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# 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         |

Page 1

**VOLUNTEER ACTION**

Charity Number: 1161080

**RECEIPTS AND PAYMENTS ACCOUNT**

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

**PAYMENTS (CONTINUED)****Other Expenses**

|   |       |       |       |       |
|---|-------|-------|-------|-------|
| 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 |

**Fundraising Expenses**

|                         |       |   |       |       |
|-------------------------|-------|---|-------|-------|
| 200 Club prizes         | 2,475 | - | 2,475 | 1,650 |
| Other Fundraising Costs | 232   | - | 232   | -     |
|                         | 2,707 | - | 2,707 | 1,650 |

**Regulatory Expenses**

|                             |     |   |     |     |
|-----------------------------|-----|---|-----|-----|
| Legal                       | -   | - | -   | -   |
| Independent Examiner's fee  | 354 | - | 354 | 300 |
| Trustees Meeting & Training | 486 | - | 486 | -   |
|                             | 840 | - | 840 | 300 |

**One-off Major Projects**

|                               |       |   |       |   |
|-------------------------------|-------|---|-------|---|
| New Cloud-Based Server System | 4,194 | - | 4,194 | - |
|                               | 4,194 | - | 4,194 | - |

**Total Payments**

|         |        |         |         |
|---------|--------|---------|---------|
| 117,121 | 72,524 | 189,645 | 164,052 |
|---------|--------|---------|---------|

**NET RECEIPTS / (PAYMENTS)**

|        |       |        |       |
|--------|-------|--------|-------|
| 31,531 | 3,413 | 34,944 | 9,499 |
|--------|-------|--------|-------|

Page 2

**VOLUNTEER ACTION****Statement of assets and liabilities at the end of the period****As at 31st March 2025****CASH FUNDS**

|                        |         |         |
|------------------------|---------|---------|
| Bank and Cash Balances | 147,108 | 112,164 |
|------------------------|---------|---------|

**TOTAL ASSETS**

|         |         |
|---------|---------|
| 147,108 | 112,164 |
|---------|---------|

**FUNDS**

|                |         |         |
|----------------|---------|---------|
| 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**

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

**RECEIPTS**
**Operational Income**

 Member payments  
 Annual Membership Fees  
 Organisations

**Funding Grants**

 NNC - Community Transport Grant  
 NNC - Highways  
 NNC - Older People Grant  
 NNC - Other grants  
 NNC - Rural Community Fund  
 Serve - Group Befriending Scheme Grant  
 NHS  
 Other grants

**Donations**

 General donations  
 Friends account  
 Gift Aid tax reclaimed

**Fundraising Income**

 200 Club  
 Quiz & Raffle  
 Fundraising events

**Other Income**

 Software licence  
 Sundries  
 Bank interest

**Total Receipts**
**PAYMENTS**
**Operational Expenses**

 Drivers  
 Shopping

**Salary Costs**

 Salaries  
 Payroll bureau costs

**Establishment**

 Rent  
 Business Rates  
 Insurance

**Marketing**

Advertising &amp; publicity

**Office Expenses**

 Stationery & office supplies  
 Telephone  
 I.T. Costs  
 Other expenses

|  | 2024-25            |                  |                | 2023-24        |
|--|--------------------|------------------|----------------|----------------|
|  | Unrestricted Funds | Restricted Funds | Total Funds    | Total Funds    |
|  | £                  | £                | £              | £              |
| <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         |

Page 1

Charity Number: 1161080

## RECEIPTS AND PAYMENTS ACCOUNT

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

### PAYMENTS (CONTINUED)

### Other Expenses

|   |                |               |                |                |
|---|----------------|---------------|----------------|----------------|
| 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>   |
|   |                |               |                |                |

Page 2

## VOLUNTEER ACTION

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

**As at 31st March 2025**

| 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          |
|                        | <b>147,108</b> | <b>112,164</b> |

Signed on behalf of all the trustees:



Print Name: \_\_\_\_\_

D Cashmore

Date of approval:

17th July 2025