensure organisational sustainability."
- "The support I have received through the Bounce Back Project via CAN has been invaluable to me in my role with responsibility for projects and funding at CRUMBS. The range of NCVO training sessions has been particularly useful when developing our charity's funding strategy, case for support and impact evidence. I am very appreciative of the availability and support from CAN, who I have found to be very approachable, professional and helpful".

Resource donation and loan scheme

Due to the ongoing Covid 19 pandemic, these services were suspended to keep our staff and members safe. Enthusiastically recommencing in Q1 2022.

Charities supporting Health and Wellbeing

We supported 45 groups that have a health and wellbeing focus, 9 being newly formed. Deer View Equine Interventions is a new charity that work with children, adults and families who are struggling with social isolation or exclusion and find it difficult to engage with or respond to talk based support. They bring the highly successful equine-assisted interventions model of The Horse Course, based in Weymouth, to the east of the county (initially Christchurch). A high impact equine intervention which develops 8 identified and measurable skills in an active and engaging way. Participants work with a facilitator and specially trained horses who provide unbiased in-the-moment feedback. We worked with them to agree a constitution, make the application for charity status (which was successful) and open a bank account.

"Huge thanks to CAN's invaluable help and knowledge during Deerview Equine Intervention's recent Charity Commission application made the process so much easier. He was always just a phone call or email away and was a great support throughout, what a brilliant service!"

Supporting access to training

Covid-19 lockdown resulted in us looking at new and innovative ways of delivering training. Over the summer of 2021 we carried out a training survey of our members. This has been used to develop a training programme from January 2022. Virtual rather than face to face was a popular request as were webinars and half day training. These, plus requests for outcomes and monitoring training, informed the delivery of the Bounce Back project.

During 2021-22 we delivered:

- Three Being a Charity Trustee virtual courses attended by 19 volunteer trustees, with the majority telling us our support had increased their knowledge and confidence in the role.
- 24 webinars/training sessions as part of Bounce Back attended by 282 people from 101 groups
- Delivered a webinar for Outset (main provider of business start-up advice and support in BCP) for 13 of their clients about how to set up a good cause organisation. Feedback from these were all very positive.
- Webinar presented by Sonia Wilson on HR Policies attended by 6 feedback again all very positive.

"These sessions are really helpful and are equipping me for the next stage of our fundraising, so it's time well spent."
"Has helped me focus"
"Updated our Articles of Association"
"Have more confidence in my role as Trustee"
"It gives me greater confidence in what we do right and to ask questions when less sure (regarding HR)"
"Excellent information that we will use at a later date for funding applications"
"We are so grateful for all the courses and consultancy they have transformed our fundraising capacity."

Keeping the sector up to date

We continue to communicate weekly updates, Know Your Stuff, of recent changes in legal and good practice relevant to the voluntary and community sector. With sections on Covid, legal, charity, employment and volunteering, income and other.

We receive a steady stream of positive comments from readers. "I just wanted to reach out and say thank you for the Know Your Stuff emails that you send out. These emails have become a part of our work discussions and have allowed us to discuss and act upon subjects we may not have looked at or considered previously and has worked as a prompt to review existing practices. You break down what can be seen as daunting subjects in to easy to digest bites and have given links to some tools and sites that we have found very useful. I can only imagine how much time and work it takes to create each one, so we just wanted to let you know how beneficial they have been for us."

Sustaining and developing CAN as a strong umbrella infrastructure charity

Our Board of Trustees continues to grow and develop. They provide scrutiny, stretch and support to the Chief Executive. They scored themselves with 8.4 out of 10 for how well they supported and challenged the Chief Executive over the past year and 9.8 out of 10 for their degree of satisfaction with the operational work of CAN, both showed an increase on last year. Following a review of the demographics of the board to further develop a diversity of perspective, we undertook an advertising campaign to attract a trustee under 30 (to balance the age profile of the Board). Two potential applicants were identified. One has been co-opted to the Board and the other has joined to fill one of the Member vacancies as they were from a very small community group. The Board also reviewed its induction of new trustees, and any actions will be implemented during 2022-23.

A Scheme of Delegation was agreed to give clarity to sub-committees, officers and staff responsibilities. A Finance Committee oversees the accounts and budget. Accounts have been presented to Trustees who are assured we are financially sound and on budget. The terms of reference of this committee were reviewed and the role description for its Chair. A Quality Assurance Committee has been set up to help oversee any action plan resulting from quality audits audit and our general quality assurance framework.

Due to continuing Covid issues this year's AGM was again held virtually but other stakeholders, besides voting members, were invited. Following the AGM business there was the launch of a short film to highlight the responses of CAN and local voluntary and community groups to the pandemic.

Following a Governance review in order to ensure trustees' had a deeper understanding of the work of CAN, staff teams were invited to make presentations to the Board about their work which was greatly valued by trustees and staff alike. The Board continue to evaluate their governance roles of support, stretch, scrutiny, stewardship and strategy at the end of each meeting.

The Board agreed to CAN declaring a climate emergency and agreeing actions CAN can take. A review of our equality, diversity and inclusion policy and actions were agreed by the Board.

Membership (see Connected report) The Board agreed to extend full membership to voluntary and community groups based in Dorset. A lead trustee has been appointed for Membership to advise staff on any issues relating to accepting members.

CAN Organisational Development

Job / Salary review
Our Chief Executive has worked with our independent HR advisor to complete a review of all our job descriptions and person specifications to ensure they were up to date, and a fair wage was being paid. This covered staff and key management personnel, benchmarking wages using the Croner Reward Evaluation Factors, to ensure equitable and fair pay. Our Chief Executive involved all staff in the process which has now been successful concluded.

Office and Hybrid working
As with many organisations we have reviewed our office capacity and worked with the team to co-create a new Hybrid Working policy, which gives us the flex to work at home and in the office. Having reviewed our office space requirements, we moved out of Boscombe Link, which was no longer fit for purpose and consolidated our offices from the 3rd floor at Beech House in Poole to a larger space on the 4th floor.

Staff recruitment:
With new projects and a growing portfolio, we recruited new staff this year:

Empower the voluntary sector team:
- Bounce Back lead recruited and successfully managed the programme
- Funding Advisor being recruited in Q1 of 2022/2023

Enable Volunteering team:
- Staff and volunteers recruited as staff and volunteers moved on to ensure our work to support the vaccination programme was maintained
- Administrative Officer is being recruited to support the volunteers assisting vaccine hesitancy programme in Q1 2022/2023

Connect Communities team:
- CAN Wellbeing Collaborative Team of six recruited
- Project Officer recruited to lead on Public Health Dorset project work
- Transformation Lead working Dorset Wellbeing Hubs starting August 2022
- Membership Development Lead recruited – starting July 2022

Core Team
- Office Coordinator recruited to support back office functions
- Management Accountant

CAN Dorset

- VCS Development Lead
- Training and Support Administrator

Promoting equality, equity and diversity

Trustees have a standing agenda item to discuss these matters and ensure they are embedded in all of our work. Not so it is seen as separate, but to ensure it remains a high priority.

Our funded work with Public Health 'Trusted Voices' has supported new and positive relationships with people across different communities and cultures that we had not reached out to successfully before. Enabling us to better engage and increase our membership of charities and community groups that support people / communities with protected characteristics, bringing this element of our membership to 108

This year we have also:

- Reviewed and updated our Equality and Diversity Policy supported by Dorset Race Equality Council (DREC)
- Created an implementation plan to support
- Been successful in securing initial research Lottery funding with DREC, Dorset Community Foundation and BCP Council to improve support for ethnically diverse voluntary and community groups in BCP, to become more sustainable to inform a detailed bid for a 5 year project
- Updated our Prejudice Free Communities page on website
- Become an active member of Prejudice Free Dorset
- Reviewed our website to ensure reflection of different ethnicities
- Reviewed our leaflets and other communications
- Received team training on trans awareness and become and an ally of Chrysalis (now renamed Beyond Reflections).
- Our Covid Volunteer Marshals supporting the vaccination programme were representative of the BCP population – we made an extra effort to recruit across all communities
- Trustee Martin Board produced a short video on the importance of this work for our website

CAN Dorset

From February 2022 we were commissioned by Dorset Council on an 18 month contract, (we hope initially) to be the local infrastructure organisation empowering a resilient voluntary and community sector.

We will be working with organisations to evolve and adapt so they can grow, thrive and survive, by providing professional and practical expertise – helping groups right from the start, empowering them to become strong and independent, with good governance and management.

Our work is only just underway in 2021/2022 with plans for significant work in 2022/2023. We've focused on building a firm foundation and recruiting experienced staff.

We've developed and further refined processes and tools for comprehensive impact assessment through effective monitoring and evaluating. We have concentrated on building internal and external key contacts to partner and collaborate with to build and develop CAN Dorset going forward. We've also co-created with Dorset Council robust impact measures and reporting mechanisms.

In the first two months we have:

- Co-developed a comprehensive Dorset County wide webinar and training programme
- Agreed a communications plan to establish CAN Dorset across the area
- Started to build excellent professional relationships with key stakeholders
- Attended 8 online Partnership Meetings
- Set up fortnightly information exchange meetings with Help and Kindness
- Built a strong relationship with Volunteer Centre Dorset
- Attended the launch of the Information Centre in Weymouth.
- Met with over 30 VCS organisations at the Weymouth Expo event
- Delivered introduction presentations to Bridport Local Area Partnership, Dorset Council Adult Team, Dorset Youth Association VCS Forum
- Attended the annual meeting of Carers Support Dorset

We have seen an increase already in groups joining us as members and we anticipate this will only grow further into 2022/2023 – with a focus on smaller organisations and priority areas.

ENABLE volunteering through our Volunteering Hub, helping everyone to play an active role in their community

HEADLINES:

- 1875 people have been supported by CAN to volunteer
- 109 new volunteering opportunities registered from local charities, community groups and public sector organisations
- 452 new volunteers registered
- 270 instances of one-to-one advice and information on volunteering opportunities to the public
- 11 volunteer fairs held – 139 stands and over 360 people looking to volunteer
- 201 local organisations supported on a diverse range of matters relating to volunteers
- Vaccination Programme – total hours of volunteering given to end of March 2022 72,304

  - 371 additional new volunteers registered this year
- Continued working on the Vaccine Hesitancy project, delivering 7 vaccine conversation training sessions to over 100 frontline healthcare staff and voluntary sector organisations
- Vision for Volunteering - CAN led locally and fed into the new ambition for volunteers in England over the next decade
- Steps Forward volunteering – 10 learners signed up

Impact report

Promoting the value of volunteering

Volunteer Fairs
Over the past year we organised and hosted 6 in person Volunteer Fairs across the area and 5 virtual Volunteer Fairs. In total there were 139 stands from the local voluntary and public sector, and over 360 people attended including individuals and staff from the Job Centre, NHS services and specialist schools who were looking for opportunities for their students.

Organisations were asked for feedback on the different elements of the Fairs and asked to score them out of 5 (with 1 being very poor and 5 being excellent). These were the averages across the 3 Fairs:

Recruiting volunteers – 3.9/5
Networking – 4.5/5
Organisation of the event – 4.9/5
Overall event usefulness – 4.4/5

Volunteer Story
"I just wanted to say thank you ever so much for the absolutely brilliant online events which I attended quite a few of. I have made contact with Faithworks Wessex and will be starting there as a volunteer in the coming weeks which I am very excited about. I will be recommending Community Action Network to everyone that I know and if you yourselves ever have any volunteering opportunities that arise then please let me know as I would love to be involved with such a wonderful organisation!"

Stories that demonstrate our impact
"Thank you for the opportunity to attend the Druitt Hall volunteer fair. I went with a colleague, and we were really pleased with the turnout of people to the event. I thought it was well situated and when we asked those attending, they said they'd heard about it through a variety of different channels which was good."

"Since the fair we have had 2 people apply to volunteer. One as a DIY volunteer and one as an IT volunteer. These are positions that we needed filled so we are delighted about it. (The Water Lily Project)"

CAN's engagement with volunteers
452 volunteers registered through our online portal. As well as having access to our bank of volunteering opportunities, 173 of those volunteers also received a personalised email with details of specific roles that may be of interest to them based on their skills and interests. 16% of recipients replied to either ask further questions about volunteering or to say how useful they found the information.

Safe and Sound Dorset had 10 people apply for a volunteer role with them in the past 12 months, 3 of whom were referred by this personal email to new volunteers.

We also provided one to one information on volunteering opportunities on over 270 occasions via telephone, social, media, email and zoom calls. This was to both individuals and local groups such as the social prescribers within Help and Care, Steps2Wellbeing and Bournemouth and Poole College.

Our monthly update 'New this Month' is very well received and sent to:

- All volunteers registered with us
- Local organisations who either support their clients / services users back into meaningful activity or who work with people who may be interested in volunteering, such as job clubs, job centres, mental health support groups, Bournemouth Uni, Bournemouth and Poole College, local libraries.

Our update contains details of one-off roles, longer-term roles and forthcoming promotional events such as our Volunteer Fairs.

Provider story

One ESOL teacher was looking for opportunities for her students and she said: "Many thanks for all the links, information, and guidance you've sent me, regarding local volunteering opportunities! Didn't know there were so many, and they sound very promising!"

We Are With You (a charity providing free, confidential support to people experiencing issues with drugs, alcohol or mental health). Every 6 to 8 weeks we give a talk about volunteering and what opportunities are available to a group of clients currently going through a drug and alcohol rehabilitation programme. This shows them the opportunities that are available to them when they leave rehab, which can act as a stepping stone to employment or vocational courses.

Young Volunteers

In November 2021, we were commissioned by BCP Council to gather insights on what young people look for in volunteering, what the young people may gain from the experience, as well as the kind of volunteer roles they had taken part in and what they might be interested in in the future.

We ran a series of workshops involving 66 students across 5 secondary schools in Bournemouth and Poole. During the course of the workshops, we looked at what volunteering meant and the ways in which the young people could get involved, They were asked to complete a survey asking if they would be interested in volunteering, the types of roles they would like to do and what barriers they feel they would face. We also discussed ideas for charity events which could be carried out in school.

From the findings, we put together a report which highlighted:

- The types of roles young people would like to get involved in
- Factors which would encourage them to volunteer e.g. easy access to information on available volunteer roles, more volunteer roles available for young people and help with application forms.
- Barriers that prevent the young people from volunteering e.g. reliance on public transport, nervousness and a concern there wouldn't be other young people there.

The report shows that there is clearly a lot of enthusiasm for volunteering among young people in the BCP area and they understood the benefits this would bring both to themselves and also their community. There is a call to action for the voluntary sector to harness this potential more effectively.

We have put forward a number of recommendations and CAN will be working with BCP Council and the VCS to better support young people to become more involved in their community through impactful volunteering.

CAN Community Volunteers
We have been developing our new scheme 'CAN Community Volunteers (CCV)', ready for launch in April 2022. CCV's will come under the CAN umbrella, ensuring they are recruited, deployed, and have ongoing advocacy and support. They will take part in an 'Welcome to volunteering' session so will be 'volunteer ready' after which they will be deployed to roles within CAN or volunteer for specific roles within the community, voluntary and public sector organisations depending on where need is greatest. This project will support development of key objectives from the BCP Council Voluntary and Community Sector and Volunteering Strategy 2021 – 2024.

Supporting the vaccination roll out
Volunteer Marshals
Since January 2021, 2228 people have come forward and attended one of our volunteer marshal induction training sessions, with 371 of those being trained in the past 12 months. Training has been offered either via Zoom or small group sessions at the Kings Park vaccination site.

Between, 1st April 2021 and 31st March 2022, the vaccination marshals have given 72,304 hours of their time at:

- 3 large scale vaccination sites
- 8 community sites including pharmacies and GP surgeries
- 2 Dorset Police lateral flow testing sites (Winfrith and Bournemouth)
- 2 pop up covid vaccination sites
- 5 school immunisation clinics

Volunteer story
"I have been a volunteer at the vaccination centre since its inception at the BIC. I decided to volunteer through CAN, who are extremely helpful and supportive, as I wanted to be of some use during the Covid pandemic and to meet likeminded people. I would thoroughly recommend volunteering – helping other volunteers, NHS staff and people coming for their vaccinations, has made the past 18 months personally rewarding."

Patient feedback
"Thank you to the organisers, volunteers and health professionals who are running the BIC vaccine centre. I went on Monday and was impressed by the number and welcome of the volunteers both leading into and out of the centre. The process ran smoothly and was clear and I moved on swiftly through the different processes. It is a good thing that people introduce themselves with their name. Thank you for making this a pain-free experience!"

Our team of Senior Volunteer Coordinators based at the large-scale vaccination site are a close-knit team and very adaptable with the changes that happen. On 13th December, we were asked to oversee and manage volunteers at the new vaccination site opening at Sentinel House from Friday 17th December. Straight away, we sprang into action, created new rotas to cover the Christmas period (when we originally thought we would be shut), enlisting the help from the wider CAN team and some of our BCP Council colleagues. Our volunteers as always did us proud, and from 17th December to close of business on Sunday 6th February, 99 volunteers came forward to offer their help at Sentinel House, giving 1329 hours of their time over 87 shifts, which included Covid-19 Vaccination clinics and children's flu vaccinations. Many of the volunteers covered multiple shifts, providing a reliable and familiar face for the clinical staff on site.

Alongside supporting the Covid-19 Marshals on a day-to-day basis, we implemented a new electronic system for reimbursing volunteer expenses called vHelp. This enabled expenses to be paid back directly to the volunteers via BACS rather than relying on petty cash which was time consuming and not always readily available. When we first launched vHelp, we were asked by their team to provide regular feedback on how effective it was and to provide recommended improvements e.g. being able to add new cost codes ourselves. These changes were quickly implemented and rolled out to all vHelp users.

Recognition of our work

Our volunteers are an amazing team, and we were delighted to be the winners of the Bournemouth Echo Proud to Care award. This was in recognition of all the work that we achieved, through both the Together We Can scheme and at the vaccination sites.

Anna Chainey, Covid-19 Services Manager said: "I am really proud and honoured to say that we have won a trust Better Every Day Award for the work undertaken at the BIC. From the set up and delivery, to the amazing work undertaken there every one of you and your teams have played a massive part in the success of the vaccination centre."

Volunteer Celebration event

In September 2021, we held an informal volunteer celebration event at Boscombe Beach. This was to celebrate all the amazing work that our volunteers had undertaken at the BIC since it opened in January 2021. The mayor attended to give a speech, and it was lovely seeing him engaging with each of the volunteers, thanking them for their time. Several local restaurants donated food which was really generous. The evening was a great success, with many of the volunteers saying how good it was to socialise with the other volunteers.

Vaccine Hesitancy

There are some neighbourhoods and communities where people are not taking up their jab for various reasons, so we recruited and trained 5 CAN Volunteer Vaccination Champions who lived in or worked with these communities to step up and support their friends, family and neighbours to make a more informed choice about having the vaccine.

We delivered our first vaccine conversation training session to our Vaccination Champions and staff from BCP Council. A further 7 further training sessions have since been delivered to local organisations that work with harder to reach groups including Help and Care, Prama Foundation, Body Positive Dorset, Epilepsy Action, Michael's House, Adult Asperger's Support, Bournemouth Interpreters Group, BCP Council Learning Disabilities Team, Mental Health Team. Over 100 people have attended these training sessions.

All training sessions were co-delivered by us and a member of the clinical team from the Kings Park vaccination site. This enabled participants to be able to ask specific questions about the vaccine and its efficacy as well as general questions.

Through delivering this training we enabled staff to have:

- A better understanding of the vaccine and how it has been developed
- Increased confidence in starting conversations about the vaccine with people who they support who haven't yet been vaccinated
- Increased awareness of the myths and barriers surrounding the vaccine and how to counteract these
- Developed knowledge of accurate sources of information that they can refer people to

Organisation story

"I thought the presentation was factual and offered the opportunity for interaction that worked well. I learnt some things that I wasn't already aware of despite the deluge of public information already out there. I will be encouraging colleagues to attend future sessions as they will be the people likely to be having those 'difficult' conversations on the ground"

How we reached out

Through our CAN Volunteer Vaccination Champions, we have reached over 300 people though visiting local businesses, community supermarkets, libraries, pharmacies, attending events including World of Love festival, Africa Comes to Bournemouth Event, Reggae Festival, an arts and craft session with Safe and Sound Dorset and Bournemouth and Poole College Freshers Fair.

As a result of this face-to-face contact, we:

- Increased awareness that the vaccination site had moved to Kings Park and that walk ins were available
- Had direct conversations with people who hadn't been vaccinated and were able to talk about their concerns and provide them with accurate information
- Asked businesses to have leaflets advertising the Kings Park vaccination site on display which raises awareness of the site with the wider population
- Identified barriers to people getting vaccinated and then fed back these findings to CCG e.g., the Big Issue said they needed leaflets in Romanian

Feedback from CCG included:

"That's really helpful to have that local insight and feedback, in addition to our existing insights and behavioural science approach. Do leave this with us, and we will follow up on the feedback, and come back with a draft leaflet"

Sensory rooms at Kings Park

We have turned two of the side vaccinating rooms into sensory rooms suitable for children or adults with anxiety / learning disabilities / sensory issues etc.

With valuable insight and input from local organisations including Parent Carers Forum, Dorset Children's Foundation and Dorset Asperger's Group we have been able to co-create the design, look and feel of the rooms.

With money donated by the Dorset Health Protection Board and a private donation, we were able to purchase all the relevant sensory equipment (including adjustable LED lights, bubble lamps, white noise machine, aromatherapy diffuser, bean bags and sensory toys). The first room was transformed in December 2021, with the second one being completed in February 2022.

We have also produced a story board in Easy Read guiding people through what to expect when they come for their vaccination.

Supporting good practice
21 new organisations including Kushti Bok, World of Love Festival, Oceans to Earth and Bournemouth Electric Youth Football Club registered on our online volunteering database and a total of 109 new opportunities registered. At its peak, we had over 170 roles for volunteers to choose from.

Alongside advertising roles, we provided one to one advice, information and guidance to 201 organisations, including Big Blue Play, Circles Southwest, BEAF, Water Sports Library, and Dorset Adult Asperger's Support. Support ranged from an email being sent explaining how to use our online volunteering database, to more in depth advice provided via phone, email or zoom on what policies and procedures need to be in place when taking on volunteers, whether DBS checks are needed for certain roles, giving information about how volunteers cannot be used as a substitute for paid staff, proof reading role descriptions so they are appealing to potential volunteers, and suggesting different ways in which to recruit volunteers.

CAN website
We have since developed the Members pages on our website to include information on each of the above topic areas to give organisations the knowledge and confidence to manage volunteers effectively.

Organisation story
Poole Communities Trust contacted CAN as they are looking to recruit volunteers for the new Bourne Community Hub when it opens later this year. We met with the team on Zoom and outlined what support we can offer, discussed volunteer recruitment and policies and procedures needed. A follow up email was sent with information including sample handbooks, volunteer policies, agreements, induction check list and problem-solving procedures. Further support was offered to review role descriptions once they've been written. Since then, we have also helped to rewrite their volunteer handbook and they said: "That is really helpful - thank you. You have added some great stuff. You are right about adding pics"

Volunteer Coordinators meetings
We facilitate these regular meetings to discuss topical issues, share good practice and support people who have a role in managing volunteers in their organisation.

This year we held 3 virtual co-ordinators meetings. In total over 30 people from a range of organisations attend. Topics discussed included: volunteer passports, how to recognise and address concerns of volunteers returning after the pandemic, recruitment and retention of volunteers and DBS checks.

A strength of these meetings is the level of excellent peer to peer support. Being a Volunteer Co-ordinator does involve wearing many hats and for some it can be quite an isolated role.

Organisation story

"The meeting was very good. Thank you for organising and chairing it. It was beneficial to see how colleagues in the sector are dealing with issues and "Best Practice". I like the idea of Volunteers Passports. I am happy to sit on a working group or similar if this idea needs to progress."

The future of volunteering
Vision for Volunteering

Vision for Volunteering is a collaboration across the voluntary and community sector, led by NAVCA, NCVO, Volunteering Matters, the Association of Volunteer Managers and Sport England. The purpose of the Vision for Volunteering is to set out the ambition for volunteering in England over the next decade, with a clear and optimistic plan for the future.

In February 2022, Vision for Volunteering asked the VCS nationally to complete a short survey on their views of what volunteering should look like over the next decade. We promptly held an informal discussion with 6 local organisations including Prama, Citizens Advice Bournemouth, Christchurch and Poole, Dorset Adult Asperger's Support and Abbeyfield Wessex and looked at 2 key questions set out by the Vision for Volunteering which were 1) What's the biggest issue you're currently experiencing in your current volunteering operation? 2) What's the one thing you'd love to develop in your volunteering operation but haven't been able to yet? All responses were collated and submitted via the online Vision for Volunteering consultation form.

The full Vision for Volunteering report was published in May 2022 and CAN were asked to share their initial reflections on it at the National Volunteering Forum, held on 10th May 2022.

Volunteering Strategy
We have been working with BCP Council reviewing and developing their Voluntary and Community Sector and Volunteering Strategy 2021 – 2024. This strategy outlines the Council's approach to how they, working in partnership with us, can support the community and voluntary sector to thrive and enable everyone to feel they can volunteer and help others in their community. It sets out the priorities and outlines the key areas for action over the next three years.

Supporting local disasters and multi-agency working
In December 2021, a number of elderly people had to move out of their flats at Wellington Court due to a major fire and were rehoused temporarily at a nearby Premier Inn. In February 2022, at a multi-agency meeting CAN attended, it came to light that the residents were still living there and struggling a little bit at mealtimes and just having someone to chat with.

Our CAN Community Volunteers stepped in and between 28th February 2022 and 8th April 2022, they helped at breakfast times and dinner times in the restaurant and also at weekly check in and chat sessions. In total 21 volunteers offered their time and companionship and provided 74 hours of support over 48 sessions.

One volunteer even took his partner's Olympic Torch in to show the residents and to provide a little bit of light relief.

Volunteer story

"Just a short note to say the evening at the Premier Inn tonight was a great success. All the residents of Wellington Court had some bad news this afternoon that they will not be able to return to their flats until at least the start of April. The Olympic torch went down very well with many photographs taken and a lot of interest about the torch. and the history behind it as many had never seen the Olympic torch in person"

As the residents began to move back home, Prama stepped in to look at the longer-term support that the residents needed

Steps Forward Volunteering

In June 2021, we launched our new project 'Steps Forward Volunteering (SFV)'. This is a short practical course designed to develop, recognise and accredit the skills gained through volunteering. It then builds on those skills to enable volunteers to progress, be it with their volunteering, with training or towards employment.

SFV is aimed at individuals who are new to volunteering and either looking for a role or who have just started volunteering, and for volunteers who have been volunteering for a while and would like to progress.

To date we have worked with 10 individuals on a one-to-one basis, to help support them in their volunteering, either finding them a volunteering role or supporting them in their existing role and in building up evidence for their accreditation. We hope to support 16 people in total.

Current participants are progressing well. They are on target to achieve their ASDAN accreditation and working with them has highlighted their individual employability needs, including confidence, anxiety, CV re-vamps, and a need to expand their volunteering experience. We have several other participants interested in the course and they are looking to enrol soon.

The programme ends June 2022. We are looking for funding opportunities to continue this valuable project.

It's about people ...

- A participant has been accepted onto two new volunteering placements and has already completed a first session successfully. Further potentially referring organisations have been engaged with including a local social supermarket, an addiction support charity and another Work and Health programme provider
- A participant who was very isolated is now enjoying being part of two projects and his confidence and positivity have increased considerably
- A young male participant who has not been able to volunteer regularly has just started a new volunteer role successfully
- A visit to a local food bank to see one participant has led to another referral from the same organisation
- A young man who started volunteering in a gardening role near his home last month has been attending regularly and is enjoying the role. He had not been able to volunteer for about 5 months so this is a very positive achievement for him

Research

We carried out an extensive piece of research which aimed to evaluate the various Covid-19 response volunteer programmes that operated in the BCP Council and Dorset Council areas. The results of this survey were used to highlight strengths and weaknesses in the various programmes that used volunteers in Covid-19 response locally and to suggest future improvements, volunteer crisis response methods and the legacy of our current volunteer programmes throughout the remainder of the Covid-19 pandemic and beyond.

Social Media – our Volunteer Hub has used Twitter and Facebook extensively over the past 12 months for a variety of purposes including:

- Sharing volunteer stories – these have been great to not only highlight the many different reasons why people get involved in helping the community but also to celebrate the amazing work our volunteers have been doing.
- Putting call outs for volunteers both for our CAN Vaccination Marshals and on behalf of other VCS groups.
- Linking in with national events such as Trustee's weeks and sharing information about what the role entails and promoting available Trustee roles.
- Raising awareness of new initiatives such as the Vision for Volunteering.
- Announcing that we won the Proud to Care award

As well as sharing posts, we also follow groups on Facebook such as 'Southbourne Community Group' so we can respond to individuals looking to volunteer or organisations seeking volunteers.

Radio interviews – we have taken part in several radio interviews this year including talking about the work we are doing around vaccine hesitancy, promoting the volunteer fairs and encouraging people to come along and putting a call out for people to come forward and offer their time as Covid Marshals.

Alongside this, we have also received recognition for the work that we did in developing the sensory rooms at Kings Park vaccination site.

- Brewers News - Helping to Create a Sensory Room with Community Action Network
- https://stouravonmagazine.co.uk/issues/past-issues/issue-22/

CONNECT communities by helping to create conditions where everyone's voice is valued and heard, by facilitating great networking and communication

HEADLINES:
Worked with partners from across the VCS and Public Sector to develop the CAN Wellbeing Collaborative whose purpose is to connect people to personalised information and support from the VCS, so they can live their best possible life at home.

Became a strategic partner of Dorset CCG in the development of Wellbeing Hubs across Dorset - an innovative collaboration bringing together the local community, VCS and public sector partners to improve the community's mental health.

Supported essential public health messaging and now have 105 Trusted Voices Champions who between them support and advise a diverse range of local communities.

Given grants to 5 organisations to start projects supporting people living with the detrimental impacts of Covid-19.

Celebrated a year of Community Hero in the Spotlight – celebrated the great work of 12 different local charities and community groups.

VCS Leaders exCHANGE - bringing leaders together to work collaboratively.

Embedded the VCS into the Integrated Care Systen work with over 30 different VCS organisations at pace to co-create a VCS ICS Assembly.

Proactively championed our sector on 12 strategic boards - supporting and influencing public sector service development.

Facilitated 21 networking sessions - geographical and thematically focussed depending on need - On average we saw 90 people a quarter engage with the networks with approximately 15 people virtually attending each network.

Increased our media activity – Website visits up to over 29,000.

Increased social media engagement across Facebook, Twitter and LinkedIn. Most notably we have been mentioned in tweets on Twitter 1075 times over the course of the year.

Impact report

Developing engagement
Throughout 2021-2022 we have continued to increase our engagement with charities and community groups – growing our membership to 441.

We have had a particular focus on groups who may not be aware of CAN, and what we offer, particularly:

- Groups supporting diverse communities
- Individuals of 'good will' – people within the community supporting individuals who are homeless or need food but are not part of a formalised community group
- Community Centres – with the launch of our 'Community Spaces' network

We welcome as members charities and community groups with a Dorset wide brief, and following the successful tender with Dorset Council, from February 2022 we have also been increasing our presence in that area of the county.

We have continued to develop our Business Supporter Membership to be launched in September 2022. We've worked with key businesses across Dorset, BCP Council's Economic Development Unit, Dorset Chamber of Commerce and Industry, Bournemouth Chamber of Trade and Local Enterprise Partnership to ensure our offer is effective and appealing to local businesses, enabling us to further champion the work of the VCS across Dorset and help leverage funding and resources for the local VCS.

This year we worked in partnership with Dorset Community Action (DCA) to carry out a pan-Dorset 'State of the Sector' survey. We wanted to assess the impact of the pandemic on the sector. 41 organisations delivering services in Bournemouth Christchurch and Poole responded.

Highlights include:

- 27% of respondents have seen a significant drop in their funding through the pandemic, with 36% of those organisations having lost up 50% of their income
- 51% of organisations said that they are at risk of permanent closure within 12 months if funding is not made available to them.
- 17% of organisations had to make one or more members of staff redundant due to the impact of the pandemic
- 59% of organisations have had a reduction in volunteers due to them having to shield and go into isolation for their own safety and 15% have had to close or reduce their services due to the loss of volunteers
- 46% of organisations have seen a significant increase in demand for their services since the pandemic hit in March 2020. 35% of these have seen a 50% increase of need compared to their pre-pandemic numbers

Helen Walsh, CEO of Space Youth Project said in the survey about CAN

"Essential, effective, useful, timely information received. Help at hand when required. Friendly, supportive, caring team."

Ensuring we are engaging effectively with the plethora of voluntary organisations, charities and community groups working across Dorset is key to the success of CAN. In March we started to restructure the Involve Team which has included rebranding the team so its name is more representative. We are now called Connecting Communities. We've also introduced 2 new roles:

- Engagement Lead – focus on ensuring we are engaging effectively with a wide range of charities and community groups particularly those working in diverse communities. Working closely with our public sector colleagues to ensure key messaging is accessible
- Membership Development Lead - recruitment for the Membership Development Lead will begin in April 2022 and their priorities will be to promote our full and affiliate membership, launch our business supporter membership and support our existing members make best use of the benefits the membership gives them

Over the last twelve months we have led on several research projects. These have been successful thanks to our strong trusted relationships with our members and has enabled us to provide key recommendations – telling us what our communities want and need.

These have included:

- Health Inequalities Community Insights Research Project - conversations with the VCS and some of our most vulnerable communities across Dorset recommended we explore the development of VCS led training and peer support for those with learning disabilities and severe mental ill health (SMI). We are now working with Dorset CCG and Public Health Dorset to develop this
- Home First / CAN Wellbeing Collaborative – through engagement with the VCS and patients on our Home First Research Project a single point of access was designed. The Wellbeing Collaborative is now developing this and working with key partners to help keep people safe and well at home with the support of the VCS
- Wellbeing Hubs – the hubs across Dorset are being co-created with the VCS and with extensive engagement with the community to ensure commitment and success of the outcome.

Promoting & valuing charities & community groups

We have celebrated a year of our successful initiative Community Hero in the Spotlight. Each month we showcase the work of a particular member organisation to share their untold stories and give them the recognition they deserve. We share press releases with our press contacts, have a monthly segment on Hope FM and promote the organisation through our website and social media.

Over the year we have championed and celebrated 12 different organisations who have joined our Partnerships Manager on Hope FM, some have been asked to speak on Radio Solent and 6 have had their press release featured by the Daily Echo.

"What fabulous news for a Thursday! Thank you so much!" Rio, BCHA Bournemouth Women's Refuge

"It was great – thank you for selecting us!" Stacey, Win on Waste

So lovely to meet you too last week. We LOVED being on the radio so thank you so much. The press release sounds wonderful." Poppy, The Chatterboxes

Supporting essential public health messaging

Public Health Dorset have continued to commission us to support the development of Trusted Voices Champions to help better engage with communities. We now have 105 Trusted Voices Champions who between them support and advise a diverse range of local communities including:

- people with protected characteristics
- survivors of sexual abuse and their families
- people relying on food banks
- people who are vulnerably housed
- people in rehabilitation for substance misuse

The Trusted Voices project has funded 5 groups. Giving them grants to start projects supporting people living with the detrimental impacts of Covid-19 lockdowns. These are:

- art therapy for young people struggling with mental health (including refugees)
- food parcels for those affected by income loss (including those from diverse ethnic backgrounds)
- art and craft wellbeing sessions and one to one counselling sessions for vulnerable women
- cook boxes to help low-income families learn how to cook healthy meals together (mainly Muslim families)
- wellbeing therapy sessions for families who have had a child disclose sexual abuse

Due to the success of the Covid-19 focussed project we are now exploring with Public Health Dorset how we can begin to work with the Trusted Voices Champions on more general public health messaging – we have already had confirmation that the project will be extended to October 2022.

Building community resilience

This year we partnered with Dorset Community Action (DCA) and Dorset Race Equality Council (DREC) on a six month research project. The Health Inequalities Community Insights Project primary aim was to gather community insights and identify any areas of hidden inequality that people with enduring mental ill health, learning disabilities and ethnic minority communities face. People in these groups tend to have a higher amount of negative health outcomes than the general population of Dorset.

In addition to this we wanted to look at how the VCS sector could support health care services to overcome these barriers and to enable greater equality of service provision.

The project was co-produced as a combination of the field work carried out with individuals and the expert opinion from VCS organisations.

The report made several key recommendations and 2 projects have evolved from the research which will begin in 2022/2023:

- SMI – Physical Health Check project – we will be recording the training available from the VCS for health professionals working with individuals with severe mental ill health and gathering case studies with individuals who do not access their physical health checks
- HEP2 Project – we will be exploring further how the VCS can support individuals with learning disabilities through peer support and training for health care professionals

Developing collaborations and networking

We have further developed and enhanced our networking offer over the last 12 months, facilitating networking and new collaborations through our online networks. In total we have facilitated 21 networking sessions during 2021/2022, all successful in enabling discussion of potential opportunities, knowledge sharing and peer support with others in the same position / with a similar purpose. Our networks can be geographical and thematically focussed depending on need. Most of the networks have been requested by our members and so far include:

- All Creatures Great and Small – our newest network for animal themed organisations and groups.
- Pokesdown, Christchurch and Southbourne – an opportunity for groups working in and supporting the community of Pokesdown, Christchurch and Southbourne
- Women's support – our longest running network for groups who support women and girls
- Boscombe – a geographically focused network for groups and organisations supporting and working in the community of Boscombe.
- Community Spaces – for groups who run and offer community space across BCP and wider Dorset.
- Poole Communities – a network for groups and organisations who work across the Poole
- Early Years – an opportunity for groups who support children aged 0-5 years and their families
- Let's Connect - aims to support the wellbeing of youth workers and volunteers from all settings in BCP.

On average 90 people a quarter engaged with the networks with approximately 15 people virtually attending each network.

We have seen lots of great collaborations evolving from the sessions, including:

- Dorset Blind Society met SEDCAT at one of our networks and were then able to arrange for much needed transport for their service users
- Following our Women's Network, The Wardrobe Foundation are going to explore introducing a rail of clothes to be freely available to women using the new Footprints Hub in Winton
- Shelter is setting up a group for people with lived experience of homelessness to help inform future planning and provision and BH1 Project are going to support them with finding people to join this group
- Parkstone Rotary attended our Poole Community Groups Network looking for small groups with an environmental mission to give funding to. At the Network they heard from Win on Waste and are going to have further discussions about how the Rotary can support them in the future

Since declaring a Climate Emergency we've had interest from members for a new Climate Emergency Network and taking Men's Health Week as our Community Hero theme for June 2022 we're beginning to scope interest in a network for groups supporting men. We are also exploring and speaking with members about the need for more geographically based networks such as Townsend, Somerford and Kinson focussing on the BCP priority areas.

The Leaders exCHANGE has continued this year meeting quarterly enabling leaders from across the VCS to better collaborate, share good practice and inform our work. At these meetings we have discussed how the new VCS Assembly should look and invited public sector colleagues to share pieces of work on which they need the sector's input. We've also explored the needs of the sector as we move into the recovery phase of the pandemic.

Our online presence and influence
Website and social media - We continue to be active on social media, and both our website and social media have continued to be key in reaching out and championing our sector. Our target was to increase our social media following by 20% across all platforms. We exceeded this significantly with our LinkedIn showing a 55% increase. Our Facebook and Twitter followers have levelled out more this year with 11% increase on Facebook and 5% on Twitter.

CAN website - we continue to review and update the website to ensure that it is fit for purpose and easy to use. Feedback from members continues to be really positive. This includes our refreshed Membership Zone.

We had 29,342 visitors to the website, the majority (28,504) of whom were 'new visitors'. The most visited webpages on www.can100.org over the last year has continued to be Volunteering Opportunities, Interested in Volunteering, Jobs and Volunteer to Stop Covid, all with approximately 6,000 page visits each.

Twitter - our Twitter followers have increased by 115 this year to 2,184. We have seen our twitter page go from strength to strength. We tweeted 692 times and @Can100org was mentioned in 1,075 tweets. We also saw a significant increase in visits to our CAN twitter page.

Facebook - on Facebook our friends have increased by 120 to 1,292 and we also have 964 likes on our page, an increase of 60. We have continued to regularly post 2-3 times a day throughout the week a mix of CAN news and member updates.

LinkedIn has continued to grow and we now have 274 followers. We have posted regularly, including updates from the organisation, job opportunities and updates from our members. Both the Partnerships Manager and CEO use their personal LinkedIn pages to share and engage with the page to encourage engagement from others. We have also seen an increase in members of the team using LinkedIn and sharing our updates with their networks which helps to broaden our reach.

We have continued to increase our PR activities to raise the profile of CAN, increase engagement, champion the sector and celebrate our members through increased media activity, promotion of events and use of external communication tools. This year we have:

- Featured in the Bournemouth Echo on 14 occasions – articles have included #TogetherWeCan, Covid Marshalls and Community Hero in the Spotlight
- Supported two 2 of our members have been interviewed by Radio Solent to talk about their organisation as our Community Hero in the Spotlight
- Been interviewed by Blair Crawford on Hope FM 14 times alongside our Community Hero in the Spotlight
- From December through to March we worked closely with a pro bono marketing consultant through the Cranfield Trust who supported us to review and make plans to improve our external communications. As a result we commissioned BCHA to support us with our communications on a 12 month contract, starting in April 2022, following a competitive tender.

BCHA will be supporting us to better articulate what we do along with the wider work and impact of local charities and community groups. We want to raise the profile of CAN and the VCS with the general public and our public sector colleagues and ensure that our communications with our members hit the mark.

Prejudice free communities
Engaging with our diverse communities across BCP and wider Dorset has continued to be priority for us. We are active members of Prejudice Free Dorset, regularly attending their quarterly meetings and attending relevant sub-groups ensuring they are engaged with the wider sector. We have re-designed the Connecting Communities team with our diverse communities in mind – our new Engagement Lead will ensure a wide range of communities are members of CAN and engaged with the exciting work that is taking place between the VCS and our public sector partners.

Embedding the VCS into the Integrated Care System (ICS)
ICS are partnerships of organisations that come together to plan and deliver joined up health and care services, and to improve the lives of people who live and work in their area. We have been working with Dorset CCG and over 30 different VCS organisations at pace to co-create a VCS ICS Assembly. Since December 2021 we've met fortnightly with a task and finish group which CAN is leading in partnership with # Help&Kindness and DCA to explore what model the VCS will use to ensure they are adequately represented at the ICS partnership board. Following discussions with the task and finish group we now have an initial model which will work towards the VCS being fully embedded as valued equal partners within the system.

We are now in a position to present this proposed model to the A1 Strategic Leads group which includes the ICS leadership. We will be setting out the VCS approach to the ICS in Quarter 1 where we hope leadership will confirm that our approach is acceptable and give confidence that we will be capable of delivering the Memorandum of Understanding (including key commitments from all those in the partnership), as well as operational and system integration with the other partners in the ICS.

In addition to this we were also asked by the Place Based Partnership Programme to nominate 12 individuals from the VCSE to support them with the National ICS Population Health and Place Development programme that the Dorset ICS has joined. This provided us with an opportunity to demonstrate how the proposed model could work in practice. This piece of work will be running into 2022/2023 and we will be ensuring those involved are providing regular updates and all the VCS organisations have their voices heard.

We were invited to join the ICS Innovation Hub, which is a partnership of health and social care organisations across Dorset, looking to enable faster and more effective uptake of innovations and improvements, creating long lasting impact for patients and patients' care. We have been invited to present to the network next year sharing who we are, the developments around the Wellbeing Collaborative, our work and how we can support colleagues within the network. This will be a great opportunity to promote the work of CAN across a number of different health teams from across Dorset.

Wellbeing Hubs in Dorset
In March we were asked by Dorset CCG to become strategic partners in the development of Wellbeing Hubs across Dorset.

Wellbeing Hubs are an innovative collaboration bringing together the local community, (led by the voluntary and community sector) to work in partnership with our NHS and Council colleagues. The aim is to co-create firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. We are starting in Boscombe by drawing together everyone with an interest in focusing on what is strong in our communities and working together to make Dorset a great place for wellbeing and happiness.

Helping people to stay safe and well at home
Working in partnership with DCA, we completed a 9-month, Home First VCSE Research Project in November 2021 which explored the value of voluntary and community sector services in hospital discharge pathways and personalised care.

Access to Hospitals, patients and carers, was limited due to the pandemic, so we co-designed a new single point of access service model together with community focus groups. This has subsequently been adopted and utilized by several charitable organisations such as Prama Life to assist with bringing people home from hospital.

The evidence from this project informed and enabled us to successfully propose the development and delivery of a new Wellbeing Collaborative, commissioned by BCP Adult Social Care, which started in January 2022 to test and develop the concept over the next 18 months.

This will refresh the legacy project from Poole CVS and BCP Social Care Commissioning services, with the new co-designed service model for hospitals. Our purpose is to connect people to personalised information and support from local charities and community groups so they can live their best possible life at home.

Access to Food Partnership
We continue as active founding members of the Access to Food Partnership.

This year we saw the Access to Food map become an App enabling more people to find food support within a 10 minute walk of their location. Following a successful National Lottery Bid, the Access to Food group is being funded for the next three years, including the Food Co-ordinator post being secure for that time. The Group has also achieved a 'Working Together' Bronze award at the iESE Public Sector Transformation Awards.

A second round of the Partnership's Listening Broadly project started in Q4 with CAN encouraging members to participate to enable those with lived experience of food vulnerability to be heard and to impact future plans and provisions to help those in need.

Networking, championing and representing the VCS
CAN has continued to represent the sector on 12 strategic boards.

We have spent time refreshing our 'representative' offer and will shortly be re-launching VCS Involvement Partners with our offer of a framework of support to enable effective communication and gathering of insights. Where there is a call for 'VCS representation' we want to ensure the most appropriate person attends so we'll be sharing opportunities to sit on Boards/meetings and will ask local VCS organisations to put forward a representative. We will be working with both the Board and the VCS Involvement Partner to ensure all are clear on roles, responsibilities, governance and how insights will be gathered and shared. This is a really exciting development co-designed with our members.

We support both the Council and the NHS to engage with communities through our extensive network – sharing and gathering vital information and data.

We continue to sit on local, countywide, regional and national groups, helping to form and influence policy at a considerable pace building on the relationships that we built during the pandemic.

We also continue to attend a diverse range of boards and meetings including:

- Aging Well Steering Group
- BCP Council led Homelessness Strategy Board
    - Leading on the engagement element of the new strategy addressing homelessness across BCP
- Building Health Partnerships – working with our NHS colleagues to:
    - build trust and mutual understanding between partners and between people in communities
    - support staff and citizens to develop shared local leadership to build on existing momentum to health priority areas
    - develop opportunities for more effective engagement
- Children and Young People Partnership Board
- Community Equality Champions Network

- Led by BCP Council an opportunity for a range of VCS and public sector partners to come together and discuss equality

- Community Safety Partnership
- Domestic Abuse Strategy Group
- Dorset Local Resilience Forum - Volunteering Cell and Community Recovery Cell
    - Working with our Council and NHS colleagues to ensure volunteering / the voluntary sector are at the heart of response and recovery
- Engagement Leads Network
    - Facilitated by the CCG brining leads from across public and voluntary sector together to share good practice and promote collaborations
- Health and Wellbeing Board
    - We're a strong voice of the sector and advocate for volunteering
- Integrated Care System C1 Engagement group
- Safeguarding Adults Board
- SEND Improvement Board

Supporting collaboration and policy

Over the past year collaborative and respectful working across all sectors has grown quickly for the benefit of the community. We have been pivotal in collaborative working across our sector along with the Council and the NHS. We've supported our sector to flourish and nurtured new community groups and charities. We have worked closely with BCP Council in the development of their Empowering Communities - VCS and Volunteering Strategy which outlines a set of priorities and key actions that BCP Council want to attain over the next three years to achieve this vision and create connected communities.

5. Policy on reserves

In line with Charity Commission advice CAN has a Reserves Policy to ensure viability beyond the immediate future and to provide continuity of service over the longer term. We are particularly aware of the need to cover contingency liabilities such as gaps in funding streams, cash flow and meeting the cost of redundancy payments to staff in the event that projects come to an end or that the organisation itself should be forced to close.

CAN allocates unspent money to three different types of funds in the accounts at the end of the financial year. These were:

- Restricted funds £4,323,830 - unspent money from restricted grants. For further detail please refer to Note 13.
- Unrestricted funds £614,776- money that can be spent on anything which furthers the objectives of the charity
- Designated funds £112,515- part of unrestricted funds which is earmarked for specific activities. The trustees reserve the right to change the allocations in order to reflect changes in circumstances. For further detail please refer to Note 14.

At the end the year the charity had £502,261 in free reserves (that is unrestricted funds less designated), is more than enough to cover 3 months of annual expenditure which is within the target of 3 months set by the Reserves Policy.

The charity holds £449,467 of reserves after making allowance for, restricted funds, designated funds and commitments (not provided for as a liability in the accounts).

6. Funds held as Custodian Trustee on behalf of others

We hold funds for the following organisations:

Bi-Polar Support Group £1,216.25

Small capacity of group, who are all volunteers, so have asked CAN to administer the grant funding. At the start of the year £1,671.50 was held in relation to Bi-Polar Support Group. During the year income received totalling £nil and costs incurred totalling £455.

Hurting to Healing £2,007.50

The charity is no longer operating but have insurance expenses to pay until Dec 2026. They have sought the support of CAN hold funds for this period. At the start of the year £2,500 was held in relation to Hurting to Healing. During the year income received totalling £nil and costs incurred totalling £492.50. A £20 administration charge is in place for this fund.

Sandbanks Neighbourhood Forum - £nil

At the start of the year £290 was held in relation to Sandbanks Neighbourhood Forum. During the year income received totalling £6,034 and costs incurred totalling £6,324.

7. Income and spend rationale

Project funding has increased and been very healthy this year, some of the projects are one off – for example the funding for the Dorset Wellbeing Hubs (£4.3m) is a one off, whereas other projects we anticipate will continue/be extended.

Core funding - CAN's principle funding is from funding grants from BCP Council and Dorset Clinical Commissioning Group which are monitored via service level agreements. The funding is used to deliver our charitable objects and an annual plan that defines our mission, objectives and measures of success. The majority of the funding is used to employ our staff and pay for offices in Poole.

Project funding - A Good Life – it was our ambition to nurture and hand over this work for onward progression to a local charity. In December 2021, having worked closely with The Lottery, Prama Life took over the project. Both staff decided not to move with the project.

Bounce Back – Funded by BCP Council. 9-month project to support financial viability of local charities and community groups post covid.

CAN Dorset – Funded by Dorset Council. Supporting the sector by building resilience through providing free bespoke one to one expert advice, plus our popular training and webinars

CAN Wellbeing Collaborative - Funded by BCP Council. A fresh approach to helping people stay safe and well at home by connecting them with local community support

Dorset Wellbeing Hubs – Funded by NHS Dorset CCG. An innovative collaboration bringing together the local community, led by the voluntary and community sector, working in partnership with our NHS and Council colleagues, to co-create firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. We are strategic partners with the CCG and are holding funds as we work with them and other partners to develop an expression of interest to deliver the hubs further. A budget/spend has been agreed between CAN and the CCG to cover our initial costs.

Home First – Funded by NHS Dorset CCG. A short project to focus on the role of VCS to enable community resilience and hospital discharge

Steps Forward Volunteering – Funded by ESFA. A short learning programme focussed on volunteering

Trusted Voices – Funded by Public Health Dorset. A project to better cascade information about covid and vaccinations to communities that have been underserved by general public health communications. **Volunteer to help stop Covid** – Funded by NHS Dorset HealthCare. Provision of staff and volunteers at vaccination sites

Volunteer vaccination champions – Funded by NHS Dorset CCG. Volunteers in the community helping people make an informed vaccination choice and delivering training to professionals to better enable them to inform people they are working with

Young Volunteer project – Funded by BCP Council. Short piece of work to establish nature and eagerness of young people to volunteer

Other funding:
Organisational development designated funds from our reserves have been utilised to fund a Partnerships Manager role.

Due to prudent financial management, CAN have not overspent on any budget this financial year.

Salaries are independently evaluated and set against local industry levels using the Croner salary benchmarking tool.

8. Future plans
The current rate of inflation as of June 2022 is 9.1% and it is predicted to be in double figures very soon, It is the highest inflation rate in over 30 years. As the rising cost of energy and food continues to squeeze living standards, more and more people will be needing the support from the voluntary sector, so it is key that CAN is in a strong position to work alongside our colleagues in the community.

We remain in a strong position to deliver our core mission:

EMPOWER the voluntary sector
ENABLE volunteering
CONNECT communities

Our reputation and presence has increased exponentially this past year, and we are working as a whole team to maintain this momentum.

Trustees have reflected on our strategic plan on a page and consider it robust and fit for purpose.

Our Team away day was a great success, bringing staff and trustees together in person created a wonderfully positive atmosphere reflecting the feedback that our staff are happy in their roles within CAN. The session held by Be Human Kind's Joolz and our very own SJ, was enlightening and inspiring. It highlighted areas we can improve with practical suggestions coming from the Team as well as ways that we can keep up our exceptionally high standards (aka what's working well). We are always striving for perfection and will be taking these suggestions on board as an Senior Leadership Team. The team's creative juices were flowing and a future plan was created with steps of how we will get there. This piece of collaborative work has been proudly displayed in our office for all staff to see, to remind us of our long-term organisational goals, why we're doing what we're doing and to inspire.

Statement of trustees' responsibilities

The trustees, who are also the directors of Community Action Network 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 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 and 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:

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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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 irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor

TC Group were appointed as auditor to the company and a resolution proposing that they be re-appointed will be put at a General Meeting.

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

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Ms H Walker - Chair

Trustee

Dated: 28/09/2022

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF COMMUNITY ACTION NETWORK

Opinion

We have audited the financial statements of Community Action Network (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, 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 Community Action Network 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 charitable company'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 trustees 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, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared 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 Community Action Network 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 Community Action Network 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 Community Action Network'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. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience, and through discussion with the trustees and other management (as required by auditing standards), and discussed with the trustees and other management, the policies and procedures regarding compliance with laws and regulations;
- We focused on specific laws and regulations which we consider may have a direct material effect on the financial statements or the operations of the charitable company, including the Companies Act 2006, the relevant tax compliance regulations in the UK, the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102) and Charity SORP;
- We considered the nature of the industry, the control environment, business performance and KPI's for a charitable company;
- We communicated identified laws and regulations within the audit team and remained alert to any indications of non-compliance throughout the audit. These include Health and Safety, employment law and adequate insurances, including those required to be taken by 3rd parties;
- We considered and reviewed the procedures and controls that the charitable company has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those procedures and controls.

To address the risk of fraud through management bias and override of controls, we;

a) performed analytical procedures to identify any unusual or unexpected variances.
b) tested journal entries to identify unusual transactions.
c) assessed whether judgement and assumptions made in determining the accounting estimates set out in financial statements were indicative of potential bias.
d) investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed proceeds which included, but were not limited to;

a) agreeing financial statement disclosure to underlying supporting documentation
b) reading the minutes of meetings of those charged with governance
c) enquiring of management as to actual and potential litigation and claims
d) reviewing correspondence with HMRC, relevant regulator and the company's legal advisors as considered necessary.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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

Use of our report
This report is made solely to the 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 to 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.

TC Group

Lucy Filer FCA (Senior Statutory Auditor)
for and on behalf of TC Group

Statutory Auditor
Office: Christchurch

18 October 2022

COMMUNITY ACTION NETWORK

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
Income and endowments from:					
Donations and legacies	3	487	400	887	15,269
Charitable activities	4	689,977	4,452,989	5,142,966	536,563
Other income	6	1,056	-	1,056	1,179
Total income		691,520	4,453,389	5,144,909	553,011
Expenditure on:					
Charitable activities	7	498,360	194,228	692,588	493,174
Net incoming resources before transfers		193,160	4,259,161	4,452,321	59,837
Gross transfers between funds		(7,057)	7,057	-	-
Net income for the year/ Net movement in funds		186,103	4,266,218	4,452,321	59,837
Fund balances at 1 April 2021		428,673	57,612	486,285	426,448
Fund balances at 31 March 2022		614,776	4,323,830	4,938,606	486,285

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.

COMMUNITY ACTION NETWORK

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Current assets					
Debtors	**12**	51,780		57,604	
Cash at bank and in hand		4,932,195		456,206	
		4,983,975		513,810	
Creditors: amounts falling due within one year	**13**	(45,369)		(27,525)	
Net current assets			4,938,606		486,285
Income funds					
Restricted funds	**14**		4,323,830		57,160
Unrestricted funds					
Designated funds	**15**	112,515		148,750	
General unrestricted funds		502,261		280,375	
			614,776		429,125
			4,938,606		486,285

The financial statements were approved by the Trustees on ....28/9/22.....

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Ms H Walker - Chair
Trustee

Company Registration No. 04024662

COMMUNITY ACTION NETWORK

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Cash flows from operating activities					
Cash generated from operations	20		4,475,989		20,482
Net cash used in investing activities			-		-
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			4,475,989		20,482
Cash and cash equivalents at beginning of year			456,206		435,724
Cash and cash equivalents at end of year			4,932,195		456,206

1 Accounting policies

Charity information

Community Action Network is a private company limited by guarantee incorporated in England and Wales. The registered office is Beech House, 28-30 Wimborne Road, Poole, BH15 2BU.

On 4 November 2019 the charity renamed from Bournemouth Council for Voluntary Service to Community Action Network.

1.1 Accounting convention

The financial statements have been prepared in accordance with the Community Action Network'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)" (as amended for accounting periods commencing from 1 January 2016). The Community Action Network is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the Community Action Network. Monetary amounts in these financial statements are rounded to the nearest pound.

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 Community Action Network 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 unless the funds have been designated for other purposes.

Designated funds are unrestricted funds which have been earmarked for a particular purpose, within the objects of the charitable company, by the Trustees.

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.

1.4 Incoming resources

Income is recognised when the Community Action Network 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.

VAT is accounted for on income where the charity is supplying a service subject to VAT.

Cash donations are recognised on receipt. Other donations are recognised once the Community Action Network has been notified of the donation, unless performance conditions require deferral of the amount.

1 Accounting policies **(Continued)**

Legacies are recognised on receipt or otherwise if Community Action Network 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.

1.5 Resources expended

All expenditure is classified under the Charity's principle categories of charitable and other expenditure and all by the type of expenses.

Where applicable expenses are net of VAT.

1.6 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.

1.7 Financial instruments

The Community Action Network 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.

1.8 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 Community Action Network is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.9 Retirement benefits

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

1.10 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

1.11 Taxation

The charity is considered to pass the tests set out in paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for the UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively for charitable purposes.

2 Critical accounting estimates and judgements

In the application of the Community Action Network'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 main critical accounting estimate requiring judgement is the split of income between restricted and unrestricted funds, the charity carefully consider the purpose, along with the terms and conditions over any income received in the year.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Total
	2022	2022	2022	2021
	£	£	£	£
Donations	487	400	887	15,269
For the year ended 31 March 2021	185	15,084		15,269

During 2021 Community Action Network received a one off donation of £15,084.

4 Charitable activities

	Charitable Activities 2022 £	Charitable Activities 2021 £
Income from charitable activities	5,142,966	536,563
Analysis by fund		
Unrestricted funds	689,977	389,757
Restricted funds	4,452,989	146,806
	5,142,966	536,563

Included within charitable activities is a NHS grant for £4,428,450 (2021 - £69,250). £338,370 relates to income received under service contracts.

5 Service Contract

Community Action Network received the following income in relation to service contracts during the 2022 year:

BCP - £97,050

This is split as follows:

- £2,750 Young Volunteer Workshop Autumn Term- through October 2021
- £300 Volunteering Consultation Workshop session 09/11/2021
- £94,000 CAN Wellbeing Collaborative

Dorset Health Care - £197,536

- Provision of Volunteers for Covid Vaccinations

Medicine Clinic Ltd - £334

- Provision of Volunteers for Covid Vaccinations covering 1st to 30th June 2021

NHS Dorset CCG - £43,450

This is split as follows:

- £8,250 for NHS Volunteer responder scheme
- £7,200 to support vaccination programme
- £23,000 addressing vaccine inequalities program
- £5,000 embedding the voluntary community and social enterprise (VCSE) Sector within Integrated Care Systems (ICS) 2021/2022

6 Investment income

	Unrestricted funds	Total
	2022	2021
	£	£
Bank interest	1,056	1,179

7 Charitable activities

	2022	2021
	£	£
Staff costs (see note 11)	568,157	375,310
Volunteer expenses	(1)	-
Post, stationery and photocopying	3,983	7,446
Subscriptions and publications	1,985	1,789
Telephone	5,377	5,184
Insurance	4,117	5,463
Advertising	500	500
Travel and subsistence	9,969	3,229
Rent	16,232	15,686
Refreshments	470	377
Premises expenses	16,005	3,034
IT support & financial management	21,968	17,263
Volunteer uniform	-	6,344
	648,762	441,625
Grant funding of activities (see note 8)	500	41,760
Share of support costs (see note 9)	16,195	5,496
Professional fees	27,131	4,293
	692,588	493,174
Analysis by fund		
Unrestricted funds	498,360	330,478
Restricted funds	194,228	162,696
	692,588	493,174

8 Grants payable

	Total 2022	Total 2021
	£	£
Grants payable	500	41,760
	500	41,760

9 Support costs

	2022	2021
	£	£
Accountancy fees	2,568	689
Trustee expenses	463	215
Payroll administration costs	2,181	2,192
Filming/ Promotional costs	4,483	-
Audit/Independent examination	6,500	2,400
	16,195	5,496

Governance costs includes payments to the auditors of £6,500 for audit fees, 2021 (£2,400 for independent examination fees).

10 Trustees

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

During the year £222 (2021 - £215) of expenses were reimbursed to Trustees.

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
	18	13

Employment costs	2022 £	2021 £
Wages and salaries	561,723	372,242
Staff training costs	6,434	3,068
	568,157	375,310

Included in the above are social security costs of £40,873 (2021 - £25,802).

No employees received remuneration of greater than £60,000 in the current or previous year.

The full time equivalent of staff as at March 2022 was 18.

Total remuneration of key management personnel during the year was £105,987 (2021: £99,796) and employers pensions £4,716 (2021: £4,854). Pension contributions were paid to 30 (2021: 19) staff under a defined contribution scheme.

Volunteers

Our CAN Community Volunteers are at the heart of everything we do. Throughout 2021/2022, volunteer kindness enable us to go beyond what we ever thought possible. Our volunteers responds with true courage and compassion to be there for patients, families, communities and our NHS. CAN community Volunteers is the main support for vaccination programme as marshals. We also deploy them ad-hoc to help in one off emergency asks, for example when refugees arrived in Bournemouth our volunteers helped to sort clothes donations.

The volunteers contributed 72,304 hours for the vaccination programme alone during the year.

12 Debtors

Amounts falling due within one year:	2022 £	2021 £
Trade debtors	46,136	50,371
Other debtors	-	141
Prepayments and accrued income	5,644	7,092
	51,780	57,604

13 Creditors: amounts falling due within one year

	2022 £	2021 £
Other taxation and social security	27,057	-
Trade creditors	6,843	687
Other creditors	174	7,374
Accruals and deferred income	11,295	19,464
	45,369	27,525

Included within accruals and deferred income is £3,224 (2021 - £4,462) of funds held on behalf of other organisations.

14 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			
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Voluntary Youth Project	182	-	(16)	-	166
Voluntary Sector Reps	7,536	-	(6,287)	-	1,249
Donation to local community groups	1,001	-	-	-	1,001
A Good Life	16,078	26,065	(42,143)	-	-
Poole Voluntary Service Fund	9,216	-	-	-	9,216
Asdan	40	-	-	-	40
Awards For All	445	5,000	(5,092)	-	353
Home First	21,485	-	(23,203)	1,718	-
Voluntary Youth Work	1,086	-	(1,086)	-	-
Yours Sincerely	543	6,400	(2,454)	-	4,489
Steps Forward	-	8,000	(13,339)	5,339	-
Trusted Voices	-	27,000	(27,000)	-	-
Volunteer Vaccination Champions	-	28,000	(23,355)	-	4,645
Dorset Wellbeing Hub	-	4,300,000	(2,706)	-	4,297,294
Young Volunteer Workshop	-	3,050	(1,729)	-	1,321
Bounce Back	-	49,874	(45,818)	-	4,056
	57,612	4,453,389	(194,228)	7,057	4,323,830

14 Restricted funds **(Continued)**

Voluntary Youth Project

Grant funding to build the capacity of voluntary sector youth work organisations.

Voluntary Sector Reps

Grant funding to support advocacy and representations on a wide range of partnerships.

Donation to local community groups

This was funds received into CAN to be distributed to small charities/ community groups as specified by the owner.

A Good Life

It was our ambition to nurture and hand over this work for onward progression to a local charity. In December 2021, having worked closely with The Lottery, Prama Life took over the project. Both staff decided not to move with the project.

Poole Voluntary Service Funds

Funding for supporting specific Poole based projects.

Awards for All

Grant funding to support volunteers helping vulnerable people.

Home First

Funded by NHS Dorset CCG. A short project to focus on the role of VCS to enable community resilience and hospital discharge.

Voluntary Youth Work

Funding to develop the capacity of voluntary sector youth work organisations and youth volunteers across BCP.

Yours Sincerely

A Project supporting young pen pals corresponding with socially isolated and lonely older people.

Steps Forward Volunteering

Funded by ESFA. A short learning program focused on volunteering.

Trusted Voices

Funded by Public Health Dorset. A project to better cascade information about covid and vaccinations to communities that have been underserved by general public health communications.

Volunteer Vaccination Champions

Funded by NHS Dorset CCG. Volunteers in the community helping people make an informed vaccination choice and delivering training to professionals to better enable them to inform people they are working with.

14 Restricted funds **(Continued)**

Bounce back
Funded by BCP Council. 9 month project to support financial viability of local charities and community group post covid.

Dorset Wellbeing Hub
Funded by NHS Dorset CCG. An innovative collaboration bringing together the local community, led by volunteer and community sector, working in partnership with our NHS and Council colleagues, to co-create firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. We are strategic partners with CCG and are holding funds as we work with them and other partners to develop an expression of interest to deliver the hubs further. A budget/spend has been agreed between CAN and the CCG to cover our initial costs.

Young Volunteer Workshop
Funded by BCP Council. Short piece of work to establish nature and eagerness of young people to volunteer.

15 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			
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Org development	63,890	-	(25,652)	-	38,238
Project development	53,419	-	(1,554)	-	51,865
Volunteer coordinator	31,441	-	(9,705)	-	21,736
Training	-	856	(180)	-	676
Office Move	-	13,000	(9,383)	(3,617)	-
	148,750	13,856	(46,474)	(3,617)	112,515

Organisational Development
Funds from our reserves have been utilised to fund a Partnership Management role. Estimated expenditure date for this project is March 2023.

Project Development
Funds from reserves have been utilised to build capacity and contribute to improve productivity and sustainability of the organisation. Estimated expenditure date for this project is March 2023.

Volunteer coordinator
Funds from our reserves have been utalised to fund a Volunteer Cordinator role. Estimated expenditure date for this project is March 2023.

Training
Income received from training events to be utalised to fund training expenses. Estimated expenditure date for this project is March 2023.

Office Move 2021
Funds from Core have been utalised to facilitate the move to new office premises.

16 Free Reserves Allocated 2022/23

Of the unrestricted reserves of the following has been allocated internally for the year ended 2023:

Funding Advisor £35,000
The role is fixed term role for 2 years.

Office Co-coordinator £53,126
The role is fixed term role for 2 years.

Salary Uplift £10,000
Staff salary review, should there need to be an increase in salary.

Social Media/Marketing £20,000
Commission a social media/marketing company to support us and the sector in better engaging and 'marketing' our work

Sustainability Fund £123,032
Free reserves to sustain CAN for 3 months while alternative support for VCS is put in place, should our CORE funding cease.

Contingency Fund £45,000
Cover in line with Reserves Policy for the long term sickness, maternity/paternity leave. Unexpected equipment and capital costs.

Core £135,959
To cover core expenses

CAN Wellbeing Collaborative £4,170
To cover the budge costs

NHS DHC Vaccination Programme £9,892
Volunteer travel and subsistence fund

17 Analysis of net assets between funds

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Fund balances at 31 March 2022 are represented by:				
Current assets/(liabilities)	614,776	4,323,830	4,938,606	486,285
	614,776	4,323,830	4,938,606	486,285

18 Operating lease commitments

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

	2022	2021
	£	£
Within one year	17,291	-
Between two and five years	34,582	-
	51,873	-

19 Related party transactions

There were no related party transactions during the year, other than those disclosed in the Trustees note.

20 Cash generated from operations

	2022	2021
	£	£
Surplus for the year	4,452,321	59,837
Movements in working capital:		
Decrease/(increase) in debtors	5,824	(46,468)
Increase in creditors	17,844	7,114
Cash generated from operations	4,475,989	20,483

Community Action Network

England & Wales - Charity number 1081381

Accounts

Charity Registration No. 1081381

Company Registration No. 04024662 (England and Wales)

COMMUNITY ACTION NETWORK

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

tc accounts · tax · legal · financial planning

26-32 Oxford Road
Bournemouth
Dorset
United Kingdom
BH8 8EZ

COMMUNITY ACTION NETWORK

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COMMUNITY ACTION NETWORK

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr P Tarrant	
	Rev P Broad	
	Ms D Clifton	
	Ms H Walker	
	Ms Z Bradley	(Appointed 5 August 2020)
	Ms P Sharp	
	Mr E G Sosseh	(Appointed 4 November 2020)
	Ms L E Jump	(Appointed 4 November 2020)
	Ms S J Dexter	(Appointed 9 December 2020)
Secretary	Mr S J Place	
Charity number	1081381	
Company number	04024662	
Principal address	Boscombe Link 3-5 Palmerston Road Bournemouth Dorset BH1 4HN	
Registered office	Boscombe Link 3-5 Palmerston Road Bournemouth Dorset BH1 4HN	
Independent examiner	TC Group 26-32 Oxford Road Bournemouth Dorset United Kingdom BH8 8EZ	

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

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 Community Action Network'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)" (as amended for accounting periods commencing from 1 January 2016)

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:

Trustees

Mr P Tarrant	
Mr P Payne	(Resigned 2 July 2020)
Rev P Broad	
Ms D Clifton	
Ms M Munroe	(Resigned 9 October 2020)
Prof K Popple	(Resigned 4 November 2020)
Ms H Walker	
Ms Z Bradley	(Appointed 5 August 2020)
Ms P Sharp	
Ms E Lee	(Resigned 16 June 2020)
Mr E G Sosseh	(Appointed 4 November 2020)
Ms L E Jump	(Appointed 4 November 2020)
Ms S J Dexter	(Appointed 9 December 2020)

Staff

Amy Collins	Volunteering Development Lead
Liz Cooper	Partnerships Development Worker
Kevin Eaton	Finance Officer
Dani Ford-Horne	Youth Development Worker
Robynne Jones	Programme Coordinator (A Good Life)
Emma Lee	Partnerships Manager
Lea Hampton	Partnerships Manager - Resigned
Amy Leyland	Volunteering Development Lead
Steve Place	Senior Advisor
Karen Loftus	Chief Executive
Courtney Moody	Business and Administration Apprentice
Claire Pickard	Volunteering Coordination (A Good Life)
Steve Place	Senior Advisor
Hannah Rees	Partnerships Development Worker
Nick Rowe	Media and Communitcations Officer - Resigned
Liz Soffe	Volunteering Coordinator
Theresia Ullrich	Intern - End of contract
Sarah- Jane Woods	Project Officer - Research & Development (Home First)

Volunteers to Stop Covid temp team

Louise Harfield	Senior Volunteer Coordinator
Mia Hargreaves	Senior Volunteer Coordinator
Laurence Ludlow	Recruitment and Deployment Officer
Sandra Prudom	Senior Volunteer Coordinator
Patrick Salmon	Senior Volunteer Coordinator

Bankers:

Co-operative Bank
Charities Aid Foundation
Virgin
United Trust Bank
Shawbrook

Community Action Network

Is a company limited by guarantee and we are governened by our Articles of Association.
The Trustees present their report, together with the accounts for the year to 31 March 2021 which have been independently examined.

Objectives and activities

1. Structure, Governance and Management

The organisation was set up in 1972 as Bournemouth Helping Services and subsequently registered as a charity. It became a charitable company limited by guarantee on 30th June 2000 and became an accredited Council for Voluntary Service. It changed its name to Bournemouth Council for Voluntary Service (BCVS) in the same year. It adopted a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company winding up, members may be required to contribute an amount not exceeding £10.

In 2019 Poole Council for Voluntary Service merged into Bournemouth CVS. On 29 March 2019 a Deed of Transfer was signed by both organisations to transfer the assets of Poole CVS to Bournemouth CVS and the merger of the two organisations was confirmed. Further it was agreed to trade as Bournemouth and Poole CVS, from 1 April 2019. In August 2019 at a special meeting of members, it was agreed to change the name to Community Action Network.

Community Action Network is a member of the National Association for Voluntary and Community Action (NAVCA) and holds their Quality Standard which is the national quality award for Councils for Voluntary Service.

Membership is now free and open to all local voluntary and community organisations providing a service in the Bournemouth, Christchurch or Poole area. Affiliate membership is open to organisations operating outside of the area, or that are part of the public sector. Full details and membership of CAN are on our website www.can100.org

Managing risk - The Trustees have conducted a review of the major risks to which the charity is exposed. Where appropriate, systems or procedures have been established to mitigate any impact they may have on the charity. Financial risks are minimised by the implementation of internal control procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the premises. The Chief Executive presents a Health and Safety Report to Trustees on an annual basis. Policies and procedures are regularly reviewed to ensure that they continue to meet the needs of the charity.

Our 'Together We CAN' strategic plan has been reviewed and updated by Trustees. An annual implementation plan is closely monitored by Trustees. Trustees have referred to the Charity Commission's general guidance on public benefit in drawing up the plan. In particular, the Trustees have considered how activities contribute to our mission and charitable objectives.

Membership of the Board - members of the Board are nominated and elected by the membership at the Annual General Meeting. One third of the directors retires each year by rotation and is eligible for re-election. There is a maximum of twelve places on the Board. Five of those places are available for co-opted members who are recruited for specific skills. Co-opted members must be appointed each year on an annual basis. The full Board, which had nine members at 31 March 2021, meets at least five times a year. A Finance Committee meets at least three times a year to ensure financial accountability and to enable more detailed planning to take place. All members of the Board give their time voluntarily and received no benefits from the charity during 2020/21. Any expenses reclaimed from the charity are set out in the accounts.

Trustee induction and training - the company secretary provides all new trustees with copies of key documents on joining the Board and arranges a meeting to go over key policies, procedures and agreements (e.g. confidentiality, register of interests). An existing Trustee is offered as a 'buddy' to be available for the new Trustee to seek information and advice on the operation of the Board and CAN. Meetings with key staff are set up for new Trustees so they can obtain a better understanding of the day to day work of CAN. All Trustees are encouraged to attend events and activities to maintain up to date knowledge of current services. All Trustees are offered access to appropriate training, including attending CAN's Being a Charity Trustee.

2. Strategy and vision

We have a strong and recognisable vision and mission that informs our work. Our **vision** is for Bournemouth, Christchurch and Poole to be places where strong, healthy, diverse and vibrant communities flourish.

Our mission to achieve this vision is to **EMPOWER** the voluntary sector - **ENABLE** volunteering - **INVOLVE** communities. This is our ultimate purpose. It defines what we aim to achieve every day, through every decision we make.

3. Covid-19

The Coronavirus pandemic, Covid-19, took hold in March 2020, the first lockdown and all the implications started on the 17th March 2020. Although not in full lockdown at the time of writing this report, we are still dealing with a pandemic, considering how we can support our sector and work collaboratively through recovery and reset, deliver our usual services and plan for an uncertain future.

Operational impact

CAN has been at the heart of the community response to Covid-19, working with BCP Council and our VCS colleagues to support the # TogetherWeCan effort to help people needing to shield and other vulnerable people, families and communities. We recruited and supported over 3,000 people to volunteer.

We also acted as an advice and knowledge base on all aspects of volunteering and the voluntary sector for new and existing organisations throughout the pandemic. We offered 1:1 support and developed a Covid19 webpage to provide information about services on offer, funding and celebrating successes of local community and voluntary efforts.

We were able to quickly and efficiently move the staff team to home working, as we already had the tools (laptop and smartphone) in place. We adapted well to new ways of working, utilising Teams extensively and purchasing Zoom capability. At the time of writing the team remain based at home, we will be reviewing our position in line with new government guidance.

Volunteer to stop Covid-19

Supporting the vaccination roll out has had a significant operational impact, requiring us to recruit and re-deploy staff. We have ensured funding in place to cover these costs.

Our contract with NHS Dorset HealthCare to support the programme at the BIC from Jan 2021 has been extended to September 2021. We continue to support six community sites funded by Dorset CCG and are proud to be NHS England Standard Operating Procedures compliant.

We have recruited and trained over 2,000 volunteers into the team.

We are the only large scale site in the country to offer volunteering opportunities to 16-18 year olds – currently nearly 100 young people have joined the team.

Police lateral flow testing

We supported, with volunteers Dorset Police to lateral flow test their staff at Bournemouth and Winfrith sites. The scheme was short lived as there was a change of policy with self-testing now available.

4. Activity and impact

EMPOWER the voluntary sector mission

- improving quality and governance of VCS organisations
- supporting growth and sustainability of VCS organisations
- sustaining and developing CAN as a strong umbrella infrastructure charity

To achieve this we will:

- provide expert advice and guidance
- deliver and facilitate high quality training
- recruit and support a strong board of trustees to oversee the effective running of the charity, and ensure we have excellent operational processes in place

EMPOWER the voluntary sector headlines:

Provided one to one support for 255 organisations - up 74 from last year

97.5% satisfied or very satisfied with our support.

- 81% said we had improved their governance a great deal or a lot
- 67% said we had improved their management a great deal or a lot
- 70% said we had improved quality a great deal or a lot
- 66% said we made their organisation more sustainable a great deal or a lot

Between April and September (when funding withdrawn) worked with youth organisations to attract £32,250 additional funding

Grew our Trustee network to 137 with the majority telling is our support had increased their knowledge and confidence in the role

Improved quality through training over 200 people – the majority report a positive increase in their skills and knowledge

Reviewed and developed the diversity of perspective on our board to ensure we are representative of the BCP community'

Impact report

Supporting collaboration

We collaborated with, and supported, the National Citizenship Service on their summer programme for local 15 & 16 year old's by working to identify and develop five young people friendly projects including repainting the rooms at Portfield Community Centre. "Your help with charities has been priceless for us, thanks again!".

Following identified need for additional wellbeing checks and peer support for voluntary youth workers, particularly during Covid, we co-delivered online sessions to support improved mental health and wellbeing of the youth workers. with 'WIRED', a local community interest company. Although funding for this specific area of work has been lost we continue to support this work. "This meeting is fantastic! Collaborating is key to empowering and strengthening successful decision making and offering a fuller service. The next meet is already in my diary!"

Covid has had a significant impact on children's education - CAN are supporting. We've been working with a local parent and school governor to develop a plan to engage, enthuse and equip the community to put on a Children's Literacy Festival for Key Stage 2 children in local schools. The festival will consist of author visits to schools that sign up, an immersive walk through experience based on the book the Lion, the Witch and the Wardrobe, a Grand Book Exchange (where children receive a Festival Voucher which can be exchanged for a good condition second hand children's book at a number of pop up shops), plus other events, activities and competitions. They approached us for advice about setting up a charity to fundraise and run the event. We advised them about the process but strongly advised that looking to work with an existing local charity may be a good way forward. Due to our support and intervention, they are now partnering with Bournemouth YMCA who will bring their expertise, knowledge and reputation to support a funding bid to co-create a Festival in 2022. The organisers will also be reaching out to other local groups we suggested to explore how they can work together. "The advice received enabled me to contact and partner with local literacy charities in planning a Key Stage 2 Literacy Festival for schools in the BCP area."

Gathering and acting on feedback

Our annual survey showed that 22 groups (71% of those who responded) said CAN helped with increased collaboration with just under half saying this was as a result of our work. Our work as described in the Involve Communities section very much supports these findings.

Health and Wellbeing

We supported 54 groups that have a health and wellbeing focus, 15 being newly formed. For example - STAR Recovery is a new charity building on work carried out by Faithworks Wessex to develop a quality standard, training and support for churches that want to run services for vulnerable people, initially those recovering from addiction. We worked with them to agree a constitution, make the application for charity status (which was successful) and develop a range of policies. "We have now become a registered charity, have a great team of trustees and will be looking to employ people in the near future, with the launch of STAR nationally in January 2022. It has helped to really establish the charity well and with good foundations so will help all involved – you were so unbelievably helpful in every aspect."

Helping organisations working with young people to adapt and grow – We provided expert advice and guidance to 57 organisations working with young people; 107 requests actioned through face to face meetings, emails and phone calls. This included for example:

- A new group providing opportunities for NEET young people in the Bournemouth area
- The Powerhouse's new youth mentoring scheme

- Citygate church through their reopening
- Ansbury new NEET project in Boscombe.

We completed our evaluation work for Ansbury on their Face Forward programme (ESF and National Lottery Community Fund) working with 15-24 year old NEETs and linked the findings and issues identified at national level: “Many thanks for your commitment to Face Forward and your hard work on this evaluation. It is very much appreciated.”

Improving quality

We helped improve practice through our support and advice to 144 groups (of which 37 were newly forming, 54 with health and wellbeing focus and 9 BAME) across BCP. This was via 608 interactions by phone, e-mail or face to face ranging from 15 mins to a total of 32 hours each over 12 months.

Setting up a new charity can be a minefield – we worked extensively to achieve 5 successful charity applications and 1 CIC. Of the groups we worked with:

89.5% reported they were very satisfied and 8% satisfied
81% told us our support had improved governance a great deal or a lot
67% improved management a great deal or a lot
70% improved quality a great deal or a lot
66% felt their organisation was more sustainable a great deal or a lot as a result of our input.

“We have had a significant increase in volunteers, our trustee committee has grown by one and paid staff has increased from 3 part-time staff in March 2020 to 8 part-time staff currently. We have also had an 80% increase in referrals into our services from last year.”
“We were able to adjust our business plan accordingly and were made aware of several things we needed to put in place. It helped increase our understanding of employment/volunteer issues and gave us better governance as a result.”
“I have the correct people in place and structure to really help make a difference.”
“Smooth closure process of our CIO”
“We've extended the reach of our charity into Poole and Christchurch, potentially doubling the number of beneficiaries and open spaces we can support.”

Setting up a new charity can be a minefield- we worked extensively to achieve 5 successful charity applications and 1 CIC. We advised a new organisation, Youth Empowerment Platform (YEP) in their application for charity status. This is a BME led group that is working with BME young people and in particular trying to divert them from anti-social behaviour through youth/group work. We advised on a constitution and application to the Charity Commission which was successful. Subsequently ran a session for their trustees on roles and responsibilities and interpretation of their constitution. “I did not know the right wording to use for the application and had taken it for granted. However, when I was recommended to contact you, it changed everything. You supported me with tiding up the constitution, especially with clarifying objects & purpose. You then supported me with the actual application which I found some sections really difficult to put the right information. You were there 100% all the way, even when Charity Commission returned the application. I was nearly giving up but when you looked at the questions you guided me with the right responses leading to the successful registration. To be honest it wouldn't have been a success without your help, so much appreciated.”

Supporting access to training
Covid-19 lockdown resulted in us looking at new and innovative ways of delivering training.

Webinars: We developed a range of webinars covering, returning to work, redundancy, employment contracts, recruitment and HR policy checklist. These were attended by a total of 60 people from local groups – the majority of which reported an increase in confidence.

Participants were asked what they would do differently following the course:
"Review HR and other policies and procedures. A job that has been on the to do list for a long time."
"Have performance management processes in place for a new employee's probation period."
"Do more research into corporate donors and high net worth individuals by reviewing the rich lists etc."

Communication and supporting the sector
Our weekly e-mail updates to members are positively received and cover changes to legal and good practice including advice on Covid related matters of opening, HR and service delivery.

Supporting voluntary youth projects
– our work stopped in the main in December 2020 due to loss of funding. But up until then we:

- sent 30 e-alerts to voluntary groups supporting young people about training and funding opportunities
- sent 21 e-newsletters to 56 registered voluntary youth projects and 48 statutory/VCS groups, included information about guidelines for supporting young people and sessions through the pandemic, online resources for young people, supporting mental health and funding available. We included special reports on Covid guidelines and risk assessments (with template documents collected and shared to the sector), QR Codes for youth groups and track and trace. 74% said it was useful or very useful, saying our communications provided up to date and authoritative information, updates and are a one stop shop of information.

"It's so valuable to keep in the loop about other things going on in our area of work. Sometimes churches can be a bit insular and 'forget' we're part of a big network all aiming to support young people but it's so important we all work together." and "They provide informative information to funding opportunities, networking and general awareness of youth sector within BCP."

Gathering insights - 23 local youth groups completed our annual survey, a 53% response rate. 100% of the groups we worked with found our support helpful, 87% stated our face to face support was very useful. Over 75% of the groups that responded rated the overall project as good and 78% felt the work raised their awareness of other services and support, in particular feeling more connected and knowledgeable about what other youth groups and organisations were doing.

"Over the last year we have had support about delivery of youth work through Covid, providing training opportunities and linking us with other organisations."
"It has really helped to link us to other organisations. For example, I met people from The Colourworks Foundation, who ran virtual sessions for our young people. The feedback from young people was fantastic."

Getting to grips with Zoom
Session to help 13 local groups better understand how to effectively utilise Zoom to work creatively and interactively with young people.

SEN training for Youth Workers
Young people with SEN worked with us to design and deliver SEN training to 12 youth workers

Developing high quality leadership and governance
Volunteer trustees are the life blood of the voluntary and community sector – we work to ensure they are supported and trained to provide essential governance by delivering:

- Our Trustee e-network has 137 members and we sent 4 e-alerts
- Virtual training – attended by 35 volunteer trustees, with the majority telling us our support had increased their knowledge and confidence in the role.

When asked what they will do differently after the course:
"Engage more with process of being a trustee, rather than being a volunteer. Question others - can we do this better?"
"Be more aware, ask more questions, review and implement trustee information packs for new trustees"
"Feel more confident to speak out when things are not understood or to express views without feeling embarrassed, awkward or challenging"

- Bespoke trustee training provided to 8 trustee boards

"Thank you so much for today, was very useful."

"Many thanks for today I feel a lot more confident about how to move forward"

- A webinar with charity lawyer regarding governance issues and Covid, attended by 17 groups
- A presentation about governance issues related to Covid at Ward Goodman's virtual Dorset Charity Conference, attended by 68 people

Supporting growth and sustainability

- Weekly Funding Updates to our members based on What Funds alerts from BCP Council plus some other opportunities.
- Local Covid emergency funding opportunities were advertised on CAN website and using e-mail alerts.
- Place on BH Coastal Lottery Grants panel. Three rounds awarded a total of £37,111 in grants to 27 groups.
- Worked with Fundraising Academy based at BU who ran a pilot webinar in February 2021 about researching large donors which was attended by 14 people with good feedback.
- Supported at least 21 groups with advice on income generation including Friends of Canford Cliffs Library on a successful funding bid:
- "I had wonderful news yesterday that our application for the CIL funding for the extension of the Canford Cliffs Library conservatory community room has been approved. Thank you so much for taking the trouble to write in support of this earlier. We really are most grateful"
- Survey of voluntary youth groups showed that it helped 7 groups attract £32,250 including a £25,000 grant from the National Lottery.
- Support was given to Sovereign Housing to advertise their fund for youth organisations, 3 groups including AIM Community applied.
- Worked with Bournemouth Water to identify community groups that would benefit from their donation of £15,083. In total 16 organisations were awarded pots of money ranging from £305 to £1,083.
- Held funds totalling £4461.50 on behalf of Sandbanks Neighbourhood Forum, Bi-polar Support Group who could not hold the funds themselves, and for Hurting to Healing who closed down.

Resource donation and loan scheme, working well despite Covid restrictions reducing supply and ability to collect itemss- over 100 items re-homed.
Over 60 items of office furniture and equipment - 17 items of assorted stationary and over 30 unusual items including a pool table, a games console and a toolbox to charities and community groups in BCP.

Sharing good practice for youth workers
12 youth workers attended SEN training, designed and delivered by young people with SEN from The Chatterboxes.

Peer support for youth workers – The 'Lets' Connect' meetings for voluntary sector youth workers have been well attended and despite losing funding to support these CAN has decided to continue them:
"It was great to have a space to share with other likeminded people locally what's going on for your young people, particularly in the current climate. As someone who is generally a 'lone worker' it's vital to have that space to connect."
"Enable me to connect with other organisations, hear how they are during these challenging times of Covid, ways that they were working online with young people and be inspired."

Sustaining and developing a strong and proactive CAN Board of Trustees
Our Board of Trustees continues to grow and develop. They provide scrutiny, stretch and support to the Chief Executive. Trustees also undertook a review of the demographics of the board to further develop a diversity of perspective. This resulted in the recruitment of three new members who bring a different and diverse range of experience and talent to CAN.
The Board also:

- Carried out a skills audit to identify any training needs
- Undertook a review of delegated responsibilities
- Reviewed our Risk Register
- Reviewed and updated our Complaints Policy – now Compliments and Complaints Policy
- Reviewed our vision and mission
- Assessed if we are 'living our values' – fully agreed that we absolutely are
- Reviewed our recruitment and induction policies and processes
- Reviewed and agreed our updated Personnel Policy and all related policies
- Reviewed and agreed our updated Equality and Diversity Strategy and action plan (now a standing agenda item) and appointed a lead Trustee.
- Agreed an overarching safeguarding policy to ensure CAN protects the safety of all who come into contact with it and more detailed policies for working with under 18s and adults at risk
- Provided strategic advice and sought assurance on our contract with Dorset HealthCare volunteer to stop covid programme
- Approved investment on new staff posts
- Held a short 'business only' virtual AGM for members.

Our Board of Trustees continues to grow and develop. They provide scrutiny, stretch and support to the Chief Executive. They scored themselves with 8 out of 10 for how well they supported and challenged the Chief Executive over the past year and 9.2 out of 10 for their degree of satisfaction with the operational work of CAN.

Covid made it difficult to have physical meetings however the Board made a smooth transition to the use of virtual meetings and the Board have decided that in the future they will continue to have some of their meetings virtually.

Finance – A Finance Committee oversees the accounts and budget. Accounts have been presented to Trustees who are assured we are financially sound and on budget.

CAN Organisational development – an experienced Trustee undertook a root and branch review of our recruitment and induction policies and processes. This resulted in a series of recommendations that the staff team actioned and took forward to ensure we have a high quality and robust process.

Quality assurance - NAVCA QA achieved, and our submission being used as an example of good practice nationally.

Staff recruitment:
With new projects and a growing portfolio, we recruited new staff this year:

- Programme Coordinator – A Good Life
- Four Senior Volunteer Coordinators and a Recruitment and Deployment Officer to support the volunteers at the vaccination site at the BIC and beyond
- A Volunteering Coordinator to work in the Enable Volunteering team growing the Volunteering Hub and promoting volunteering
- Partnerships Manager to head up the Involve Communities team
- A Project Officer to lead on the Home First VCS project
- Business and Administration Apprentice- this is a new role for CAN and was developed working with the support of Bournemouth and Poole College.
- Welcomed an international intern to help with administration.

Core Team

- Business and Administration Apprentice – this is a new role for CAN and was developed working with the support of Bournemouth and Poole College.

We also welcomed two volunteers. One supporting our teams with social media and one supporting the 'Volunteer to Stop Covid' programme.

Planned recruitment in quarter one includes:

- Finance Officer to replace our retiring officer
- Project Officer to lead on the Health Equalities insights project
- Involvement Lead – to support increased engagement and community led development.

ENABLE volunteering mission:

- Champion the role of volunteering
- Enable people to volunteer
- Support organisations to promote, recruit, train, induct and provide ongoing support to volunteers

To achieve this, we will:

- actively promote volunteering to the public, young people and organisations
- provide a volunteering platform, which enables organisations to recruit volunteers and volunteers to access volunteering opportunities
- provide expert advice, guidance and training on all matters relating to volunteering to individuals, businesses, stakeholders and the voluntary and community sector.

Enable Volunteering headlines:
Promoted 117 volunteering opportunities for local charities and community groups and enabled 848 people to volunteer with these organisations

Recruited 3,325 volunteers to support the Error in formula ->#TogetherWeCan<- initiative

Recruited, trained, deployed and supported 1,805 people to Volunteer to Stop Covid19 at the BIC, pharmacies and GP surgeries giving over 23,600 hours of volunteering to the end of March with hundreds of hours committed going forward.

Provided peer support and expertise to 73 Volunteer Coordinators working in the VCS and Public Sector.

Supported 75 older people to feel less lonely through the A Good Life programme including the use of 23 young volunteers as Pen Pals

Impact report

Promoting the value of volunteering
We use a variety of methods to effectively communicate the value of volunteering. This year through the pandemic the majority of this has been online. People have come forward in their thousands this year to give their gift of time and CAN has been at the forefront in supporting and enabling safe and effective volunteering to make a huge positive impact on the lives of communities across the BCP are and beyond.

We are also working with BCP Council colleagues to develop a Volunteer Strategy to support and encourage volunteering across all communities.
New website – we have reviewed, rewritten and added new content for the volunteering hub section of our website this included a FAQ section for volunteers. Feedback from volunteers has been very positive.

Social media – we use Twitter to promote the value of volunteering and highlight / showcase the amazing work of our local volunteers carrying out a huge variety of tasks to help their community. We have also had a focus on the excellent work being undertaken by the CAN Volunteers at the large scale vaccination site at the BIC, with regular 'volunteer spotlight' posts from people of all ages and from different backgrounds explaining why they got involved. These posts are always well received, with numerous likes, retweets and positive comments. Drew Mellor – Leader of BCP Council commented "Great work from the local NHS and partners including the superb army of CAN volunteers."

Spotlight on volunteers – we are gathering stories and photos about local volunteers talking to us about their motivations, the benefits to them and the community, and what advice they would give to someone looking to volunteer. These stories are being added to our website / social media, used in talks and shared with the press, to highlight and value volunteering and encourage more people to come forward.CAN Volunteering Hub.

We promoted 117 volunteering opportunities for local charities and community groups and enabled 848 people to volunteer with these organisations.

22 new organisations joined our Volunteer Hub.

In total we received 848 enquiries about volunteering, this was through a number of means including registration on our online portal, by telephone, email and social media. Volunteers were signposted to various different projects that needed volunteers including those on Simply Connect, Together We Can (including Adult Social Care), Flu clinics, Covid marshals, Pharmacies to assist with delivery of medication and, even at the height of the first lockdown, to local businesses to assist with the delivery of shopping to vulnerable people.

When setting up the volunteer programme at the BIC, we set the minimum age at 16 to enable young people to get involved. To enable us to do this, we had to ensure we had the relevant safeguarding policies in place and also have signed returned parental consent forms before a young person was approved to volunteer. In total 130 young people aged 16 to 18 signed up to help, with 71 of those actively recording hours ranging from 3.5 hours (per shift) to 130.25 hours. Dorset Healthcare are now looking at ways to promote NHS careers to our young volunteers.

We worked with young people looking to volunteer and dealt with 18 enquiries about youth volunteering (April to September when funding ceased) – 6 from young people, 4 from parents, 4 from BCP Council, 3 from VCS and a business.

Our priority for last year was to really build our volunteering hub and promote the ethos of volunteering widely. Our approach had adapted to work with and around the pandemic.

Many charities, community groups and public sector services had to stop using volunteers, through lockdown. Those that were looking for volunteers for example Age UK and Prama, we were able to support to successfully recruit. This resulted in organisations being able to adapt and, in some cases, significantly increase their volunteering offer to the community.

We proactively supported over 172 organisations including Jobcentre Plus, Job Hubs, mental health support groups, Bournemouth & Poole College and Bournemouth University looking for volunteering placements, by sending details of new volunteering opportunities along with access to our online volunteering platform.

TogetherWeCan

When the first lockdown was announced in March 2020, we were approached by BCP Council to work with them on the # TogetherWeCan initiative to support people who were clinically vulnerable and having to shield.

Within 48 hours we put all the processes in place and put out a call to action to the community. Over the first weekend 1,000 local people had stepped up to help. This was a humbling experience for us all, that so many people were willing to help their friends and neighbours. We were quickly able to share details with the Council who then deployed the volunteers to support the community via their Helpline – great partnership working.

Eventually 3,325 people signed up to help, with around 1,800 being used to carry out tasks within the local community, including shopping, collection of medication, food parcel deliveries, and having 'doorstep chats.'

As our work progressed it was clear we needed volunteers that could respond at a moment's notice, so we also recruited 83 people who were willing to be 'emergency response volunteers.' – (we toyed with giving them a blue light hat but decided against it!) Our Council colleagues tell us these volunteers have been invaluable to support the most vulnerable residents often in urgent need.

We now have a pool of CAN Volunteers so were able to support a request from Adult Social Care to collect and distribute emergency food parcels, and we were also able to support distribution of PPE to carers.

Pharmacies collection of medication

During the first lockdown we worked with Public Health Dorset, the Local Pharmaceutical Committee and Volunteer Centre Dorset to identify volunteers who could help with the delivery of medication from local pharmacies. We also provided advice and guidance to pharmacies around involving volunteers. We received referrals from 15 pharmacies, and 48 volunteers were signposted to them. Two pharmacies came back to us and requested additional volunteers and we signposted a further five people to them to help.

Flu clinics

In Autumn 2020, GP surgeries approached us for volunteers to help with their flu clinic. We provided draft risk assessments, volunteer handbook, code of conduct, template emails and offered ongoing support. In total 38 volunteers were matched to cover 76 shifts across six GP surgeries. We developed a good working relationship with the surgeries e.g. Talbot Medical Centre and we were able to build on this success when offering support with the covid vaccination programme.

A volunteer told us "The role of assisting at the flu clinics went very well. I was able to help on five afternoons and we had no problems whatsoever. Relationship with all the staff was excellent and all those I worked with expressed warm appreciation. Contact with so many members of the local community was a good tonic for me as I live very close to the surgery. Refreshments midway through each session were lovely."

GP surgery said: *"All of the volunteers were brilliant & we really appreciate the support they were able to give us, as without their support would have meant on occasions, we would have been short of helpers. I would also like to thank you as well Amy as you also have been brilliant in this process."*

Supporting the vaccination roll out - Volunteer to stop Covid-19

In December 2020 we were contracted by NHS Dorset HealthCare (DHC) for 12 weeks initially, to support delivery of the vaccination roll out at the BIC, starting on 18th January 21. The requirement was for approximately 20 volunteer marshals, 12 hours a day, 7 days a week. Dorset CCG also underwrote our costs to support pharmacies and Primary Care Networks with volunteers as required.

We set up all the processes, including a comprehensive induction pack - good practice guides, task descriptions, volunteer agreements. We developed the training in partnership with DHC, commissioned an online volunteer shift booking system (Team Kinetic), and recruited Senior Volunteer Coordinators and a Recruitment and Deployment Officer, to operationally support the work, and were ready for the start on the 18th January.

We had an amazing response from the community to our previous call to action – would it be the same this time? Yes it would!

Over 2,500 people came forward and 1,805 went on to complete our mandatory training delivered by our team via Zoom – we provided one to one support to enable everyone to access the training, which was very successful. More volunteers are now being recruited and trained to sustain the effort to September 2021.

We are the only large scale site in the country to offer volunteering opportunities to 16-18 year olds, and have all the required policies and safeguarding in place, to enable over 100 young people to volunteer. Giving them an opportunity to support their community, but also an insight into a potential job as a clinician. Again, this approach is being held up nationally as an example of good practice. We're now looking with our BCP Council colleagues at how we can offer 'looked after' children the opportunity for work experience with our team at the BIC.

DHC are very happy with the service and tell us we are the "heart" of the programme. Our contract has now been extended to September. Working with DHC we have introduced rapid lateral flow testing for all our volunteers to ensure their safety and that of patients, staff and other volunteers.

We are also providing our Volunteer to Stop Covid19 service at seven community sites including Talbot Medical Centre and Wallisdown Pharmacy. We have held numerous remote meetings with each of the sites to establish their volunteer requirements including writing new role descriptions, guiding them through how to use Team Kinetic and working with them to provide trained volunteers to meet their needs.

The project has been a resounding success with **23,604** volunteer hours given between the 18th January and the end of March alone. We estimate by the end of the programme the CAN Volunteers will have given nearly 85,000 hours of their time. We are proud to be compliant with NHS England Standard Operating Procedures, and our training and processes have been held up nationally as an example of good practice.

A CAN volunteer said "I'm not a clinician so I can't help that way, but I can volunteer with CAN and play a part in history and help people get back to their lives"

Another told us "We're like a family – I have a reason to get out of bed on the morning – I'm needed, I'm helping save lives and CAN supports me beautifully"

When asked about the volunteering onboarding experience – we were told "Thank you for an excellent induction presentation on Saturday evening. I attend lots of webinars at the moment with my work but this was the best so far! Clear, professional, engaging and friendly - also no errors in the presentation - it really was excellent so please give my thanks to everyone who gave up their Saturday night to spend an hour and a half explaining to us how the volunteering will work." A member of the public told us "My husband has his vaccine here last Saturday it was pouring with rain yet those volunteers outside were helping people with a smile on their faces and inside he said it was really well organised.

Police lateral flow testing

Dorset Police brought in lateral flow testing for their staff at both the Bournemouth and Winfrith sites for which they needed volunteers to oversee the process. We put a call out for help to all our Covid Marshals and just over 200 people came forward who were willing to help and undertook the necessary online lateral flow testing training. We set Dorset Police up on Team Kinetic and advertised their shifts. Weekly contact was maintained with Dorset Police to discuss the viability of the scheme, which only ran for 4 weeks due to a change of policy with self-testing now available.

As we move (hopefully) towards recovery, we are developing the CAN Community Volunteer offer, to ensure we are ready to support the community as and when needed.

Supporting good practice in recruiting and managing volunteers by providing expert advice and guidance:

Helping new groups quickly and safely establish - Our work to ensure effective recruitment and management of volunteers was extensively called upon during the pandemic. Many new informal groups, mutual aid groups, friends and neighbours stepped up to help their community. CAN was there offering our expert advice and guidance on setting up safe and effective volunteering. As a result, new groups were established with good governance and we avoided any serious safeguarding issues.

Sustaining charities and community groups - We supported established organisations to advertise their volunteering opportunities more effectively on our online platform, through a series of one to one and online training sessions, resulting in a significant increase in meaningful and appropriate volunteering opportunities.

Developing quality improvement - Throughout the pandemic we kept in touch with volunteer coordinators, although many were furloughed. Our training and networking went online to ensure good and safe practice in supporting volunteers continued.

Delivering effective projects: A Good Life

We are mid-way through delivering 'A Good Life' programme. This is an exciting initiative designed to bring community groups, businesses and volunteers together to tackle loneliness in later life.

Funded by the National Lottery Community Fund, the programme brings together public and voluntary sector agencies including ourselves, BCP Council, Public Health Dorset, Bournemouth University, Prama, Poole Housing Partnership and Help and Care.

The programme aims to increase awareness amongst the wider community of the challenges of loneliness and social isolation that older people face, test different tools to address the need and equip community groups and businesses to identify and engage with older people, ultimately developing their own solutions to local need.

Due to the pandemic, we have adapted the programme and sought different and innovative ways to tackle loneliness in later life. this includes the introduction of:

- Telephone friendship groups
- Yours Sincerely pen pal project
- # HowAreYou social media campaign with local businesses

We are currently providing a service to 75 older people across BCP.

Telephone friendship groups - have proved to be a vital service for over 20 older and socially isolated people.

They are a partnership with other local charities and developed from the Volunteer Sub-Group hosted by CAN during the pandemic. PramaLife took out the contract with the phone company following research and collaboration by several charities. A few of these across BCP have been trialling the telephone friendship groups in order to meet the need that community coffee mornings had been fulfilling prior to the lockdown. We are sharing our findings from these groups, which have without exception been very positive, with the hope of offering this as a solution for other charities. It is believed that there is demand for this service 'post-covid' as many older people are housebound or attend very few face to face activities even in non-lockdown times. As one of the participants said recently; 'Normally I sit here talking to myself. It's nice to have someone else to talk to.'

There are three open groups for people to drop into like a coffee morning, and also three community groups using the telephone groups facility; Maritime Memories (through Poole Museum), Bourne Over 55s and The Stroke Support Group. These are all hosted by CAN.

We also facilitated with Bournemouth University a telephone session to help people engage with nature. 14 participants attended with feedback stating that it was a wonderful experience. We are working to expand the deliver more sessions in 2021/2022.

At Christmas we personally delivered small gifts to older people we have connected with. One person told us 'It was lovely - I stood talking to Robynne for a 5 minute natter. I was thrilled to bits with the parcel. I know how much organisation goes into this. It's very much appreciated.'

We are now training A Good Life CAN Volunteers to help facilitate the telephone friendship groups. We hope in the near future volunteers will also host the calls. We are also planning to train more community groups to run their own telephone friendship groups in the near future.

Yours Sincerely - is a pen pal project that invites young people and older people to write to one another to help reduce loneliness and feelings of isolation. Originally devised by young people to give "sunshine in an envelope" to older people perhaps with no family or friends and send a happy letter, card or picture through the post. CAN provides support and oversight to ensure safety for all involved.

We were able to secure additional funding from Sovereign Hosing to provide youth worker support for the young volunteers involved, this includes weekly online check in sessions with the young volunteers to discuss issues, ideas and their letters. In the sessions they also share what they have learnt about their pen pal and what to write in their letters.

A young volunteer told us - "This project is the highlight of my week. I get to work with new friends who want to make a difference like I do. It feels great to be a part of something like this, I can't wait until it's safe to meet in person the friends I have made spanning across generations."

To date 51 older people and 23 younger people take part. 125 letters have been exchanged, including a Christmas box, letters, artwork and knitted items! The young people also send handmade cards, poems and magazine articles.

When we check in by phone with the older person, 100% report the letters are making a positive difference to their lives and they all tell us 'please keep writing' – A daughter of one older person told us "My dad (86) received his first letter recently and was so animated about it. He is now corresponding with an 18-year-old who has been matched perfectly with his interests. The letter was detailed, engaging, and asked lots of questions - a great project not only to help with isolation and loneliness but also breaking down some stereotypical views between young and old and vice versa."

HowAreYou - we developed innovative ways to increase engagement with local businesses without proprietors having to donate much time and resource. We developed the # HowAreYou? social media marketing campaign that sought to find businesses that looked after their local community. The aim for the campaign was to engage with and encourage local businesses to increase accessibility to lonely and socially isolated older people by creating their own content around the # HowAreYou? hashtag. This has opened links with the Co-Op, Spar, The Fisherman Café and others in the Poole area. The content created for the campaign has seen an incredible reach across Twitter, having been retweeted and shared by a variety of high profile charities, CEO's and Councillors. A full branding kit has been developed for # HowAreYou? Along with focus group reports and how businesses can harness renewed community cohesion due to COVID. A dedicated page on the CAN website supports delivery.

Involve Communities mission

- Promote & champion the sector – increase the visibility of CAN
- Be the point of contact, reference and information for the sector locally. Identifying need and effectively communicating, developing and influencing policy
- Enable effective involvement and codesign of services, through meaningful community connection

To achieve this we will:

- actively champion and promote the work of our sector and CAN to support joined up collaborative working
- increase membership and reach – gather and share knowledge about our sector locally and nationally
- develop and deliver voluntary and community sector led engagement and networking through VCS Leaders exCHANGE and Forums

Involve Communities – headlines:

Engaged with hundreds of people and local VCS groups – 96% would recommend being members of CAN

Gathered and acted on views of the VCS through a conversational survey with 135 local groups

Supported essential public health messaging

Launched Community Hero in the Spotlight – celebrating the great work of local charities and community groups

Facilitated VCS Leaders exCHANGE - bringing leaders together to work collaboratively

Proactively championed our sector on Boards - supporting and influencing public sector service development

Developed VCS collaborations and networks

Increased our social media followers by 72%

Provided a user friendly website promoting and supporting our sector

Launched 'Spread the love' – our pledge to fight racism

Worked with system partners including the NHS, Council and VCS to consider the role of the VCS in safely discharging people from hospital and avoiding being admitted to hospital.

Impact report:

Developing engagement - Throughout 2020-2021 we have continued to increase our engagement with charities and community groups.

We want to ensure that we are representative of the community and organisations living and workingin the conurbation of Bournemouth, Christchurch and Poole. We are actively promoting membership to these groups and have been successful in building excellent links.

Our focus for engagement this year is around groups who maybe not aware of CAN, and what we offer, these include:

- Groups supporting ethnic minority communities
- Individuals of 'good will' – people within the community supporting individuals who are homeless or need food but are not part of a formalised community group
- Uniformed Groups
- Community Centres
- Primary Care Networks
- Patient Participation Groups
- Sports groups
- Faith groups.

In addition to this we have developed a Business Supporter Membership to be launched in the summer of 2021. To enable us to consolidate the work we have been developing a desirable package which engages businesses - enabling us to:

- further build on our relationships with the local chambers of trade and commerce
- champion the work of the VCS across BCP
- help leverage funding and resources for the local VCS

In May 2020 we conducted a conversational 'State of the Sector' survey. We spoke to 135 organisations, the average length of each call was 34 minutes - 27% Bournemouth, 23% Christchurch, 30% Poole, 20% Dorset wide.

- 69% told us they were still operating and/or had increased their offer
- 31% told us they were struggling to still offer support or were 'on hold'
- In total 350 staff working in the organisations, we spoke to had been furloughed, which is a significant percentage of staff
- 51% told us they were worried about future funding / sustainability of their organisation.

This reflects the national picture and was especially highlighted by organisations that community fundraise and/or rely on retail income. Some felt funding had been diverted only to Covid19 work

- 20% told us they had more volunteers during the pandemic, with over 500 people being recruited and utilised overall

- 20% told us they had more volunteers during the pandemic, with over 500 people being recruited and utilised overall
- 52% told us their volunteers were shielding, due to their age or health
- 42% told us they had changed their offer to online / virtual as a result of the pandemic, and had never been as busy, with an increased demand on their service.

The general consensus from those we spoke to was that they were keen for us to continue to champion the work of the VCS (70%) and 75% of them wanted to utilise our online volunteering platform to support their organisation.

For 2021/22 we are partnering with Dorset Community Action (DCA) to carry out a pan-Dorset 'State of the Sector' survey. We are looking to assess the impact of the pandemic across Pan-Dorset, as we are aware that many of our members work across all areas.

In January 2021 we conducted our membership survey – seeking the views of our full members on the different elements of the membership – our training offer, networking, championing and celebrating, the volunteering hub and our communications. The responses were overwhelmingly positive.

Highlights include:

- 96% of respondents would recommend being members of CAN
- An average of 86% for how well we are championing the sector
- Our training was rated at an average of 77% out of 100% on a sliding scale (100% being considered excellent, 50% being ok and 0% being poor)
- Our networking opportunities were rated an average of 84% out of 100% on a sliding scale (100% being considered excellent, 50% being ok and 0% being poor)
- 77% of respondents had been successful in finding volunteers through the CAN Volunteering Hub.

Useful suggestions and requests which will be acted upon in the coming months including:

- A virtual Volunteer Fair (planned for June 21)
- Restarting of the volunteer coordinator meetings – following a temporary pause due to Covid.
- Opportunities for partnership working (particularly in relation to funding)
- Respondents asked that we share statistics and information on the volunteering that is taking place across the conurbation.

We have continued to develop awareness of the CAN in Christchurch. We have regularly attended the Christchurch Health and Wellbeing Locality Board and we have set up a Southbourne, Pokesdown and Christchurch focussed networking webinar to encourage Christchurch organisations to engage with us.

As we move out of Covid Restrictions the aim of the Involve team is to:

- resume face to face engagement with groups on a one-to-one basis
- Attend groups and sessions our members deliver for their service users/communities – helping us to get a better understanding of what they offer and how we can support them.
- focus on developing closer links in Christchurch.

Promoting and valuing charities and community groups

In February we launched our Community Hero in the Spotlight initiative. Each month we showcase the work of a particular member organisation to share their untold stories and give them the recognition they deserve. We share press releases with our press contacts, have a monthly segment on Hope FM and promote the organisation through our website and social media.

Truth be Told were our first Community Hero in the Spotlight and in March Your Planet Doctors was our second. Both the founders of the organisations joined our Partnerships Manager on Hope FM to be interviewed by Blair Crawford and the press releases we have shared about the organisations have been published by Bournemouth Echo. Feedback from our Community Hero in the Spotlight participants has been overwhelmingly positive. Gemma Gilliard, founder of Truth be Told said "I'm so grateful for your kind words and really so encouraged that CAN selected Truth Be Told. I meant every word about your fab organisation!"

Supporting essential public health messaging

We were commissioned by Public Health Dorset to support the development of Trusted Voices in the community to help better engage with communities. The work has progressed really well with various positive outcomes including:

- the development and creation of ten 'talking heads' videos, enabling key messages to be shared with a range of communities in different languages across social media and through the Trusted Voices newsletter
- facilitation of myth busting/information sharing sessions with the Polish and Gambian communities
- regular attendance at the Health Ambassador meetings to introduce the Trusted Voices project to a wider audience
- interviewed seven local Polish residents to gather their insights and establish how communications might be better received
- attendance at numerous community group meetings to talk to individuals about the initiative

Due to its initial success, we have been asked to continue with the project for a further 6 months.

Following the success of Trusted Voices, we have been asked to partner with Dorset Community Action (DCA) and Dorset Race Equality Council (DREC) on a six month research project. The Health Equalities Project will support the gathering and analysis of local health inequalities to provide further knowledge and insight into the Dorset Integrated Care System. We want to find out the reasons why in some communities there is a lower uptake in preventative health measures and understand if we are masking any areas of hidden inequality. We start recruitment for the role in April 2021 to enable the project to start early June.

Developing collaborations and networking

The recruitment of a Partnerships Manager has further enabled development of the Involve team and the ability to enhance our networking offer.

Working with local sector leaders we have developed a Leaders exCHANGE group to better collaborate, share good practice and inform our work. The group is made up of VCS leaders from across the VCS. Priorities of the group were co-designed and challenges our members are facing were discussed including the impact of Brexit on some of the most vulnerable in our communities and funding challenges due to Covid-19. Leaders are also working with us to co-design our future forums and collaborations.

We have continued to facilitate networking and new collaborations even though opportunities have been limited due to Covid 19 restrictions. Consequently, we moved our networking online. These have been developed following requests from members. In total we have facilitated 12 networking sessions during 2020/2021 all successful in enabling discussion of potential opportunities, knowledge sharing and peer support with others in the same position / with a similar purpose. These have included:

Supporting women - 2 online networking events for organisations that specifically support women and girls in November 2020 and January 2021. At both events 12 different groups attended including WAND, Water Lily Project, the Wardrobe Foundation, Soroptimists Bournemouth, Safe and Sound, the Women's Centre Cornwall.

The group decided they wanted to celebrate International Women's Day in March 2021. Consequently, we facilitated weeklong social media campaign and a celebration event bringing groups and people together. The social media campaign included 2-3 posts each day Monday to Friday and 9 short videos from WAND, the Water Lily Project, Chinese Angels, the Wardrobe Foundation, Soroptimists Bournemouth, Safe and Sound and Unity in Vision all celebrating the power of women and their organisations. 27 people attended the celebration event from 15 different organisations. Dannie, from WISE Ability said "Really enjoyable, engaging sessions, varied content, involved everyone. Had a great time, thank you!"

Pokesdown, Christchurch and Southbourne area – online networking events for organisations specifically working in these areas to share good practice and increase collaborations. Our first session was informal networking to enable organisations to get to know each other and in total 15 different groups engaged.

To our second session we invited Ebi Sosseh from BCP Council to give an update on the 'Mind the Gap' project – making train stations more community friendly, as he is particularly keen to work with VCS groups working in the area.

Feedback to us included "Thank you for all you are doing and your encouragement" Jane, BH1 Project, Boscombe Salvation Army.

We organised a session focused on Boscombe - working in partnership with BCP Council to facilitate a networking session for organisations and groups working and supporting the communities of Boscombe. It was received very positively, and 26 people attended a mix of CAN members and others – we gained 2 new members from the session and several attendees requested a follow up session which will be taking place in May.

Supporting the community / supporting young people - We work in partnership with Project Wired to deliver a wellbeing session for youth workers across BCP called Lets Connect. Six session held this year with 10 local organisations accessing the support - 100% of attendees told us they found the session beneficial for their wellbeing, useful for connecting with other local youth workers and find it a effective balance of wellbeing and networking space.

Supporting wellbeing - After a year of unprecedented stresses and strains for many the Involve team felt there was an opportunity to offer a session of festive fun and frolics and provided a short networking webinar for members to let off steam and celebrate the festive season. We had 17 different members attend and although we did not gather formal feedback the general feeling from those who attended was that the session was gratefully received, and fun was had by all.

Linking with local MP's - In March 2021 we were asked by Conor Burns MP to facilitate an event for VCS organisations based or delivering services within the Bournemouth West constituency. Providing them with the opportunity to share with him the difficulties they have been facing and what they feel should be his and the Governments priorities as we move into recovery – 14 organisations attended, shared their views and provided him with valuable insight.

Developing our online presence and influence

Website and social media - We continue to be active on social media, and both our website and social media have continued to be key to reaching out and championing our sector. Our target was to increase our social media following by 20% across all platforms. We exceeded this significantly with a 72% increase on Twitter and 44% increase on Facebook.

CAN website - we continue to review and update the website to ensure that it is fit for purpose and easy to use –feedback from members is really positive, with the membership zone being the only area for improvement that will be taken forward this year. During 2020/2021 we had 37,319 visitors; the majority (31,021) were 'new visitors'. Our bounce back percentage (visitors who enter a site and then leave) has stayed consistent throughout the year at approximately 50% which is 'good/average'. The most visited webpages on www.can100.org over the last quarter have continued to be volunteering opportunities, interested in volunteering, jobs and volunteer to stop covid all with approximately 1000 page visits each. We have seen the number of visitors increase quarter on quarter with Jan – March 2021 seeing the most significant increase in interaction on the website with nearly 20,000 visitors.

Twitter - our Twitter followers have increased by 578 this year to 2,020. We have seen our twitter page go from strength to strength each quarter which culminated in the last quarter being our most successful quarter. We tweeted 279 times and @Can100org was mentioned in 519 tweets over the final 3 months of 2020/2021 (a staggering increase from the previous quarter of 191 mentions). We also saw a significant increase in visits to our CAN twitter page from a total of over 2,045 throughout the whole of quarter three to 7,010 visits in January, 5,567 visits in February and 4,875 profile visits in March.

Facebook - on Facebook our friends have increased by 626 to 1,069 and we also have 832 likes on our page an increase of over 500! We regularly post 2-3 times a day throughout the week.

LinkedIn - In September 2020 we created a LinkedIn page which has continued to grow and we now have 153 followers. We have posted regularly throughout including updates from the organisation, job opportunities and updates from our members. Both the Partnerships Manager and CEO use their personal LinkedIn pages to share and engage with the page to encourage engagement from others.

We have increased our PR activities to raise the profile of CAN, the membership and champion and celebrate our members – for example, through increased media activity, promotion of events and use of external communication tools. For example:

- featured in the Bournemouth Echo on 10 occasions – articles have included # TogetherWeCan, Covid Marshalls, Yours Sincerely and Community Hero in the Spotlight
- Radio Solent twice to talk about the 'Yours Sincerely' project
- Hope FM three times to be interviewed by Blair Crawford alongside our Community Hero in the Spotlight that month.

Prejudice free communities - In 2020 we felt moved by Black Lives Matter and re-focused and doubled down on our commitment to promote equality and diversity. So far we have:

- launched # SpreadTheLove - our pledge to support prejudice free communities
- reviewed and updated our Equality and Diversity (E&D) polices – supported by Dorset Race Equality Council (DREC)
- developed an E&D action plan reviewed monthly and reported to the Board
- received whole team training on unconscious bias
- investigated E&D induction training for staff
- worked with DREC to be better representative of ethnic minorities
- reviewed our resources, publications and website to ensure they reflect all of the local community
- Become and active member of Prejudice Free Dorset, a pan-Dorset collaborative across different sectors bringing people together to tackle prejudice and discrimination across Dorset

Empowering local communities – focusing on what is strong not what is wrong: Leaders exCHANGE and a focus group of leaders from our sector have been working with us to co-develop new Community Partnership Forums, which will enable us to build better community centred/led empowerment and develop a way of working that better enables effective collaboration, engagement and codesign, which improves outcomes across all our communities. Further discussions have also taken place with the CCG and BCP Council who support this new approach.

In April we will be recruiting a new Involvement Lead, initially on a one year fixed term contract to enable further development of our engagement work at pace.

Networking, championing and representing the VCS

We continue to support both the Council and the NHS to engage with communities through our extensive network – sharing and gathering vital information and data.

During 2020/2021 we have been reviewing our voluntary sector representative initiative. Historically Bournemouth and Poole CVS endeavoured to support VCS representation with some success – we will build on this ethos and take it to the next level.

CAN currently sits on numerous Boards and meetings – representing the sector. 'Representation' of the voluntary sector in principle is an excellent approach, however, in practice it has the potential to be problematic for all concerned. Any form of representation needs adequate resourcing or becomes tokenistic. In the past there was the expectation that CAN were 'representing the sector', but with limited mechanisms for gathering / cascading information this role can be hampered for both us and for our partners.

We are going to change this. We have been co-designing with our members a new approach to align our work with communities and both the public and private sectors. This will be a key priority into 2021/2022.

During the pandemic we have sat on local, countywide, regional and national groups, helping to form and influence policy at a considerable pace.

We are seeking a place on the Integrated Care System – Partnership Board to bring the perspective and insights from our sector to this strategic group.

We also continue to attend a diverse range of boards and meetings including:

- BCP Council's Homelessness Strategy Board
- Leading on the engagement element of the new strategy addressing homelessness across BCP.
- Children and Young People Partnership Board
    - We've worked with the board to update the new Children and Young People plan to have a more community focus
- Building Health Partnerships – working with our NHS colleagues to:
    - build trust and mutual understanding between partners and between people in communities
    - support staff and citizens to develop shared local leadership to build on existing momentum to health priority areas
    - develop opportunities for more effective engagement
- Community Equality Champions Network
- Led by BCP Council an opportunity for a range of VCS and public sector partners to come together and discuss equality
- Community Safety Partnership
- Domestic Abuse Strategy Group
- Dorset Health Equalities Partnership
    - We are working closely with Public Health Dorset to ensure CAN are included to ensure there is VCS representation.
- Dorset Integrated Care System – PEG
- Dorset Local Resilience Forum - Volunteering Cell and Community Recovery Cell
    - We've working with our Council and NHS colleagues to ensure volunteering / the voluntary sector are at the heart of response and recovery
- Engagement Leads Network
    - facilitated by the CCG brining leads from across public and voluntary sector together to share good practice and promote collaborations
- Health and Wellbeing Board
    - We're a strong voice of the sector and advocate for volunteering
- Integrated Community and Primary Care Services Board (on hold)

- Integrated Health and Community Partnership (on hold)
- NHS Home First steering group
    - We're partnering with the NHS across Dorset and our Dorset Community Action colleagues to deliver this project
- Safeguarding Adults Board
- SEND Improvement Board

Over the past year collaborative and respectful working across all sectors has grown quickly for the benefit of the community. We have been pivotal in partnership working primarily with the Council and the NHS. We've supported our sector to flourish and nurtured new community groups and charities.

People and communities have stood up and have shown us all a new, more community and person-centred way of working that we should take into the future.

It's key that the VCS continue to be key partners and involved in how we create an environment in which our communities feel empowered to make positive changes.

We were commissioned by Dorset CCG to deliver a 9 month project, running until September 2021, to inform how local people can get home from hospital safely and quickly, as well as prevent them being admitted in the first place. Working to develop a system wide understanding of how the voluntary and community sector can contribute to meeting the needs of patients on discharge from hospital and to avoid hospital admission, including building on learning from national Home First initiatives. This is a short project so we are working at pace alongside DCA and CCG colleagues to engage effectively with VCS organisations and a range of NHS services to look at what needs to be introduced to improve services of those leaving hospital not requiring formal help from health or social care.

5. Policy on reserves

In line with Charity Commission advice, CAN has a Reserves Policy to ensure viability beyond the immediate future and to provide continuity of service over the longer term. We are particularly aware of the need to cover contingency liabilities such as gaps in funding streams, cash flow and meeting the cost of redundancy payments to staff in the event that projects come to an end or that the organisation itself should be forced to close.

CAN allocates unspent money to three different types of funds in the accounts at the end of the financial year. These were:

- Restricted funds (£57,612) - unspent money from restricted grants
- Unrestricted funds (£428,673) - money that can be spent on anything which furthers the objectives of the charity
- Designated funds (£148,750) - part of unrestricted funds which is earmarked for specific activities. The trustees reserve the right to change the allocations in order to reflect changes in circumstances.

At the end the year the charity had £279,923 in free reserves (that is unrestricted funds less designated), enough to cover just under 7 months of annual expenditure which is within the target of 6-9 months set by the Reserves Policy.

6. Funds held as Custodian Trustee on behalf of others

We hold funds for the following organisations:

Bi-Polar Support Group	£1,671.50
Hurting to Healing	£2,500.00
Sandbanks Neighbourhood Forum	£290.00
Total	£4,461.50

7. Income and spend rationale

Core funding:

CAN receive core funding grants from BCP Council and Dorset Clinical Commissioning Group which are monitored via service level agreements. The funding is used to deliver our charitable objects and an annual plan that defines our mission, objectives and measures of success. The majority of the funding is used to employ our staff and pay for small offices in Boscombe and Poole.

Project funding:

CAN also received additional funding from BCP Council to provide support to Voluntary Youth Projects and promote and support young people to volunteer. This funding sadly ended in September 2020, due to funding cuts at the Council and the post has had to be deleted.

A Good Life – CAN delivers a Lottery and Public Health Dorset funded programme to help reduce loneliness for older people in Poole initially. The programme is due to run until February 2023 initially.

Other funding:

CAN has received additional funding from NHS England via Dorset CCG to lead on a scoping project and report on integrated volunteering opportunities. The next steps are on hold because of the pandemic. Dorset CCG also funded a project testing the concept of a Single Point of Contact (SPOC). A report detailed the findings, which we had planned as basis for a Lottery bid, however, the pandemic has put this on a temporary hold.

Organisational development designated funds from our reserves have been utilised to fund a Partnerships Manager role until September 2022 and to support re-branding and establishing a new website to further our mission to empower the voluntary sector, enable volunteering and involve communities.

Due to prudent financial management, CAN have not overspent on any budget this financial year. At the end of last quarter and into 2020/2021 CAN has drawn on its contingency to fund additional work as a result of the Coronavirus pandemic but has sought additional funding to make up 50% of this spend.

8. Future plans

We are mindful of the changing economic environment. The British Chambers of Commerce (BCC) released their economic forecast on the 10th June 2021, which predicts UK GDP growth for 2021 of 6.8%, which if realised would be the strongest outturn since official records began in 1949. The UK economy is then expected to return to its pre-pandemic level in April 2022 with growth of 5.1% projected for next year.

Youth unemployment is expected to lag the wider recovery with the UK's youth unemployment rate projected to average 10.1 percentage points higher than the overall unemployment rate across the forecast period, a quarter (25%) higher than the pre-covid average.

We were in a strong position going in to the pandemic with a clear vision and mission. We have been able to flex and adapt to meet the needs of our sector and the wider community as the Covid-19 pandemic continues and eventually ends.

Trustees want to take learning from the pandemic and ensure we maintain the momentum of the new and more collaborative ways of working.

Trustees are staff are committed to our mission to:
EMPOWER the voluntary sector
ENABLE volunteering
INVOLVE communities

Our reputation and presence has increased exponentially this past year, and we are working as a whole team to maintain this momentum.

At our recent trustees and staff away day, we agreed our 'Together We CAN Make a Difference' – plan on a page is working really well.

Along with 'business as usual' we identified the following key priorities over the next year (not in priority order):

Imminent:

- Work in partnership with the NHS to support the vaccination programme through volunteer marshals and volunteer vaccination champions
- Develop and deliver the 'Bounce Back' project to support the VCS survive and thrive
- Further develop our 'Business Supporter' membership
- Develop and deliver 'Steps Forward' volunteering programme to enable people to gain recognition for their volunteering
- Work with the Integrated Care System, enabling a clear and equitable role for the VCS

Now and going forward:

- Review and improve our IT and internal operational systems and processes, particularly learning from our experience of operating during Covid.
- Investigate if current transport planning and provision is an issue for our members and their users and if a systemic issue consider how to raise this, and work with to improve, with appropriate bodies.
- Promote the benefits of working at CAN to compete in a very difficult recruitment environment
- Review our support for the health and wellbeing of staff and volunteers across our sector and at CAN

- Work in partnership with BCP Council, the NHS and other VCS organisations to support the Together We Can initiative
- Develop the CAN Community Volunteering offer
- Continue to develop the CAN Volunteering Hub
- Engage with young people to gather their insights into volunteering opportunities
- Continue to develop and implement our communication and engagement strategy to include increased engagement and forums, website and social media
- Develop a Single Point of Contact programme to support improved integrated working
- support hospital discharge and admissions
- Develop our social return on investment (SROI) work, supporting companies to identify how effectively they use their capital and other resources to create value for the community.

Declaration:
The trustees declare that they have approved the truistees annual report above at the 4th August 2021 trustees' meeting.

Signed on behalf of the charity's trustees:

Ms H Walker
Chair

Dated: 19 August 2021

COMMUNITY ACTION NETWORK

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF COMMUNITY ACTION NETWORK

I report to the trustees on my examination of the financial statements of Community Action Network for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the Community Action Network (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the Community Action Network are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Community Action Network's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Community Action Network's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1 accounting records were not kept in respect of the Community Action Network as required by section 386 of the 2006 Act; or

2 the financial statements do not accord with those records; or

3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or

4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Zoe Mowlem
TC Group

26-32 Oxford Road
Bournemouth
Dorset
BH8 8EZ
United Kingdom

Dated: 26 August 2021

COMMUNITY ACTION NETWORK

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
Income and endowments from:					
Donations and legacies	**3**	185	15,084	15,269	149,572
Charitable activities	**4**	389,757	146,806	536,563	329,462
Other income	**5**	1,179	-	1,179	3,456
Total income		391,121	161,890	553,011	482,490
Expenditure on:					
Charitable activities	**6**	330,930	162,244	493,174	380,584
Net income/(expenditure) for the year/ Net movement in funds		60,191	(354)	59,837	101,906
Fund balances at 1 April 2020		368,482	57,966	426,448	324,543
Fund balances at 31 March 2021		428,673	57,612	486,285	426,449

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.

COMMUNITY ACTION NETWORK

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Current assets					
Debtors	**11**	57,604		11,136	
Cash at bank and in hand		456,206		435,724	
		513,810		446,860	
Creditors: amounts falling due within one year	**12**	(27,525)		(20,411)	
Net current assets			486,285		426,449
Income funds					
Restricted funds	**13**		57,612		57,966
Unrestricted funds					
Designated funds	**14**	148,750		163,810	
General unrestricted funds		279,923		204,673	
			428,673		368,483
			486,285		426,449

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2021

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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 4 August 2021

Ms H Walker
Trustee

Company Registration No. 04024662

COMMUNITY ACTION NETWORK

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2021 £	2020 £	2020 £
Cash flows from operating activities					
Cash generated from operations	**17**		20,482		111,659
Net cash used in investing activities			-		-
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			20,482		111,659
Cash and cash equivalents at beginning of year			435,724		324,065
Cash and cash equivalents at end of year			456,206		435,724

1 Accounting policies

Charity information

Community Action Network is a private company limited by guarantee incorporated in England and Wales. The registered office is Boscombe Link, 3-5 Palmerston Road, Bournemouth, Dorset, BH1 4HN.

On 4 November 2019 the charity renamed from Bournemouth Council for Voluntary Service to Community Action Network.

1.1 Accounting convention

The financial statements have been prepared in accordance with the Community Action Network'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)" (as amended for accounting periods commencing from 1 January 2016). The Community Action Network is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the Community Action Network. Monetary amounts in these financial statements are rounded to the nearest pound.

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 Community Action Network 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 unless the funds have been designated for other purposes.

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.

1.4 Incoming resources

Income is recognised when the Community Action Network 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 Community Action Network 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 Community Action Network 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.

1.5 Resources expended

All expenditure is classified under the Charity's principle categories of charitable and other expenditure and all by the type of expenses.

1.6 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.

1.7 Financial instruments

The Community Action Network 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.

1.8 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 Community Action Network is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.9 Retirement benefits

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

1.10 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the Community Action Network'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	Total
	2021	**2021**	**2021**	2020
	£	**£**	**£**	£
Donations	185	15,084	15,269	149,572

4 Charitable activities

	Charitable Activities	Charitable Activities
	2021	2020
	£	£
Income from charitable activities	536,563	329,462
Analysis by fund		
Unrestricted funds	389,757	247,485
Restricted funds	146,806	81,977
	536,563	329,462

Included within charitable activities is a BCP grant for £175,360 and NHS grant for £69,250.

5 Investment income

	Unrestricted funds	Total
	2021	2020
	£	£
Bank interest	1,179	3,456

6 Charitable activities

	2021	2020
	£	£
Staff costs (see note 10)	375,310	272,716
Volunteer expenses	-	103
Post, stationery and photocopying	7,446	10,454
Subscriptions and publications	1,789	978
Telephone	5,184	7,353
Insurance	5,463	1,075
Advertising	500	3,640
Travel and subsistence	3,229	4,642
Rent	15,686	15,373
Conference costs	-	1,315
Refreshments	377	425
Premises expenses	3,034	-
IT support & financial management	17,263	16,495
Miscellaneous	-	47
Volunteer uniform	6,344	-
	441,625	334,616
Grant funding of activities (see note 7)	41,760	30,500
Share of support costs (see note 8)	5,496	7,795
Professional fees	4,293	7,673
	493,174	380,584
Analysis by fund		
Unrestricted funds	330,930	262,537
Restricted funds	162,244	118,047
	493,174	380,584

7 Grants Paid

	Grants Paid 2021 £
Grants paid	41,760
	41,760

8 Support costs

	2021 £	2020 £
Accountancy fees	3,089	2,240
Trustee expenses	215	1,362
Trustee training/meetings	-	350
Payroll	2,192	1,983
AGM costs	-	1,860
	5,496	7,795

9 Trustees

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

During the year £215 (2020 - £1,362) of expenses were reimbursed to nine Trustees.

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
	13	10

Employment costs	**2021 £**	**2020 £**
Salaries, NIC and pensions	372,242	269,124
Staff & trustee training & recruitment	3,068	3,592
	375,310	272,716

Included in the above are social security costs of £25,802 (2020 - £16,617).

No employees received remuneration of greater than £60,000 in the current or previous year.

The full time equivalent of staff as at March 2021 was 17.

11 Debtors

Amounts falling due within one year:	**2021 £**	**2020 £**
Trade debtors	50,371	2,950
Other debtors	141	609
Prepayments and outstanding project income	7,092	7,577
	57,604	11,136

Trade debtors have increased from the previous year primarily due to delayed payments in relation to the NHS DHC Vaccination programme.

12 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	687	1,462
Other creditors	7,374	2,175
Accruals and deferred income	19,464	16,774
	27,525	20,411

Included within accruals and deferred income is £4,462 (2020 - £10,762) of funds held on behalf of other organisations.

13 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			
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Voluntary Youth Project	4,433	181	-	(4,432)	182
Voluntary Sector Reps	7,536	-	-	-	7,536
Donation to local community groups	-	15,084	(13,083)	(1,000)	1,001
A Good Life	30,057	51,793	(65,772)	-	16,078
Ansbury	1,853	1,478	(3,331)	-	-
Poole Voluntary Service Fund	9,216	-	-	-	9,216
Bournemouth Young Volunteers	4,871	-	-	(4,871)	-
Asdan	-	2,500	(2,460)	-	40
Awards for All	-	5,000	(4,555)	-	445
Home First	-	50,000	(28,515)	-	21,485
Trusted Voices	-	10,000	(10,000)	-	-
Voluntary Youth Work	-	20,772	(29,989)	10,303	1,086
Yours Sincerely	-	5,082	(4,539)	-	543
	57,966	161,890	(162,244)	-	57,612

13 Restricted funds **(Continued)**

Voluntary Youth Project
Grant funding to build the capacity of voluntary sector youth work organisations.

Voluntary Sector Reps
Grant funding to support advocacy and representations on a wide range of partnerships.

Donation to local community groups
This was funds received into CAN to be distributed to small charities/ community groups as specified by the owner.

A Good Life
A programme to help end loneliness in later life.

Bournemouth Young Volunteer Awards Scheme
To recognise and celebrate the voluntary work of young people through an awards scheme.

Ansbury
Project to facilitate the evaluation of work to support young people into employment or further education.

Poole Voluntary Service Funds
Funding for supporting specific Poole based projects.

Bournemouth Young Volunteers
Funding from BCP Council to support young people into volunteering.

Awards for All
Grant funding to support volunteers helping vulnerable people.

Home First
Grant funding to fund a project looking at the role of the community and voluntary sector in safe discharge from hospital and admission avoidance.

Trusted Voices
Grant funding to support Public Health messaging to the community and voluntary sector.

Voluntary Sector Reps
Grant funding to support advocacy and representations on a wide range of partnerships.

Yours Sincerely
A Project supporting young pen pals corresponding with socially isolated and lonely older people.

Voluntary Youth Work
Funding to develop the capacity of voluntary sector youth work organisations and young volunteers across BCP.

14 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:

	Balance at 1 April 2020	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£
Org development	98,963	(48,407)	13,334	63,890
Project development	64,838	(503)	(10,916)	53,419
PWBC	9	(9)	-	-
Volunteer coordinator	-	-	31,441	31,441
	163,810	(48,919)	33,859	148,750

Organisational Development

- Developing a digital and social media strategy with a new core narrative, supported by improved IT resources and rebranding as Community Action Network.
- Increasing the reach and influence of the new merged organisation through community involvement.
- To fund the role of Partnerships Manager until September 2022.

Project Development

Following the merger of Poole CVS and Bournemouth CVS, and expansion of the area we provide a service to, the Trustees have decided to allocate these funds to build capacity and contribute to improved productivity and sustainability of the organisation over the next two years.

PWBC

Hours allocated to wind up Poole Well Being Collaborative Company.

Volunteer coordinator

The volunteer coordinator project is initially planned to last 23 months.

15 Analysis of net assets between funds

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Fund balances at 31 March 2021 are represented by:				
Current assets/(liabilities)	428,671	57,614	486,285	426,449
	428,671	57,614	486,285	426,449

16 Related party transactions

There were no related party transactions during the year.

17 Cash generated from operations	2021	2020
	£	£
Surplus for the year	59,837	101,906
Movements in working capital:		
(Increase) in debtors	(46,469)	(831)
Increase in creditors	7,114	10,584
Cash generated from operations	20,482	111,659