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
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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.

.....

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