

Registered number: 05616120
Charity number: 1112017

VOLUNTARY NORFOLK
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

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VOLUNTARY NORFOLK
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2021**

Trustees	John Archibald, Chair David Walker, Vice Chair David Town (resigned 18 April 2021) Robert Hetherington Helen Johnson (resigned 30 September 2020) Richard Packham Vivienne Clifford-Jackson Josephine Smithson (appointed 29 July 2020) Mark Hitchcock (appointed 29 July 2020)
Company registered number	05616120
Charity registered number	1112017
Registered office	St Clements House 2-16 Colegate Norwich Norfolk NR3 1BQ
Chief executive officer	Alan Hopley
Independent auditors	Larking Gowen LLP Chartered Accountants King Street House 15 Upper King Street Norwich NR3 1RB
Bankers	Bank of Scotland Plc 33 Old Broad Street London Branch PO Box 1000 BX2 1LB
Solicitors	Leathes Prior 74 The Close Norwich Norfolk NR1 4DR

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CHAIRMAN'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

The chairman presents his statement for the year.

CHAIR AND CEO STATEMENT FOR THE YEAR ENDED 31 MARCH 2021

In a year that was dominated by Covid-19, Voluntary Norfolk has worked alongside partner VCSE (Voluntary, Community, Social Enterprise) and statutory sector partners to continue to support communities and address social and healthcare challenges in the county. We are proud of what our organisation has achieved this year, which is as result of the valiant efforts of our staff and volunteers, and their determination, creativity, adaptability and resilience.

Partnership has been key this year, as we have found ourselves working closely with partners and commissioners across the voluntary, statutory and health sectors to adapt and continue our work to address social and healthcare challenges, not least the response to Covid and its knock-on effects. This intense period of working has strengthened relationships and trust and we hope will lay the foundations for future partnership working which will benefit our communities.

From the start of lockdown, Voluntary Norfolk was part of the Norfolk Resilience Forum (NRF) response to Covid and deeply involved in the volunteer recruitment and deployment effort. From July 2020, Voluntary Norfolk took on the full process of recruiting and registering new volunteers - recruiting over a thousand volunteers to help people in need. From December 2020, we recruited and deployed 380 volunteers to over 40 vaccination centres across Norfolk to support the rollout of the vaccination programme in Norfolk.

During this time our infrastructure support to the VCSE sector continued, moving our support online, and helping organisations and groups deal with the challenges of operating during the pandemic. We continued our work on the development of a Voluntary Sector Health & Social Care Assembly, which will enable VCSE organisations to have a greater role in the commissioning and delivery of services, with the inaugural chair of the Assembly recruited in early 2021. We were a partner in NASIP (New Anglia Social Investment Partnership) a new initiative to bring more social investment into Norfolk, and continued our development of the Volunteer Passport Scheme - all designed to enable voluntary sector organisations to increase the investment and resources available to them, and through this to support their delivery.

Our commissioned services continued their work addressing social and healthcare challenges, through Better Together Norfolk helping tackle loneliness and social isolation; Carers Matter Norfolk supporting adult and young carers; and our Employment and Skills service which now offers employment support across the whole of Norfolk to anyone who is out of work.

As we move into 2021/22 we are confident that, despite the unexpected events and unpredictability of this year, we have adapted and remained focused on achieving our vision of Connected, resilient and compassionate communities where people work together to improve lives thanks to the hard work and commitment of our staff and volunteers and that, hard as this year has been, the experiences, new ways of working and relationships formed can all be built upon to strengthen and improve our work in the future.

John Archibald, Chair of Trustees
Alan Hopley, CEO
Date: 24 November 2021

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CHAIRMAN'S STATEMENT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Voluntary Norfolk Annual Report 2020-21 Highlights

How we have worked towards our vision of *Connected, resilient and compassionate communities where people work together to improve lives*

We recruited and deployed **over 1,700 volunteers** to help with the Covid response in the community in Norfolk.



Our Covid-response volunteers supported **1,290 clients** with tasks like food shopping and collecting prescriptions, and in befriending roles.



The Better Together Norfolk Team directly supported nearly 1,000 people facing loneliness and isolation, with **over 2,000 individuals** benefiting from our groups (mainly online).

We deployed 380 volunteers in vaccination centres, who completed over 3,550 shifts and donated **over 14,000 hours** of their time to support the rollout of the vaccination programme in Norfolk.



Despite the Covid restrictions, we had **around 150 volunteers** supporting clients in healthcare roles in the community.



205 people attended a Voluntary Norfolk Communities online event in 2020/21.



We provided a restructured online Youth Work Course for **4 Level 2 Award** and **10 Level 3 certificate learners**.

30 digital inclusion volunteers supported clients with their digital skills over the telephone.



Our Carers Matters Norfolk service delivered direct support to **over 300 newly identified carers**...



... and **over 550 young carers**, with a further 220 members of their family network also being supported.



Our team of non-emergency patient transport volunteers clocked up **over 240,000 miles** taking patients to essential medical appointments.



We supported **over 700 people** through our Employment and Skills services, with around 350 people moving into employment or education.

Our CBR Business Solutions service supported **around 500 charities and businesses** across the country with HR consultancy, DBS checks and Payroll and Auto Enrolment services.



VOLUNTARY NORFOLK

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their annual report together with the audited financial statements of the company for the year 1 April 2020 to 31 March 2021. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

(continued)

STAFF, STRATEGY AND GOVERNANCE

Staff

At 31 March 2021 we employed 88 members of staff, many of whom work part-time. The vast majority of staff worked at home throughout the year. The place of work of most staff is our Head Office at St Clements House in Norwich, with other staff working from centres in Great Yarmouth, Kings Lynn and neighbourhood hubs across the county.

Strategy

Our Vision, Mission and Aims have been defined as follows:

a) Our Vision

- Connected, resilient and compassionate communities where people work together to improve lives.

b) Our Mission

- To enable local people and communities to thrive and reach their potential
- To deliver innovative solutions through effective partnerships
- To ensure the voices of volunteers and voluntary organisations are represented

c) Our Aims

- Inspire and enable people to volunteer, take social action and make a difference
- Deliver innovative and integrated services in partnership with voluntary, public and private sectors
- Support the development and voice of community groups, charities and social enterprises
- Achieve sustainable growth

Governance and Performance Management

During the year two Trustees stepped down and two new Trustees joined the Board. At the end of this reporting period there are seven Trustees who bring a collective wealth of knowledge and experience of voluntary sector delivery, management and governance.

Robust governance and performance management is required for our delivery work for, and in partnership with, local authorities, Clinical Commissioning Groups and other NHS organisations. The trustees and senior management team, assisted by the Policy Officer, continue to develop our policies and procedures to ensure we meet the highest quality standards.

MAIN ACTIVITIES UNDERTAKEN TO FURTHER THE CHARITY'S PURPOSES FOR PUBLIC BENEFIT

The trustees confirm that they have had due regard to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives. The activities in respect of furthering the charity purpose are described in our Activities and Highlights section below.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

(continued)

ACTIVITIES AND HIGHLIGHTS

This financial year was dominated by our support of the Covid response efforts in Norfolk, in which we worked closely with Norfolk County Council, the NHS, Public Health, District Councils and across the VCSE sector in providing services, expertise, support and leadership where requested. Voluntary Norfolk was part of the Norfolk Resilience Forum (NRF) leading the Volunteer and Donations Workstream of NRF's Community Resilience and Recovery Cell; led the Covid response volunteer recruitment and deployment for Norfolk; and played a key role in the High Risk Community Delivery Group, Norfolk's Special Advisory Group and other statutory and voluntary sector groups and forums set up to respond to the pandemic and support the needs of people and communities across Norfolk.

Alongside this, throughout the year staff at Voluntary Norfolk adapted to the frequently changing circumstances with creativity and determination to ensure that our clients remained supported and VCSEs were helped in their responses to Covid. Our staff continued, in the most part, to work at home.

The following projects and services were operational during 2020/21. Where projects came to an end during the reporting period, this was planned for and in accordance with contracts agreed by all parties. No unplanned closures occurred. Where projects or services have ended, or are expected to come to an end in the 2021/22 period, we have explored opportunities to develop new services or continue the activity through partnership working and identifying alternative funding streams.

Voluntary Norfolk's work can be broadly divided into the following areas:

- Infrastructure support for the VCSE sector
- Community Development
- Volunteer Services
- Employment and Skills
- Health & Social Care Services
- CBR Business Solutions, our trading arm.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

(continued)

A) INFRASTRUCTURE SUPPORT FOR THE VCSE SECTOR

An important aspect of Voluntary Norfolk's work is supporting and enabling the wider VCSE sector in Norfolk.

It delivers this in three ways:

- Support to VCSE groups and organisations in Norfolk;
- Advocating for and supporting the broader VCSE sector in Norfolk, including enabling the voice of VCSE's to be heard by key audiences;
- Encouraging and facilitating volunteering.

Ai) Support to VCSE Groups and Organisations

Voluntary Norfolk (and Momentum) are partners with Community Action Norfolk (CAN) in 'Working Together', funded by Norfolk County Council to provide infrastructure support for VCSE organisations and groups, including information, resources, networking and representation.

Early in lockdown, we contacted as many of our members as possible. These health check calls were carried out with CAN, and the data collected contributed to intelligence reports outlining how the sector was coping during lockdown.

"Thank you so much for calling me this morning...it has given me a real boost. Thank you for all your help supporting charities and voluntary groups like ours." (Feedback from a Group)

Many groups and organisations put their activities on hold or furloughed staff during the year. Our work focused on providing support to groups to adapt and operate in this new environment. During the year, we provided individual advice and support by phone and email to over 320 ad-hoc contacts from organisations and groups, covering topics such as delivering services during the pandemic, policies and procedures, funding and networking.

We also:

- Organised a number of online drop-ins for members during the year in response to feedback that groups valued contact with our team.
- Reviewed the Voluntary Norfolk/Momentum membership scheme in consultation with members. The Board agreed to replace the membership scheme with the new Voluntary Norfolk Network, which will be launched in April 2021.
- Offered a mix of Networking events, Good Practice Events and workshops online. 205 people attended a Voluntary Norfolk Communities online event in 2020/21, covering topics including social investment, working with young volunteers, community enabling, and information governance.
- Made our content available to a wider audience through setting-up a Voluntary Norfolk YouTube Channel. This includes our online events and a number of interviews with organisations about how they adapted their services in response to the pandemic.

In response to many groups telling us they don't know what 'good' looks like in terms of their policies and procedures, we made significant progress towards developing a quality standard for voluntary and community sector organisations in Norfolk. This builds on the work of the Momentum service in supporting groups to achieve the Ambition First Steps quality mark (which no longer exists). Our focus for the next year is to develop an identity for the quality assurance scheme and launch it.

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FOR THE YEAR ENDED 31 MARCH 2021

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Support for voluntary and community organisations working with 11-19 year olds

Following the merger with Momentum in 2018, Voluntary Norfolk now provides specialist support to voluntary and community organisations working with 11-19 year olds to help them run high quality, safe and inclusive services for young people. This support consists of:

Accredited Youth Work Training: Due to the pandemic, we initially re-scheduled the dates for a June 2020 start; however it soon became clear that we would need to offer online provision instead. Both courses were re-structured for online delivery, and as a result:

- 4 learners completed a Level 2 Award in Youth Work Course (4 units)
- 10 learners are on track to complete a Level 3 Certificate in Youth Work Course (5 units)

The transition to online delivery has been a steep learning curve, but it is clear that being able to use online methods will be positive for our ongoing delivery, which will utilise a blended learning approach

Momentum Youth Work Network: All meetings moved online in May 2020. This move was positively received, and attendance has remained consistent with between seven and twelve participants at each meeting. The Network meetings have provided a useful space for collective problem-solving and gaining different perspectives, particularly in light of the many changes youth charities have had to make to their way of working this year.

"The meetings are of great value to me because they provide a platform to share resources, ideas and gain feedback (...) they're productive and informative yet have an informal, relaxed vibe." Network attendee

Many youth workers have been positive about online meetings enabling connection with colleagues across the county without lots of travel time.

Momentum Small Grants: Momentum Small Grants of up to £500, funded by Norfolk County Council Children's Services, have been made available for groups working with 11-19 year olds. Grant decisions are made by young people who are part of each district's Youth Advisory Boards. In response to feedback, the process for administering the Momentum grants has been reviewed and streamlined this year. Restrictions from Covid-19 resulted in very creative approaches to requests being made by groups to enable them to continue offering support.

Grants awarded included:

- Tablet computers to be loaned to refugee and asylum-seeking families so that young people could do their school work during lockdown.
- Ingredients and equipment to send out to young people taking part in an online family cooking club.
- Resources to make sensory fun packs for young people with additional needs.
- Sports equipment for a youth café so they could run socially-distanced outdoor activities for young people.

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Voluntary Sector Forum (Children, Young People and Families): We moved to online meetings from the June 2020 and saw a regular attendance of around 30-40 people, consistent with in-person meetings pre-covid. As part of the future development, both the Chair, Dan Mobbs (CEO of MAP) and a new Vice-Chair, Rachel Cowdry (CEO of Break) are keen to review how representation of the VCSE sector can work better, and to ensure more transparency in the relationship between the voluntary and statutory sectors.

Aii) VCSE Sector Development

VCSE Health and Social Care Assembly

When the pandemic hit, the Assembly project had to be put on hold, as we stepped up to support the Covid19 community response. However, in July 2020, as we emerged from the first wave, the need for an Assembly was recognised more than ever. Over the course of the year, we worked with our partner infrastructure organisations, Community Action Norfolk, and Community Action Suffolk, to establish a new Assembly of VCSE organisations working with health and social care, as part of the new Integrated Care System (ICS). In November we launched the assembly at the annual VCSE Conference (which took place virtually this year). The last quarter of the year was focused on recruiting the inaugural chair for the Assembly and developing a memorandum of understanding between sectors to lay the foundations for the new Assembly.

New Anglia Social Investment Partnership (NASIP)

The New Anglia Social Investment Partnership (NASIP) launched with a well-attended roundtable discussion in February 2021. The project aims to support Voluntary, Community and Social Enterprise's on their journey through social investment, to increase social investment awareness, take-up and as a result VCSE sector sustainability and growth. The work grew out of our partnership working with Community Action Suffolk, around a series of events with Big Society Capital in the summer and autumn of 2020. The partnership includes Suffolk County Council, Norfolk County Council and Orbit Housing.

Communities projects

Voluntary Norfolk has been working to support sustainable communities for many years. We use a strengths-based community development approach, harnessing the assets, skills and passion which exist in every community to help local people to achieve their goals. We are also able to act a lead partner for consortia or partnership bids of smaller local organisations, bringing funding into local communities that otherwise could not be accessed.

Neighbourhoods That Work: Voluntary Norfolk was the community development partner within the Great Yarmouth Borough Council-led Neighbourhoods That Work, a 5-year partnership programme that ended in September 2020. Over the course of the programme our community development teams supported 170 groups providing a space for local people to take a more active role in their community and leveraging in, in excess of £1.5m of additional funds. The work has gone a long way to inform our approach to working with communities and ensuring an asset-based approach.

Freshly Greated: Building on the partnerships formed within Neighbourhoods That Work, in 2019/20 Voluntary Norfolk led a consortium of Great Yarmouth arts and community-based organisations to secure £1m through Arts Council England Creative People and Places Fund. The business plan was completed and the Freshly Greated team recruited by September 2020. Despite the disruption of Covid-19, progress during the year includes:

- Recruiting over 30 residents as Community Producers, to plan, programme, promote and delivery creative activity.

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(continued)

- Engaging 12 Young Producers specifically on the youth-oriented strands of the programme
- Hosting online resident meetings, attending by our Community Producers on monthly basis, maintaining engagement and creating programming plans.
- GY Stories online campaign engaged several thousand residents, shared numerous locals stories in creative ways and informed future programming.
- During the break between Covid restrictions running two sets of in-person activities: Celebrate King Street! 'party' engaging 250 people in outdoor arts, music and performances; and Freshly Greated Presents – a set of taster workshops, such as animation, filmmaking, digital music.

Aiii) Volunteering

Volunteering this year was dominated by the huge Covid response effort across the county as described in the following section. For most of the year, pre-Covid face-to-face volunteer roles were paused, though some were adapted so they could be done online. However we continued to support volunteers and organisations and to develop our offering further. During the year we:

- Started running monthly workshops to help organisations to make best use of the platform in response to feedback from our annual survey of Portal users.
- Continued to support those organisations that were recruiting volunteers to advertise and promote their roles through social media, the monthly 'Volunteering News' newsletter and our monthly slot on Norwich's Future Radio.
- Offered support to people who did want to volunteer, helping to direct them to appropriate volunteering roles.
- Continued development of a Volunteer Passport scheme for Norfolk, consulting with volunteers, voluntary organisations and statutory partners. A Volunteer Passport is a programme of training and support that helps volunteers develop knowledge and skills to help them in their volunteering roles and to move more easily between volunteering placements. Following the consultation and input from Volunteer Passport schemes in other parts of the country, we have developed a model for a local scheme and will be delivering a pilot training programme in the spring of 2021.

*"Voluntary Norfolk Staff are always supportive when we are launching a new [volunteer] recruitment drive."
(Annual survey of volunteer portal users)*

Ian is 22 and works in hospitality and he was on furlough for much of the past year. During this time he started to think about volunteering as a way of developing some new skills as well as doing something useful in his community. After going through the volunteer recruitment process for a local charity, Ian started his role as a Customer Service Officer a few weeks before he returned to work from furlough, so his life has suddenly become a lot busier!

The role of Customer Service Officer is to be the first point of contact for people who visit the charity or who call or email the service. Ian says that people don't always know themselves what they want when they call, and it is very satisfying to be able to help them work out what they need and pass them on to the relevant person or service. He has found the training and support for new volunteers very helpful as he settled into the role, and there is always someone else available if he has any questions or needs backup and support. He was a bit worried about having to use computers in the role, but the training and support he received has helped him to overcome his fears.

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Ian says he is really glad he started volunteering and that he has learned a lot. He is even happy to get up early after a late shift at work the night before because he enjoys the role so much. He knows that it can feel daunting, but he would encourage other people of his age to think about volunteering because 'you get something out of it and you make a difference'.

B) VOLUNTEER SERVICES

Voluntary Norfolk manages a range of services for local NHS and Council providers, recruiting, training and supporting volunteers for roles in community hospitals, in non-emergency patient transport and with individual clients in the community.

Bi) Covid-19 response

As the scale of the Covid pandemic became apparent, we supported Norfolk County Council (NCC) to process volunteer applications from across Norfolk, with our volunteer co-ordinators working alongside NCC employees to call, screen and register volunteer applicants. From July 2020, Voluntary Norfolk took on the full process of recruiting and registering new volunteers and deploying the 700 existing volunteers to help people in need. During the remainder of the reporting period, we recruited over 1,000 more volunteers, and at the end of the financial year had almost 1,200 active volunteers registered with the Covid Response team.

Our team of 6 Covid Response Volunteer Co-ordinators worked closely with staff at NCC and the district and borough councils to match appropriate volunteers to requests for help received from, and for, vulnerable and isolated members of the public. During the year our volunteers supported 1,290 clients in a wide variety of ways, including emergency food shopping, collections and delivery of prescription medication, delivering hot meals, dog walking and telephone befriending calls. Some of these support activities were repeated weekly for long periods and some remain ongoing today.

In December 2020 came a new focus for our volunteers: support of Covid vaccination centres. Working closely with NHS colleagues, we recruited and deployed volunteers to over 40 vaccination centres across Norfolk. Between December and the end of the reporting period in March 2021, we deployed 380 volunteers, who completed over 3,550 shifts at vaccination centres and donated over 14,000 hours of their time to support the rollout of the vaccination programme in Norfolk.

David: "The gratitude of people in my village when I have collected their medicines for them has been wonderful."

Mandy: "It has been wonderful to see and hear the difference it makes just listening to and interacting with people who are lonely."

Liam: "Having worked hard for 42 years before retiring 3 years ago, it feels good to be able to help people less fortunate than me, especially during the pandemic."

Source: November 2020, survey of volunteers

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FOR THE YEAR ENDED 31 MARCH 2021

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Bii) Commissioned services

Throughout the year our commissioned services were impacted significantly by the Covid-19 pandemic due to the restrictions and safeguards required to keep staff, volunteers and clients safe. However, all volunteer services were able to adapt their approach and our volunteers and volunteer co-ordinators worked hard to continue to provide the best support possible.

As the country entered lockdown, we paused our ongoing face-to-face volunteering activity, and asked our existing volunteers to take on telephone befriending roles supporting both our vulnerable and isolated clients and each other. Almost 300 of our volunteers immediately started this essential role. As well as supporting other Covid response activities, many continued to provide this befriending support to clients and colleagues throughout the reporting period.

Health & Wellbeing Volunteers

Our Health & Wellbeing volunteer service is funded by the NHS Clinical Commissioning Groups for South Norfolk and North Norfolk. It offers support to help people adjust to long term illness and to regain the confidence and motivation they need to independently manage their own health and wellbeing, improving both their independence and their quality of life. The service was heavily impacted by the pandemic as face-to-face volunteer support was paused. The volunteer coordinators focused on communication with, and telephone support of, clients and volunteers to provide reassurance, check welfare and reduce loneliness, and an update of service records, documentation and procedures in order to be in a strong position to resume face-to-face working as soon as possible.

Anna had been diagnosed with anxiety, depression, fibromyalgia, and agoraphobia. She did not have a good support network, and with the need to look after her young son found managing her conditions and household tasks challenging. Anna had gained weight following an operation and wanted to regain control of her eating habits and to lead a more active lifestyle. Anna was matched with a psychology student who had a knowledge base well suited to support Anna. The volunteer began telephone support to establish rapport, and to help develop a plan for exercise and some eating habit changes. Speaking regularly with the volunteer helped Anna to recognise the importance of small steps, with a need to pace herself and focus on the achievements she is making. These have been really positive steps for Anna as she learns to manage her conditions better alongside looking after her son.

Norfolk Community Health and Care NHS Trust (NCH&C) Volunteers

The NCH&C volunteer service employs a team of 6 staff who recruit, train and manage volunteers to provide clinical and administrative support in community hospitals and clinics across Norfolk. Covid restrictions meant that all volunteer roles were paused at the beginning of the year but over time we were able to return 64 volunteers to active roles, including new roles developed specifically to support staff and patients during the pandemic. These roles included:

- Support of NCH&C vaccination centres;
- An Instagram initiative to capture the experience and stories of NHS staff during the pandemic: #wecaretogether;
- A YouTube project, "memory walks", in which volunteers captured short videos of their lockdown outings across Norfolk to be seen by NHS patients, especially those with memory problems, to trigger conversation;
- Delivery of donations of fresh fruit and warm meals to NHS staff;
- Friends and family feedback and other telephone roles such as appointment reminders carried out by people volunteering from home.

Over the reporting period volunteers contributed 1,989 hours of support to NCH&C.

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(continued)

Kate is a Stockroom and Vaccine Clinic volunteer in Wymondham, keeping surfaces sanitised and unpacking essential supplies. She has loved being part of the vaccination programme. Nurses have regularly complimented her work, allowing them to focus on more pressing aspects of their roles. This opportunity has benefitted Kate both physically and mentally, giving her a real sense of achievement, pride and purpose.

East Coast Community Healthcare CIC (ECCH) Volunteers

The new ECCH volunteer service was similarly affected by the Covid-19 pandemic and national lockdowns. Despite these difficulties, six new volunteer roles were introduced, including meet and greet roles for outpatient clinics, Covid swab transport and a home-based telephone patient support role. Over the year, we had 12 active volunteers, who donated 576 volunteer hours to supporting staff and patients.

Alison is studying a Healthcare Access Course at Lowestoft College and volunteers for East Coast Community Healthcare (ECCH). She started by doing 2 days at the phlebotomy clinic at Beccles Hospital, meeting and greeting visitors. More recently she has offered an additional day a week, working at the local vaccination clinic and leading on a 'Friends and family' phone questionnaire. Alison's volunteering experience has improved her self-confidence and given her the drive to achieve her goal of becoming a qualified nurse.

ERS Medical Non-Emergency Patient Transport Service Volunteers

Under contract to ERS Medical, this service recruits, trains and supports volunteers who use their own cars to transport patients to and from essential medical appointments within East Anglia and sometimes beyond. Despite a challenging year, in which additional health and safety measures and the wearing of PPE became the norm, 24 of our dedicated volunteers still delivered an amazing 241,000 miles. This represents over 4,200 individual journeys where our volunteers ensured that patients travelled safely to and from their appointments. In addition, our volunteer drivers delivered donated meals and home-made scrubs to NHS staff and transported test swabs to local hospitals around the county.

Sadly, some of our long-standing volunteers decided to retire from the service during the year. We thank them for their service and dedication to the patients of Norfolk. However, with a redesigned mainly digital training package, we were also delighted to welcome 15 new volunteer drivers to the service.

Nigel started volunteering with ERS Medical in November 2019. Having spent much of his career as a bus driver, he really enjoys driving and meeting people. After the pandemic struck in 2020, Nigel embraced the latest Covid-19 Health and Safety measures to ensure that he and his passengers could travel safely and with confidence to hospital appointments. He normally volunteers 3-4 days a week and has often undertaken additional shifts to meet the increasing demand for patient transport. In just one year, Nigel registered an outstanding 21,000 miles of patient transport.

Digital Inclusion Volunteers

Our Digital Inclusion volunteer service is funded by Norwich City Council and recruits, trains and supports volunteers to provide digital support to Norwich residents. Over the year, our 30 or so volunteers provided telephone digital skills support to referred clients. The project's Digital Stuff Hub also proved very popular and over 20 items were loaned to Norwich residents, including laptops, tablets and MiFis to allow them to get online and access key services.

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(continued)

C) EMPLOYMENT AND SKILLS

Voluntary Norfolk's Employment and Skills team delivers employment support across Norfolk to people who are out of work, whatever their age and location, and however long they have been unemployed. We help clients develop their skills, search for jobs and overcome the barriers that are preventing them from finding employment.

In 2022/21, we took on a number of significant projects. We saw an increase in both the demand for our services and availability of funding owing to the Covid-19 pandemic. We were able to provide support for over 700 people through our services, with around 350 moving into employment or education as a result - a good success rate at finding employment.

Table 1 provides a summary of the commissioned employment and skills services that Voluntary Norfolk manages and their outcomes.

We restructured the team to support its continued growth and ensure a quality service. As part of our focus to improve the client experience, we introduced a one-point entry system, with a simple enquiry form or contact point. After this point of entry, we ensure each client receives the appropriate support for their specific situation.

"Around 350 people moved into employment or education with support from our employment and skills service."

Norfolk Employability Networks

Led by Voluntary Norfolk, the employability team have created three successful networks to ensure professionals can keep in touch and share best practice during this challenging period:

- The Norwich network currently attracts over 30 organisations
- The Great Yarmouth network attracts over 15 organisations
- The West Norfolk network attracts over 40 organisations.

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(continued)

Employment and Skills projects – Table 1

Project name	Target audience	Geographical coverage	Funder	Outcomes
Chances	Over 18's who are out of work for any length of time. Support to return to the labour market.	Norfolk	European Social Fund (ESF)	Since Jan 2021, support provided to over 130 local people, with 23% moving into education or employment.
Norfolk Community College	Economically inactive individuals, who are over 25 years old and furthest from work. Support to move toward job searching, training and employment.	Norfolk	Building Better Opportunities programme	Support provided to over 400 of the hardest to help, with 52% moving into education or employment.
New Horizons	Unemployed individuals that are distant from the labour market. Coaching and mentoring, plus support with ICT needs and finances.	King's Lynn & West Norfolk.	Building Better Opportunities programme	Support provided to over 60 people experiencing severe financial hardship, with 81% resolving their issues or finding employment.
Routes to Work	Newly unemployed people. A rapid return to work programme designed in response to Covid-19 to support newly unemployed people to return to work quickly.	Norwich	European Social Fund (ESF)	Support provided to over 60 people, with 50% moving into education or employment.
Skills Connect	16-24 year olds. Support with tailored employability support and training.	Norwich	European Social Fund (ESF)	Support provided to over 80 young people, with almost 40% moving into education or employment.
Connectability (IT Employability Project)	Participants from other employability projects. Offers Chromebook and Wi-Fi dongle loans, supporting participants to get online.	Norfolk	Norfolk Community Foundation	Supported more than 50 people seeking work, by gaining them access to laptops and getting them online.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

(continued)

D) HEALTH AND SOCIAL CARE SERVICES

Voluntary Norfolk delivers and manages a range of health, social care and wellbeing services which offer practical and emotional support for target groups in our community. We work closely with volunteers, community and voluntary groups, NHS Commissioning Groups, Norfolk County Council and other health and social care stakeholders.

Di) Better Together

Norfolk County Council has funded Better Together Norfolk over a three-year period to develop new and innovative ways to combat social isolation and loneliness through the provision of a support service to work with both individuals and communities. The purpose of the service is to tackle loneliness and social isolation by reducing barriers, providing new opportunities for involvement, delivering one-to-one assessment and coaching interventions and support to individuals, designing and delivering community-led initiatives and social action and the provision of infrastructure support to local organisations and groups.

Edwin is a man with learning disabilities and some physical frailty, who expresses feelings of loneliness regularly. Through supporting him to articulate his feelings and difficulties, we have been able to help him make contact with friends he had not seen since the beginning of the pandemic. In addition, and as a result of a tech-check visit, we have been able to get him online and provide him with a tablet from funding for highly-isolated individuals.

Better Together Norfolk has played a key role in working in partnership to alleviate loneliness and social isolation across our commissioned areas of delivery. We have a helpline which takes calls for the whole of Norfolk and acts as the gateway to the service for individuals. It offers a Freephone number that people can phone to get information and advice or just have a chat. Our helpline also offers signposting and telephone support to those who are able to manage with a light-touch intervention, and consultations with professionals to see if we can assist with a client as part of a multi-agency approach.

During the last year our helpline provided support to 504 individual people, often supporting them via the telephone for several weeks or even months.

Life Connectors work with individuals who need additional support to access and engage with services, groups and events on a one-to-one basis. Life Connectors often work with people who have complex multifaceted needs, often needing to engage them with a range of agencies to ensure that their needs are holistically met. Often our clients will have been signposted to several services in the past, however are unable to access these services without support. They may have history of trauma and require a trauma informed approach to overcome their personal challenges. We work to build relationships of trust with individuals, and often are the lynch pin in their support –facilitating engagement with other services and often working to maintain engagement and advocate for their needs.

Nina has bi-polar which has made it difficult for her to work in the past and has led to her feeling lonely and socially isolated. We have worked with her to understand her interests and aspirations. As a result, we designed a flexible volunteering opportunity for her, which works around her varying state of mental health. She really appreciates the flexibility and satisfaction from volunteering and has enjoyed making new friends.

During the last year our team of Life Connectors have provided intensive one-to-one support to 448 people, helping them through national lockdowns and keeping them engaged with a range of different activities and online groups.

Over 2020/21 our Life Connectors had, on average, 216 active cases each month, and our Helpline, 79 active cases each month.

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FOR THE YEAR ENDED 31 MARCH 2021

(continued)

Our Community Development Workers (CDW) have facilitated groups, events and training; including a mental health conference, 'Shedding the Light', which was attended by professionals and those with lived experience, to share their stories and ensure that the user voice is heard. Our CDW have worked to ensure there are opportunities for people to connect to, and also developed a range of online opportunities so we could still connect people to their communities throughout the lockdowns. We have facilitated Mutual Aid Groups in villages, and been recognised by the Jo Cox Campaign on Loneliness for our Trees of Hope Initiative, which saw local communities write messages of hope for after lockdown on a focal tree in their village, and doorstep jingles at Christmas.

Harriet is in her 70s and has been shielding since lockdown. We helped Hilary explore options for her creative writing group to safely return to meeting once restrictions had relaxed. We were able to reassure Harriet that the group could meet during a quiet time where there would not be many people in the venue. This, along with our COVID safety measures, gave Harriet the reassurance she needed to relaunch the group in October 2020.

During the last year, our Community Development Workers have run groups, which have benefitted over 2000 individuals. We have run coffee and chat groups, daily check in groups, cookery groups (with Nigel Ramsbottom) and even run a slow cooker appeal which saw us raise £2000 and distribute over 200 slow cookers to individuals and families in need.

Better Together also facilitates the Men's Shed network. Work has continued to strengthen the Norfolk Shed Network, including a day conference for Shed leaders in Dereham last December, online forums and the adoption of a formal constitution for the Network.

"You came into my life when I needed a friend and you have opened my life up to other friends and groups. You have taught me so much and I feel like I can tell you anything. I was nervous as hell the day we met in Greggs, but (Life Connector) was lovely and put me at ease. Over the last 6 months my confidence has increased, I've been interviewed on the radio and now I am able to volunteer to support other people and I feel like I have a purpose in my life again".

"When you first called I had nothing. I have now had the motivation to lose weight, start working again and have started to believe in myself and my abilities. Without your phone calls every week I do not think I would have found the confidence to push myself to get my life back on track. I am so excited about the future for the first time in years! I now assist vulnerable children by sitting with them on their journeys to and from school. My relationship with my own daughters has improved and losing weight and eating healthier (even cooking home cooked meals we all eat now!) has made me feel less depressed and unwell. Thank you"

"I just wanted to say what a fantastic service you have provided to one of our service users. She has found you inspiring and felt encouraged and empowered to get out into the community. Thanks to you, she has found a love for walking and makes sure she gets out daily and sets herself her own targets. I have seen a real positive change in this service user, and it is thanks to your support." (Leeway)

Dii) Carers

Through the Carers Matters Norfolk service, including the Carers & Families service, there is now a ground-breaking, fully integrated, all-ages support service for unpaid carers in Norfolk. Voluntary Norfolk is a delivery partner in the Carers Matter Norfolk service delivering statutory Carers Assessments and support to adult unpaid carers throughout Norfolk on behalf of Norfolk County Council. This service is managed by Bridges Outcomes Partnerships under a Social Investment Bond for a five-year delivery term (starting in September 2020). The Young Carers & Families Service has remained separate to the Bridges contract for adults, with Voluntary Norfolk as the lead partner. Our staff work across both services to provide the joined up integrated approach.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

(continued)

Carers Matters Norfolk

Our highly skilled and knowledgeable team of Family Carer Practitioners worked with over 300 newly identified carers, assessing their ability to sustain their caring role and putting in place support to enable them to do this. As part of the new Carers Assessment process the team now have the ability to award funding to deliver positive outcomes. Grants include providing access to counselling services, items of furniture/white goods, breaks away from the home and their caring situation, and access to computer equipment to support carers to become digitally included. The team can also access a carers short breaks service which can offer time limited respite from caring and allow a carer to focus on their own needs and wellbeing.

We are developing a volunteer "step down" service to adult carers, where they can access ongoing emotional support after the intensive period of assessment and support with the community team has ended. This will enable the Family Carer Practitioners to deliver short term interventions to more unpaid carers while ensuring that the emotional needs and wellbeing of carers can be supported on a medium-term basis. It will give the volunteers opportunities to engage carers with a wider network in the community for a more sustainable, long term support plan.

The Coronavirus pandemic continued to have an impact on the services delivered, and we offered a responsive service to carers offering a mixture of face to face/telephone/online support according to the carers needs and wishes plus the changing guidance from central government. Our increased emotional support and welfare check calls continued as did additional assistance to our more vulnerable clients by collecting and delivering prescriptions, food etc.

Young Carers & Families Service

In April 2020 we entered the second year of the Young Carers & Families Service, offering a tailored support service to young carers and their families. Voluntary Norfolk is lead partner, funded by Norfolk County Council. There were some changes to the delivery model during the year. Voluntary Norfolk now deliver a free Advice Line staffed Monday – Friday, offering a focused triage and assessment of young carers and family's needs, providing a swifter referral to statutory services if needed ahead of the Whole Family Support, which continues to be delivered by the team of Family Carer Practitioners. Our local, well-established delivery partners across Norfolk continue to offer targeted one-to-one support and Peer Support groups for the young carer, with the aim of reducing or removing the inappropriate burden of care from these young people and allowing them to enjoy a childhood.

"Sarah (care connector) was an invaluable asset to me when I needed someone the most. Things became extremely low for me and Sarah helped me slowly get out of that lull. She spoke to me with compassion and helped me access things that were helpful. Sarah supported me with completing paperwork and referrals to help my parents - she suggested referring ourselves for a grant which funded a short break away for us all. We were given advice on places that could offer support too. Sarah just messaging me once a week would be sometimes just what I needed, so I knew that I was being thought of and I wasn't being forgotten. I was extremely grateful for that."

In 2020/21 Carers Matter Norfolk delivered direct support to over 550 young carers with a further 220 members of their family network also being supported (parents, extended family members). 500 of these young carers and family members were newly identified. Through our work with Caring Together, 950 professionals have attended awareness raising sessions and 54 sessions have been delivered to schools. 51 schools have been supported to access the Carer Friendly Tick Award.

As with the Adult Carers Matter Service, the Coronavirus pandemic continued to affect services throughout the period. Although some services were delivered as a mixture of face-to-face and telephone/online, some

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(continued)

delivery partners were able to have windows of opportunity where they could bring together young carers in the outdoors for fun activities.

Response to survey question 'what was the best thing about the support you received?'

"I know I have someone to talk to, and I know where I can get help when I really need it."

"Making new friends and being with other kids who know what it's like to look after someone."

"It gave me a break from being at home and an opportunity to do things with new people who care."

Diii) SOS Bus

The SOS Bus service looks after the safety, health and well-being of people visiting Norwich's city centre on Friday and Saturday nights. It provides a safe space and aims to reduce unnecessary A&E visits, ambulance call outs and to free-up police officer time.

The SOS Bus Manager and Admin Officer were re-deployed to other Voluntary Norfolk services throughout the reporting period, the SOS bus did not run during lockdowns.

The SOS Bus started running again in July 2020 in-between lockdowns on Saturday nights. We ran a total of 14 shifts and during these 9 ambulance calls outs were prevented and 8 A&E attendances avoided. People with injuries and medical conditions accounted for 37% of those helped, 34% were intoxicated through drink or drugs and 14% were experiencing mental health issues. Despite the risk to themselves of contracting Covid, a core group of volunteers continued to support the service and gave their time and skills to help with necessary bus modifications to enable enhanced infection control measures.

"I value helping those on the SOS Bus who are having mental health problems. I am able to talk to them and signpost them in the right direction for help." (Quote from volunteer)

E) CBR BUSINESS SOLUTIONS

Our trading arms CBR Business Solutions provides HR consultancy, DBS checks and Payroll and Auto Enrolment services to around 500 charities and businesses across the country, with clients ranging from small local charities through to large SMEs. Operating profits from CBR Business Solutions provide an important source of unrestricted income for Voluntary Norfolk.

DBS Services

Our DBS Team facilitates both online and paper-based DBS Disclosure applications. We continue to provide regular checks to approximately 250 online and 50 paper-based clients. We seemed to see a modest increase in business this year, possibly in part due to Covid creating a greater need for checks nationally and CBR's DBS business including large clients in the care sector. We now provide Overseas Criminal Record Checking and are looking to offer an 'applicant verification service' performed at the Post Office for eDBS clients.

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FOR THE YEAR ENDED 31 MARCH 2021

Payroll

We provide a vital service for employers who choose to outsource their payroll requirements due to capacity or lack of in-house skills or relevant software. Every month the CBR Payroll team are responsible for paying the correct salaries to 900 payees in 75 discreet customer payrolls, taking into account individual pension requirements, adjustments, statutory payments, tax codes, deductions, tax and National Insurance. The team also processes and sends relevant documentation for clients including, payslips, pension letters, P45s and P60s, returns to HRMC and schedules for pension providers.

HR Consultancy

Our Chartered CIPD HR Consultants provide a flexible, professional HR service on all aspects of HR management including on-boarding, contracts of employment, policies and procedures, training and coaching, performance management, restructures, ill health and capability, disciplinary and grievance processes, consultations and redundancies. They also act as Investigating Officers in case of complex disciplinary and grievance investigations. During 2021 they have continued to advise clients on the Coronavirus Job Retention Scheme and its variations as well as supporting clients having to make restructuring and redundancy decisions. In particular in 2021, we have had some extremely busy clients which have involved us in complex disciplinary and grievance case work as well as advising on other complex HR and Employment Law matters. Due to distancing measures, much of this work has had to be conducted via Teams or Zoom, which brings its own challenges.

The HR team also continue support clients and other organisations by advertising job vacancies on our Jobs Board and Archant's EDP online job search portal, Jobs24. Our Jobs Board attracts 8,000-page views each month making it one of the main sources of employment opportunities for local jobseekers in this sector. This advertising service is been exceptionally busy this year. During last year we took on several new clients who were looking for additional HR support during lockdown. We now need to look to continue to bring on new clients with targeted business development as well as ensure that we achieve annual renewals with our current clients

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(continued)

FINANCIAL REVIEW

a. Going concern

In response to the Covid 19 pandemic, Voluntary Norfolk adopted a hybrid working model that incorporates remote and on site working and electronic and face to face communications and administration. This has allowed us to continue to function throughout the disruption. As the impact of the pandemic declines, we will adapt and take the best elements of our experiences to create the operating structure that best delivers our future plans.

The Trustees have considered the charity's position at the time of signing the financial statements, including the on-going challenges caused by Covid-19 and its impact on the charity, economy and society.

The charity's normal activities are still affected by our response to the Covid-19 pandemic, however, service delivery has been maintained and proved effective. All funders have maintained funding. The Trustees have considered a period of 12 months from the date of approval of these financial statements and, based on the level of funds within the charity, the ongoing support of funders, the charity's role in the Covid19 response and the dynamic way in which the charity has modified methods of service delivery, the Trustees confirm it is appropriate to prepare the accounts on a going concern basis. Further details regarding the adoption of the going concern basis can be found within the accounting policies of page 26.

b. Reserves policy

The charity reviews its reserves policy annually. This review encompasses the nature of the income and expenditure streams and the need to match variable with fixed commitments and the level of the reserves. The unrestricted general fund at 31 March 2021 amounted to £302,107 (2020: £283,136) and is deemed to be sufficient. Fixed assets at 31 March 2021 stood at £15,581 (2020: £16,927). This means that at 31st March 2021, free reserves were £286,526 in surplus (2020: £266,209 in surplus). Restricted funds at 31st March 2021 were £771,065 (2020: £478,038). Total reserves at 31st March 2021 were £1,073,172 (2020: £761,174).

Unrestricted income continues to be generated from CBR Business Solutions and project activity as a result of on-going and new activity.

The trustees have agreed to maintain minimum reserves at a level equivalent to six months running costs.

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FOR THE YEAR ENDED 31 MARCH 2021

c. Principal funding

The Statement of Financial Activities for the year is set out on page 29, whilst a summary of the results is set out below.

During the year, the charity's incoming resources increased to £3,465,809 (2020: £3,365,545). An analysis of the incoming resources of the charity is given in notes 2 and 3 to the accounts. The trustees are continually reviewing their fundraising and grant application strategy in order to maximise their income, which is applied to the constitution's charitable objectives.

The charity continues to further develop income streams derived from paid for services whilst the public sector exercises funding restraint.

Expenditure on charitable activity decreased to £3,153,811 (2020: £3,274,469) and continues to be the most significant part of the charity's costs.

Details of the movement in the funds are provided for in note 15 to the financial statements.

Structure, governance and management

a. Constitution

The company limited by guarantee and registered in England and Wales was formed 4 November 2005.

Charitable registration was achieved on 11 November 2005.

The year of formation of the original organisation was 1969.

The charity's objective is to promote any charitable purposes for or including the benefit of the community in the United Kingdom and in particular Norfolk and Waveney, the East of England and its neighbourhood and, in particular the advancement of education, community and social services, the protection of health and the relief of poverty, distress and sickness.

In addition, it promotes and organises co-operation in the achievement of the above purposes and to that end to bring together in council representatives of the voluntary organisations and statutory authorities within the area of benefit.

b. Methods of appointment or election of Trustees

The management of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association. A formal process of induction is given to all trustees as well as training as appropriate.

c. Pay policy for senior staff

The pay of the senior management team is reviewed annually and normally in accordance to NJC guidelines. The CEO's salary is reviewed utilising recruitment consultants and external benchmarking to attract the appropriate calibre of candidate.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)

d. Organisational structure and decision making

Voluntary Norfolk is both a company limited by guarantee and a registered charity. Membership of Voluntary Norfolk is open to all voluntary organisations within the area of benefit subject to them being able to sign up and adhere to the aspirations of the charity.

The charity is governed by a Board of Trustees. The trustees meet at least six times a year. The trustees consider the board of directors, who are the trustees of the charity, as the key personnel in terms of directing and controlling the charity, with day-to-day responsibility for running the organisation delegated to the CEO, Alan Hopley. All the directors (trustees) give of their time freely and no director (trustee) received remuneration within the year.

e. Risk management

A risk management register has been designed to assist in identifying vulnerable areas of the organisation. During the year, the trustees undertook the annual programme of review of the register established to encompass financial, personnel, insurance, funding and expenditure areas, ensuring identified risks are properly managed and are satisfied that systems and procedures are in place to mitigate the organisation's exposure to the major risks. Safeguarding is also discussed regularly by trustees. The trustees and senior managers are supported by a Policy Officer in the review and updating of policies.

FUTURE DEVELOPMENTS

During the coming year, the charity will continue to build on our vision and strategy of 'connected, resilient and compassionate communities', maintaining and expanding relationships with existing and new funders, and developing partnerships in the delivery of new services to match needs. The charity will seek to work collaboratively with commissioners, stakeholders and partners in order to expand its services and strengths within the three identified priority areas of growth - communities, health and social care, and employment and skills services. We aim to play a full and constructive role as Norfolk works to rebuild the resilience of our communities, improve health and social care provision and help people back into work, following the many impacts of the pandemic.

Infrastructure and support for the VCSE sector will remain a priority and we will look to improve and extend our offer, working in partnership with other organisations, and understanding the needs and priorities of the sector as a result of Covid-19. We will continue our work to encourage, facilitate and grow volunteering, including working towards the launch of the Volunteer Passport and reviewing our Volunteer Portal.

Investing in our staff and the development of our volunteers is core to what we do and the quality of our services. The extended period of homeworking has impacted on team cohesion and well-being, so rebuilding this will be important this year.

Through our CBR Business Solutions activity we will continue to generate income in support of Voluntary Norfolk's charitable objectives.

For details of Voluntary Norfolk in general and its services visit www.voluntarynorfolk.org.uk.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also the directors of the company for the purposes 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 company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Auditors

The auditors, Larking Gowen LLP, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees on 24 November 2021 and signed on their behalf by:



.....
John Archibald
Chair of Trustees

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF VOLUNTARY NORFOLK

Opinion

We have audited the financial statements of Voluntary Norfolk (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF VOLUNTARY NORFOLK (CONTINUED)

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' 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.

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

We have nothing to report in respect of the following matters in relation to which 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.

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF VOLUNTARY NORFOLK (CONTINUED)

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

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

Due to the field in which the Charity operates, we have identified the following areas as those most likely to have a material impact on the financial statements: health and safety; employment laws; GDPR; serious incident reporting and compliance with the UK Companies Act.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including frauds and non-compliance with laws and regulations, was as follows:

- Enquiries with management about any known or suspected instances of non-compliance with laws and regulations, accidents in the workplace and fraud;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Challenging assumptions and judgements made by management in their significant accounting estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognised the non-compliance.

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF VOLUNTARY NORFOLK (CONTINUED)

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

Use of our report

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



Julie Grimmer FCA DChA (Senior statutory auditor)

for and on behalf of
Larking Gowen LLP

Chartered Accountants
Statutory Auditors

King Street House
15 Upper King Street
Norwich

NR3 1RB

Date: 14 December 2021

VOLUNTARY NORFOLK
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

	Note	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and legacies	2	6,821	9,574	16,395	2,673
Charitable activities	3	2,938,804	510,610	3,449,414	3,362,872
		<u>2,945,625</u>	<u>520,184</u>	<u>3,465,809</u>	<u>3,365,545</u>
Total income					
Expenditure on:					
Raising funds	4	-	14,813	14,813	31,583
Charitable activities	5	2,652,598	486,400	3,138,998	3,242,886
		<u>2,652,598</u>	<u>501,213</u>	<u>3,153,811</u>	<u>3,274,469</u>
Total expenditure					
		<u>293,027</u>	<u>18,971</u>	<u>311,998</u>	<u>91,076</u>
Net movement in funds					
Reconciliation of funds:					
Total funds brought forward		478,038	283,136	761,174	670,098
Net movement in funds		293,027	18,971	311,998	91,076
		<u>771,065</u>	<u>302,107</u>	<u>1,073,172</u>	<u>761,174</u>
Total funds carried forward					

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 32 to 48 form part of these financial statements.

VOLUNTARY NORFOLK
(A company limited by guarantee)
REGISTERED NUMBER: 05616120

BALANCE SHEET
AS AT 31 MARCH 2021

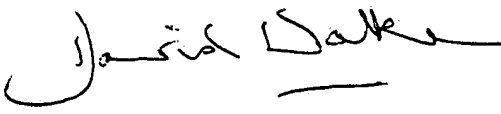
	Note	2021 £	2020 £
Fixed assets			
Intangible assets	9	5,208	7,816
Tangible assets	10	10,373	9,111
		<u>15,581</u>	<u>16,927</u>
Current assets			
Debtors	11	629,648	677,890
Cash at bank and in hand		1,679,753	1,848,682
		<u>2,309,401</u>	<u>2,526,572</u>
Creditors: amounts falling due within one year	13	(1,251,810)	(1,782,325)
Net current assets		<u>1,057,591</u>	<u>744,247</u>
Total net assets		<u><u>1,073,172</u></u>	<u><u>761,174</u></u>
Charity funds			
Restricted funds	15	771,065	478,038
Unrestricted funds	15	302,107	283,136
Total funds		<u><u>1,073,172</u></u>	<u><u>761,174</u></u>

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees on 24 November 2021 and signed on their behalf by:


John Archibald
Chair of Trustees


David Walker
Vice Chair

The notes on pages 32 to 48 form part of these financial statements.

VOLUNTARY NORFOLK
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	2020 £
Cash flows from operating activities		
Net cash used in operating activities	(163,468)	280,807
Cash flows from investing activities		
Purchase of tangible fixed assets	(5,461)	(11,247)
Net cash used in investing activities	(5,461)	(11,247)
Cash flows from financing activities		
Net cash provided by financing activities	-	-
Change in cash and cash equivalents in the year	(168,929)	269,560
Cash and cash equivalents at the beginning of the year	1,848,682	1,579,122
Cash and cash equivalents at the end of the year	<u>1,679,753</u>	<u>1,848,682</u>

The notes on pages 32 to 48 form part of these financial statements

VOLUNTARY NORFOLK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

1.2 Company status

The company is a private company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

The registered office of the company is St Clements House, 2-6 Colegate, Norwich, Norfolk, NR3 1BQ.

1.3 Going concern

The trustee's have considered Voluntary Norfolk's financial and operational position at the time of signing the financial statements. In particular we have considered the ongoing pandemic and it's after affects on the national economy, public services and society.

Voluntary Norfolk has emerged strongly from the pandemic and is fully engaged with commissioners, local authorities and funders in regard to a number of new, extended and/or expanded service offers.

The Trustee's have considered a period of twelve months from the point of signing these financial statements and, considered the level of on-going funding, strength of our offer in respect of contract renewals, engagement with commissioners on new emerging programmes and the financial strength and level of funds within the charity.

Based on the above the trustee's confirm it is appropriate to prepare the accounts on the going concern basis.

1.4 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

VOLUNTARY NORFOLK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. Accounting policies (continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Charitable activities and Governance costs are costs incurred on the company's educational operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

1.6 Intangible assets and amortisation

Intangible assets costing £NIL or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Intangible assets are initially recognised at cost. After recognition, under the cost model, intangible assets are measured at cost less any accumulated amortisation and any accumulated impairment losses.

Amortisation is provided on intangible assets at rates calculated to write off the cost of each asset on a straight-line basis over its expected useful life.

The estimated useful lives are as follows:

Amortisation is provided on the following basis:

Website	-	% 20% Straight line
---------	---	---------------------

1.7 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following bases:

Long-term leasehold property	- 16.6%
Fixtures and fittings	- 25%
Office equipment	- 14.3% (7 years)
Computer equipment	- 16.6% - 33.3%
Database and search engine	- 33.3%

VOLUNTARY NORFOLK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. Accounting policies (continued)

1.8 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.9 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

1.11 Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.12 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1. Accounting policies (continued)

1.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.14 Agency arrangements

Voluntary Norfolk act as agent in distributing certain funds for Youth Advisory Boards (YAB). Payments received for YAB and subsequent expenditure are excluded from the statement of financial activities as the charity does not have control over the charitable application of the funds. Management costs are charged and recognised in the statement of financial activities. Details of the agency funds and associated payments are disclosed in note 24.

2. Income from donations and legacies

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Donations	6,821	429	7,250
Government grants	-	9,145	9,145
	6,821	9,574	16,395
	<i>Restricted funds 2020 £</i>	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Donations	2,195	478	2,673

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

3. Income from charitable activities

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Health	2,180,378	-	2,180,378
Communities	489,757	-	489,757
Employment	268,669	-	268,669
Finance and Resources	-	510,610	510,610
	2,938,804	510,610	3,449,414

	<i>Restricted funds 2020 £</i>	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Health	2,003,964	-	2,003,964
Communities	654,257	-	654,257
Employment	104,473	-	104,473
Finance and Resources	-	600,178	600,178
	2,762,694	600,178	3,362,872

4. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2021 £	Total funds 2021 £
Governance costs	14,813	14,813

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

4. Expenditure on raising funds (continued)

Costs of raising voluntary income (continued)

	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Governance costs	<u>31,583</u>	<u>31,583</u>

5. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Health	1,962,788	-	1,962,788
Communities	415,682	-	415,682
Employment	274,128	-	274,128
Finance and Resources	-	486,400	486,400
	<u>2,652,598</u>	<u>486,400</u>	<u>3,138,998</u>

	<i>Restricted funds 2020 £</i>	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Health	2,029,845	-	2,029,845
Communities	587,657	-	587,657
Employment	102,413	-	102,413
Finance and Resources	-	522,971	522,971
	<u>2,719,915</u>	<u>522,971</u>	<u>3,242,886</u>

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

5. Analysis of expenditure on charitable activities (continued)

Summary by fund type (continued)

Summary by expenditure type

	Staff costs 2021 £	Depreciation 2021 £	Other costs 2021 £	Total funds 2021 £
Health	1,085,299	-	877,489	1,962,788
Communities	294,083	-	121,599	415,682
Employment	230,957	-	43,171	274,128
Finance and Resources	354,427	7,308	124,665	486,400
	<u>1,964,766</u>	<u>7,308</u>	<u>1,166,924</u>	<u>3,138,998</u>

	Staff costs 2020 £	Depreciation 2020 £	Other costs 2020 £	Total funds 2020 £
Health	780,646	-	1,249,199	2,029,845
Communities	410,870	-	176,787	587,657
Employment	92,997	-	9,416	102,413
Finance and Resources	372,208	18,273	132,490	522,971
	<u>1,656,721</u>	<u>18,273</u>	<u>1,567,892</u>	<u>3,242,886</u>

6. Auditors' remuneration

	2021 £	2020 £
Fees payable to the company's auditor for the audit of the company's annual accounts	9,115	8,850
Fees payable to the company's auditor in respect of:		
All non-audit services not included above	<u>1,063</u>	<u>1,235</u>

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

7. Staff costs

	2021	2020
	£	£
Wages and salaries	1,744,694	1,477,861
Social security costs	137,923	113,309
Contribution to defined contribution pension schemes	82,149	65,551
	<u>1,964,766</u>	<u>1,656,721</u>

The average number of persons employed by the company during the year was as follows:

2021	2020
No.	No.
<u>88</u>	<u>77</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2021	2020
	No.	No.
In the band £80,001 - £90,000	1	1

The staff costs for the employee in the banding above is in respect of both gross wages and employers national insurance.

The Key Management Personal of the charity is represented by four members of the senior leadership team together with the 11 unpaid trustees. KMP compensation including employers national insurance costs amounted to £177,211 (2020: £200,784).

VOLUNTARY NORFOLK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

8. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 March 2021, no Trustee expenses have been incurred (2020 - £43).

9. Intangible assets

	Website £
Cost	
At 1 April 2020	13,028
At 31 March 2021	<u>13,028</u>
Amortisation	
At 1 April 2020	5,212
Charge for the year	2,608
At 31 March 2021	<u>7,820</u>
Net book value	
At 31 March 2021	<u>5,208</u>
At 31 March 2020	<u>7,816</u>

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

10. Tangible fixed assets

	Long-term leasehold property £	Fixtures, fittings and office equipment £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2020	78,509	51,950	59,205	189,664
Additions	-	4,888	686	5,574
At 31 March 2021	78,509	56,838	59,891	195,238
Depreciation				
At 1 April 2020	78,388	47,625	54,540	180,553
Charge for the year	121	1,630	2,561	4,312
At 31 March 2021	78,509	49,255	57,101	184,865
Net book value				
At 31 March 2021	-	7,583	2,790	10,373
At 31 March 2020	121	4,325	4,665	9,111

11. Debtors

	2021 £	2020 £
Due within one year		
Trade debtors	495,122	511,686
Prepayments and accrued income	134,526	166,204
	629,648	677,890

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

12. Assets held for third parties

Bank and cash balances include assets held for third parties comprising of payroll floats held for the purposes of executing payroll duties on behalf of clients.

The corresponding liability to return payroll floats is recognised in other creditors as set out in note 13 below.

	2021 £	2020 £
Balance at 1 April 2020	604,267	689,580
Amounts acquired	573,670	604,267
Amounts repaid	(604,267)	(689,580)
	<u>573,670</u>	<u>604,267</u>

13. Creditors: Amounts falling due within one year

	2021 £	2020 £
Trade creditors	58,014	324,956
Other taxation and social security	86,677	152,860
Other creditors	1,023,194	953,547
Accruals and deferred income	83,925	350,962
	<u>1,251,810</u>	<u>1,782,325</u>

14. Accruals and deferred income

	2021 £	2020 £
Deferred income at 1 April 2020	280,605	155,477
Resources deferred during the year	1,136	280,605
Amounts released from previous periods	(280,605)	(155,477)
Deferred income at 31 March 2021	<u>1,136</u>	<u>280,605</u>

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
Designated funds					
Property fund	5,000	-	-	-	5,000
General funds					
Finance and resources	278,136	520,184	(501,213)	-	297,107
Total Unrestricted funds	283,136	520,184	(501,213)	-	302,107
Restricted funds					
Communities	201,534	489,757	(394,675)	(3,063)	293,553
Employment	8,809	275,168	(274,128)	3,063	12,912
Health	267,695	2,180,700	(1,983,795)	-	464,600
Total Restricted funds	478,038	2,945,625	(2,652,598)	-	771,065
Total of funds	761,174	3,465,809	(3,153,811)	-	1,073,172

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

15. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Balance at 31 March 2020 £</i>
Unrestricted funds				
Designated funds				
Property Fund	5,000	-	-	5,000
General funds				
Finance and resources	232,034	600,656	(554,554)	278,136
Total Unrestricted funds	237,034	600,656	(554,554)	283,136
Restricted funds				
Communities	134,933	654,257	(587,656)	201,534
Employment	6,750	104,473	(102,414)	8,809
Health	291,381	2,006,159	(2,029,845)	267,695
	433,064	2,764,889	(2,719,915)	478,038
Total of funds	670,098	3,365,545	(3,274,469)	761,174

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

15. Statement of funds (continued)

Communities

Communities represents those restricted funds under management of the charity to deliver volunteering services and community development opportunities. The most significant balances carried forward are £202,116 (2020: £47,760) relating to Freshly Greated and £35,213 (2020: £68,259) relating to Working Together.

Employment

Employment represents those restricted funds under management of the charity to deliver support services reaching those less able to access employment opportunities and training. The most significant closing balances relate to NTW Community Connectors of £36,351 (2020: £23,581) and Awards for all of £6,198 (2020: £6,198).

Health

Health represents those restricted funds under management of the charity to deliver volunteer projects within hospitals and the wider community. The most significant closing balances relate to Health & Wellbeing Volunteer Service of £61,223 (2020: Nil), Better Together of £114,660 (2020: £197,258) and Young Carers & Family Support Service £60,184 (2020: £46,224).

Designated Property Fund

The trustees have earmarked a sum of £5,000 in respect of potential future property costs.

16. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Designated funds	5,000	-	-	-	5,000
General funds	278,136	520,184	(501,213)	-	297,107
Restricted funds	478,038	2,945,625	(2,652,598)	-	771,065
	<u>761,174</u>	<u>3,465,809</u>	<u>(3,153,811)</u>	<u>-</u>	<u>1,073,172</u>

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

16. Summary of funds (continued)

Summary of funds - prior year

	<i>Balance at 1 April 2019</i>	<i>Income</i>	<i>Expenditure</i>	<i>Balance at 31 March 2020</i>
	£	£	£	£
Designated funds	5,000	-	-	5,000
General funds	232,034	600,656	(554,554)	278,136
Restricted funds	433,064	2,764,889	(2,719,915)	478,038
	<u>670,098</u>	<u>3,365,545</u>	<u>(3,274,469)</u>	<u>761,174</u>

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2021	Unrestricted funds 2021	Total funds 2021
	£	£	£
Tangible fixed assets	-	10,373	10,373
Intangible fixed assets	-	5,208	5,208
Current assets	771,065	1,538,336	2,309,401
Creditors due within one year	-	(1,251,810)	(1,251,810)
Total	<u>771,065</u>	<u>302,107</u>	<u>1,073,172</u>

Analysis of net assets between funds - prior year

	<i>Restricted funds 2020</i>	<i>Unrestricted funds 2020</i>	<i>Total funds 2020</i>
	£	£	£
Tangible fixed assets	-	9,111	9,111
Intangible fixed assets	-	7,816	7,816
Current assets	478,038	2,048,534	2,526,572
Creditors due within one year	-	(1,782,325)	(1,782,325)
Total	<u>478,038</u>	<u>283,136</u>	<u>761,174</u>

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2021 £	2020 £
Net income for the year (as per Statement of Financial Activities)	311,998	91,076
Adjustments for:		
Depreciation charges	4,312	15,668
Amortisation charges	2,608	2,606
Decrease/(increase) in debtors	48,242	(4,164)
(Decrease)/increase in creditors	(540,035)	183,121
Net cash provided by/(used in) operating activities	(172,875)	288,307

19. Analysis of cash and cash equivalents

	2021 £	2020 £
Cash in hand	1,679,753	1,848,682
Total cash and cash equivalents	1,679,753	1,848,682

20. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	1,848,682	(168,929)	1,679,753
	1,848,682	(168,929)	1,679,753

21. Pension commitments

The company operates a defined contribution pension scheme. The pension cost charge represents contributions payable and amounted to £82,149 (2020: £65,551). At the year end £nil (2020: Nil) remained payable.

VOLUNTARY NORFOLK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

22. Operating lease commitments

At 31 March 2021 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	2020 £
Not later than 1 year	75,000	75,000
Later than 1 year and not later than 5 years	39,375	114,375
	<u>114,375</u>	<u>189,375</u>

The following lease payments have been recognised as an expense in the Statement of financial activities:

	2021 £	2020 £
Operating lease rentals	-	62,699
	<u>-</u>	<u>62,699</u>

23. Related party transactions

David Steven Town, a Trustee of Voluntary Norfolk, is a Director of MTM Youth Services CIC. During the year ended 31 March 2021. Voluntary Norfolk invoiced MTM Youth Services CIC £84 for services in relationship to DBS checks (2020: £336) and £700 in relation to Youth work. MTM Youth Services CIC invoiced Voluntary Norfolk £57,046 in relation to young carer support services (2020: £70,000). David Steven Town was not paid expenses this year but was paid £43.20 during the prior year. David Steven Town has since resigned in April 2021.

Richard William Packham, a Trustee of Voluntary Norfolk is a Director of Centre 81 Limited. During the year ended 31 March 2021. Voluntary Norfolk invoiced Centre 81 Limited £183.60 in relation to DBS checks. There was no such payments in the prior year.

24. Agency arrangements

Voluntary Norfolk act as an agent in distributing funds from Youth Advisory Board (YAB). In the year the charity received £288,000 (2020: £300,525) and disbursed £172,550 (2020: £326,036) from the fund. An amount of £300,474 (2020: £191,374) is included in other creditors relating to undistributed funds.