



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.

*Supported by*



**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

*Supported by*



**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

*Supported by*



**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

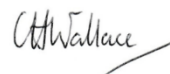
Mrs Maureen Weston    resigned January 2022

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
	43,881	-	43,881	39,358
<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
	6,500	19,155	25,655	39,440
<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
	16,151	-	16,151	21,807
<b>Other Income</b>				
Software licence	650	-	650	650
Sundries	20	-	20	-
Bank interest	914	-	914	1,437
	1,584	-	1,584	2,087
<b>Fundraising Income</b>				
Quiz & Raffle	283	-	283	929
100 Club	4,565	-	4,565	5,305
	4,848	-	4,848	6,234
<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
	35,761	19,155	54,916	46,947
<b>Drives &amp; Shopping Payments</b>				
Drivers	35,889	-	35,889	15,546
Shopping	8,153	-	8,153	24,334
	44,042	-	44,042	39,880
<b>Property &amp; Insurance Costs</b>				
Rent	4,320	-	4,320	4,320
Business Rates	169	-	169	-
Insurance	754	-	754	749
	5,243	-	5,243	5,069
<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
	12,715	-	12,715	11,037
<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
	3,827	-	3,827	803
<b>Fundraising Expenses</b>				
100 Club prizes	1,925	-	1,925	1,750
	1,925	-	1,925	1,750
<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**

**CASH FUNDS**

Bank and Cash Balances

**TOTAL ASSETS**

**UNRESTRICTED FUNDS**

General Funds

Designated Funds

31.03.2022	31.03.2021
£	£
136,401	167,070
<b>136,401</b>	<b>167,070</b>
116,401	167,070
20,000	0
<b>136,401</b>	<b>167,070</b>

Signed on behalf of all the trustees:

*S. Anderson*

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