

# VOLUNTEER ACTION

England & Wales · Charity number 1161080

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2015-03-26

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Fletton House  
Glaphorn Road  
Oundle  
Peterborough  
PE8 4JA

**Phone** 01832275433

**Email** [admin@volunteer-action.org.uk](mailto:admin@volunteer-action.org.uk)

**Website** [www.volunteer-action.org.uk](http://www.volunteer-action.org.uk)

## Activities

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**Objects:** TO ADVANCE SUCH CHARITABLE PURPOSES IN EAST NORTHAMPTONSHIRE, AND ANY OTHER AREA WITHIN THE JURISDICTION OF THE CHARITY COMMISSION FOR ENGLAND AND WALES THAT THE CHARITY TRUSTEES DEEM APPROPRIATE FROM TIME TO TIME, AS THE CHARITY TRUSTEES HEREINAFTER CONSTITUTED SHALL DETERMINE, PARTICULARLY, BUT WITHOUT PREJUDICE TO THE GENERALITY OF THE FOREGOING, BY ENCOURAGING VOLUNTARY WORK WITH A VIEW TO RELIEVING POVERTY, THE SICK AND THE AGED IN THE SAID AREA

**Activities:** Volunteer Action is a local charity that provides a Community Car Service and Befriending services to people living in north east Northamptonshire. The service helps ensure elderly, infirm and disabled people in the community access some of the vital services they need to remain independent.

## Classification

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- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

## Geography

- Northamptonshire

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£224,589	£189,645	-	-
2024-03-31	£173,551	£164,052	-	-
2023-03-31	£114,695	£148,431	-	-
2022-03-31	£92,119	£122,788	-	-
2021-03-31	£108,000	£105,000	-	-

## Trustees

Name	Role	Appointed
<b>Lloyd Martin</b>	Chair	2022-05-19
Charles Wallace		2018-11-22
David Cashmore		2022-05-19
John Pick		2024-01-18
Judith Middleton		2026-03-18
Moira Froggatt		2019-01-24
Richard George Allinson		2023-09-21
Sandra Church		2024-05-16

**VOLUNTEER ACTION**

England & Wales - Charity number 1161080

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# Accounts

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Fletton Way, Glapthorn Road  
Oundle  
Peterborough PE8 4JA  
Tel: 01832 275433

E-mail: [admin@volunteer-action.org.uk](mailto:admin@volunteer-action.org.uk)

Web Site: [www.volunteer-action.org.uk](http://www.volunteer-action.org.uk)

# Volunteer Action Annual Statement

Registered charity no. 1161080

1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025

## Mission Statement

**Goal:** Volunteer Action aims to **maintain the independence** and **improve the quality of life** for people aged 65 and over and those registered disabled within the East North Northamptonshire community.

**Community Focus:** Our emphasis is on making a positive difference for those in the local community, highlighting the importance of **volunteering to improve the lives of rurally-isolated people.**

**Services Provided:** The Charity offers a **Community Car Scheme**, a **Befriending Scheme** and other Services tailored to local residents' needs, helping these individuals to live more independently and with a better quality of life.

## Operational Activity

### Demand for our services

This 12-month period has seen continued demand for the car scheme. Total mileage driven increased to 133,463 (previous year 131,814), fulfilling 12,404 passenger trips, and we have experienced an increase in members, to 589 at end of 2024/25 financial year. Whilst over 63% of our drives are for medical related appointments the remaining drives are classified as “social drives” where we support individuals’ engagement in activities away from home thereby helping to reduce social isolation. In addition, we continue to support a small group in the community with a weekly shopping service, where we shop for our members and deliver to their house, this service is restricted to the most vulnerable.

Our Befriending service has seen an increase in demand with the number of members increasing to 114 (68 last year). We offer face-to-face and telephone befriending which is split 57% and 43% respectively. Our Group Befriending Events have grown to support over 1,350



attendees at groups held across East Northants North and Rural Corby. We expect to continue and further develop this impactful project during 2025/26.

### **Running the services**

It would be impossible for VA to deliver its services without its volunteers. The number of volunteers across all three schemes has increased to 168 (previously 136). The amount of volunteering hours provided by this team has also seen a sharp increase, which reflects the additional demands on the services.

### **Administration and management**

VA runs its administration and operations from offices in Fletton House, Oundle, and is staffed by four part-time employees and one full time employee, totalling 2.8 FTE. In addition, in December we appointed an Operations Manager to support operations.

A loyal group of 9 office volunteers support the operational and administrative functions. These volunteers have contributed 1,563 hours in this year. Apart from the normal activities of a small charity, the main workload is the weekly task of receiving bookings for drives and then matching them with drivers. In addition, the befriending service is supported by a volunteer assessor who visits people who have been referred to our service.

There is also a trustee body of 7 volunteers contributing approximately 900 hours per year in volunteering time.

### **Community car scheme**

During the year we have had up to 71 volunteer drivers available to support this service, seeing a return to pre-pandemic levels of volunteering. We compensate our drivers with 45 pence per mile being the passenger miles paid by the passenger, and their home to pick-up point which is paid for by the charity. We provide training for our drivers on subjects such as manual handling, lone working and safeguarding, and this year held a half-day driver training event in partnership with Northamptonshire Safer Roads Alliance.

Both passengers and drivers thoroughly enjoy the opportunity for conversation, contributing towards reducing loneliness and social isolation, over and above getting the member out of their house.

We estimate volunteer driver hours at 20,838 per annum, based upon the average journey/wait time of one hour, plus journey or driving times.

### **Befriending & Group Befriending**

Befriending volunteers contribute approximately 3,000 hours per annum. We have a team of 73 volunteers across the schemes.

### **Collaborations**

We have been at the forefront of coordinating two collaborative groups of charities across North Northamptonshire, working together to support older people with accessible transport options and promote greater independence in later life. These groups serve as a platform for shared learning, joint problem-solving, and coordinated service delivery, ensuring that older



residents receive the practical support they need to stay connected and active within their communities. By bringing organisations together in this way, we are helping to create a more accountable and transparent voluntary sector, while also driving change at a systemic level to improve long-term outcomes for older people across the region.

## **Risk Assessment**

The charity maintains a wide range of risk assessments in relation to both the services we provide to our members and to our administrative operations. These are reviewed on an annual basis or as required.

## **Financial matters**

### **Income and expenditure**

VA receives its income from a range of sources - Local Authorities, NHS, donations, fundraising and contracts. Salaries are the largest expense, however there are office costs including rent, IT, administration and we continue to fund the cost of mileage to get drivers to members' pick-up points. In a large rural area, this is a key consideration and cost given that 37% of all mileage is funded by the charity.

The financial year end delivered a surplus of £34,944 due in part to the new Group Befriending project income and an increase in grant applications to help support our activities. These funds will be designated to the continuation of the vital Group Befriending Project whilst the 2024 strategy review highlighted opportunities for VA to extend its services and outreach in the community - these initiatives will be developed during 2025/26.

### **Reserves**

In the Trustees' view, the reserves should provide the charity with adequate financial stability and the means for it to meet its charitable objectives for the foreseeable future.

A number of significant risk factors for the future have been identified, including the uncertainty of future statutory funding from local government and the NHS. This continuing uncertainty over the level of funding and increasing day-to-day operational costs remain a key focus for the Trustees.

Taking these factors into account, the Trustees have determined to maintain the charity's reserves at a minimum level of six months running costs plus associated wind-up costs.

### **Public Benefits**

The trustees confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit.

Rural isolation and loneliness are well known to be closely associated with poor mental well-being and we know that our services help tackle this. Older people value independent living, and we can help maintain that for longer by providing a reliable way to get to vital medical appointments, shopping and social engagements.

In addition to the services provided, VA offers an opportunity for volunteers to engage with their communities and contribute towards the success of a highly regarded service. For many it provides the opportunity to be a valued member of a team and maintain a more active retirement. Maintaining that balance is a key ethos of our thinking.

### **Location**

Our remit covers postal addresses in a largely rural area of approximately 340 square miles incorporating more than 50 villages and 2 small market towns. We are fortunate to have drivers throughout most parts of this, however matching members to local drivers or befrienders is a constant challenge and contributes to running costs.

### **Governance**

The charity has been a CIO since 2015.

Recent recruitment of Trustees has been by application from people who bring the skills needed to run the organisation. The 2024-25 board comprised:

Ms Moira Froggatt  
Mr Charles Wallace (Treasurer)  
Mr David Cashmore (Chair)  
Mr Lloyd Martin (Vice-Chair)  
Mr Richard Allinson  
Mr John Pick

In 2024-25 we appointed

Mrs Sandra Church

Signed on behalf of the board of Trustees:

Name: David Cashmore (Chair)

Signature:



Date: 03.07.2025

**VOLUNTEER ACTION**

Charity Number: 1161080

**RECEIPTS AND PAYMENTS ACCOUNT**

For the period from 1st April 2024 to 31st March 2025

	2024-25			2023-24
	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	£	£	£	£
<b>RECEIPTS</b>				
<b>Operational Income</b>				
Member payments	48,451	-	48,451	48,215
Annual Membership Fees	9,204	-	9,204	7,416
Organisations	9,566	-	9,566	10,136
	67,221	-	67,221	65,767
<b>Funding Grants</b>				
NNC - Community Transport Grant	5,000	10,777	15,777	9,000
NNC - Highways	-	6,630	6,630	6,630
NNC - Older People Grant	6,000	8,800	14,800	-
NNC - Other grants	-	-	-	7,670
NNC - Rural Community Fund	-	10,000	10,000	-
Serve - Group Befriending Scheme Grant	4,607	26,148	30,755	29,562
NHS	-	4,824	4,824	778
Other grants	28,210	8,690	36,900	17,564
	43,817	75,869	119,686	71,204
<b>Donations</b>				
General donations	17,837	68	17,905	18,274
Friends account	2,488	-	2,488	3,596
Gift Aid tax reclaimed	2,918	-	2,918	1,573
	23,243	68	23,311	23,443
<b>Fundraising Income</b>				
200 Club	5,800	-	5,800	6,410
Quiz & Raffle	3,721	-	3,721	2,797
Fundraising events	1,105	-	1,105	1,180
	10,626	-	10,626	10,387
<b>Other Income</b>				
Software licence	650	-	650	650
Sundries	-	-	-	131
Bank interest	3,095	-	3,095	1,969
	3,745	-	3,745	2,750
<b>Total Receipts</b>	<b>148,652</b>	<b>75,937</b>	<b>224,589</b>	<b>173,551</b>
<b>PAYMENTS</b>				
<b>Operational Expenses</b>				
Drivers	56,571	-	56,571	52,054
Shopping	2,483	-	2,483	6,475
	59,054	-	59,054	58,529
<b>Salary Costs</b>				
Salaries	24,244	68,098	92,342	75,508
Payroll bureau costs	748	-	748	935
	24,992	68,098	93,090	76,443
<b>Establishment</b>				
Rent	4,320	-	4,320	4,320
Business Rates	380	-	380	357
Insurance	897	-	897	795
	5,597	-	5,597	5,472
<b>Marketing</b>				
Advertising & publicity	1,905	-	1,905	1,495
<b>Office Expenses</b>				
Stationery & office supplies	2,999	-	2,999	2,704
Telephone	1,721	13	1,734	1,281
I.T. Costs	6,261	1,430	7,691	6,253
Other expenses	559	-	559	1,714
	11,540	1,443	12,983	11,952

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**VOLUNTEER ACTION  
RECEIPTS AND PAYMENTS ACCOUNT**

Charity Number: 1161080

For the period from 1st April 2024 to 31st March 2025

**PAYMENTS (CONTINUED)**

**Other Expenses**

	2024-25			2023-24
	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
Volunteer expenses (incl. training)	2,373	-	2,373	1,494
Recognition Events (members & volunteers)	1,419	-	1,419	381
Group Befriending Expenses		2,983	2,983	4,051
VA Befriending expenses	864	-	864	963
Recruitment consultancy	304	-	304	-
Bank charges	1,332	-	1,332	1,322
	6,292	2,983	9,275	8,211
<b>Fundraising Expenses</b>				
200 Club prizes	2,475	-	2,475	1,650
Other Fundraising Costs	232	-	232	-
	2,707	-	2,707	1,650
<b>Regulatory Expenses</b>				
Legal	-	-	-	-
Independent Examiner's fee	354	-	354	300
Trustees Meeting & Training	486	-	486	-
	840	-	840	300
<b>One-off Major Projects</b>				
New Cloud-Based Server System	4,194	-	4,194	-
	4,194	-	4,194	-
<b>Total Payments</b>	<b>117,121</b>	<b>72,524</b>	<b>189,645</b>	<b>164,052</b>
<b>NET RECEIPTS / (PAYMENTS)</b>	<b>31,531</b>	<b>3,413</b>	<b>34,944</b>	<b>9,499</b>

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**VOLUNTEER ACTION**

**Statement of assets and liabilities at the end of the period**

**As at 31st March 2025**

	31.03.2025	31.03.2024
	£	£
<b>CASH FUNDS</b>		
Bank and Cash Balances	147,108	112,164
<b>TOTAL ASSETS</b>	<b>147,108</b>	<b>112,164</b>
<b>FUNDS</b>		
General Funds		
- Unrestricted	140,148	108,617
- Restricted	6,960	3,547
	147,108	112,164

Signed on behalf of all the trustees:



Print Name:

D Cashmore

Date of approval:

17th July 2025

**Volunteer Action**  
**Accounts**  
**for the year ended**  
**31<sup>st</sup> March 2025**



**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

Charity Name  
VOLUNTEER ACTION

**On accounts for the year  
ended**

31 MARCH 2025

**Charity no  
(if any)**

1161080

**Set out on pages**

1-2

*(remember to include the page numbers of additional sheets)*

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024.

**Responsibilities and  
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent  
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

*\* Please delete the words in the brackets if they do not apply.*

**Signed:**

**Date:**

05/09/2025

**Name:**

MR GRAHAM DARBOURNE

**Relevant professional  
qualification(s) or body  
(if any):**

FCA

**Address:**

THE OLD TOWN HALL, MARKET PLACE

OUNDLE

PETERBOROUGH, PE8 4BA

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

**Give here brief details of any items that the examiner wishes to disclose.**



**VOLUNTEER ACTION**

Charity Number: 1161080

**RECEIPTS AND PAYMENTS ACCOUNT**

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<b>Operational Expenses</b>				
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**VOLUNTEER ACTION**

England & Wales - Charity number 1161080

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# Accounts

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# Volunteer Action Annual Statement

Registered charity no. 1161080

1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024

## Mission

Volunteer Action's mission is "Volunteering to improve the lives of local people in need".

## Strategy

This mission is fulfilled by running a Community Car Scheme, Befriending Services and launched new Group Befriending activities.

## Operational Activity

### Demand for our services

This 12-month period has seen another increase in demand for the car scheme, partly due to an increase in NHS appointments at Hospitals. Miles driven increased to 131,814 (previous year 126,945), fulfilling 12,308 (14,604) passenger trips. We introduced a Membership Fee for the Car Scheme of £24 per year and have seen 498 paid members as of the end of 23/24 financial year. We are continuing to support a small number of the community with a weekly shopping service, where we shop for our members and deliver to their house, restricted to the most vulnerable. Over 60% of our drives are for medical related appointments.

Our Befriending service has seen an increase in demand for our services and the proportion of face-to-face to telephone befriending is 81%. The number of members on the befriending scheme remains steady at 68. We have launched a monthly Group Befriending Event which supports 76 members in East Northants and a further 43 members in rural Corby. Group Befriending is a new project we have been invited to join as part of the Countywide Befriending Service which extends our reach to include Corby.



## Running the services

It would be impossible for VA to deliver its services without its volunteers. The number of volunteers across the three schemes is 136.

### Administration and management

VA runs an administration operation close to the centre of Oundle. Staffed by four part-time employees and one full time (FTE 2.8). A loyal group of 8 office volunteers who usually work on a one-day a week basis. These volunteers have contributed to 904 hours within this year. Apart from the normal activities of a small charity, the main workload is the weekly task of receiving bookings for drives and then matching them with drivers. In addition, the befriending service is supported by one administrative volunteer and a volunteer assessor who visits people who have been referred. We have continued to supply monthly invoices and have seen an increase of member payments being received via BACS payment – however the majority are still on the phone via card. There is also a trustee body of 6 volunteers contributing approximately 350 hours per year.

### Community car scheme

Recruiting volunteer drivers for the Community Car Scheme has continued to be difficult. During the year we used nearly 68 different drivers. We paid our drivers 45 pence per mile for their mileage, including home to pick-up point. Our passengers pay the same rate, but only for the passenger return mileage. An annual membership fee to join the car scheme was introduced in September 2023 to new members and existing members from April 2024 to support increasing operational costs and keep the cost of the rurally located passengers' invoices subsidised. We provide training for our drivers on subjects such as manual handling, lone working and safeguarding.

Both passengers and drivers generally thoroughly enjoy the opportunity for conversation, contributing towards reducing loneliness and social isolation, over and above getting the member out of their house.

We estimate volunteer driver hours at approximately 11,6913 pa (based upon the average journey/wait time of one hour)

### Befriending & Group Befriending

Befriending volunteers contribute approximately 2,978 hours pa. We have a team of 61 volunteers across the three schemes.

## Risk Assessment

The charity maintains a wide range of risk assessments in relation to both the services we provide to our members and to our administrative operations. These are reviewed on an annual basis or as required.

## **Financial matters**

### **Income and expenditure**

VA receives its income from a range of sources - Local Authorities, NHS, donations, fundraising and contracts. Salaries are the largest expense, however there are office costs including rent, IT, administration and we continue to fund the cost of mileage to get drivers to members' pick-up points. In a large rural area, this is a key consideration.

During the year we achieved a surplus of £9,876 due in part to the new Group Befriending project income and an increase in grant applications to help support the Charitable purposes.

### **Reserves**

In the Trustees' view, the reserves should provide the charity with adequate financial stability and the means for it to meet its charitable objectives for the foreseeable future.

A number of significant risk factors for the future have been identified, including the uncertainty of future statutory funding from local government and the NHS. This continuing uncertainty over the level of funding and increasing day-to-day operational costs remain a key focus for the Trustees.

Taking these factors into account, the trustees have determined to maintain the charity's reserves at a minimum level of six months running costs plus associated wind-up costs.

### **Public Benefits**

The trustees confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit.

Rural isolation and loneliness are well known to be closely associated with poor mental well-being and we know that our services help tackle this. Older people value independent living, and we can help maintain that for longer by providing a reliable way to get to vital appointments or just getting the shopping. Bus services have been withdrawn entirely through most of our surrounding villages and are very limited in the two small market towns we support. These same issues are also alleviated to some extent by our befriending scheme.

In addition to the services provided, VA offers an opportunity for volunteers to engage with their communities and contribute towards the success of a highly regarded and service. For many it provides the opportunity to be a valued member of a team and maintain a more active retirement. Maintaining that balance is a key ethos of our thinking.

### **Location**

Our eligibility covers addresses in a largely rural area of approximately 340 square miles incorporating more than 50 villages and 2 small towns. We are fortunate to have drivers throughout most parts of this, however matching members to local drivers or befrienders is a constant challenge and contributes to running costs.

## Governance

The charity has been a CIO since 2015.

Recent recruitment of trustees has been by application from people who bring the skills needed to run the organisation. The 2023-24 board comprised:

Mr Stuart Anderson - resigned January 2024  
Mr Peter G Burrows – resigned January 2024  
Mrs Val Chesser – Resigned January 2024  
Colin Brown – Resigned November 2023  
Ms Moira Froggatt  
Mr Charles Wallace (Treasurer)  
Mr David Cashmore (Chair)  
Mr Lloyd Martin (Vice-Chair)

In 2023-24 we appointed

Mr Richard Allinson  
Mr John Pick

Signed on behalf of the board of trustees:

Name:  .....

Date:  .....

**VOLUNTEER ACTION  
RECEIPTS AND PAYMENTS ACCOUNT**

Charity Number: 1161080

Page 1

For the period from 1st April 2023 to 31st March 2024

	2023-24			2022-23
	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	£	£	£	£
<b>RECEIPTS</b>				
<b>Drives &amp; Shopping Services</b>				
Member payments	48,215	-	48,215	45,397
Annual Membership Fees	7,416	-	7,416	-
Organisations	10,136	-	10,136	8,880
	65,767	-	65,767	54,277
<b>Grants</b>				
NNC - car scheme funding	-	9,000	9,000	9,000
NNC - Highways	-	6,630	6,630	6,630
NNC - Group Befriending Scheme funding	4,434	25,128	29,562	-
NNC - Other grants	7,670	-	7,670	1,000
NHS	-	778	778	4,312
Augean Fund	8,850	-	8,850	6,500
Masonic Charitable Trust	5,000	-	5,000	-
Serve-Ability	-	1,094	1,094	-
Other grants	2,620	-	2,620	1,500
	28,574	42,630	71,204	28,942
<b>Donations</b>				
General donations	17,774	500	18,274	16,884
Friends account	3,596	-	3,596	4,508
Gift Aid tax reclaimed	1,573	-	1,573	1,726
	22,943	500	23,443	23,118
<b>Other Income</b>				
Software licence	650	-	650	650
Sundries	131	-	131	354
Bank interest	1,969	-	1,969	1,231
	2,750	-	2,750	2,235
<b>Fundraising Income</b>				
200 Club	6,410	-	6,410	5,630
Quiz & Raffle	2,797	-	2,797	-
Fundraising events	1,180	-	1,180	493
	10,387	-	10,387	6,123
	130,421	43,130	173,551	114,695
<b>PAYMENTS</b>				
<b>Salary Costs</b>				
Salaries	37,753	35,032	72,785	56,231
Payroll bureau costs	935	-	935	941
Pensions scheme (NEST)	2,723	-	2,723	2,408
	41,411	35,032	76,443	59,580
<b>Drives &amp; Shopping Payments</b>				
Drivers	52,054	-	52,054	50,578
Shopping	6,475	-	6,475	5,811
	58,529	-	58,529	56,389
<b>Property &amp; Insurance Costs</b>				
Rent	4,320	-	4,320	4,320
Business Rates	357	-	357	338
Insurance	795	-	795	753
	5,472	-	5,472	5,411
<b>Marketing</b>				
Advertising & publicity	1,495	-	1,495	1,752
<b>Office Expenses</b>				
Stationery & office supplies	2,704	-	2,704	3,082
Telephone	1,281	-	1,281	1,106
Computers & equipment (incl. maintenance)	6,253	-	6,253	4,343
Computer system upgrade	-	-	-	3,350
Accounting & Befriending software	634	-	634	591
Subscriptions	289	-	289	244
Management team expenses	467	-	467	583
Legal expenses	-	-	-	-
Independent Examiner's fee	300	-	300	350
Petty cash	324	-	324	87
	12,252	-	12,252	13,736
<b>Other Expenses</b>				
Volunteer expenses	472	119	591	719
Staff & trustee training	903	-	903	172
Staff expenses	-	-	-	255
VA Befriending expenses	963	-	963	806
Group Befriending Expenses	-	4,051	4,051	-
Lunches & Dinners for members	-	381	381	379
Recruitment consultancy	-	-	-	5,760
	1,322	-	1,322	1,222
Bank charges	-	-	-	-
	3,660	4,551	8,211	9,313
<b>Fundraising Expenses</b>				
100 Club prizes	1,650	-	1,650	2,250
	1,650	-	1,650	2,250
	124,469	39,583	164,052	148,431
<b>NET RECEIPTS / (PAYMENTS)</b>	5,952	3,547	9,499	(33,736)

**VOLUNTEER ACTION**

**Statement of assets and liabilities at the end of the period**

**As at 31st March 2024**

	31.03.2024 £	31.03.2023 £
<b>CASH FUNDS</b>		
Bank and Cash Balances	112,164	102,665
<b>TOTAL ASSETS</b>	<b>112,164</b>	<b>102,665</b>
<b>FUNDS</b>		
General Funds		
- Unrestricted	108,617	97,665
- Restricted	3,547	0
Designated Funds	0	5,000
	<b>112,164</b>	<b>102,665</b>

Signed on behalf of all the trustees:



Print Name:

D Cashmore

Date of approval:

19/3/24



**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

Charity Name  
VOLUNTEER ACTION

**On accounts for the year  
ended**

31 MARCH 2024

**Charity no  
(if any)**

1161080

**Set out on pages**

1-2

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024.

**Responsibilities and  
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent  
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

\* Please delete the words in the brackets if they do not apply.

**Signed:**

*Graham Darbourne*

**Date:**

30/9/24

**Name:**

MR GRAHAM DARBOURNE

**Relevant professional  
qualification(s) or body  
(if any):**

FCA

**Address:**

THE OLD TOWN HALL, MARKET PLACE

OUNDLE

PETERBOROUGH, PE8 4BA

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

[Empty box for disclosure details]

**VOLUNTEER ACTION**

England & Wales - Charity number 1161080

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# Accounts

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Fletton House  
Fletton Way, Glaphorn Road  
Oundle  
Peterborough PE8 4JA  
Tel: 01832 275433  
E-mail: [admin@volunteeractionoundle.org.uk](mailto:admin@volunteeractionoundle.org.uk)

Web Site: [www.volunteeractionoundle.org.uk](http://www.volunteeractionoundle.org.uk)

# Volunteer Action Annual Statement

Registered charity no. 1161080

1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023

## **Mission**

Volunteer Action's mission is "Volunteering to improve the lives of local people in need".

## **Strategy**

This mission is fulfilled by running a Community Car Scheme and Befriending Services.

## **Operational Activity**

### **Demand for our services**

This 12-month period saw an increased demand for the car scheme as the impact of lifting restrictions allowed people to return to normal post pandemic. Miles driven increased to 126,945 (previous year 103,000), fulfilling 14,604 (10,000) passenger trips. We signed up 152 (200) new people to the scheme, which still operates with no membership fee, although this has been reviewed with the proposal to introduce a membership fee in the next financial year. We are continuing to support a small number of the community with a weekly shopping service, where we shop for our members and deliver to their house, restricted to the most vulnerable. Over 66% of our drives are for medical related appointments.

Our Befriending service has seen an increase in demand for the services and the ratio of face-to-face to telephone befriending is 79.55% (face-to-face bias). The number of members on the face-to-face scheme remains steady at 42. We have launched a monthly Group Befriending Event which supports 39 new community members. There is a slow turnover as people leave, but this is matched by new people joining. Funding has not been available to help us expand within this year.

*Supported by*



**Registered Charity: 1161080**

## **Running the services**

It would be impossible for VA to deliver its services without its volunteers. The number of volunteers across the two schemes is 149.

### **Administration and management**

VA runs a small administration operation close to the centre of Oundle. It has started the year being staffed by three part-time employees (FTE 2.0). This altered in October 2022 when the role of manager was upscaled to a full-time position (37 hours pw), leaving one full-time and two part time (FTE 2.0) staff members. A loyal group of 7 office volunteers who usually work on a one-day a week basis. These volunteers have contributed to 888 hours within this year. Apart from the normal activities of a small charity, the main workload is the weekly task of receiving bookings for drives and then matching them with drivers. In addition, the befriending service is supported by one administrative volunteer and a volunteer assessor who visits people who have been referred. We have continued to supply monthly invoices and have seen an increase of member payments being received via BACS payment – however the majority are still on the phone via card. We have migrated to a new cloud-based booking system for the car scheme which has seen some administration roles being supported by automation. There is also a trustee body of 8 volunteers contributing approximately 250 hours per year.

### **Community car scheme**

Recruiting volunteer drivers for the Community Car Scheme has continued to be difficult post pandemic. During the year we used nearly 75 different drivers. We paid our drivers 45 pence a mile for their mileage, including home to pick-up point. Our passengers pay the same rate, but only for the passenger return mileage. A £1 booking fee for each completed journey was introduced on 1<sup>st</sup> January 2023 payable by our members and retained by the charity to help support the administrative costs. We provide training for our drivers on subjects such as manual handling, lone working and safeguarding.

Both passengers and drivers generally thoroughly enjoy the opportunity for conversation, contributing towards reducing loneliness and social isolation, over and above getting the member out of their house.

We estimate volunteer driver hours at approximately 13,874 pa (based upon the average journey/wait time of 0.95 hours)

### **Befriending**

Befriending volunteers contribute approximately 1136 hours pa. We have a team of about 75 volunteers across the 2 schemes.

## **Risk Assessment**

The charity maintains a wide range of risk assessments in relation to both the services we provide to our members and to our administrative operations. These are reviewed on an annual basis or as required.

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**Registered Charity: 1161080**

## **Financial matters**

### **Income and expenditure**

VA receives its income from a range of sources - Local Authorities, NHS, donations, fundraising and contracts. Salaries are the largest expense, however there are office costs including rent, and we continue to fund the cost of mileage to get drivers to members' pick-up points. In a large rural area, this is a key consideration.

During the year expenditure exceeded income by £33,706. This was less than the forecasted deficit for the year, due to an increase in donations seen from January 2023 to the end of the year.

### **Reserves**

In the Trustees' view, the reserves should provide the charity with adequate financial stability and the means for it to meet its charitable objectives for the foreseeable future.

A number of significant risk factors for the future have been identified, including: uncertainty over future statutory funding from local government and the NHS; the continuing uncertainty over the level of voluntary donor funding; and general unforeseen day-to-day operational costs.

Taking these factors into account, the trustees have determined to maintain the charity's reserves at a minimum level of £70,000 which is derived from a risk based calculation.

Reserves remain in excess of this minimum level, which allowed us to budget for and sustain a deficit year 2022-23. This is continued into 2023-24. We have designated £5,000 from reserves for an identified need to migrate the computer systems to a cloud-based operation.

With no new developments on rural bus services in the area, it is important that services are maintained in the long term to meet demand and it is anticipated that this will be increasingly expensive. Our reserves will help to ensure that we have a long-term future.

### **Public Benefits**

The trustees confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit.

Rural isolation and loneliness are well known to be closely associated with poor mental well-being and we know that our services help tackle this. Older people value independent living, and we can help maintain that for longer by providing a reliable way to get to vital appointments or just getting the shopping. Bus services have been withdrawn entirely through most of our surrounding villages and are very limited in the 2 small market towns we support. These same issues are also alleviated to some extent by our befriending scheme.

In addition to the services provided, VA offers an opportunity for volunteers to engage with their communities and make a contribution towards the success of a highly regarded service.

*Supported by*



**Registered Charity: 1161080**

For many it provides the opportunity to be a valued member of a team and maintain a more active retirement. Maintaining that reciprocity is a key ethos of our thinking.

### Location

Our eligibility covers addresses in a largely rural area of approximately 340 square miles incorporating more than 50 villages and 2 small towns. We are fortunate to have drivers throughout most parts of this, however matching members to local drivers or befrienders is a constant challenge and contributes to running costs.

### Governance

The charity has been a CIO since 2015.

Recent recruitment of trustees has been by application from people who bring the skills needed to run the organisation. The 2022-23 board comprised:

Mr Stuart Anderson (Chair)  
Mr Colin Brown  
Mr Peter G Burrows  
Mrs Diana Charles      resigned June 2022  
Mrs Val Chesser  
Ms Moira Froggatt  
Mr Charles Wallace

In 2022-23 we appointed

Mr David Cashmore      May 2022  
Mr Lloyd Martin      May 2022

Signed on behalf of the board of trustees:



Name:      C. H. WALLACE

Date:      2nd June 2023

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Registered Charity: 1161080

**VOLUNTEER ACTION**  
**RECEIPTS AND PAYMENTS ACCOUNT**  
**For the period from 1st April 2022 to 31st March 2023**

Charity Number: 1161080

Page 1

	2022-23			2021-22
	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	£	£	£	£
<b>RECEIPTS</b>				
<b>Drives &amp; Shopping Services</b>				
Member payments	45,397	-	45,397	39,348
Organisations	8,880	-	8,880	4,533
	54,277	-	54,277	43,881
<b>Grants</b>				
ENC	-	9,000	9,000	9,860
NCC	-	6,630	6,630	6,630
NHS	-	4,312	4,312	2,665
Augean Fund	6,500	-	6,500	6,500
NNC Members' Empowerment Fund	-	1,000	1,000	-
Other grants	1,500	-	1,500	-
	8,000	20,942	28,942	25,655
<b>Donations</b>				
General donations	16,884	-	16,884	9,333
Friends account	4,508	-	4,508	4,831
Gift Aid tax reclaimed	1,726	-	1,726	1,987
	23,118	-	23,118	16,151
<b>Other Income</b>				
Software licence	650	-	650	650
Sundries	354	-	354	20
Bank interest	1,231	-	1,231	914
	2,235	-	2,235	1,584
<b>Fundraising Income</b>				
100 Club	5,630	-	5,630	4,565
Quiz & Raffle	-	-	-	283
Fundraising events	493	-	493	-
	6,123	-	6,123	4,848
<b>Total Receipts</b>	<b>93,753</b>	<b>20,942</b>	<b>114,695</b>	<b>92,119</b>
<b>PAYMENTS</b>				
<b>Salary Costs</b>				
Salaries	36,289	19,942	56,231	52,227
Payroll bureau costs	941	-	941	963
Pensions scheme (NEST)	2,408	-	2,408	1,726
	39,638	19,942	59,580	54,916
<b>Drives &amp; Shopping Payments</b>				
Drivers	49,578	1,000	50,578	35,889
Shopping	5,811	-	5,811	8,153
	55,389	1,000	56,389	44,042
<b>Property &amp; Insurance Costs</b>				
Rent	4,320	-	4,320	4,320
Business Rates	338	-	338	169
Insurance	753	-	753	754
	5,411	-	5,411	5,243
<b>Marketing</b>				
Advertising & publicity	1,752	-	1,752	120
<b>Office Expenses</b>				
Stationery & office supplies	3,082	-	3,082	2,369
Telephone	1,106	-	1,106	875
Computers & equipment (incl. maintenance)	4,343	-	4,343	5,555
Computer system upgrade	3,350	-	3,350	2,160
I.T. costs for covid-secure working	-	-	-	-
Accounting & Befriending software	591	-	591	358
Subscriptions	244	-	244	469
Management team expenses	583	-	583	508
Legal expenses	-	-	-	-
Independent Examiner's fee	350	-	350	350
Petty cash	87	-	87	71
	13,736	-	13,736	12,715
<b>Other Expenses</b>				
Volunteer expenses	719	-	719	568
Staff & trustee training	172	-	172	1,404
Staff expenses	255	-	255	223
Befriending expenses	806	-	806	784
Lunches & Dinners for members	379	-	379	-
Recruitment consultancy	5,760	-	5,760	-
Bank charges	1,222	-	1,222	848
	9,313	-	9,313	3,827
<b>Fundraising Expenses</b>				
100 Club prizes	2,250	-	2,250	1,925
	2,250	-	2,250	1,925
<b>Total Payments</b>	<b>127,489</b>	<b>20,942</b>	<b>148,431</b>	<b>122,788</b>
<b>NET RECEIPTS / (PAYMENTS)</b>	<b>(33,736)</b>	<b>0</b>	<b>(33,736)</b>	<b>(30,669)</b>

**VOLUNTEER ACTION****Statement of assets and liabilities at the end of the period****As at 31st March 2023**

	31.03.2023 £	31.03.2022 £
<b>CASH FUNDS</b>		
Bank and Cash Balances	102,665	136,401
<b>TOTAL ASSETS</b>	<b>102,665</b>	<b>136,401</b>
<b>UNRESTRICTED FUNDS</b>		
General Funds	97,665	116,401
Designated Funds	5,000	20,000
	<b>102,665</b>	<b>136,401</b>

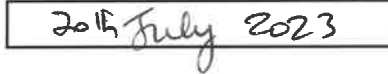
Signed on behalf of all the trustees:



Print Name:

S. Anderson

Date of approval:





**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

Volunteer Action

**On accounts for the year  
ended**

31 March 2023

**Charity no  
(if any)**

1161080

**Set out on pages**

Accounts 1-2, Trustees Report 1-4

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31 / 03 / 2023**.

**Responsibilities and  
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent  
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Signed:** *JEWoods*

**Date:** July 2023

**Name:** Judie Woods

**Relevant professional  
qualification(s) or body  
(if any):**

ICAEW – FCA and DChA

**Address:**

90 South Road, Oundle

Peterborough PE8 4BP

**VOLUNTEER ACTION**

England & Wales - Charity number 1161080

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# Accounts

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Fletton House  
Fletton Way, Glapthorn Road  
Oundle  
Peterborough PE8 4JA  
Tel: 01832 275433  
E-mail: [admin@volunteeractionoundle.org.uk](mailto:admin@volunteeractionoundle.org.uk)

Web Site: [www.volunteeractionoundle.org.uk](http://www.volunteeractionoundle.org.uk)

# Volunteer Action Annual Statement

Registered charity no. 1161080

1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022

## Mission

Volunteer Action's mission is "Volunteering to improve the lives of local people in need".

## Strategy

This mission is fulfilled by running a Community Car Scheme and Befriending Services.

## Operational Activity

### Demand for our services

This 12-month period saw a steady rise in bookings for the car scheme as restrictions lifted. (Comparative 2020-21 figures are low due to the Covid restriction). Miles driven increased back to 103,000 (previous year 48,000), fulfilling 10,000 (5,000) passenger trips. We signed up over 200 (100) new people to the scheme, which still operates with no membership fee, although that is now under review. We were able to gradually phase out our shopping service, where we shop for our members and deliver to their house, and this is now restricted to a core of about half a dozen regulars. 50% of our drives are for medical related appointments.

Our befriending schemes were both fully operational by the end of this year. Numbers using the phone option dropped off gradually as Covid restrictions were relaxed and people felt less isolated, and we now support about 50 people in this way. The number of members on the face-to-face scheme remains steady at about 40. There is a slow turnover as people leave, but this is matched by new people joining. Funding is not available so we cannot push hard to expand.

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**Registered Charity: 1161080**

## Running the services

It would be impossible for VA to deliver its services without its volunteers. These number about 135.

### Administration and management

VA runs a small administration operation close to the centre of Oundle. It is staffed by four part-time employees (FTE 2) and a loyal group of volunteers who usually work on a one-day a week basis. These volunteers contribute approximately 750 hours per year. Apart from the normal activities of a small charity, the main workload is the weekly task of receiving bookings for drives and then matching them with drivers. In addition, the befriending service is supported by one administrative volunteer and a volunteer assessor who visits people who have been referred. During the Covid restrictions we moved to invoiced payments for passengers, which has increased workload in the office, as many people choose to pay by card over the phone. There is also a trustee body of 7 volunteers contributing approximately 250 hours per year.

### Community car scheme

Recruiting drivers for the Community Car Scheme has been more difficult post-pandemic, with numbers leaving and retiring exceeding new recruits. During the year we used nearly 80 different drivers at some point. We paid our drivers 40 pence a mile for their mileage, including home to pick-up point. Our passengers pay the same rate, but only for the passenger return mileage. The rate for both drivers and passengers has risen to 45p per mile from May 2022. We provide training for our drivers on subjects such as manual handling, lone working and safeguarding. Drivers are able to claim modest out of pocket expenses if they are required to wait for an extended time or during meal times.

Both passengers and drivers generally thoroughly enjoy the opportunity for conversation, which we consider to be a small way to contribute towards reducing loneliness and social isolation, over and above getting the member out of their house.

We estimate volunteer driver hours at approximately 9,500 pa.

### Befriending

Befriending volunteers contribute approximately 1,300 hours pa. We have a team of about 60 volunteers across the 2 schemes.

## Risk Assessment

The charity maintains a wide range of risk assessments in relation to both the services we provide to our members and to our administrative operations. These are reviewed on an annual basis or as needed.

## Financial matters

### Income and expenditure

VA receives its income from a range of sources - Local Authorities, NHS, donations, fundraising and contracts. Salaries is the largest expense but there are office costs including rent, and we

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**Registered Charity: 1161080**

continue to fund the cost of mileage to get drivers to members' pick-up points. In a large rural area, this is a key consideration.

During the year expenditure exceeded income by £30,700. This was in line with the budget for the year, and we received no unexpected donations or grants to alleviate this.

### Reserves

In the Trustees' view, the reserves should provide the charity with adequate financial stability and the means for it to meet its charitable objectives for the foreseeable future.

A number of significant risk factors for the future have been identified, including: uncertainty over future statutory funding from local government and the NHS; the continuing uncertainty over the level of voluntary donor funding; and general unforeseen day-to-day operational costs.

Taking these factors into account, the trustees have determined to maintain the charity's reserves at a minimum level of £70,000.

Reserves remain in excess of this minimum level, which allowed us to budget for and sustain a deficit year 2020-21, in line with plans outlined here last year. This is continued into 2022-23. We have designated £20,000 from reserves for an identified need to replace our drive management software.

With no new developments on rural bus services in the area, it is important that services are maintained in the long term to meet demand and it is anticipated that this will be increasingly expensive. Our reserves will help to ensure that we have a long-term future.

### Public Benefits

The trustees confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit.

Rural isolation and loneliness are well known to be closely associated with poor mental well-being and we know that our services help tackle this. Older people value independent living, and we can help maintain that for longer by providing a reliable way to get to vital appointments or just getting the shopping. Bus services have been withdrawn entirely through most of our surrounding villages and are very limited in the 2 small market towns we support. These same issues are also alleviated to some extent by our befriending scheme.

In addition to the services provided, VA offers an opportunity for volunteers to engage with their communities and make a contribution towards the success of a highly regarded service. For many it provides the opportunity to be a valued member of a team and maintain a more active retirement. Maintaining that reciprocity is a key ethos of our thinking.

### Location

Our eligibility covers addresses in a largely rural area of approximately 340 square miles incorporating more than 50 villages and 2 small towns. We are fortunate to have drivers

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**Registered Charity: 1161080**

throughout most parts of this, but matching members to local drivers or befrienders is a constant challenge and very much contributes to running costs.

*Supported by*



**Registered Charity: 1161080**

## Governance

The charity has been a CIO since 2015.

Recent recruitment of trustees has been by invitation to people bringing skills needed to run the organisation. The 2021-22 board comprised:

Mr Stuart Anderson (Chair)

Mr David Bland                      resigned Sept 2021

Mr Colin Brown

Mr Peter G Burrows

Mrs Diana Charles                resigned June 2022

Mrs Val Chesser

Ms Moira Froggatt

Mr Charles Wallace

Mrs Maureen Weston    resigned January 2022

In 2022-23 we appointed

Mr David Cashmore        May 2022

Mr Lloyd Martin              May 2022

Signed on behalf of the Board of Trustees:



Name: C.H. WALLACE

Date: 21st July 2022

Supported by



Registered Charity: 1161080

**RECEIPTS AND PAYMENTS ACCOUNT**

For the period from 1st April 2021 to 31st March 2022

	2021-22			2020-21
	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	£	£	£	£
<b>RECEIPTS</b>				
<b>Drives &amp; Shopping Services</b>				
Organisations	4,533	-	4,533	3,191
Member payments	39,348	-	39,348	36,167
	<b>43,881</b>	<b>-</b>	<b>43,881</b>	<b>39,358</b>
<b>Grants</b>				
ENC	-	9,860	9,860	12,436
NCC	-	6,630	6,630	9,539
NHS	-	2,665	2,665	2,665
National Lottery	-	-	-	1,800
ENRMF	6,500	-	6,500	6,000
GMC Trust	-	-	-	5,000
NCC Coronavirus Recovery Fund	-	-	-	2,000
	<b>6,500</b>	<b>19,155</b>	<b>25,655</b>	<b>39,440</b>
<b>Donations</b>				
General donations	9,333	-	9,333	11,280
Friends account	4,831	-	4,831	6,158
Gift Aid tax reclaimed	1,987	-	1,987	1,878
Legacy	-	-	-	2,491
	<b>16,151</b>	<b>-</b>	<b>16,151</b>	<b>21,807</b>
<b>Other Income</b>				
Software licence	650	-	650	650
Sundries	20	-	20	-
Bank interest	914	-	914	1,437
	<b>1,584</b>	<b>-</b>	<b>1,584</b>	<b>2,087</b>
<b>Fundraising Income</b>				
Quiz & Raffle	283	-	283	929
100 Club	4,565	-	4,565	5,305
	<b>4,848</b>	<b>-</b>	<b>4,848</b>	<b>6,234</b>
<b>Total Receipts</b>	<b>72,964</b>	<b>19,155</b>	<b>92,119</b>	<b>108,926</b>
<b>PAYMENTS</b>				
<b>Salary Costs</b>				
Salaries	33,072	19,155	52,227	44,511
Payroll bureau costs	963	-	963	886
Pensions scheme (NEST)	1,726	-	1,726	1,550
	<b>35,761</b>	<b>19,155</b>	<b>54,916</b>	<b>46,947</b>
<b>Drives &amp; Shopping Payments</b>				
Drivers	35,889	-	35,889	15,546
Shopping	8,153	-	8,153	24,334
	<b>44,042</b>	<b>-</b>	<b>44,042</b>	<b>39,880</b>
<b>Property &amp; Insurance Costs</b>				
Rent	4,320	-	4,320	4,320
Business Rates	169	-	169	-
Insurance	754	-	754	749
	<b>5,243</b>	<b>-</b>	<b>5,243</b>	<b>5,069</b>
<b>Marketing</b>				
Advertising & publicity	120	-	120	-
<b>Office Expenses</b>				
Stationery & office supplies	2,369	-	2,369	2,358
Telephone	875	-	875	978
Computers & equipment (incl. maintenance)	5,555	-	5,555	2,067
Computer system upgrade	2,160	-	2,160	2,926
I.T. costs for covid-secure working	-	-	-	1,434
Accounting & Befriending software	358	-	358	-
Subscriptions	469	-	469	417
Management team expenses	508	-	508	182
Legal expenses	-	-	-	600
Independent Examiner's fee	350	-	350	-
Petty cash	71	-	71	75
	<b>12,715</b>	<b>-</b>	<b>12,715</b>	<b>11,037</b>
<b>Other Expenses</b>				
Volunteer expenses	568	-	568	243
Staff & trustee training	1,404	-	1,404	-
Staff expenses	223	-	223	69
Befriending expenses	784	-	784	-
Christmas dinner for members	-	-	-	-
Bank charges	848	-	848	491
	<b>3,827</b>	<b>-</b>	<b>3,827</b>	<b>803</b>
<b>Fundraising Expenses</b>				
100 Club prizes	1,925	-	1,925	1,750
	<b>1,925</b>	<b>-</b>	<b>1,925</b>	<b>1,750</b>
<b>Total Payments</b>	<b>103,633</b>	<b>19,155</b>	<b>122,788</b>	<b>105,486</b>
<b>NET RECEIPTS / (PAYMENTS)</b>	<b>(30,669)</b>	<b>0</b>	<b>(30,669)</b>	<b>3,440</b>

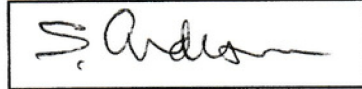
VOLUNTEER ACTION

Statement of assets and liabilities at the end of the period

As at 31st March 2022

	31.03.2022 £	31.03.2021 £
<b>CASH FUNDS</b>		
Bank and Cash Balances	136,401	167,070
<b>TOTAL ASSETS</b>	<b>136,401</b>	<b>167,070</b>
<b>UNRESTRICTED FUNDS</b>		
General Funds	116,401	167,070
Designated Funds	20,000	0
	<b>136,401</b>	<b>167,070</b>

Signed on behalf of all the trustees:



Print Name:

S. Anderson

Date of approval:

21st July 2022



**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

Volunteer Action

**On accounts for the year  
ended**

31 March 2022

**Charity no  
(if any)**

1161080

**Set out on pages**

Accounts 1-2, Trustees Report 1-4

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31 / 03 / 2022**.

**Responsibilities and  
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent  
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Signed:** *JEWoods*

**Date:** October 2022

**Name:** Judie Woods

**Relevant professional  
qualification(s) or body  
(if any):**

ICAEW – FCA and DChA

**Address:**

90 South Road, Oundle

Peterborough PE8 4BP

**VOLUNTEER ACTION**

England & Wales - Charity number 1161080

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# Accounts

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# Volunteer Action Annual Statement

Registered charity no. 1161080

1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021

## Mission

Volunteer Action's mission is "Volunteering to improve the lives of local people in need".

## Strategy

This mission is fulfilled by running a Community Car Scheme and Befriending Service.

## Operational Activity

### Demand for our services

Throughout the restrictions, introduced for the pandemic, we maintained our volunteer driver service taking members to medical appointments. These were much reduced and many drivers chose to stand down, as they themselves were over 70 and advised they were at high risk from the virus. Miles driven fell to 48,000 (previous year 125,000), fulfilling 5,000 (12,500) trips. We continued to sign up new members, some of whom were referred to us through the county support scheme. Over 100 (200) new people joined the scheme, which still operates with no membership fee. We introduced a shopping service, where we shopped and delivered, and a prescription delivery service. These are barely used now (June 2021) but were a lifeline for many during the pandemic. From December 2020 we were taking people for Covid vaccinations and used our own funds to subsidise the cost of these to passengers.

The face-to-face befriending scheme was suspended for most of the year but almost all our volunteers and members stayed in touch on the phone. We phoned all our car scheme members (around 800) to ask them if they would like a telephone befriender through the lockdown. Almost 160 people said yes and we asked all our volunteers who were unable to drive to help us out. Together with some new recruits we eventually had around 110 volunteers working to support this scheme. Numbers have dropped away but a survey conducted in December 2020 found an ongoing demand for a phone befriending service and this is now a permanent part of our offer.

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## Running the services

It would be impossible for VA to deliver its services without its volunteers. These number about 135.

### Administration and management

VA runs a small administration operation close to the centre of Oundle. It was staffed by four part-time employees (FTE 2) and a loyal group of volunteers who usually work on a one-day a week basis. Apart from the normal activities of a small charity, the main workload is the weekly task of receiving calls for drives and then matching them with drivers. In addition, we are fortunate to have one volunteer who administers the befriending scheme and another who does the at-home assessments of new members. Covid-19 guidelines resulted in us introducing opportunities for staff to work from home, but we managed for a large part of the year without volunteers.

### Community car scheme

Recruiting drivers for the Community Car Scheme was surprisingly successful during the pandemic, benefitting from volunteering having such a high national profile. During the year we used over 40 different drivers at some point. In April we used just 15 different drivers but this had risen to 30 by the year end. We pay our drivers 40 pence a mile for their mileage, including home to pick-up point. Our passengers pay the same rate, but only for the passenger return mileage. We provide training for our drivers on subjects such as manual handling, lone working and safeguarding. Drivers are able to claim modest out of pocket expenses if they are required to wait for an extended time or during meal times.

Both passengers and drivers generally thoroughly enjoy the opportunity for conversation, which we consider to be a small way to contribute towards reducing loneliness and social isolation, over and above getting the member out of their house.

### Befriending

With befriending moving to a phone based service and the sudden increase in demand, we suspended our usual efforts to 'match' volunteers and members. Many of the relationships formed on the phone have endured but there were some which did not work out. We are currently (June 2021) supporting over 75 people on the phone and almost 40 with the now-restored face-to-face scheme.

## Risk Assessment

The charity maintains a wide range of risk assessments in relation to both the services we provide to our members and to our administrative operations. These are reviewed on an annual basis.

## Financial matters

### Income and expenditure

VA receives its income from a range of sources - Local Authorities, NHS, donations, fundraising and contracts. Salaries is the largest expense but there are office costs including rent and we continue to fund the cost of mileage to get drivers to members' pick-up points. In a large rural area, this is a key consideration.

During the year income exceeded expenditure by £3.4k. Although a deficit had originally been budgeted for the year, a number of "windfall" grants and donations were received in the year, together with the availability of coronavirus funding, which resulted in the small surplus.

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Registered Charity: 1161080

## Reserves

In the Trustees' view, the reserves should provide the charity with adequate financial stability and the means for it to meet its charitable objectives for the foreseeable future.

A number of significant risk factors for the future have been identified, including: uncertainty over future statutory funding from local government and the NHS; the continuing uncertainty over the level of voluntary donor funding; and general unforeseen day-to-day operational costs.

Taking these factors into account, the trustees have determined to maintain the charity's reserves at a minimum level of £70,000, which is equivalent to a year's operational expenditure, plus the costs of winding up the organisation in the event that it became unviable.

However, the actual reserves at the end of the year were well in excess of this minimum level. This was partly due to careful management of the Charity's resources over many years, but also due to good fortune in receiving unexpected legacies, donations and grants (including c. £16,000 in 2020/21 alone).

The Trustees are considering how best to reduce the level of reserves over a number of years without it being detrimental to financial stability. This will be achieved partly through the annual budget process, and partly through the strategic review of new services which might be offered on a permanent basis. For example, a staffed 'friend on a phone' scheme for isolated or lonely members has been introduced in 2021-22, the costs of which can only be covered out of our reserves.

In addition, as rural bus services have declined sharply in recent years, we have experienced strong growth in demand, and core costs have increased as a result. It is important that services are maintained in the long term to meet that growing demand and it is anticipated that this will be increasingly expensive. Our reserves will help ensure that we have a long-term future.

## Public Benefits

The trustees confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit.

Rural isolation and loneliness are well known to be closely associated with mental well-being and we know that our service helps tackle this. Older people value independent living and we can help maintain that for longer by providing a reliable way to get to vital appointments or just getting the shopping. Bus services have been withdrawn entirely through most of our surrounding villages and are very limited in the 2 small market towns we support. These problems are also alleviated by our steadily growing befriending scheme.

In addition to the services provided, VA offers an opportunity for volunteers to engage with their communities and make a contribution towards the success of a highly regarded service. For many it provides the opportunity to be valued member of a team and maintain a more active retirement. Maintaining that reciprocity is a key ethos of our thinking.

## Location

Our eligibility covers addresses in a largely rural area of approximately 340 square miles incorporating more than 50 villages and 2 small towns. We are fortunate to have drivers throughout most parts of this but matching members to local drivers or befrienders is a constant challenge and very much contributes to running costs.

*Supported by*



**Registered Charity: 1161080**

## Governance

The charity has been a CIO since 2015.

Recent recruitment of trustees has been by invitation to people bringing skills needed to run the organisation. The 2020-21 board comprised:

Mr Stuart Anderson (Chair)

Mr David Bland

Mr Colin Brown

Mr Peter G Burrows

Mr Rupert Cadbury      resigned January 2021

Mrs Diana Charles

Mrs Val Chesser

Ms Moira Froggatt

Mr Colin Pendrill      resigned January 2021

Mr Charles Wallace

Mrs Maureen Weston

*Supported by*



**Registered Charity: 1161080**

## RECEIPTS AND PAYMENTS ACCOUNT

For the period from 1st April 2020 to 31st March 2021

	2020-21			2019-20
	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	£	£	£	£
<b>RECEIPTS</b>				
<b>Drives &amp; Shopping Services</b>				
Organisations	3,191	-	3,191	15,797
Member payments	36,167	-	36,167	-
	39,358	-	39,358	15,797
<b>Grants</b>				
ENC	-	12,436	12,436	12,436
NCC	-	9,539	9,539	6,630
NHS	-	2,665	2,665	1,999
National Lottery	-	1,800	1,800	-
Thrapston Town Council	-	-	-	1,000
Others	13,000	-	13,000	9,625
	13,000	26,440	39,440	31,690
<b>Donations</b>				
General donations	11,280	-	11,280	13,567
Friends account	6,158	-	6,158	5,328
Gift Aid tax reclaimed	1,878	-	1,878	2,808
Legacy	2,491	-	2,491	21,500
	21,807	-	21,807	43,203
<b>Other Income</b>				
Software licence	650	-	650	660
Sundries	-	-	-	26
Bank interest	1,437	-	1,437	752
	2,087	-	2,087	1,438
<b>Fundraising Income</b>				
Sale of Jigsaw Puzzles	-	-	-	1,840
Quiz & Raffle	929	-	929	1,127
100 Club	5,305	-	5,305	4,155
Coffee morning	-	-	-	1,218
	6,234	-	6,234	8,340
<b>Total Receipts</b>	<b>82,486</b>	<b>26,440</b>	<b>108,926</b>	<b>100,468</b>
<b>PAYMENTS</b>				
<b>Salary Costs</b>				
Salaries	20,980	23,531	44,511	38,685
Payroll bureau costs	886	-	886	706
Pensions scheme (NEST)	1,550	-	1,550	1,534
	23,416	23,531	46,947	40,925
<b>Drives &amp; Shopping Payments</b>				
Drivers	15,546	-	15,546	14,711
Shopping	24,334	-	24,334	-
	39,880	-	39,880	14,711
<b>Property &amp; Insurance Costs</b>				
Rent	4,320	-	4,320	4,536
Insurance	749	-	749	694
	5,069	-	5,069	5,230
<b>Marketing</b>				
Advertising & publicity	-	-	-	389
<b>Office Expenses</b>				
Stationery & office supplies	2,358	-	2,358	1,771
Telephone	978	-	978	819
Telephone upgrade	-	-	-	624
Computers & equipment (incl. maintenance)	2,067	-	2,067	-
Computer system upgrade	17	2,909	2,926	6,797
I.T. costs for covid-secure working	1,434	-	1,434	-
Subscriptions	417	-	417	220
Management team expenses	182	-	182	296
Legal expenses	600	-	600	-
Petty cash	75	-	75	167
	8,128	2,909	11,037	10,694
<b>Other Expenses</b>				
Volunteer expenses	243	-	243	1,194
Volunteer lunch	-	-	-	219
Staff & trustee training	-	-	-	305
Staff expenses	69	-	69	420
August tea	-	-	-	659
Christmas dinner for members	-	-	-	184
Bank charges	491	-	491	65
	803	-	803	3,046
<b>Fundraising Expenses</b>				
100 Club prizes	1,750	-	1,750	375
	1,750	-	1,750	375
<b>Total Payments</b>	<b>79,046</b>	<b>26,440</b>	<b>105,486</b>	<b>75,370</b>
<b>NET RECEIPTS</b>	<b>3,440</b>	<b>-</b>	<b>3,440</b>	<b>25,098</b>

**VOLUNTEER ACTION****Statement of assets and liabilities at the end of the period****As at 31st March 2021**

	31.03.2021 £	31.03.2020 £
<b>CASH FUNDS</b>		
Bank and Cash Balances	167,070	163,630
<b>TOTAL ASSETS</b>	<b>167,070</b>	<b>163,630</b>
<b>UNRESTRICTED FUNDS</b>		
At 1st April 2020	163,630	138,532
Net Receipts	3,440	25,098
At 31st March 2021	<b>167,070</b>	<b>163,630</b>

Signed on behalf of all the trustees:

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Print Name:

S. Anderson

Date of approval:

16th September 2021



**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

Volunteer Action

**On accounts for the year  
ended**

31 March 2021

**Charity no  
(if any)**

1161080

**Set out on pages**

Accounts 1-2, Trustees Report 1-4

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31 / 03 / 2021**.

**Responsibilities and  
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent  
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Signed:**

**Date:**

17 September 2021

**Name:**

Judie Woods

**Relevant professional  
qualification(s) or body  
(if any):**

ICAEW – FCA and DChA

**Address:**

90 South Road, Oundle

Peterborough PE8 4BP