

**VOLUNTARY
NORFOLK**



Annual Report 2021-2022

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Chair and CEO statement

2021-2022 will be remembered as a year that Britain emerged from the pandemic and into two other crises – a cost of living crisis exacerbated by rising food and fuel prices and the re-emergence of war in Europe. The pandemic had an immense impact on the needs and capacity of the voluntary sector, including Voluntary Norfolk, but our dedicated staff and volunteers have adapted and continued to get people back into work, improve public services with volunteers, support the most vulnerable and strengthen our communities, and enhance Norfolk's voluntary, community and social enterprise (VCSE) sector.

Supporting the Covid response and the NHS's vaccine roll-out remained a key part of Voluntary Norfolk's work in 2021-22. The financial year started with the initial vaccine roll-out and developed into support for the booster jab programme with the emergence of the Omicron variant in November. Our volunteers gave over 19,000 hours of their time to support the vaccine roll-out and the SOS Bus worked with Public Health to increase vaccination uptake for the most vulnerable people within our communities. Our Covid Response Volunteer Co-ordinators continued to work closely with local councils to match appropriate volunteers to requests for help received for vulnerable and isolated people in communities, helping over 500 people with over 8,500 tasks in the year.

Alongside this our commissioned services of Better Together Norfolk helping tackle loneliness and social isolation and Carers Matter Norfolk supporting adult and young carers, continued their work addressing social and healthcare challenges with the effects of the pandemic and pressures within the health and social care system impacting on many of our clients. Our Employment and Skills service, which offers employment support across the whole of Norfolk to anyone who is out of work, worked with over 700 people and successfully supported two-thirds of these into employment or education.



John Archibald
Chair of Trustees



Alan Hopley
Chief Executive Officer

**Our volunteers gave
over 19,000 hours
to support the vaccine roll-out**

This year the Working Together infrastructure support to the VCSE sector was recommissioned as Empowering Communities, a partnership between Voluntary Norfolk, Community Action Norfolk and the Norfolk Community Foundation, working closely with Norfolk County Council, NCAN and Fuse Norwich. We are delighted with this collaboration which we believe will benefit the VCSE sector in Norfolk. We have invested in our support to the sector for volunteering, with the Volunteer Passport showing positive results and a new volunteering portal commissioned to be launched in summer 2022. Our work to support the set-up and development of the VCSE Assembly continued, and we look forward to seeing this flourish as a forum for representing the VCSE within the new Integrated Care Services in Norfolk and Waveney.

As ever, all this is only possible thanks for Voluntary Norfolk's wonderful staff team and volunteers. We value the work of all our staff who – in every role in the organisation - work

extremely hard to ensure Voluntary Norfolk can offer excellent support to its clients. Around 750 people volunteered through Voluntary Norfolk this year, and we thank them for their time and commitment to the people and communities they support.

As we move into 2022-23, as well as the turbulence in the external environment, we will see significant changes in the commissioning and funding environment as we move to an Integrated Care System and the European Social Fund comes to an end. In our response we will keep our mission of building connected, resilient and compassionate communities where people work together to improve lives at the heart of all we do, looking for what Voluntary Norfolk can do to best support this, adapting creatively, and working closely with colleagues and partners in the VCSE and public sectors.

John Archibald, Chair
Alan Hopley, CEO

Highlights



Over 850 people actively volunteered with Voluntary Norfolk in the last year

64% of the people seen by our Employment and Skills service were successfully supported into employment or education



Our Covid volunteers gave up **19,471 hours** of their time to support the NHS's vaccine roll-out programme



Our team of non-emergency patient transport volunteers made **11,681 journeys** transporting patients to medical appointments



Our Better Together team spent **3,423 hours** supporting individuals suffering from social isolation or loneliness, with **91.6% of clients** surveyed feeling “less lonely” as a result of our help

Over 170 of our volunteers dedicated **over 6,800 hours** of their time to support the NHS services in Norfolk and Waveney



67 of our volunteers supported **55 clients** adjust to long term illness and improve their independence and quality of life



Voluntary Norfolk's SOS Bus in Norwich helped prevent **140 A&E visits** and **159 ambulance callouts**

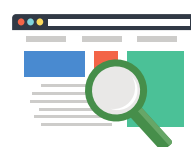


Our Community Support (CS) team supported **over 660 adult carers** sustain their caring role, while our Young Carers Matter service directly and indirectly supported **1,102 people**

Our trading arms CBR Business Solutions provided HR consultancy, DBS checks and Payroll and Auto Enrolment services to **around 500 charities and businesses** across the country



Our community arts organisation Freshly Greated hosted **over 95 events** and reached an audience of 8679 in Great Yarmouth



20 of our Digital Inclusion volunteers improved the IT skills of over **80 new learners** and many returning learners



Our Volunteer Passport scheme was piloted this year with **38 people** completing the training programme

Voluntary Norfolk put on eleven Good Practice events to improve the VCSE sector in Norfolk, which were attended by **153 people** from **120 organisations**



Trustees' report

The Trustees present their annual report together with the audited financial statements of the company for the year 1st April 2021 to 31st March 2022. 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 1st 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.

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 Objectives and Activities section below.

Organisational objectives

The vision, mission and aims for Voluntary Norfolk have been defined as follows:

Our vision

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

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.

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.


The last strategy review was in 2019 and was interrupted by the Covid-19 pandemic. In the coming year we will refresh our strategic plan.

Activities and achievements

Over the last financial year Voluntary Norfolk has delivered a variety of projects and services in support of our purposes and aims. The following section details the projects and services that were operational during 2021-22 within the following five themes:

- 1. Emerging stronger from the pandemic*
- 2. Getting people back into work*
- 3. Improving public services through our volunteers*
- 4. Supporting the most vulnerable and strengthening our communities*
- 5. Enhancing Norfolk's VCSE sector*

No projects or services came to an end during the reporting period, and a number were recommissioned or extended.



**COVID-19
vaccination
centre**



Emerging stronger from the pandemic

For much of 2021-22, Covid-19 was still very much at the front of people's minds. The year started with the vaccine roll-out gathering pace. On 12th April 2021 it was announced that everyone in JCVI priority groups 1 to 9 had been offered a vaccination. By July 2021 all adults had been offered a vaccination. The emergence of the omicron variant later in the year meant a renewed push in November and December to give all adults booster vaccinations.

Our volunteers played a vital role in supporting the roll-out of the Covid-19 Vaccination Programme in Norfolk, while another key area of work for Voluntary Norfolk was our continued support of the Covid community response.

Covid vaccination clinics

Dealing with Covid and supporting the NHS's vaccine roll-out remained a key facet of Voluntary Norfolk's work in 2021-22. Volunteers from Voluntary Norfolk provided 'marshal support' at vaccine clinics based at GP surgeries, local community venues and pharmacies across Norfolk and Waveney. Their roles were mostly as car park attendants, checking people in at the door and helping maintain Covid safety in the waiting area. Throughout the year 398 volunteers dedicated 19,471 hours of their time at 54 different sites

to supporting the NHS's Covid vaccine roll-out. This was slightly up from the previous twelve months in which 380 volunteers donated over 14,000 hours of their time to support the initial roll-out of the vaccination programme in Norfolk.

Covid response service

2021-22 was still severely affected by the effects of the pandemic. In that time, Voluntary Norfolk continued to recruit and train volunteers to help people in need across the county. Our Covid Response Volunteer Co-ordinators continued to work closely with local councils to match appropriate volunteers to requests for help received from, and for, vulnerable and isolated members of the public.

At the end of the financial year, the service has 953 accepted volunteers - Of these approximately 47% have been active over the past twelve months in some capacity. They have helped 517 individuals who have been referred into the service in the last financial year. The vast majority of referrals into the latter service came from the Norfolk Vulnerability hub, indicating the importance of this service to some of the most vulnerable in society. Volunteers have undertaken over 8,500 tasks in this year including befriending calls, essential food shops, collecting prescription medications, doorstep wellbeing checks and more.

Going forward it is anticipated that this service will be renamed the Community Response Team to reflect the changing nature of need as the county emerges from the pandemic.

**Our Covid response
volunteers undertook
over 8,500 tasks**

A vaccine roll-out volunteer's story

The importance of our volunteers and the service they provided to help the vaccine roll-out was outlined by one of the team at a vaccination centre who said:

“ Without the great team of volunteers who have turned out tirelessly for Voluntary Norfolk the Vaccination clinics would simply not have been possible. Whether it's car park or patient flow management, the skilled vaccinator teams wouldn't be able to do their job effectively. ”



One of the 100s of our volunteers who helped with the vaccine roll-out



Getting people back into work

Voluntary Norfolk's Employment and Skills team continued to deliver professional employment support and impartial advice to anyone aged sixteen or over, across Norfolk regardless of the length of time they were unemployed. Our advisors helped clients develop their skills, search for jobs and overcome the barriers that prevented them from finding employment.

In 2021-22 our team worked with 706 people who had been out of work for varying lengths of time – everything from a few days to several years. Of those, 169 were helped back to work and 289 accessed formal education or training. We were pleased that 64% of the people we saw in 2021-22 were successfully supported into employment or education. This was a significant increase on last year where we helped about 50% of our clients

access employment or education – a great success given that well over half the people we worked with this year had been out of work or education for two years or more.

Our team worked with
706 people
who had been out of work

Gail's story

Gail is a single mother who had been looking after her child full time for the last four years and about to start school. She was keen to get back to work after such a length of time away. Gail met with one of the "Chances Advocates" from Voluntary Norfolk's Employment and Skills team about her previous work experience, her future ambitions and how work would need to fit around her ongoing childcare responsibilities. Gail had previous care work experience and over further sessions, a new CV was drawn up and a plan to approach care agencies to seek a role with the flexible hours needed.

With this assistance Gail secured interviews with several care work agencies and was pleasantly surprised to find herself with multiple work offers to choose from. She chose to work with Carers Elite who could provide work primarily within school hours and a short distance from home. To enable Gail to start work and travel between clients, we were able to fund her DBS certification check and lights for her bicycle so she could start in mid-winter.

Gail says:

“ I went for an interview in Downham Market at the end of October and they offered me the job then and there with my experience of seven years in care. I have been with Carers Elite since November 2021 and I am loving the job as I am looking after people who need to be cared for. ”

Shannon English, Establishment Co-ordinator for Carers Elite, says:

“ Gail has become a very good team member. Gail only came on board to get back into work and pick up a few hours while her son was in school but has now picked up extra shifts and even last-minute cover. I work closely with Gail and she has come out of her shell a lot and I feel she will be with us for a long time. All clients love Gail. ”

Jason Slack, Advocate on Voluntary Norfolk's Chances Project, says:

“ From an initial conversation on a park bench I was able to support Gail start a rewarding career which provides for her son; what a fantastic journey to share. Over a short space of time, we had created a new CV, identified the types of work she was interested in and the weekly hours she was available for, how and where to search for a job and preparations for interview. Gail came on leaps and bounds with confidence towards her goal and she can be rightly proud of herself now. ”



Gail received support from our Chances team in King's Lynn



Improving public services through our volunteers

In 2021-22 Voluntary Norfolk continued to receive funding from a variety of public agencies to provide volunteer services. These services played important roles in supporting public services across the county and increasing capacity of frontline staff.

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

The NCH&C Volunteer Service, delivered by Voluntary Norfolk, employs a team of staff who recruit, train and manage volunteers to provide support in clinical and administrative settings in community hospitals and clinics across Norfolk. At the end of the 2021-22 financial year, our service had 168 registered volunteers, up from 112 at the end of the previous financial year. Over the course of the year, 151 volunteers logged a total of 5,915 hours across 36 different volunteer roles.

At the end of the year, we had
168 volunteers,
up from 112 at the end of the
previous financial year

The roles our NCH&C volunteers undertook included:

- Providing companionship to patients on wards
- Supporting with simple, practical tasks on wards, such as lunch menus, cleaning touch points, stocking up everyday items
- Assisting patients at mealtimes, following successful completion of the appropriate training
- Meeting and greeting patients arriving for clinics and giving directions
- Assisting with basic administrative tasks such as the collation of patient packs
- Telephoning patients to collect feedback
- Helping to tidy gardens on NCH&C sites, through basic gardening tasks
- Supporting reception teams with check-in and welcome processes (see Brenda's Story below)
- And very importantly, tidying stockrooms, and putting new stock away

A key (but very unsung) role in many settings across the Trust was that of Stockroom Volunteer. Partly due to the massive increase in

personal protective equipment (PPE) required due to Covid, the need to keep the stockrooms used by Community Teams tidy and organised, with deliveries put away efficiently, became even more critical over the last two years. As Voluntary Norfolk were able to provide volunteers to perform these straightforward but time-consuming tasks, clinical managers avoided having to allocate nursing staff time to carry them out, thus enabling that time to be spent on patients.



Our NCH&C volunteers from Norwich enjoying tea and cake at one of their meet-ups

Brenda's story

Brenda has been volunteering as a 'Meet and Greeter' at the reception of Norwich Community Hospital for the past five years. Brenda plays an important role in supporting with the smooth running of the reception area of the hospital. She supports patients by providing a warm welcome and directing them to the self-check in screen or to the reception team. She is also on hand if a patient needs to be accompanied to a waiting area.

Brenda recalls a day when a young gentleman came in for a blood test. She said:

“ He was so nervous and visibly shaking, he asked if I would mind keeping him company whilst he waited his turn. I was happy to sit with him, it was lovely being able to support him and help take his mind off things. ”

Brenda also helps gather feedback from patients regarding the welcome and service that they have received during their visit to the hospital to help ensure that NCH&C continue to provide an excellent service.

Brenda explained what attracted her to the role:

“ I like listening to people, hearing their stories and offering support to those who need it. It is such a varied role and every week is different. Lockdown made me realise how much we rely on having somewhere to go, people to meet and talk to. If others are considering volunteering, please do, you get a lot more out of it than you put in – lockdown really brought this home to me! ”



Brenda has been volunteering with us for the Norwich Community Hospital for five years

East Coast Community Healthcare CIC

Voluntary Norfolk's partnership with East Coast Community Healthcare (ECCH) saw our volunteers help improve the patient experience and support healthcare professionals in the East Coast area, particularly Beccles and Lowestoft areas.

Voluntary Norfolk managed 21 active volunteers over in 2021-22, who contributed 911.25 hours between them – a significant increase from the previous year in which there were twelve active volunteers, who donated 576 volunteer hours to supporting staff and patients.

This year, the volunteers' time was spent transporting Covid samples between Beccles hospital and laboratories in Norwich (204 hours), meeting and greeting patients at clinics in Beccles and Halesworth (406.25 hours), calling patients to find out what they thought of the care they received (26.75 hours), supporting patients struggling with isolation while in hospital, and also providing admin assistance to the ward clerks and reception teams in Beccles Hospital (270.25 hours) and also providing support at Smoke Free outreach events (four hours). The time volunteers spent undertaking these roles ensured NHS staff could concentrate on frontline tasks, dealing with patients directly.

Chloe's story

Chloe has been studying on an access course for Health Sciences and wants to go on to train as a midwife. She was looking to get some experience volunteering in an NHS setting before she made her university application and so got involved with the ECCH volunteer service.

Chloe started volunteering at Beccles Hospital one morning a week from December 2021 and has given over 50 hours of her time. She has mostly been helping with tasks for the administrative team - scanning, printing, and photocopying, sorting through uniforms for medical staff and also helping on reception, checking in patients, pointing them in the right direction, and ensuring they have all of their paperwork. She also volunteers on the ward, organising patients' files and chatting to patients.

About her volunteering experience Chloe said:

“ The hospital staff are always so busy, it's nice to take on some of the workload, completing smaller tasks which they may not get time to do. The team are lovely, everyone is so welcoming, and I like helping them out. ”

The importance of volunteers such as Chloe, was highlighted by the positive staff feedback she received:

“ Chloe has been a pleasure to work with and fits beautifully into the team! It's great having an extra pair of hands, especially from someone so hard working, who can take on some of the tasks we'd like to get done. ”



Beccles Hospital, where Chloe volunteers

ERS Medical volunteers

The ERS medical volunteers, run by Voluntary Norfolk, have continued to provide a professional high-quality patient transport across the county and further afield. Our volunteer drivers use their own cars to provide door to door transport to essential, non-emergency medical appointments, mostly within East Anglia. This reduces the cost to the health service, as otherwise these patients would have had to travel by taxi or even by ambulance.

At the end of the 2021-22 financial year Voluntary Norfolk had 39 active volunteer drivers. (This number of active drivers varies throughout the year and tends to be lower in the months before the new tax year, as drivers have often reached the 10,000 mile limit for the HMRC higher travel expenses payment. The number peaked at 47, earlier in the financial year). In any case this was still up considerably from the year before, where at the end of the 2020-21 financial year, there were nineteen active volunteer drivers.

Throughout the year, 556,947 miles were driven, completing a total of 11,681 journeys, and ensuring that people who needed to travel to and from the hospital or a medical appointment were able to do so.

**Our volunteer drivers
completed**

11,681 journeys

and drove

556,947 miles

SOS Bus Service

Voluntary Norfolk has continued to run the SOS Bus service which looks after the safety, health and well-being of people visiting Norwich's city centre on Friday and Saturday nights. The service aims to reduce unnecessary Accident and Emergency visits, ambulance call outs and to free up police officer time, by offering a safe space with medical cover for anyone in emotional or physical distress. It also provides other help, such as free phone charging, bottled water, flip flops, advice.

In 2021-22 the service had 25 volunteers. There are three core volunteer roles on shift: One Shift Coordinator, three Shift Support and a Support Vehicle Driver alongside contracted paramedic, first aider and security. Over the course of the year volunteers gave 1708 hours of their time for shifts, 30 hours to clean and maintain the vehicle and 27 hours promoting the service at events. A total of 61 shifts were run. 1367 people were helped through the provision of bottled water, phone charging, flip flops, condoms, etc. and a further 353 individuals were cared for on the bus.

The importance of the service and impact that it had supporting the emergency services was demonstrated by the fact that 140 Accident and Emergency visits and 159 ambulance callouts were prevented. It is estimated that the service saved over £60,000 for the ambulance service. Furthermore, the team spent a total of 86.5 hours looking after clients brought to the service by the police, who would otherwise have had to stay with, thus freeing up operational capacity for the Norfolk Constabulary at some of their busiest times.

**The SOS Bus service helped
over 1,700 people**

A weekend story

Three young men had been out on a night out and came to the SOS Bus. One of them had a wad of bloodied blue roll on his mouth. "The club told us to come to the bus, my mate's bleeding" one of them said.

First aiders had a look at him – he had split his bottom lip. It turned out that the young man in was laughing so hard in the pub that he had bent forward and cut his mouth on his pint glass sitting on the table. Once the lip had been glued and dressed by the paramedic, they decided to call a taxi and head home. The SOS Bus had prevented an A&E visit and police intervention as the injury was not a result of an assault and the client was able to be treated on the bus.



The SOS Bus on a shift



Supporting the most vulnerable and strengthening our communities

Voluntary Norfolk leads a number of projects and supports a variety of services which seek to support the most vulnerable in our communities – everything from arts and cultural events in deprived areas of the county, to helping carers get the assistance they need. Our work is designed to strengthen communities across Norfolk.

Better Together

Better Together Norfolk is a service managed and delivered by Voluntary Norfolk. It works to develop new and innovative ways to combat social isolation and loneliness by providing support to individuals and community groups. The service seeks to reduce barriers causing loneliness, offer new opportunities for social interaction, deliver one-to-one assessments, coaching interventions and support to individuals, design and deliver community-led

initiatives and provide infrastructure support to local organisations and groups.

Better Together Norfolk has played a key role in working in partnership to alleviate loneliness and social isolation across our commissioned areas of delivery (Norwich, South Norfolk, Broadland and Great Yarmouth). We have a helpline which takes calls for the whole of Norfolk and acts as the gateway to the service

for individuals. In the last quarter of 2021-22 almost £20,000 of funding was received from UK Power Networks to provide help and advice to people struggling with increasing fuel and energy bills. Given the global geopolitical and economic situation it is expected that this will be an important facet of the service in the coming twelve months.

Over the last year, Better Together Norfolk has accepted 488 new referrals in the last year. Typically, the Better Together life connectors engaged with clients for about six-to-twelve-months. Last year the team conducted 3,423 hours of peer support for individuals suffering from social isolation or loneliness. 320 cases were closed in the last year. The impact the service has had tackling loneliness and social isolation in the areas of Norfolk it covers is shown by the surveys the team carries out with clients. The questionnaire results showed that the service had helped:

- 89.9% of clients feel less like they “lacked companionship”
- 87% feel less “left out”
- 84.6% feel less “isolated”
- and 91.6% feel less “lonely”

**Our team conducted
3,423 hours of
peer support
for individuals suffering from
social isolation or loneliness**

“Client Z’s” story

Client Z was referred to Better Together Norfolk for support from the Mental Health Team. Following the death of her husband who had passed away due to long term health issues, Client Z had attempted to take her own life. At the time of the referral, she had recently been discharged from hospital after being sectioned.

Client Z had been diagnosed in the past with borderline personality disorder and her psychiatrist felt that she may be on the Autistic Spectrum due to how she presents and behaves. As Client Z’s mental health was poor when the Life Connector made the initial call, it was mutually agreed to build a rapport over the phone to begin with. Client Z had also asked the Life Connector to speak with her parents as she was very cautious and anxious. Once a rapport and trust were built the Life Connector and Client Z met several times for a coffee. Client Z needed to build her confidence and to talk through her feelings of grief, as well as finding out what options there would be for her to safely make new connections.

Once Client Z felt ready to make new connections, she and her Life Connector made a person-centred plan around her interests which included Art and Crafts as well as being outdoors as this had a positive effect on her mental health. The Life Connector and Client Z attended Feathers Futures - a women’s support group in Great Yarmouth. Client Z attended the craft group where she enjoyed Diamond Painting. Client Z has continued to attend this group and now gets ongoing support from the organisation. Client Z is considering

attending some of their other sessions as she has now begun to make friends.

As Client Z enjoys walks at the coast with her dogs the Life Connector let Client Z know about the Earth Mental Health courses with Greenlight Trust. This was based in a village only a few miles away from Client Z lived so suited her perfectly. The Life Connector and Client Z attended the first session together. Client Z loved the course so much that she has signed up for the follow up course. Client Z has learnt new skills, built her confidence, and made new connections.

Client Z and the Life Connector kept in touch every ten days and the whole intervention lasted four months. As a result of the support she received, Client Z has engaged with two different groups and has begun to make new friendships and both organisations have other opportunities that Client Z feels she would like to explore. Client Z has also rebuilt positive and supportive relationships with her family which will help her be more resilient to other challenges going forward.

**Our team supported
over 660
unpaid adult carers**

Carers Matter Norfolk

Voluntary Norfolk continues to be 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. The Young Carers & Families Service is separate to the contract for adults, with Voluntary Norfolk as the lead partner (see below).

Carers Matters Norfolk (adults) provides support to unpaid carers to help them maintain their caring role. The pandemic has left many carers feeling very lonely, vulnerable, and isolated. During the year the Community Support (CS) team has supported over 660 carers to sustain their caring role. Of these 440 carers were assessed to be at high risk of not sustaining the role prior to the support.

Support received by carers includes:

- 285 received signposting advice
- 97 received a grant from the Health and Wellbeing fund totalling £12,242 (an average of £126 per carer)
- 57 received a short break (223 breaks from their caring responsibilities were offered)
- 27 received a tablet loan and 23 received volunteer support with using a device

We also provided over £40,000 to carers in the form of shopping vouchers to help them manage their finances.

The team uses a system of Carers Stars to understand the difference the support is making, and six-month and twelve-month sustainment checks to understand how many carers continue to provide unpaid support. Between 85% and 95% of carers assessed show improvements in scores and sustained care against these measures. 30 carers did not continue in their caring role due to unavoidable circumstances.

A carer's story

One particular carer had become exhausted. Caring for her mother had become her sole purpose to the point where she was no longer looking after her own health and well-being, despite having her own health concerns and needing the time and space to process the death of her father. This carer had simply been ploughing on, pushing through and didn't know how much longer she could keep going for until her own health gave way. She turned to us for advice and guidance.

Providing her with someone to talk with, encouraged and reminded her that she is important and allowed her to break that habit of putting herself last. This in turn gave her physical and mental health a massive boost. As a result, this carer is now advocating for a safe discharge from hospital for her mum and to ensure an appropriate care package is in place. She also knows what other help and support is available in terms of reablement and volunteers who can help her mum to regain some mobility and independence. All of this had previously been on the carer's shoulders. It was also putting a strain on her relationship with her mum.

One of our staff outlines how Carers Matter Norfolk was able to help one of their clients:

“ Simply knowing that you don't have to shoulder things alone, that there is help and support with the challenges of the caring role makes life a little bit easier for the carer. It enables them to have some headspace back for their own lives and time to do what they would like to do to rejuvenate and refresh themselves, in order to be able to keep on with their caring responsibilities, feeling it as less of a burden and more of a shared responsibility. It is the weight of all of it that can feel insurmountable, so sharing this weight for a short while, helping to connect and put in place other people and organisations for the longer-term journey has a massive impact in supporting carers to sustain their caring role. ”

Carers Matter: Young Carers

The Young Carers team seeks to support young carers and remove or reduce some of the caring needs from the young carer, whilst giving these children and young people the space to have 1:1 support, take part in positive activities and meet other young carers. Over the last year, the service has directly and indirectly supported 1,102 young carers, those who are being cared for and family members. Direct support involves one of our partner's Young Carer Workers, Family Support Workers or Advice Line staff providing information, advice, or support to a person (normally a young carer, parent or cared for person). Indirect support most commonly occurs when other affected members of the family feel the benefit of the help which we directly provide to either a young carer, cared for person or other family member.

Of these 1,102 beneficiaries, 973 were newly identified to the project. In total 659 young carers accessed a service with us in the last twelve months; either three-six-month targeted support (1:1 and positive activity groups) or Whole Family Support with a Family Support Worker. It is interesting to note that the highest proportion of families came from Norwich, Broadland and North Norfolk.

Our Young Carers and Families team supported

1,102 beneficiaries

A young carer's story

A 13-year-old young carer was referred to Carers Matter Norfolk for support. The household included their mother (the person being cared for), the father, the young carer and their younger brother (also being cared for). The young carer's mother had bowel cancer several years ago and had serious ongoing health problems resulting in multiple hospital stays for operations, reduced mobility and needed specialist medical equipment at home. The youngest son also had health problems and had a care worker to assist him during the term.

The young carer organised his younger brother in the mornings, helped support his mother with her clothes and personal care at times and a significant range of household chores (all before school). The young carer also suffered from significant anxiety, especially when the mother was due to go back to hospital.

Following support from the Carers Matter service, the family received Whole Family Support and 1:1 & group support. The Family Support Worker was also able to:

- Arrange counselling for the young carer.
- Receive a grant for the family to take a short break together.
- Arrange a grant for a dishwasher to help remove some chores from the young carer
- Work with the District Council to support an application to the Disabled Facilities Grant to provide an accessible wet room. This meant the mother could provide her own personal care rather than being so dependent on the young carer.
- Support the family appoint a Personal Assistant for the mother following a Care Needs Assessment.

Digital Inclusion Volunteer Service

Our Digital Inclusion Volunteer Service (funded by Norwich City Council) has continued to recruit, train and support volunteers to provide digital support to Norwich residents who face barriers to accessing everyday digital services due to a lack of skills and knowledges and/or equipment. Over the year, 20 Digital Inclusion volunteers have improved the digital skills of over 80 new learners and many returning learners at Digital Hubs, at the learner's own homes and over the phone.

The project's Digital Stuff Hub also continued to be very popular with over 50 items being loaned to Norwich residents, including laptops, tablets and 'MiFis'. This has allowed them to get online, access key services, apply for jobs and complete online courses. Learners have been very appreciative of the support they have received from volunteers and by the devices they have borrowed throughout the year.

Dorothy's story

Dorothy has learned how to do her shopping online and she has booked a holiday.

“ I can order online now with confidence... The volunteer is a very patient chap, he has been very helpful. ”

Health and Wellbeing

Our Health and Wellbeing volunteer service is funded by the NHS Clinical Commissioning Groups for South Norfolk and North Norfolk. It continued to offer 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. Throughout the year, Voluntary Norfolk had 67 registered volunteers who supported 55 clients improve their independence and quality of life.

Freshly Greated

Voluntary Norfolk is the lead partner in the Freshly Greated project which seeks to build and improve the community arts offer in Great Yarmouth.

The team works in three of the most deprived neighbourhoods of the borough: Cobholm and Southtown (Great Yarmouth), Nelson Ward and the Barrack Estate (Great Yarmouth) and the Magdalen Estate (Gorleston). Each of these neighbourhoods have volunteers that have come forward to work with the team on the project. We also have a “young producer” group for people across the area for fourteen to eighteen-year-olds. Over the last twelve months, Freshly Greated hosted over 95 events and reached an audience of 8,679. (It is worth noting that for some of the period, lockdown regulations were still in force and the team had to make the transition to restart mass participation events in summer 2021)

It is envisaged that over the duration of the project, the community becomes more involved with the events so that when the funding ends, the legacy is an ongoing arts and cultural offering run by and for the local community. With this in mind, over the last

Roy's story

Roy is 86 years old and has Parkinson's disease. He lives with his wife, but struggled to accept her encouragement and help in going for a walk. When he was referred to our service, he hadn't been out of the house for a walk for approximately two months and as a result had put on about a stone in weight. Roy was matched with a volunteer called Avril, who is a professional chartered physiotherapist.

Roy explained how Avril helped improve his confidence and willingness to get out of the house:

“ It has been a real pleasure to know Avril who has been walking out with me. She is young, very friendly and an activity type of person, and having instruction from her has definitely carried more weight than a family member would have. She has kept us moving around the local estate, making it very interesting and a joy to have someone pushing me all through the time she has spent with me. I recommend her and wish her all the best for the future. I have been really motivated by her. ”



Roy with our Health and Wellbeing volunteer Avril

year, the team have worked with four different groups of “community producers”, holding monthly meetings to discuss ideas and provide updates on activity. More than 50 people have got involved with the project, with numbers growing all the time. Several producers have received additional training and go and see opportunities to continue to develop their experience and skills.

This year Freshly Greated have put on:

- Three larger outdoor events, with a wide range of arts activities available that attracted 2,400 participants
- 21 smaller scale music events attracting 1,991 attendees
- Six “neighbourhood stirrings” [events that are not widely promoted and just happen in the streets of the three target areas] in all three neighbourhoods involving 2,144 attendees
- Seventeen “makers sessions” or workshops, offering eleven different art activities, in which at least 2,094 people participated

Over 8,000 people attended Freshly Greated events

June's story

“ Everything and anything you could think of we've done with Freshly Greated. I sat up one morning, early and wrote like a sea shanty about Cobholm floods. Then we did the animation with Matthew we all sung it. When we had our Friday evening of our 'Out There' festival and I stood outside and saw all the artwork and everything that had been put up and I sort of mimed to the song. People were wiping their eyes and some of my family and friends were crying. It was just such an amazing thing to do. Really, I felt very proud to be part of Cobholm! ”

*June is proud to be part of our
Freshly Greated projects*





Enhancing Norfolk's VCSE sector

A core aspect of Voluntary Norfolk's work is supporting and enabling the wider VCSE sector in Norfolk to thrive, which it does in three principal ways:

- Providing and facilitating support to VCSE groups and organisations in Norfolk
- Advocating for and supporting the diversity of VCSE voices across the sector and enabling them to be heard by key audiences and stakeholders
- Promoting and enabling volunteering

Voluntary Norfolk (and Momentum) work with partners to provide infrastructure support for VCSE organisations and groups, which involves: sharing information and resources, building and strengthening networks and forums, and promoting the needs of the VCSE sector to funders and decision makers.

A key part of our support offer centres on Good Practice events and over the last year,

Voluntary Norfolk put on eleven such events which were attended by 153 people from 120 organisations. The events are designed to bring together local expertise around key themes and enable groups and organisations to share approaches, build knowledge and confidence and develop relationships. The feedback that we received from individuals and groups who have attended the sessions has been overwhelmingly positive:

“ I hope to use inspiration from other projects to improve the experience of volunteers in our organisation & create a more structured programme to meet volunteer needs. I will also use the frameworks from Helen's report to improve volunteer experience and a culture of wellbeing at work. ”

Participant at the “Wellbeing for Volunteers and Volunteer Co-ordinators” session

“ Incredibly inspiring projects and tips that will really inform my own work to ultimately impact more young people and connect people with nature. It was also really lovely to connect with a wide range of people and projects and be inspired/be given hope that a revolution is beginning! ”

Participant at the “Involving Young People in Green Projects” session

Voluntary Norfolk’s volunteering portal continued to attract new volunteers. A total of 825 signed up this way, while 341 new volunteer roles were advertised by local VCSE organisations and groups.

The last twelve months have also seen some key service improvements, as we look to respond to the changing needs of the sector. These included the introduction of a Volunteer Passport scheme; the replacement of the Voluntary Norfolk membership scheme with a more dynamic and responsive network offer and the establishment of the Empowering Communities Partnership.

**Our Good Practice events
were attended by**

153 people

from

120 organisations

Empowering Communities

The Working Together partnership came to an end and was recommissioned as the new Empowering Communities partnership. This is a broader partnership lead by Voluntary Norfolk (VN) and delivered with core partners Community Action Norfolk (CAN) and Norfolk Community Foundation (NCF). The partnership is supported by two other strategic partners: Norfolk Community Advice Network (NCAN) and the new Social Enterprise Place FUSE Norwich.

Empowering Communities’ aim is to provide:

- A good, easy to access, universal offer of support
- Targeted specialist support in response to VCSE needs

The programmed approach aims to deliver a progressive and impactful support offer and is funded by Norfolk County Council. The Empowering Communities partnership brings together a broad partnership of organisations with different expertise, perspectives and experiences to enable a more inclusive, responsive and impactful offer.

Volunteer Passport

The Norfolk Volunteer Passport provides volunteers with the knowledge and skills to help them find new roles more quickly and to move more easily between volunteering roles, especially within short term roles that urgently require extra volunteering capacity.

The Volunteer Passport pilot took place in June 2021 and six people completed this initial training programme. From September 2021 to March 2022, a further 41 people started the training programme and 38 completed it.

The feedback has shown the impact that this new scheme has had, especially for those who have undertaken the training:

“ For me the course achieved its aims, and my expectations. It was an introduction to principles, parameters and behaviours of volunteering. I now understand the basics, and have greater insight into my own strengths and weaknesses - a good launch pad for a future within the sector. ”

“ I've already approached a local charity that I've identified as a good fit for my skills and experience, and I'm hoping to begin my volunteering role with them in the next few weeks. Additionally, due to my continued mental health improvement, I'm also applying for part-time employment, and already have an interview lined up for a role that I think is a perfect fit for me. ”

Voluntary Norfolk Network

Last year, the board agreed to replace the membership scheme with the new Voluntary Norfolk Network, which offer a more sustainable model of support. This came into effect this financial year. The offer to join the VN Network was made available to all local charities, community groups and social enterprises working in Norfolk. All such organisations could join for free. Being part of the Network enables organisations and groups to strengthen relationships with other VCSEs and supports partnership development while enabling more collaboration and less competition. At the end of this financial year a total of 219 organisations had joined the Voluntary Norfolk Network.

Our Network supported
219 organisations
in Norfolk

Momentum

Through its Momentum team, Voluntary Norfolk continued to provide specialist support to voluntary and community organisations working with children and young people to help them run high quality, safe and inclusive services.

By the end of March 2022, 126 of the more than 200 organisations involved in the Voluntary Norfolk Network, had at least one project involving children and young people. The network has helped build links between large and small organisations allowing them to access young people and families who might hitherto have been deemed 'hard to reach'. To facilitate this, Momentum has continued to run Good Practice events online. There were three children and young people focussed events in 2021-22: One on working with 0-5 year-olds (June 2021); one on working with young volunteers (March 2021) and one on young people and green projects (March 2022). Momentum has also provided administration for the Voluntary Sector Forum (Children, Young People and Families), funded by the Empowering Communities programme (see above).

Momentum continued to offer accredited youth work courses. 21 learners registered and completed the Level 2 award in youth work course and a further six registered and completed the Level 3 certificate in youth work course. These figures are considerably up from last year where four learners completed a Level 2 Award in Youth Work course, and ten learners

were on track to complete a Level 3 Certificate in Youth Work course. However, due to staffing issues we have been unable to officially accredit the participants who completed these courses. We are dealing with the backlog before we run our next courses.

In May 2021, following feedback from our Network members about increased costs due to the pandemic, we made the decision to increase the maximum grant allowance from £500 to £750. A total of £9,610 was given to fifteen different groups/organisations to cover a variety of needs from training to new equipment.

27 learners

completed our youth work training, up from 14 last year



The Swan Youth Project used the money from our small grants to run personal safety training for young people

A youth project's story

The Swan Youth Project is a small charity in Downham Market working with children and young people aged 8-18 and their families. From their base in an old school building, the Swan team run weekly drop-in youth groups, targeted groups for young carers, 1:1 support for young people with emerging mental health needs, as well as offering whole family support where needed. In April 2021, the Swan Project applied for a small grant of £450 to pay for personal safety training for a group of young people attending their projects. Project Manager Anna Foster explained that:

“ There have been a few incidents in the town over the last few weeks, including a rape, which is very scary and unsettling for our young people. We would love to empower them to feel safer and take more control of their safety by accessing this vital course, led by an experienced and qualified trainer. ”

The payment was made within a month of the application being received, showing how Momentum small grants can be used to quickly respond to emerging issues. Twelve young people aged between twelve and eighteen attended the course; here is a selection of their comments:

“ I wanted to feel safe and know what to do in case of an attack. I think this was very useful and more people should take notice. ”

“ Downham and areas around have started to get scary and this information is reassuring. ”

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 now provide an 'applicant verification service' performed at the Post Office for eDBS clients and are looking to provide digital identity checks as this becomes available.

Payroll

We provide a vital service for employers who choose to outsource their payroll requirements due to capacity, 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 onboarding, 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 complex disciplinary and grievance investigations.

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.

**We provided services to
around 500
organisations
through our trading arm
CBR Business Solutions**



Financial review

The financial performance of the organisation has remained strong.

The Statement of Financial Activities for the year is set out on page 41. During the year, the charity's incoming resources increased by £599,342 (17.1%) to £4,059,151 (2021: £3,465,809). The vast majority of total income and of this year's increase in income derived from charitable activities, (Note 3). Principally, these are agreements to provide specified services to improve the lives and wellbeing of people living in Norfolk. Legacies and donations accounted for only £61,317 (1.5%) of total income (2021: £16,396).

Of the charitable activities, the greatest increase in income in the year derived from agreements to deliver services in the areas of 'communities' (£134,792) and 'employment' (£321,589). The details of these services are described in the relevant sections of this Report, above.

An important contribution to the charity's net income for use on its charitable purposes comes from CBR Business Solutions as described on page 28 above. The gross income from this source stood at £532,005 (2021: £413,898) in 2021-22 with net income of £46,015 (2021: £45,712).

Expenditure on charitable activity increased by 27.6% to £4,019,167 (2021: £3,153,811) and naturally continues to be the vast majority of the charity's costs. The areas of increase largely reflect the areas of increased income mentioned above but there was also an increased rate of expenditure as service delivery reverted to a planned level following the period of the major impact of the pandemic, (Note 5). There was no other significant event during the year which impacted significantly on the financial position of the charity.

Taking total income and expenditure into account, the net positive movement of funds during the year was £39,984 with an increase in unrestricted funds of £115,844.

The principal financial risk which continually faces the charity is the ending of fixed term service agreements and its ability to secure new agreements. The pattern of expiry dates and potential for new agreements or extensions of existing agreements are kept under close review by the executive and the Board as a whole. As stated in the Accounting Policies at 1.12, the charity has no risk arising from pension contributions as it operates a defined contribution scheme.

At the end the year, the charity held total reserves of £1,113,156 (2021: £1,073,172). These include restricted funds of £695,205 (2021: £771,065). This relatively large sum, absolutely and proportionately, derives principally from money held for the purposes of delivery of service agreements. The more relevant figure is unrestricted reserves which stood at the year-end at £417,951 (2021: £302,107).

**During the year, the
charity's incoming
resources increased by
£599,342**

Included in unrestricted reserves are fixed assets of £18,491 (2021: £15,581). The remaining sum is held in liquid form. The level of designated funds is immaterial.

Trustees review the charity's reserves policy every year. Their current policy is to aim to hold unrestricted reserves which amount to three months' 'essential running costs'. This requirement was met and exceeded by almost two months at 31 March 2022. Trustees considered this position to be prudent in the light of a high level of inflation, slowing economic growth, the importance of the services it provides to the local community and a coincidence in 2023 of the expiry of a number of significant service agreements. The Board intends to keep the position under close review.

Going concern

The trustees have considered the charity's position at the time of signing the financial statements. All funders have maintained funding. The Trustees have considered a period of twelve months from the date of approval of these financial statements and, based on the level of funds within the charity and the ongoing support of funders, 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 44.

Structure, governance and management

Constitution

Voluntary Norfolk is both a company limited by guarantee and a registered charity. The year of formation of the original organisation was 1969. The company limited by guarantee and registered in England and Wales was formed 4th November 2005. Charitable registration was achieved on 11th November 2005.

Our governing document is a memorandum and articles of association. 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.

Management

Day-to-day responsibility for running the organisation is delegated by the Trustees to the CEO, Alan Hopley. This year a new management team of Directors was recruited to support the CEO in the running and development of the organisation.

Director of Voluntary Sector Infrastructure - Voluntary Norfolk Infrastructure team, including:

- Empowering Communities infrastructure support for the VCSE
- Volunteer portal for the VCSE sector and Volunteer Passport Scheme
- Momentum (Norfolk) – support for voluntary and community organisations working with children and young people.
- Freshly Greated – a community arts project in Great Yarmouth

Trustees

The Board of Trustees are the charity's trustees and the legal directors of the company. They are elected or 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. The trustees meet six times a year and are the key personnel in terms of directing and controlling the charity. There is a finance sub-committee. All the trustees give of their time freely and no trustee received remuneration within the year.

During the year, one Trustee stepped down. At the end of this reporting period there are six Trustees who bring a collective wealth of knowledge and experience of voluntary sector delivery, management and governance.

Director of Operations – Voluntary Norfolk Services Team, including:

- Volunteer Services
- Employment and Skills
- Health & Social Care Services

Director of Development, including:

- Funding and income
- CBR Business Solutions
- Communications

Director of Finance, including:

- Finance
- IT

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

The trustees, CEO and management team are assisted by a Policy Officer to develop, review and update policies and procedures to ensure we meet the highest quality standards.

Cooperation with other charities in pursuit of charitable objectives

We are strong advocates for working with other charities and organisations. In our infrastructure provision we work in partnership with Community Action Norfolk and the Norfolk Community Foundation. In our delivery of services we have a range of partners including CAN, NCAN, Norfolk Community Foundation, Shoebox Community Hub, Harleston Information Plus, Out There Arts, Creative Collisions, GYBC. We also work closely with local authorities, Clinical Commissioning Groups and other NHS organisations to develop and improve services that benefit our clients and help us achieve our charitable objectives

Risk management

A risk management register is in place 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.

Future plans

A significant proportion of our work is ongoing services or projects, as laid out above. We will continue to deliver these services, looking for opportunities to improve and develop them and working closely with partners and commissioners to ensure the best possible outcomes.

The table below presents our plans for 2022-23 where these are new or additional to existing work. We will report back against these in the following year.

Area of work	Context	Aims for 2022-23	What does success look like?
Voluntary Norfolk Infrastructure	Recommissioning of the Working Together offer as Empowering Communities provides an opportunity to provide an improved, updated, partnership offer to the VCSE. The change in volunteer behaviours in response to Covid provides an opportunity for a different volunteer portal offer.	Launch Empowering Communities partnership	Website and newsletter launched. Strong engagement from sector with the Empowering Communities offer and positive feedback.
		Launch new volunteering portal	New volunteering portal launched in summer 2022 that enables more informal volunteering. Strong sign-up and use by volunteers and organisations.
Voluntary Norfolk Services	Emerging from Covid response, and with health and social care system pressures and cost of living growing, pressure on our services is intense, and requires continuous improvement and innovation to provide with limited resources and ensure that services are sustained.	Evolve Covid Response volunteer service into a community response team	The people and energies resulting from the Covid response develop into a longer term, sustainable community response / support resource
		Develop Employment and Skills offer to adapt to changes in funding streams.	An employment and skills offer that continues to be available to support people across Norfolk looking to get into employment
		Pursue accreditation for Services	Actively working towards accreditation for our Services, to be gained in 2023.

Area of work	Context	Aims for 2022-23	What does success look like?
Development and sustainability	Significant changes in funding streams and commissioning systems with ESF funding coming to an end, the move to an integrated care system, and contracts that were rolled forward during Covid being recommissioned.	Engage with ICS development, including continuing to support VCSE Assembly development	Continued strong commissioner relationships and ability to provide VN support where we are well-positioned to do so
		Grow CBR Business Solutions	Increase in clients helped and unrestricted revenue to support VN's wider work
		Develop the SOS Bus service to a financial sustainable model	SOS Bus has an agreed operating and funding model for next five to seven years
VN internal development	The previous two years have been an intense period, with a focus on adaptation and delivery and regular change and uncertainty. It has been a time of rapid growth which has not been consolidated due to operating conditions.	Review existing strategy and update three-year strategic plan	Updated three-year strategic plan.
		Improve the training, development and engagement offer for staff	Launch a corporate induction. Develop and launch a programme of training and development in response to identified needs. Run a calendar of staff engagement events.
		Improve our internal systems, policies and processes to ensure they are up-to-date and embedded	Review prioritised policies and processes and implement changes identified. Introduce an HR information system to improve staff experience and realise efficiencies in HR work.

Reference and administrative details

Trustees John Archibald, Chair
David Walker, Vice Chair
Robert Hetherington
Richard Packham (resigned 30 March 2022)
Vivienne Clifford-Jackson
Josephine Smithson
Mark Hitchcock
David Town (resigned 18 April 2021)

Company registered number 05616120

Charity registered number 1112017

Registered office St Clements House
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NR3 1BQ

Chief executive officer Alan Hopley

Independent auditors Larking Gowen LLP
Chartered Accountants
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NR3 1RB

Bankers Bank of Scotland Plc
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Solicitors Leathes Prior 74
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Norwich
Norfolk
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VOLUNTARY NORFOLK
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

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 . 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 and signed on their behalf by:


.....
John Archibald
Chair of Trustees
Date: 14 October 2022

VOLUNTARY NORFOLK
(A company limited by guarantee)

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 2022 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 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 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.

VOLUNTARY NORFOLK
(A company limited by guarantee)

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.

VOLUNTARY NORFOLK
(A company limited by guarantee)

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; safeguarding; GDPR; 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 estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

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.

VOLUNTARY NORFOLK
(A company limited by guarantee)

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

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.

Larking Gowen LLP

Julie Grimmer FCA DChA (Senior statutory auditor)

for and on behalf of

Larking Gowen LLP

Chartered Accountants

Statutory Auditors

King Street House

Norwich

Date: 20 December 2022

VOLUNTARY NORFOLK
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022**

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Income from:					
Donations and legacies	2	59,880	1,437	61,317	16,395
Charitable activities	3	3,433,237	564,597	3,997,834	3,449,414
Total income		3,493,117	566,034	4,059,151	<i>3,465,809</i>
Expenditure on:					
Raising funds	4	-	13,068	13,068	14,813
Charitable activities	5	3,568,977	437,122	4,006,099	3,138,998
Total expenditure		3,568,977	450,190	4,019,167	<i>3,153,811</i>
Net movement in funds		(75,860)	115,844	39,984	<i>311,998</i>
Reconciliation of funds:					
Total funds brought forward		771,065	302,107	1,073,172	761,174
Net movement in funds		(75,860)	115,844	39,984	311,998
Total funds carried forward		695,205	417,951	1,113,156	<i>1,073,172</i>

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

The notes on pages 44 to 62 form part of these financial statements.

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

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Intangible assets	9	2,601	5,208
Tangible assets	10	15,890	10,373
		<u>18,491</u>	<u>15,581</u>
Current assets			
Debtors	11	672,477	629,648
Cash at bank and in hand		1,854,360	1,679,753
		<u>2,526,837</u>	<u>2,309,401</u>
Creditors: amounts falling due within one year	13	(1,432,172)	(1,251,810)
Net current assets		<u>1,094,665</u>	<u>1,057,591</u>
Total net assets		<u><u>1,113,156</u></u>	<u><u>1,073,172</u></u>
Charity funds			
Restricted funds	15	695,205	771,065
Unrestricted funds	15	417,951	302,107
Total funds		<u><u>1,113,156</u></u>	<u><u>1,073,172</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 and signed on their behalf by:


John Archibald
Chair of Trustees
Date: 14 DECEMBER 2022

The notes on pages 44 to 62 form part of these financial statements.

VOLUNTARY NORFOLK
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
Cash flows from operating activities		
Net cash used in operating activities	190,229	(163,468)
	<hr/>	<hr/>
Cash flows from investing activities		
Purchase of tangible fixed assets	(15,622)	(5,461)
	<hr/>	<hr/>
Net cash used in investing activities	(15,622)	(5,461)
	<hr/>	<hr/>
Cash flows from financing activities		
	<hr/>	<hr/>
Net cash provided by financing activities	-	-
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	174,607	(168,929)
Cash and cash equivalents at the beginning of the year	1,679,753	1,848,682
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	1,854,360	1,679,753
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 44 to 62 form part of these financial statements

VOLUNTARY NORFOLK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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 its after effects 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 2022

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.

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, using the straight-line method.

Depreciation is provided on the following bases:

Long-term leasehold property	- 16.6%
Motor vehicles	- 5 years
Fixtures and fittings	- 25%
Office equipment	- 14.3% (7 years)
Computer equipment	- 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 2022

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 2022

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 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Donations	59,880	217	60,097
Government grants	-	1,220	1,220
	<hr/> 59,880 <hr/>	<hr/> 1,437 <hr/>	<hr/> 61,317 <hr/>
	<i>Restricted funds 2021 £</i>	<i>Unrestricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Donations	6,821	429	7,250
Government grants	-	9,145	9,145
	<hr/> 6,821 <hr/>	<hr/> 9,574 <hr/>	<hr/> 16,395 <hr/>

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

3. Income from charitable activities

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Health	2,218,430	-	2,218,430
Communities	624,549	-	624,549
Employment	590,258	-	590,258
Finance and Resources	-	564,597	564,597
	3,433,237	564,597	3,997,834
	<i>Restricted funds 2021 £</i>	<i>Unrestricted funds 2021 £</i>	<i>Total funds 2021 £</i>
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

4. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2022 £	Total funds 2022 £
Allocated centrally incurred fundraising and governance costs	13,068	13,068

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

4. Expenditure on raising funds (continued)

Costs of raising voluntary income (continued)

	<i>Unrestricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Allocated centrally incurred fundraising and governance costs	14,813	14,813

5. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Health	2,216,943	-	2,216,943
Communities	751,966	-	751,966
Employment	600,068	-	600,068
Finance and Resources	-	437,122	437,122
	<u>3,568,977</u>	<u>437,122</u>	<u>4,006,099</u>

	<i>Restricted funds 2021 £</i>	<i>Unrestricted funds 2021 £</i>	<i>Total funds 2021 £</i>
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>

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

5. Analysis of expenditure on charitable activities (continued)

Summary by fund type (continued)

Summary by expenditure type

	Staff costs 2022 £	Depreciation 2022 £	Other costs 2022 £	Total funds 2022 £
Health	1,332,186	-	884,757	2,216,943
Communities	352,010	-	399,956	751,966
Employment	490,294	-	109,774	600,068
Finance and Resources	406,537	12,712	17,873	437,122
	<u>2,581,027</u>	<u>12,712</u>	<u>1,412,360</u>	<u>4,006,099</u>

	<i>Staff costs 2021 £</i>	<i>Depreciation 2021 £</i>	<i>Other costs 2021 £</i>	<i>Total funds 2021 £</i>
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>

6. Auditors' remuneration

	2022 £	2021 £
Fees payable to the company's auditor for the audit of the company's annual accounts	9,950	9,115
Fees payable to the company's auditor in respect of:		
All non-audit services not included above	<u>1,310</u>	<u>1,063</u>

VOLUNTARY NORFOLK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

7. Staff costs

	2022 £	<i>2021</i> <i>£</i>
Wages and salaries	2,287,088	1,744,694
Social security costs	185,612	137,923
Contribution to defined contribution pension schemes	108,327	82,149
	<u>2,581,027</u>	<u>1,964,766</u>

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

	2022 No.	<i>2021</i> <i>No.</i>
	<u>105</u>	<u>88</u>

VOLUNTARY NORFOLK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

7. Staff costs (continued)

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

	2022	<i>2021</i>
	No.	<i>No.</i>
In the band £70,001 - £80,000	1	<i>1</i>

The staff costs for the employee in the banding above is in respect of gross wages and pension costs.

The Key Management Personal of the charity is represented by five (2021: four) members of the senior leadership team together with the 11 unpaid trustees. KMP compensation including employers national insurance costs amounted to £266,519 (2021: £177,211).

VOLUNTARY NORFOLK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

8. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £NIL).

9. Intangible assets

	Website £
Cost	
At 1 April 2021	13,028
At 31 March 2022	<u>13,028</u>
Amortisation	
At 1 April 2021	7,820
Charge for the year	2,607
At 31 March 2022	<u>10,427</u>
Net book value	
At 31 March 2022	<u><u>2,601</u></u>
At 31 March 2021	<u><u>5,208</u></u>

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

10. Tangible fixed assets

	Long-term leasehold property £	Motor vehicles £	Fixtures, fittings and office equipment £	Computer equipment £	Total £
Cost or valuation					
At 1 April 2021	78,509	-	56,838	59,891	195,238
Additions	-	15,235	-	387	15,622
At 31 March 2022	<u>78,509</u>	<u>15,235</u>	<u>56,838</u>	<u>60,278</u>	<u>210,860</u>
Depreciation					
At 1 April 2021	78,509	-	49,255	57,101	184,865
Charge for the year	-	-	7,583	2,522	10,105
At 31 March 2022	<u>78,509</u>	<u>-</u>	<u>56,838</u>	<u>59,623</u>	<u>194,970</u>
Net book value					
At 31 March 2022	<u>-</u>	<u>15,235</u>	<u>-</u>	<u>655</u>	<u>15,890</u>
At 31 March 2021	<u>-</u>	<u>-</u>	<u>7,583</u>	<u>2,790</u>	<u>10,373</u>

11. Debtors

	2022 £	2021 £
Due within one year		
Trade debtors	514,227	495,122
Prepayments and accrued income	158,250	134,526
	<u>672,477</u>	<u>629,648</u>

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

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.

	2022 £	2021 £
Balance at 1 April 2021	604,267	689,580
Amounts acquired	619,920	604,267
Amounts repaid	(604,267)	(689,580)
	619,920	604,267

13. Creditors: Amounts falling due within one year

	2022 £	2021 £
Trade creditors	88,774	58,014
Other taxation and social security	105,181	86,677
Other creditors	779,667	1,023,194
Accruals and deferred income	458,550	83,925
	1,432,172	1,251,810

14. Accruals and deferred income

	2022 £	2021 £
Deferred income at 1 April 2021	1,136	280,605
Resources deferred during the year	33,250	1,136
Amounts released from previous periods	(1,136)	(280,605)
Deferred income at 31 March 2022	33,250	1,136

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Balance at 31 March 2022 £
Unrestricted funds				
Designated funds				
Property fund	5,000	-	-	5,000
	Balance at 1 April 2021 £	Income £	Expenditure £	Balance at 31 March 2022 £
General funds				
General Funds - all funds	297,107	566,034	(450,190)	412,951
Total Unrestricted funds	302,107	566,034	(450,190)	417,951
	Balance at 1 April 2021 £	Income £	Expenditure £	Balance at 31 March 2022 £
Restricted funds				
Communities	293,553	664,551	(755,046)	203,058
Employment	12,912	590,258	(600,068)	3,102
Health	464,600	2,223,073	(2,213,863)	473,810
Restricted fixed assets	-	15,235	-	15,235
Total Restricted funds	771,065	3,493,117	(3,568,977)	695,205
	Balance at 1 April 2021 £	Income £	Expenditure £	Balance at 31 March 2022 £
Total of funds	1,073,172	4,059,151	(4,019,167)	1,113,156

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

15. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2021 £</i>
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	600,656	(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
	478,038	2,945,625	(2,652,598)	-	771,065
Total of funds	761,174	3,546,281	(3,153,811)	-	1,073,172

VOLUNTARY NORFOLK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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 £153,215 (2021: £202,116) relating to Freshly Greated and £36,745 (2021: £15,060) relating to Momentul Training.

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 (2021: £36,351) and Awards for all of £6,198 (2021: £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 £93,289 (2021: £61,223), Better Together of £105,682 (2021: £114,660) and Covid-19 Volunteer Response £118,329 (2021: £44,191)

Restricted fixed assets

This fund represents assets acquired with restricted funding, to be wound down over the life of the assets.

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 2021 £	Income £	Expenditure £	Balance at 31 March 2022 £
Designated funds	5,000	-	-	5,000
General funds	297,107	566,034	(450,190)	412,951
Restricted funds	771,065	3,493,117	(3,568,977)	695,205
	<u>1,073,172</u>	<u>4,059,151</u>	<u>(4,019,167)</u>	<u>1,113,156</u>

VOLUNTARY NORFOLK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

16. Summary of funds (continued)

Summary of funds - prior year

	<i>Balance at 1 April 2020</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers in/out</i>	<i>Balance at 31 March 2021</i>
	£	£	£	£	£
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>

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2022	Unrestricted funds 2022	Total funds 2022
	£	£	£
Tangible fixed assets	-	15,890	15,890
Intangible fixed assets	-	2,601	2,601
Current assets	719,586	1,807,251	2,526,837
Creditors due within one year	(24,381)	(1,407,791)	(1,432,172)
Total	<u>695,205</u>	<u>417,951</u>	<u>1,113,156</u>

Analysis of net assets between funds - prior year

	<i>Restricted funds 2021</i>	<i>Unrestricted funds 2021</i>	<i>Total funds 2021</i>
	£	£	£
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>

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FOR THE YEAR ENDED 31 MARCH 2022**

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

	2022 £	2021 £
Net income for the year (as per Statement of Financial Activities)	39,984	311,998
Adjustments for:		
Depreciation charges	10,105	4,312
Amortisation charges	2,607	2,608
Decrease/(increase) in debtors	(42,829)	48,242
(Decrease)/increase in creditors	180,362	(540,035)
Net cash provided by/(used in) operating activities	190,229	(172,875)

19. Analysis of cash and cash equivalents

	2022 £	2021 £
Cash in hand	1,854,360	1,679,753
Total cash and cash equivalents	1,854,360	1,679,753

20. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	1,679,753	174,607	1,854,360
	1,679,753	174,607	1,854,360

21. Pension commitments

The company operates a defined contribution pension scheme. The pension cost charge represents contributions payable and amounted to £108,327 (2021: £82,149). At the year end £nil (2021: Nil) remained payable.

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22. Operating lease commitments

At 31 March 2022 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022 £	2021 £
Not later than 1 year	39,375	75,000
Later than 1 year and not later than 5 years	-	39,375
	<u>39,375</u>	<u>114,375</u>

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

	2022 £	2021 £
Operating lease rentals	<u>75,035</u>	<u>74,995</u>

23. Related party transactions

David Steven Town, a Trustee of Voluntary Norfolk for part of the period, is a Director of MTM Youth Services CIC. During the year ended 31 March 2022, Voluntary Norfolk invoiced MTM Youth Services CIC £Nil for services in relationship to DBS checks (2021: £84). MTM Youth Services CIC invoiced Voluntary Norfolk £14,000 in relation to young carer support services (2021: £43,046). David Steven Town 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 2022, £nil was invoiced for DBS services (2021: £184). Furthermore, Richard is a director of Great Yarmouth Seachange Trading Ltd. During the year, transactions took place for £702 in relation to DBS checks. No such transactions took place in the prior year.

Vivienne Helen Clifford-Jackson, a trustee of Voluntary Norfolk is a director for Healthwatch Norfolk. During the year ended 31 March 2022, Voluntary Norfolk invoiced Healthwatch Norfolk £2,774 in relation to Job adverts and HR services. No such transactions took place in the prior year.

David John Walker, a trustee of Voluntary Norfolk is a director of Into Opera. During the year ended 31 March 2022, Voluntary Norfolk invoiced Into Opera £23,353 in relation to payroll services. No such transactions were noted in the prior year.

Peter Mark Hitchcock, a trustee of Voluntary Norfolk is a director of Norfolk Citizens Advice. During the year ended 31 March 2022, Voluntary Norfolk invoiced Norfolk Citizens Advice £11,113 in relation to payroll services. No such transactions were noted in the prior year.

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24. Agency arrangements

Voluntary Norfolk act as an agent in distributing funds from Youth Advisory Board (YAB). In the year the charity received £270,000 (2021: £288,000) and disbursed £219,341 (2021: £172,552) from the fund. An amount of £353,833 (2021: £303,174) is included in other creditors relating to undistributed funds.