

Charity Registration No. 1081381

Company Registration No. 04024662 (England and Wales)

COMMUNITY ACTION NETWORK
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

tc accounts · tax · legal · financial planning

10 Bridge Street
Christchurch
Dorset
BH23 1EF

COMMUNITY ACTION NETWORK

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COMMUNITY ACTION NETWORK

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr P Tarrant - Chair of Finance	
	Rev P Broad - Vice Chair	
	Ms D Clifton	
	Ms H Walker - Chair	
	Ms Z Bradley	
	Ms P Sharp	
	Ms L Jump	
	Ms S J Dexter	
	Mr S Agarwal	(Appointed 7 September 2021)
	Ms O F Girling	(Appointed 24 November 2021)
Mr E Sosseh	(resigned 26 June 2022)	
Secretary	Mr S J Place	
Staff		
Avril Atkins	VCS Development Lead (Dorset)	
Lucy Bradley	CAN Wellbeing Collaborative Pathway Coordinator	
Amy Collins	Volunteering Development Lead	
Kathryn Cook	Funding and Organisational Development Advisor	End of fixed term contract
Liz Cooper	Partnerships Development Worker	Resigned
Gareth Dunning	CAN Wellbeing Collaborative Pathway Coordinator	
Kevin Eaton	Finance Officer	Retired
Kelly Hewitt	CAN Wellbeing Collaborative Pathway Coordinator	
Nazia Islam	CAN Wellbeing Collaborative Marketing and Administration Officer	
Dani Ford-Horne	Youth Development Worker	Resigned
Rebecca Jones	Programme Coordinator (A Good Life)	
Emma Lee	Partnerships Manager	
Amy Leyland	Office Manager and Executive Assistant	
Karen Loftus	Chief Executive	
Courtney Moody	Business and Administration Apprentice	End of apprenticeship
Rachel Pascoe	Office Coordinator	
Claire Pickard	Volunteering Coordinator (A Good Life)	Resigned
Steve Place	Senior Advisor	
Rassu Rana	Management Accountant	
Hannah Rees	Partnerships Development Worker	
Liz Soffe	Volunteering Coordinator	
Christopher Small	Training and Support Administrator	
Abi Squires	CAN Wellbeing Collaborative Volunteer Coordinator	
Sarah-Jane Woods	Wellbeing Collaborative Lead	

COMMUNITY ACTION NETWORK

LEGAL AND ADMINISTRATIVE INFORMATION

Volunteer to Stop Covid temp team

Debbie Braddock	Senior Volunteering Coordinator	
Gordon Ferguson	Senior Volunteering Coordinator	
Louise Harfield	Senior Volunteer Coordinator	
Mia Hargreaves	Senior Volunteer Coordinator	End of contract
Laurence Ludlow	Recruitment and Deployment Officer	End of contract
Sandra Prudom	Senior Volunteer Coordinator	Resigned
Nigel Rodgers	Recruitment and Deployment Officer	
Patrick Salmon	Senior Volunteer Coordinator	End of contract

Charity number 1081381

Company number 04024662

Principal address Beech House
28-30 Wimborne Road
Poole
Dorset
BH15 2BU

Registered office Beech House
28-30 Wimborne Road
Poole
Dorset
BH15 2BU

Auditor TC Group
10 Bridge Street
Christchurch
Dorset
BH23 1EF

Bankers Co-operative Bank
Charities Aid Foundation
Virgin
United Trust Bank
Shawbrook

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the Community Action Network's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016)

Trustees who served during the year are listed on page one, under legal and administrative information.

Community Action Network is a company limited by guarantee and we are governed by our Articles of Association. The organisation is often referred to as CAN as our operating name.

The Trustees present their report, together with the accounts for the year to 31 March 2022 which have been independently examined.

1. Structure, Governance and Management

The organisation was set up in 1972 as Bournemouth Helping Services and subsequently registered as a charity. It became a charitable company limited by guarantee on 30th June 2000 and became an accredited Council for Voluntary Service. It changed its name to Bournemouth Council for Voluntary Service (BCVS) in the same year. It adopted a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company winding up, members may be required to contribute an amount not exceeding £10.

In 2019 Poole Council for Voluntary Service merged into BCVS. On 29 March 2019 a Deed of Transfer was signed by both organisations to transfer the assets of Poole CVS to BCVS and the merger of the two organisations was confirmed. Further it was agreed to trade as Bournemouth and Poole CVS, from 1 April 2019. In August 2019 at a special meeting of members, it was agreed to change the name to Community Action Network.

Community Action Network is a member of the National Association for Voluntary and Community Action (NAVCA) and holds their Quality Standard which is the national quality award for Councils for Voluntary Service.

The overall strategy of CAN is led by the Board of trustees, who have co-created our vision and mission along with our Together We CAN five-year plan. Financial oversight on a day-to-day basis has been delegated to the Finance Committee of which the Chair of the Board of Trustees is a member. The Finance Committee make recommendations on spend and budget to the Board who discuss and have final sign off. Significant changes and new projects are brought to the Board by the Chief Executive by way of costed proposals for discussion scrutiny and sign off. To aid this process, agendas and supporting papers are sent to trustees at least one week before the meeting. In emergencies the Chair of the Board takes decisions that are reported to the Board, very often seeking a view from other trustees. A Scheme of Delegation has been agreed by the Board – updated in 2022 to help make it clear what decisions can be made and by who.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Membership is free and open to all local voluntary and community organisations providing a service in the Bournemouth, Christchurch or Poole area, from February 2022 memberships were open to Dorset groups. Affiliate membership is open to organisations operating outside of the area, or that are part of the public sector. Business Supporter Membership is open to local businesses but has yet to be fully promoted. Full details and membership of CAN are on our website www.can100.org.

Managing risk - The Trustees have conducted a review of the major risks to which the charity is exposed, including financial (e.g., unexpected withdrawal of funding) and reputational (e.g., unexpected issues / complaints from volunteers). Where appropriate, systems or procedures have been established to mitigate any impact they may have on the charity. Financial risks are minimised by the implementation of internal control procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the premises. The Chief Executive presents a Health and Safety Report to Trustees on an annual basis. Policies and procedures are regularly reviewed to ensure that they continue to meet the needs of the charity.

Our 'Together We CAN' strategic plan has been reviewed and updated by Trustees. Trustees have referred to the Charity Commission's general guidance on public benefit in drawing up any plan. In particular, the Trustees have considered how activities contribute to our mission and charitable objects.

Major risks identified:

- CAN's core funding from BCP Council is due to end in March 2023. The Council have advised they will be conducting a small scale / local tendering process as recommended by their procurement department. The new contract will be 5 years with 1-2 years extension option starting April 2023. Trustees discussed at a Board meeting (minuted) and agreed to provide the Council with any required data and information, and that CAN are in a very strong position to tender and win the contract. Our Reserves Policy reflects the need to ensure we have operating costs should we not be successful, time to seek alternative funding / agree next steps.

Membership of the Board - members of the Board are nominated and elected by the membership at the Annual General Meeting. One third of the directors retires each year by rotation and is eligible for re-election. There is a maximum of twelve places on the Board. Five of those places are available for co-opted members who are recruited for specific skills. Co-opted members must be appointed each year on an annual basis. The Board regularly reviews its skills, knowledge and expertise. It also assesses how representative it is of the local population and sector. During this year it had identified gaps in trustees under 35 and involvement with groups with an annual income under £10,000. Two new trustees were recruited to fill these gaps. New trustees are provided with an induction programme that includes:

- An induction pack of key documents
- Induction meeting with Company Secretary
- Buddying with an experienced CAN trustee for 6 months
- Introductory meetings with the Chair, CEO and senior managers
- Invitation to attend CAN events and services
- Invitation to attend one of CAN's regular Being a charity trustee courses.

This year there was a review of the induction process that showed that it was highly valued by new trustees, some of who commented that it was far better than in many charities. We will continue with the process with a few changes and a new Induction policy was agreed by the Board. As well as regular Board meetings the Board is kept up to date between meetings with regular e-mails including promotion of CAN's training courses and CAN's weekly 'Know Your Stuff' of changes in legal and good practice in running a charity. This year the Board has had presentations from some of the operational teams on their area of work. Board members also attend regular Away Days with staff.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

The full Board, which had eleven members at 31 March 2022, meets at least five times a year. A Finance Committee meets at least four times a year to ensure financial accountability and to enable more detailed planning to take place. The Board has appointed a number of Lead Trustees to advise the Board, and, where appropriate, members of staff on:

- Safeguarding
- Equality and Diversity
- Membership
- Quality
- Climate Change

All members of the Board give their time voluntarily and received no benefits from the charity during 2021/22. Any expenses reclaimed from the charity are set out in the accounts.

Fundraising

Funds are raised by CAN through our core grants and project work - we have not engaged in any major fundraising activity, and not used a professional or commercial fundraiser.

We will always comply with fundraising standards and have not received any complaints about any fundraising activity. Should we undertake any fundraising activity in the future we will take very step to protect vulnerable people and other members of the public from behaviour which:

- i. is an unreasonable intrusion on a person's privacy
- ii. is unreasonably persistent
- iii. places undue pressure on a person to give money or other property

2. Strategy and vision

Our charitable objectives are:

1. To promote any charitable purposes for the benefit of the community in Bournemouth, Christchurch, Poole, Dorset and the surrounding areas (hereinafter called "the area of benefit") and, in particular, the advancement of education, the protection of health and the relief of poverty, distress and sickness.
2. To promote and organise co-operation in the achievement of the above purposes and to that end to bring together representatives of the voluntary organisations and statutory authorities within the area of benefit.

We have a strong and recognisable vision and mission that informs our work. Our vision is for local communities to be strong, healthy, diverse and vibrant and flourishing. We do this through inspiring community and voluntary action by:

EMPOWERING the voluntary sector to survive and thrive, by providing expertise, support, development opportunities and training

ENABLING volunteering through our Volunteering Hub, helping everyone to play an active role in their community

CONNECTING communities by helping to create conditions where everyone's voice is valued and heard by facilitating great local networking and communication

Our mission defines what we aim to achieve every day, through every decision we make, and further our charitable objects.

Our team is grouped around the three key pillars of our mission, plus a core team providing admin, finance and business support.

We have agreed measures of success to measure and demonstrate our impact.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

3. Covid-19

The Coronavirus pandemic, Covid-19, took hold in March 2020, the first lockdown and all the implications started on the 17th March 2020. Although much of life is trying to get back to normal, Covid has not gone and we are still dealing with a pandemic, considering how we can support our sector and work collaboratively through recovery and reset, deliver our usual services and plan for an uncertain future.

Operational impact

CAN has been at the heart of the community response to Covid-19, working with BCP Council and our VCS colleagues to support the # TogetherWeCan effort to help people needing to shield and other vulnerable people, families and communities. We recruited and supported over 3,000 people to volunteer, many are still volunteering.

We also continue to act as an advice and knowledge base on all aspects of volunteering and the voluntary sector for new and existing organisations during this pandemic, providing 1:1 support, information about services on offer, funding and celebrating successes of local community and voluntary efforts.

We were able to quickly and efficiently move the staff team to home working, as we already had the tools (laptop and smartphone) in place. We adapted well to new ways of working, utilising Teams extensively and purchasing Zoom capability.

We have co-created a new Hybrid Working Policy, enabling staff to work at home and in the office safely and effectively.

Volunteer to stop Covid-19

Supporting the vaccination roll out continues to have a significant operational impact, requiring us to recruit and re-deploy staff. We have ensured funding is in place to cover these costs.

Our contract with NHS Dorset HealthCare to support the programme at the BIC from Jan 2021 has been extended to April 2023. We continue to support eight community sites and are proud to be NHS England Standard Operating Procedures compliant.

We have recruited and trained 2,228 volunteers into the team.

4. Activity and impact

CAN is a collaborative charity and has cooperated this year in pursuit of our charitable objectives, detailed in more depth below, with:

- BCP Council
- Dorset Community Action (Charity)
- Dorset Council
- Dorset Race Equality Council (Charity)
- Help and Kindness (Community Interest Company)
- NHS Dorset Clinical Commissioning Group
- NHS Dorset HealthCare
- Public Health Dorset

Grant making

We have made minimal use of grant making to further our charitable objectives.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Our impact:

EMPOWER the voluntary sector to survive and thrive, by providing expertise, support, development opportunities and training

HEADLINES:

141 groups of which 33 were newly forming, 77% supported had annual incomes under £100,000, 45 with health and wellbeing focus and 9 ethnically diverse. This was via 700 interactions by phone, e-mail or face to face ranging from 15 mins to a total of 40 hours each (average 2.6 hours) over 12 months.

Feedback tells us:

- 97% reported they were very satisfied / satisfied
- 91% would definitely recommend CAN to a friend or colleague
- 84% said our support had contributed a great deal or a lot to their improved governance
- 70% said our support had contributed a great deal or a lot to their to improved management
- 70% said our support had contributed a great deal or a lot to their to improved quality

Improved quality through training 320 attendees – the majority report a positive increase in their skills and knowledge.

Helped the sector improve its income generation to apply for £652,000 with £165,000 successful so far.

Further developed the diversity of perspective on our board to ensure we are representative of the BCP community and the Board feels its governance role has improved over the year.

Impact report

Improving quality and governance

We helped improve practice through our support and advice to 141 groups, of which 33 were newly forming, 77% had annual incomes under £100,000, 45 with health and wellbeing focus and 9 ethnically diverse. This was via 700 interactions by phone, e-mail or face to face ranging from 15 mins to a total of 40 hours each (average 2.6 hours) over 12 months.

Of the groups we worked with:

- 86% reported they were very satisfied and 11% satisfied
- 91% would definitely recommend CAN to a friend or colleague
- 84% said our support had contributed a great deal or a lot to their improved governance
- 70% said our support had contributed a great deal or a lot to their to improved management
- 70% said our support had contributed a great deal or a lot to their to improved quality

Comments include:

"[Thanks to CAN] The Board are really confident on matters of Governance. The new CEO has had fast tracked access to key networks / stakeholders"

"Large companies have the benefit of being able to be guided by both operation and HR departments. This expertise is not available to small companies and charities. CAN is that department."

"CAN is always able to provide sound advice with regard to governance and if he doesn't know the answer to a question he will always go away and research and respond at a later time."

"It has helped our trustees understand their role more"

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

"We have been able to develop a user friendly safeguarding policy specifically for our charity"

"It is too early in our project to be specific"

Stories that demonstrate our impact:

We've been working extensively alongside Poole Waste Not Want Not, a social supermarket. It aims to move people on from food banks etc to be a half-way house to normal retail shopping by giving choice but also experience in budgeting. It collects and buys food then sets them out on shelves like any retail shop but with a suggested donation per item (25% of retail). Families in need are referred and then can visit the shop, which is open 6 days a week 11-3, fill a basket and go to the till to 'pay'. Also want to develop cooking and financial skills but also develop their volunteers (most from their client group).

We managed the application process for their new manager. This covered reviewing the Job Description and Person Specification, creating a pack, placing adverts, sourcing a DBS umbrella body, drafting new contract of employment, advising and providing the secretariat to the shortlisting and interview panel. An experienced new manager was appointed and started and has had a huge impact on the charity, winning the "best service provider of the year" for the Poole Business Awards. We have also helped them with a trustee recruitment pack and process, resulting in three new trustees.

Setting up a new charity can be a minefield – we worked extensively to achieve 4 successful charity applications and 1 CIC. The Story Works is a new Bournemouth based children's story writing charity with plans to run both weekend workshops and workshops within schools for children in the Bournemouth, Poole and Christchurch area between the ages of 7-18 years of age.

Initially based on the Bournemouth University campus both Bournemouth University and Arts University of Bournemouth students will volunteer to provide a wide variety of story writing workshops that also encompasses illustration as an integral part of each session. We provided initial advice on choice of legal structure and charity/CIC status and then helped them with a successful charity constitution and application. We provided a session for their trustees on their roles and responsibilities.

"The Story Works would not be in a position to do the work we plan to do without the support and guidance of CAN. Their advice was integral in enabling The Story Works to navigate and complete the application process."

Another of the new groups supported is a project that was formed during Covid by a group of young Muslim women, Inara Project to provide food to those in need, in particular refugees and homeless women. Initially they contacted CAN for some safeguarding policy advice which led on to advice about registering as a charity. We have advised on their draft constitution especially agreeing on objects that describe the differences the charity wants to make. Next step will be making the charity application. "The Inara team and I are extremely grateful to have your expertise to help us navigate becoming a charity."

Our work to support trustees

Volunteer trustees are the life blood of the voluntary and community sector – we work to ensure they are supported and trained to provide essential governance:

- During Trustees Week in November 2021, we launched a survey to identify what contribution they make and their support and training needs. The results will help inform CAN's support for 2022-23.
- Three virtual training courses – to increase knowledge and confidence in their role as a trustee attended
- Bespoke sessions to individual trustee Boards

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Supporting growth and sustainability

Feedback on our 1-2-1 advice work showed:

- 54% of groups said our support had contributed a great deal or a lot to their growth
- 55% said our support had contributed a great deal or a lot to their increased sustainability
- 45% of groups said we had helped sustain their current funding, 39% said we had helped them find new sources and 42% that it had resulted in increased funding
- 48% said that our support had resulted in more volunteers
- 65% said that our support had sustained their services, 39% that they were delivering more services and 45% said they had more users
- 25 groups (68% of those who responded) said CAN helped with increased collaboration (Our work as described in the Connected Communities section very much supports these findings)

"We are now close to submitting our CIO application. We have 2 new Trustees, have access to great marketing and funding support, which has been invaluable to us during this period of rapid growth. We were awarded Community Hero in the Spotlight and we have also been awarded funding for one of our projects via Trusted Voices - many thanks!"

"Helping restructure the charity has opened us up to more funding. We have a clearer understanding of our current legal structure and status which in turn has helped with more effective governance"

"CAN's advice and input enabled us to revive The Friends of Churchill Gardens as a constituted community group after 5 years of being dormant."

"The advice given was tailored exactly to what we needed and was really beneficial, and we firmly believe it will result in an increase in funds, just as soon as we put it into practice. We almost never complete surveys but felt compelled to do this one and to get in touch because your support has been so helpful."

When asked about how the advice had benefitted their users many groups felt that being a more efficient, effective and sustainable organisation would automatically lead to better outcomes for those they work with. Some said that it will lead to increased funding that would increase services and users. For those that did mention specific benefits the most common were more and improved quality services.

CAN is leading a partnership project with Dorset Race Equality Council (DREC), Dorset Community Foundation and BCP Council to improve support for ethnically diverse voluntary and community groups in BCP to become more sustainable. Following a number of meetings CAN made a successful bid for a 6 month research programme (mainly delivered by DREC) which will start in April to inform a detailed bid for a 5 year project.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Funding support

Weekly funding updates using information from BCP Council's Funding Adviser ceased in October 2021 as the role was no longer in place – we hope to see this re-start in 2022/2023. We continue to send any updates on funding to our membership on a regular basis.

We continue to represent the local sector on the grant panel for Communities Against Cancer which provides small grants to those across Wessex who can reach those sections of the community who are most at risk of cancer to raise awareness of the risks, signs, prevention and screening services. During this year there have been monthly panel meetings that have awarded 4 grants totalling £9,410 to BCP groups.

Place on BH Coastal Lottery Grants panel. Two rounds awarded a total of £4,953 in grants to 9 groups.

Held funds totalling £3,224 on behalf of Bi-polar Support Group and Hurt to Healing who could not hold the funds themselves.

Bounce Back

This project was funded by BCP Council to give advice and support on income generation to the sector to help them recover from Covid. Between September 2021 and the end of March we delivered:

- Nine 'Meet the Funder' one hour webinars for funders to present their priorities and process, with Q&As. These were very popular with groups (satisfaction scores 90%+) and funders.
- Audits were undertaken with 52 groups to identify actions to become funding ready and concentrated 1-2-1 support. In total 665 hours of support was provided. 93% of groups were very satisfied or satisfied with the support they have received.
- We contracted NCVO, the national body representing voluntary and community groups, to deliver their fundraising training online. Thirteen courses were delivered allowing access to nationally recognised, high-quality training at a greatly subsidised price. Feedback was highly positive and 91% would recommend the courses to a colleague. Overall attendance at the webinars and training exceeded our targets and feedback from attendees is that they meet a need and should continue.
- Provided 46 groups with 2 nationally recognised fundraising textbooks for ongoing reference.

As a result of the work:

- 282 people from 101 groups attended our 24 webinars and training
- We assisted with 64 applications to apply for £652,000. Grant funding usually takes 12-16 weeks, or longer, to receive a response (we will follow up with groups in coming months). £165k has so far been confirmed from 32 out of 45 applications, which already represents a 3.3:1 return on investment from the council's grant, and a success rate of 71% which compares very well with 30-40% published figures.
- 75% of groups said they have a better understanding of income sources
- 93% say they are funding ready
- 88% said it has improved their bid writing
- 38% said that the advice has made them more sustainable

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

We have prepared 4 case studies on the impact of support provided as part of the Bounce Back project – here are quotes from groups:

- "Our Jubilee Project Funding application was successful!! Thank you so much. Your help was pivotal. Arts Council/Dorset Community Foundation was oversubscribed by 5 times the amount of funding available."
- "We really wouldn't have got through the last few months without the CAN Bounce Back. We hope that CAN will be able to secure further funding to continue this valuable work. It is certainly something that The Power House would apply for again to help us scale up and grow our team to ensure organisational sustainability."
- "The support I have received through the Bounce Back Project via CAN has been invaluable to me in my role with responsibility for projects and funding at CRUMBS. The range of NCVO training sessions has been particularly useful when developing our charity's funding strategy, case for support and impact evidence. I am very appreciative of the availability and support from CAN, who I have found to be very approachable, professional and helpful".

Resource donation and loan scheme

Due to the ongoing Covid 19 pandemic, these services were suspended to keep our staff and members safe. Enthusiastically recommencing in Q1 2022.

Charities supporting Health and Wellbeing

We supported 45 groups that have a health and wellbeing focus, 9 being newly formed. Deer View Equine Interventions is a new charity that work with children, adults and families who are struggling with social isolation or exclusion and find it difficult to engage with or respond to talk based support. They bring the highly successful equine-assisted interventions model of The Horse Course, based in Weymouth, to the east of the county (initially Christchurch). A high impact equine intervention which develops 8 identified and measurable skills in an active and engaging way. Participants work with a facilitator and specially trained horses who provide unbiased in-the-moment feedback. We worked with them to agree a constitution, make the application for charity status (which was successful) and open a bank account.

"Huge thanks to CAN's invaluable help and knowledge during Deerview Equine Intervention's recent Charity Commission application made the process so much easier. He was always just a phone call or email away and was a great support throughout, what a brilliant service!"

Supporting access to training

Covid-19 lockdown resulted in us looking at new and innovative ways of delivering training. Over the summer of 2021 we carried out a training survey of our members. This has been used to develop a training programme from January 2022. Virtual rather than face to face was a popular request as were webinars and half day training. These, plus requests for outcomes and monitoring training, informed the delivery of the Bounce Back project.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

During 2021-22 we delivered:

- Three Being a Charity Trustee virtual courses attended by 19 volunteer trustees, with the majority telling us our support had increased their knowledge and confidence in the role.
- 24 webinars/training sessions as part of Bounce Back attended by 282 people from 101 groups
- Delivered a webinar for Outset (main provider of business start-up advice and support in BCP) for 13 of their clients about how to set up a good cause organisation. Feedback from these were all very positive.
- Webinar presented by Sonia Wilson on HR Policies attended by 6 feedback again all very positive.

"These sessions are really helpful and are equipping me for the next stage of our fundraising, so it's time well spent."

"Has helped me focus"

"Updated our Articles of Association"

"Have more confidence in my role as Trustee"

"It gives me greater confidence in what we do right and to ask questions when less sure (regarding HR)"

"Excellent information that we will use at a later date for funding applications"

"We are so grateful for all the courses and consultancy they have transformed our fundraising capacity."

Keeping the sector up to date

We continue to communicate weekly updates, Know Your Stuff, of recent changes in legal and good practice relevant to the voluntary and community sector. With sections on Covid, legal, charity, employment and volunteering, income and other.

We receive a steady stream of positive comments from readers. "I just wanted to reach out and say thank you for the Know Your Stuff emails that you send out. These emails have become a part of our work discussions and have allowed us to discuss and act upon subjects we may not have looked at or considered previously and has worked as a prompt to review existing practices. You break down what can be seen as daunting subjects in to easy to digest bites and have given links to some tools and sites that we have found very useful. I can only imagine how much time and work it takes to create each one, so we just wanted to let you know how beneficial they have been for us."

Sustaining and developing CAN as a strong umbrella infrastructure charity

Our Board of Trustees continues to grow and develop. They provide scrutiny, stretch and support to the Chief Executive. They scored themselves with 8.4 out of 10 for how well they supported and challenged the Chief Executive over the past year and 9.8 out of 10 for their degree of satisfaction with the operational work of CAN, both showed an increase on last year. Following a review of the demographics of the board to further develop a diversity of perspective, we undertook an advertising campaign to attract a trustee under 30 (to balance the age profile of the Board). Two potential applicants were identified. One has been co-opted to the Board and the other has joined to fill one of the Member vacancies as they were from a very small community group. The Board also reviewed its induction of new trustees, and any actions will be implemented during 2022-23.

A Scheme of Delegation was agreed to give clarity to sub-committees, officers and staff responsibilities. A Finance Committee oversees the accounts and budget. Accounts have been presented to Trustees who are assured we are financially sound and on budget. The terms of reference of this committee were reviewed and the role description for its Chair. A Quality Assurance Committee has been set up to help oversee any action plan resulting from quality audits and our general quality assurance framework.

Due to continuing Covid issues this year's AGM was again held virtually but other stakeholders, besides voting members, were invited. Following the AGM business there was the launch of a short film to highlight the responses of CAN and local voluntary and community groups to the pandemic.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Following a Governance review in order to ensure trustees' had a deeper understanding of the work of CAN, staff teams were invited to make presentations to the Board about their work which was greatly valued by trustees and staff alike. The Board continue to evaluate their governance roles of support, stretch, scrutiny, stewardship and strategy at the end of each meeting.

The Board agreed to CAN declaring a climate emergency and agreeing actions CAN can take. A review of our equality, diversity and inclusion policy and actions were agreed by the Board.

Membership (see Connected report) The Board agreed to extend full membership to voluntary and community groups based in Dorset. A lead trustee has been appointed for Membership to advise staff on any issues relating to accepting members.

CAN Organisational Development

Job / Salary review

Our Chief Executive has worked with our independent HR advisor to complete a review of all our job descriptions and person specifications to ensure they were up to date, and a fair wage was being paid. This covered staff and key management personnel, benchmarking wages using the Croner Reward Evaluation Factors, to ensure equitable and fair pay. Our Chief Executive involved all staff in the process which has now been successful concluded.

Office and Hybrid working

As with many organisations we have reviewed our office capacity and worked with the team to co-create a new Hybrid Working policy, which gives us the flex to work at home and in the office. Having reviewed our office space requirements, we moved out of Boscombe Link, which was no longer fit for purpose and consolidated our offices from the 3rd floor at Beech House in Poole to a larger space on the 4th floor.

Staff recruitment:

With new projects and a growing portfolio, we recruited new staff this year:

Empower the voluntary sector team:

- Bounce Back lead recruited and successfully managed the programme
- Funding Advisor being recruited in Q1 of 2022/2023

Enable Volunteering team:

- Staff and volunteers recruited as staff and volunteers moved on to ensure our work to support the vaccination programme was maintained
- Administrative Officer is being recruited to support the volunteers assisting vaccine hesitancy programme in Q1 2022/2023

Connect Communities team:

- CAN Wellbeing Collaborative Team of six recruited
- Project Officer recruited to lead on Public Health Dorset project work
- Transformation Lead working Dorset Wellbeing Hubs starting August 2022
- Membership Development Lead recruited – starting July 2022

Core Team

- Office Coordinator recruited to support back office functions
- Management Accountant

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

CAN Dorset

- VCS Development Lead
- Training and Support Administrator

Promoting equality, equity and diversity

Trustees have a standing agenda item to discuss these matters and ensure they are embedded in all of our work. Not so it is seen as separate, but to ensure it remains a high priority.

Our funded work with Public Health 'Trusted Voices' has supported new and positive relationships with people across different communities and cultures that we had not reached out to successfully before. Enabling us to better engage and increase our membership of charities and community groups that support people / communities with protected characteristics, bringing this element of our membership to 108

This year we have also:

- Reviewed and updated our Equality and Diversity Policy supported by Dorset Race Equality Council (DREC)
- Created an implementation plan to support
- Been successful in securing initial research Lottery funding with DREC, Dorset Community Foundation and BCP Council to improve support for ethnically diverse voluntary and community groups in BCP, to become more sustainable to inform a detailed bid for a 5 year project
- Updated our Prejudice Free Communities page on website
- Become an active member of Prejudice Free Dorset
- Reviewed our website to ensure reflection of different ethnicities
- Reviewed our leaflets and other communications
- Received team training on trans awareness and become an ally of Chrysalis (now renamed Beyond Reflections).
- Our Covid Volunteer Marshals supporting the vaccination programme were representative of the BCP population – we made an extra effort to recruit across all communities
- Trustee Martin Board produced a short video on the importance of this work for our website

CAN Dorset

From February 2022 we were commissioned by Dorset Council on an 18 month contract, (we hope initially) to be the local infrastructure organisation empowering a resilient voluntary and community sector.

We will be working with organisations to evolve and adapt so they can grow, thrive and survive, by providing professional and practical expertise – helping groups right from the start, empowering them to become strong and independent, with good governance and management.

Our work is only just underway in 2021/2022 with plans for significant work in 2022/2023. We've focused on building a firm foundation and recruiting experienced staff.

We've developed and further refined processes and tools for comprehensive impact assessment through effective monitoring and evaluating. We have concentrated on building internal and external key contacts to partner and collaborate with to build and develop CAN Dorset going forward. We've also co-created with Dorset Council robust impact measures and reporting mechanisms.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

In the first two months we have:

- Co-developed a comprehensive Dorset County wide webinar and training programme
- Agreed a communications plan to establish CAN Dorset across the area
- Started to build excellent professional relationships with key stakeholders
- Attended 8 online Partnership Meetings
- Set up fortnightly information exchange meetings with Help and Kindness
- Built a strong relationship with Volunteer Centre Dorset
- Attended the launch of the Information Centre in Weymouth.
- Met with over 30 VCS organisations at the Weymouth Expo event
- Delivered introduction presentations to Bridport Local Area Partnership, Dorset Council Adult Team, Dorset Youth Association VCS Forum
- Attended the annual meeting of Carers Support Dorset

We have seen an increase already in groups joining us as members and we anticipate this will only grow further into 2022/2023 – with a focus on smaller organisations and priority areas.

ENABLE volunteering through our Volunteering Hub, helping everyone to play an active role in their community

HEADLINES:

- 1875 people have been supported by CAN to volunteer
- 109 new volunteering opportunities registered from local charities, community groups and public sector organisations
- 452 new volunteers registered
- 270 instances of one-to-one advice and information on volunteering opportunities to the public
- 11 volunteer fairs held – 139 stands and over 360 people looking to volunteer
- 201 local organisations supported on a diverse range of matters relating to volunteers
- Vaccination Programme – total hours of volunteering given to end of March 2022 72,304
 - 371 additional new volunteers registered this year
- Continued working on the Vaccine Hesitancy project, delivering 7 vaccine conversation training sessions to over 100 frontline healthcare staff and voluntary sector organisations
- Vision for Volunteering - CAN led locally and fed into the new ambition for volunteers in England over the next decade
- Steps Forward volunteering – 10 learners signed up

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Impact report

Promoting the value of volunteering

Volunteer Fairs

Over the past year we organised and hosted 6 in person Volunteer Fairs across the area and 5 virtual Volunteer Fairs. In total there were 139 stands from the local voluntary and public sector, and over 360 people attended including individuals and staff from the Job Centre, NHS services and specialist schools who were looking for opportunities for their students.

Organisations were asked for feedback on the different elements of the Fairs and asked to score them out of 5 (with 1 being very poor and 5 being excellent). These were the averages across the 3 Fairs:

Recruiting volunteers – 3.9/5

Networking – 4.5/5

Organisation of the event – 4.9/5

Overall event usefulness – 4.4/5

Volunteer Story

"I just wanted to say thank you ever so much for the absolutely brilliant online events which I attended quite a few of. I have made contact with Faithworks Wessex and will be starting there as a volunteer in the coming weeks which I am very excited about. I will be recommending Community Action Network to everyone that I know and if you yourselves ever have any volunteering opportunities that arise then please let me know as I would love to be involved with such a wonderful organisation!"

Stories that demonstrate our impact

"Thank you for the opportunity to attend the Druitt Hall volunteer fair. I went with a colleague, and we were really pleased with the turnout of people to the event. I thought it was well situated and when we asked those attending, they said they'd heard about it through a variety of different channels which was good."

"Since the fair we have had 2 people apply to volunteer. One as a DIY volunteer and one as an IT volunteer. These are positions that we needed filled so we are delighted about it. (The Water Lily Project)"

CAN's engagement with volunteers

452 volunteers registered through our online portal. As well as having access to our bank of volunteering opportunities, 173 of those volunteers also received a personalised email with details of specific roles that may be of interest to them based on their skills and interests. 16% of recipients replied to either ask further questions about volunteering or to say how useful they found the information.

Safe and Sound Dorset had 10 people apply for a volunteer role with them in the past 12 months, 3 of whom were referred by this personal email to new volunteers.

We also provided one to one information on volunteering opportunities on over 270 occasions via telephone, social, media, email and zoom calls. This was to both individuals and local groups such as the social prescribers within Help and Care, Steps2Wellbeing and Bournemouth and Poole College.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Our monthly update 'New this Month' is very well received and sent to:

- All volunteers registered with us
- Local organisations who either support their clients / services users back into meaningful activity or who work with people who may be interested in volunteering, such as job clubs, job centres, mental health support groups, Bournemouth Uni, Bournemouth and Poole College, local libraries.

Our update contains details of one-off roles, longer-term roles and forthcoming promotional events such as our Volunteer Fairs.

Provider story

One ESOL teacher was looking for opportunities for her students and she said: "Many thanks for all the links, information, and guidance you've sent me, regarding local volunteering opportunities! Didn't know there were so many, and they sound very promising!"

We Are With You (a charity providing free, confidential support to people experiencing issues with drugs, alcohol or mental health). Every 6 to 8 weeks we give a talk about volunteering and what opportunities are available to a group of clients currently going through a drug and alcohol rehabilitation programme. This shows them the opportunities that are available to them when they leave rehab, which can act as a steppingstone to employment or vocational courses.

Young Volunteers

In November 2021, we were commissioned by BCP Council to gather insights on what young people look for in volunteering, what the young people may gain from the experience, as well as the kind of volunteer roles they had taken part in and what they might be interested in in the future.

We ran a series of workshops involving 66 students across 5 secondary schools in Bournemouth and Poole. During the course of the workshops, we looked at what volunteering meant and the ways in which the young people could get involved, They were asked to complete a survey asking if they would be interested in volunteering, the types of roles they would like to do and what barriers they feel they would face. We also discussed ideas for charity events which could be carried out in school.

From the findings, we put together a report which highlighted:

- The types of roles young people would like to get involved in
- Factors which would encourage them to volunteer e.g. easy access to information on available volunteer roles, more volunteer roles available for young people and help with application forms.
- Barriers that prevent the young people from volunteering e.g. reliance on public transport, nervousness and a concern there wouldn't be other young people there.

The report shows that there is clearly a lot of enthusiasm for volunteering among young people in the BCP area and they understood the benefits this would bring both to themselves and also their community. There is a call to action for the voluntary sector to harness this potential more effectively.

We have put forward a number of recommendations and CAN will be working with BCP Council and the VCS to better support young people to become more involved in their community through impactful volunteering.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

CAN Community Volunteers

We have been developing our new scheme 'CAN Community Volunteers (CCV)', ready for launch in April 2022. CCV's will come under the CAN umbrella, ensuring they are recruited, deployed, and have ongoing advocacy and support. They will take part in an 'Welcome to volunteering' session so will be 'volunteer ready' after which they will be deployed to roles within CAN or volunteer for specific roles within the community, voluntary and public sector organisations depending on where need is greatest. This project will support development of key objectives from the BCP Council Voluntary and Community Sector and Volunteering Strategy 2021 – 2024.

Supporting the vaccination roll out

Volunteer Marshals

Since January 2021, 2228 people have come forward and attended one of our volunteer marshal induction training sessions, with 371 of those being trained in the past 12 months. Training has been offered either via Zoom or small group sessions at the Kings Park vaccination site.

Between, 1st April 2021 and 31st March 2022, the vaccination marshals have given 72,304 hours of their time at:

- 3 large scale vaccination sites
- 8 community sites including pharmacies and GP surgeries
- 2 Dorset Police lateral flow testing sites (Winfrith and Bournemouth)
- 2 pop up covid vaccination sites
- 5 school immunisation clinics

Volunteer story

"I have been a volunteer at the vaccination centre since its inception at the BIC. I decided to volunteer through CAN, who are extremely helpful and supportive, as I wanted to be of some use during the Covid pandemic and to meet likeminded people. I would thoroughly recommend volunteering – helping other volunteers, NHS staff and people coming for their vaccinations, has made the past 18 months personally rewarding."

Patient feedback

"Thank you to the organisers, volunteers and health professionals who are running the BIC vaccine centre. I went on Monday and was impressed by the number and welcome of the volunteers both leading into and out of the centre. The process ran smoothly and was clear and I moved on swiftly through the different processes. It is a good thing that people introduce themselves with their name. Thank you for making this a pain-free experience!"

Our team of Senior Volunteer Coordinators based at the large-scale vaccination site are a close-knit team and very adaptable with the changes that happen. On 13th December, we were asked to oversee and manage volunteers at the new vaccination site opening at Sentinel House from Friday 17th December. Straight away, we sprang into action, created new rotas to cover the Christmas period (when we originally thought we would be shut), enlisting the help from the wider CAN team and some of our BCP Council colleagues. Our volunteers as always did us proud, and from 17th December to close of business on Sunday 6th February, 99 volunteers came forward to offer their help at Sentinel House, giving 1329 hours of their time over 87 shifts, which included Covid-19 Vaccination clinics and children's flu vaccinations. Many of the volunteers covered multiple shifts, providing a reliable and familiar face for the clinical staff on site.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Alongside supporting the Covid-19 Marshals on a day-to-day basis, we implemented a new electronic system for reimbursing volunteer expenses called vHelp. This enabled expenses to be paid back directly to the volunteers via BACS rather than relying on petty cash which was time consuming and not always readily available. When we first launched vHelp, we were asked by their team to provide regular feedback on how effective it was and to provide recommended improvements e.g. being able to add new cost codes ourselves. These changes were quickly implemented and rolled out to all vHelp users.

Recognition of our work

Our volunteers are an amazing team, and we were delighted to be the winners of the Bournemouth Echo Proud to Care award. This was in recognition of all the work that we achieved, through both the Together We Can scheme and at the vaccination sites.

Anna Chainey, Covid-19 Services Manager said: "I am really proud and honoured to say that we have won a trust Better Every Day Award for the work undertaken at the BIC. From the set up and delivery, to the amazing work undertaken there every one of you and your teams have played a massive part in the success of the vaccination centre."

Volunteer Celebration event

In September 2021, we held an informal volunteer celebration event at Boscombe Beach. This was to celebrate all the amazing work that our volunteers had undertaken at the BIC since it opened in January 2021. The mayor attended to give a speech, and it was lovely seeing him engaging with each of the volunteers, thanking them for their time. Several local restaurants donated food which was really generous. The evening was a great success, with many of the volunteers saying how good it was to socialise with the other volunteers.

Vaccine Hesitancy

There are some neighbourhoods and communities where people are not taking up their jab for various reasons, so we recruited and trained 5 CAN Volunteer Vaccination Champions who lived in or worked with these communities to step up and support their friends, family and neighbours to make a more informed choice about having the vaccine.

We delivered our first vaccine conversation training session to our Vaccination Champions and staff from BCP Council. A further 7 further training sessions have since been delivered to local organisations that work with harder to reach groups including Help and Care, Prama Foundation, Body Positive Dorset, Epilepsy Action, Michael's House, Adult Asperger's Support, Bournemouth Interpreters Group, BCP Council Learning Disabilities Team, Mental Health Team. Over 100 people have attended these training sessions.

All training sessions were co-delivered by us and a member of the clinical team from the Kings Park vaccination site. This enabled participants to be able to ask specific questions about the vaccine and its efficacy as well as general questions.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Through delivering this training we enabled staff to have:

- A better understanding of the vaccine and how it has been developed
- Increased confidence in starting conversations about the vaccine with people who they support who haven't yet been vaccinated
- Increased awareness of the myths and barriers surrounding the vaccine and how to counteract these
- Developed knowledge of accurate sources of information that they can refer people to

Organisation story

"I thought the presentation was factual and offered the opportunity for interaction that worked well. I learnt some things that I wasn't already aware of despite the deluge of public information already out there. I will be encouraging colleagues to attend future sessions as they will be the people likely to be having those 'difficult' conversations on the ground"

How we reached out

Through our CAN Volunteer Vaccination Champions, we have reached over 300 people through visiting local businesses, community supermarkets, libraries, pharmacies, attending events including World of Love festival, Africa Comes to Bournemouth Event, Reggae Festival, an arts and craft session with Safe and Sound Dorset and Bournemouth and Poole College Freshers Fair.

As a result of this face-to-face contact, we:

- Increased awareness that the vaccination site had moved to Kings Park and that walk ins were available
- Had direct conversations with people who hadn't been vaccinated and were able to talk about their concerns and provide them with accurate information
- Asked businesses to have leaflets advertising the Kings Park vaccination site on display which raises awareness of the site with the wider population
- Identified barriers to people getting vaccinated and then fed back these findings to CCG e.g., the Big Issue said they needed leaflets in Romanian

Feedback from CCG included:

"That's really helpful to have that local insight and feedback, in addition to our existing insights and behavioural science approach. Do leave this with us, and we will follow up on the feedback, and come back with a draft leaflet"

Sensory rooms at Kings Park

We have turned two of the side vaccinating rooms into sensory rooms suitable for children or adults with anxiety / learning disabilities / sensory issues etc.

With valuable insight and input from local organisations including Parent Carers Forum, Dorset Children's Foundation and Dorset Asperger's Group we have been able to co-create the design, look and feel of the rooms.

With money donated by the Dorset Health Protection Board and a private donation, we were able to purchase all the relevant sensory equipment (including adjustable LED lights, bubble lamps, white noise machine, aromatherapy diffuser, bean bags and sensory toys). The first room was transformed in December 2021, with the second one being completed in February 2022.

We have also produced a story board in Easy Read guiding people through what to expect when they come for their vaccination.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Supporting good practice

21 new organisations including Kushti Bok, World of Love Festival, Oceans to Earth and Bournemouth Electric Youth Football Club registered on our online volunteering database and a total of 109 new opportunities registered. At its peak, we had over 170 roles for volunteers to choose from.

Alongside advertising roles, we provided one to one advice, information and guidance to 201 organisations, including Big Blue Play, Circles Southwest, BEAF, Water Sports Library, and Dorset Adult Asperger's Support. Support ranged from an email being sent explaining how to use our online volunteering database, to more in depth advice provided via phone, email or zoom on what policies and procedures need to be in place when taking on volunteers, whether DBS checks are needed for certain roles, giving information about how volunteers cannot be used as a substitute for paid staff, proof reading role descriptions so they are appealing to potential volunteers, and suggesting different ways in which to recruit volunteers.

CAN website

We have since developed the Members pages on our website to include information on each of the above topic areas to give organisations the knowledge and confidence to manage volunteers effectively.

Organisation story

Poole Communities Trust contacted CAN as they are looking to recruit volunteers for the new Bourne Community Hub when it opens later this year. We met with the team on Zoom and outlined what support we can offer, discussed volunteer recruitment and policies and procedures needed. A follow up email was sent with information including sample handbooks, volunteer policies, agreements, induction check list and problem-solving procedures. Further support was offered to review role descriptions once they've been written. Since then, we have also helped to rewrite their volunteer handbook and they said: "That is really helpful - thank you. You have added some great stuff. You are right about adding pics"

Volunteer Coordinators meetings

We facilitate these regular meetings to discuss topical issues, share good practice and support people who have a role in managing volunteers in their organisation.

This year we held 3 virtual co-ordinators meetings. In total over 30 people from a range of organisations attend. Topics discussed included: volunteer passports, how to recognise and address concerns of volunteers returning after the pandemic, recruitment and retention of volunteers and DBS checks.

A strength of these meetings is the level of excellent peer to peer support. Being a Volunteer Co-ordinator does involve wearing many hats and for some it can be quite an isolated role.

Organisation story

"The meeting was very good. Thank you for organising and chairing it. It was beneficial to see how colleagues in the sector are dealing with issues and "Best Practice". I like the idea of Volunteers Passports. I am happy to sit on a working group or similar if this idea needs to progress."

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

The future of volunteering

Vision for Volunteering

Vision for Volunteering is a collaboration across the voluntary and community sector, led by NAVCA, NCVO, Volunteering Matters, the Association of Volunteer Managers and Sport England. The purpose of the Vision for Volunteering is to set out the ambition for volunteering in England over the next decade, with a clear and optimistic plan for the future.

In February 2022, Vision for Volunteering asked the VCS nationally to complete a short survey on their views of what volunteering should look like over the next decade. We promptly held an informal discussion with 6 local organisations including Prama, Citizens Advice Bournemouth, Christchurch and Poole, Dorset Adult Asperger's Support and Abbeyfield Wessex and looked at 2 key questions set out by the Vision for Volunteering which were 1) What's the biggest issue you're currently experiencing in your current volunteering operation? 2) What's the one thing you'd love to develop in your volunteering operation but haven't been able to yet? All responses were collated and submitted via the online Vision for Volunteering consultation form.

The full Vision for Volunteering report was published in May 2022 and CAN were asked to share their initial reflections on it at the National Volunteering Forum, held on 10th May 2022.

Volunteering Strategy

We have been working with BCP Council reviewing and developing their Voluntary and Community Sector and Volunteering Strategy 2021 – 2024. This strategy outlines the Council's approach to how they, working in partnership with us, can support the community and voluntary sector to thrive and enable everyone to feel they can volunteer and help others in their community. It sets out the priorities and outlines the key areas for action over the next three years.

Supporting local disasters and multi-agency working

In December 2021, a number of elderly people had to move out of their flats at Wellington Court due to a major fire and were rehoused temporarily at a nearby Premier Inn. In February 2022, at a multi-agency meeting CAN attended, it came to light that the residents were still living there and struggling a little bit at mealtimes and just having someone to chat with.

Our CAN Community Volunteers stepped in and between 28th February 2022 and 8th April 2022, they helped at breakfast times and dinner times in the restaurant and also at weekly check in and chat sessions. In total 21 volunteers offered their time and companionship and provided 74 hours of support over 48 sessions.

One volunteer even took his partner's Olympic Torch in to show the residents and to provide a little bit of light relief.

Volunteer story

"Just a short note to say the evening at the Premier Inn tonight was a great success. All the residents of Wellington Court had some bad news this afternoon that they will not be able to return to their flats until at least the start of April. The Olympic torch went down very well with many photographs taken and a lot of interest about the torch. and the history behind it as many had never seen the Olympic torch in person"

As the residents began to move back home, Prama stepped in to look at the longer-term support that the residents needed

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Steps Forward Volunteering

In June 2021, we launched our new project 'Steps Forward Volunteering (SFV)'. This is a short practical course designed to develop, recognise and accredit the skills gained through volunteering. It then builds on those skills to enable volunteers to progress, be it with their volunteering, with training or towards employment.

SFV is aimed at individuals who are new to volunteering and either looking for a role or who have just started volunteering, and for volunteers who have been volunteering for a while and would like to progress.

To date we have worked with 10 individuals on a one-to-one basis, to help support them in their volunteering, either finding them a volunteering role or supporting them in their existing role and in building up evidence for their accreditation. We hope to support 16 people in total.

Current participants are progressing well. They are on target to achieve their ASDAN accreditation and working with them has highlighted their individual employability needs, including confidence, anxiety, CV re-vamps, and a need to expand their volunteering experience. We have several other participants interested in the course and they are looking to enrol soon.

The programme ends June 2022. We are looking for funding opportunities to continue this valuable project.

It's about people ...

- A participant has been accepted onto two new volunteering placements and has already completed a first session successfully. Further potentially referring organisations have been engaged with including a local social supermarket, an addiction support charity and another Work and Health programme provider
- A participant who was very isolated is now enjoying being part of two projects and his confidence and positivity have increased considerably
- A young male participant who has not been able to volunteer regularly has just started a new volunteer role successfully
- A visit to a local food bank to see one participant has led to another referral from the same organisation
- A young man who started volunteering in a gardening role near his home last month has been attending regularly and is enjoying the role. He had not been able to volunteer for about 5 months so this is a very positive achievement for him

Research

We carried out an extensive piece of research which aimed to evaluate the various Covid-19 response volunteer programmes that operated in the BCP Council and Dorset Council areas. The results of this survey were used to highlight strengths and weaknesses in the various programmes that used volunteers in Covid-19 response locally and to suggest future improvements, volunteer crisis response methods and the legacy of our current volunteer programmes throughout the remainder of the Covid-19 pandemic and beyond.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Social Media – our Volunteer Hub has used Twitter and Facebook extensively over the past 12 months for a variety of purposes including:

- Sharing volunteer stories – these have been great to not only highlight the many different reasons why people get involved in helping the community but also to celebrate the amazing work our volunteers have been doing.
- Putting call outs for volunteers both for our CAN Vaccination Marshals and on behalf of other VCS groups.
- Linking in with national events such as Trustee's weeks and sharing information about what the role entails and promoting available Trustee roles.
- Raising awareness of new initiatives such as the Vision for Volunteering.
- Announcing that we won the Proud to Care award

As well as sharing posts, we also follow groups on Facebook such as 'Southbourne Community Group' so we can respond to individuals looking to volunteer or organisations seeking volunteers.

Radio interviews – we have taken part in several radio interviews this year including talking about the work we are doing around vaccine hesitancy, promoting the volunteer fairs and encouraging people to come along and putting a call out for people to come forward and offer their time as Covid Marshals.

Alongside this, we have also received recognition for the work that we did in developing the sensory rooms at Kings Park vaccination site.

- [Brewers News - Helping to Create a Sensory Room with Community Action Network](#)
- <https://stouravonmagazine.co.uk/issues/past-issues/issue-22/>

CONNECT communities by helping to create conditions where everyone's voice is valued and heard, by facilitating great networking and communication

HEADLINES:

Worked with partners from across the VCS and Public Sector to develop the CAN Wellbeing Collaborative whose purpose is to connect people to personalised information and support from the VCS, so they can live their best possible life at home.

Became a strategic partner of Dorset CCG in the development of Wellbeing Hubs across Dorset - an innovative collaboration bringing together the local community, VCS and public sector partners to improve the community's mental health.

Supported essential public health messaging and now have 105 Trusted Voices Champions who between them support and advise a diverse range of local communities.

Given grants to 5 organisations to start projects supporting people living with the detrimental impacts of Covid-19.

Celebrated a year of Community Hero in the Spotlight – celebrated the great work of 12 different local charities and community groups.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

VCS Leaders exCHANGE - bringing leaders together to work collaboratively.

Embedded the VCS into the Integrated Care System work with over 30 different VCS organisations at pace to co-create a VCS ICS Assembly.

Proactively championed our sector on 12 strategic boards - supporting and influencing public sector service development.

Facilitated 21 networking sessions - geographical and thematically focussed depending on need - On average we saw 90 people a quarter engage with the networks with approximately 15 people virtually attending each network.

Increased our media activity – Website visits up to over 29,000.

Increased social media engagement across Facebook, Twitter and LinkedIn. Most notably we have been mentioned in tweets on Twitter 1075 times over the course of the year.

Impact report

Developing engagement

Throughout 2021-2022 we have continued to increase our engagement with charities and community groups – growing our membership to 441.

We have had a particular focus on groups who may not be aware of CAN, and what we offer, particularly:

- Groups supporting diverse communities
- Individuals of 'good will' – people within the community supporting individuals who are homeless or need food but are not part of a formalised community group
- Community Centres – with the launch of our 'Community Spaces' network

We welcome as members charities and community groups with a Dorset wide brief, and following the successful tender with Dorset Council, from February 2022 we have also been increasing our presence in that area of the county.

We have continued to develop our Business Supporter Membership to be launched in September 2022. We've worked with key businesses across Dorset, BCP Council's Economic Development Unit, Dorset Chamber of Commerce and Industry, Bournemouth Chamber of Trade and Local Enterprise Partnership to ensure our offer is effective and appealing to local businesses, enabling us to further champion the work of the VCS across Dorset and help leverage funding and resources for the local VCS.

This year we worked in partnership with Dorset Community Action (DCA) to carry out a pan-Dorset 'State of the Sector' survey. We wanted to assess the impact of the pandemic on the sector. 41 organisations delivering services in Bournemouth Christchurch and Poole responded.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Highlights include:

- 27% of respondents have seen a significant drop in their funding through the pandemic, with 36% of those organisations having lost up to 50% of their income
- 51% of organisations said that they are at risk of permanent closure within 12 months if funding is not made available to them.
- 17% of organisations had to make one or more members of staff redundant due to the impact of the pandemic
- 59% of organisations have had a reduction in volunteers due to them having to shield and go into isolation for their own safety and 15% have had to close or reduce their services due to the loss of volunteers
- 46% of organisations have seen a significant increase in demand for their services since the pandemic hit in March 2020. 35% of these have seen a 50% increase of need compared to their pre-pandemic numbers

Helen Walsh, CEO of Space Youth Project said in the survey about CAN

“Essential, effective, useful, timely information received. Help at hand when required. Friendly, supportive, caring team.”

Ensuring we are engaging effectively with the plethora of voluntary organisations, charities and community groups working across Dorset is key to the success of CAN. In March we started to restructure the Involve Team which has included rebranding the team so its name is more representative. We are now called Connecting Communities. We've also introduced 2 new roles:

- Engagement Lead – focus on ensuring we are engaging effectively with a wide range of charities and community groups particularly those working in diverse communities. Working closely with our public sector colleagues to ensure key messaging is accessible
- Membership Development Lead - recruitment for the Membership Development Lead will begin in April 2022 and their priorities will be to promote our full and affiliate membership, launch our business supporter membership and support our existing members make best use of the benefits the membership gives them

Over the last twelve months we have led on several research projects. These have been successful thanks to our strong trusted relationships with our members and has enabled us to provide key recommendations – telling us what our communities want and need.

These have included:

- Health Inequalities Community Insights Research Project - conversations with the VCS and some of our most vulnerable communities across Dorset recommended we explore the development of VCS led training and peer support for those with learning disabilities and severe mental ill health (SMI). We are now working with Dorset CCG and Public Health Dorset to develop this
- Home First / CAN Wellbeing Collaborative – through engagement with the VCS and patients on our Home First Research Project a single point of access was designed. The Wellbeing Collaborative is now developing this and working with key partners to help keep people safe and well at home with the support of the VCS
- Wellbeing Hubs – the hubs across Dorset are being co-created with the VCS and with extensive engagement with the community to ensure commitment and success of the outcome.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Promoting & valuing charities & community groups

We have celebrated a year of our successful initiative Community Hero in the Spotlight. Each month we showcase the work of a particular member organisation to share their untold stories and give them the recognition they deserve. We share press releases with our press contacts, have a monthly segment on Hope FM and promote the organisation through our website and social media.

Over the year we have championed and celebrated 12 different organisations who have joined our Partnerships Manager on Hope FM, some have been asked to speak on Radio Solent and 6 have had their press release featured by the Daily Echo.

"What fabulous news for a Thursday! Thank you so much!" Rio, BCHA Bournemouth Women's Refuge

"It was great – thank you for selecting us!" Stacey, Win on Waste

So lovely to meet you too last week. We LOVED being on the radio so thank you so much. The press release sounds wonderful." Poppy, The Chatterboxes

Supporting essential public health messaging

Public Health Dorset have continued to commission us to support the development of Trusted Voices Champions to help better engage with communities. We now have 105 Trusted Voices Champions who between them support and advise a diverse range of local communities including:

- people with protected characteristics
- survivors of sexual abuse and their families
- people relying on food banks
- people who are vulnerably housed
- people in rehabilitation for substance misuse

The Trusted Voices project has funded 5 groups. Giving them grants to start projects supporting people living with the detrimental impacts of Covid-19 lockdowns. These are:

- art therapy for young people struggling with mental health (including refugees)
- food parcels for those affected by income loss (including those from diverse ethnic backgrounds)
- art and craft wellbeing sessions and one to one counselling sessions for vulnerable women
- cook boxes to help low-income families learn how to cook healthy meals together (mainly Muslim families)
- wellbeing therapy sessions for families who have had a child disclose sexual abuse

Due to the success of the Covid-19 focussed project we are now exploring with Public Health Dorset how we can begin to work with the Trusted Voices Champions on more general public health messaging – we have already had confirmation that the project will be extended to October 2022.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Building community resilience

This year we partnered with Dorset Community Action (DCA) and Dorset Race Equality Council (DREC) on a six month research project. The Health Inequalities Community Insights Project primary aim was to gather community insights and identify any areas of hidden inequality that people with enduring mental ill health, learning disabilities and ethnic minority communities face. People in these groups tend to have a higher amount of negative health outcomes than the general population of Dorset.

In addition to this we wanted to look at how the VCS sector could support health care services to overcome these barriers and to enable greater equality of service provision.

The project was co-produced as a combination of the field work carried out with individuals and the expert opinion from VCS organisations.

The report made several key recommendations and 2 projects have evolved from the research which will begin in 2022/2023:

- SMI – Physical Health Check project – we will be recording the training available from the VCS for health professionals working with individuals with severe mental ill health and gathering case studies with individuals who do not access their physical health checks
- HEP2 Project – we will be exploring further how the VCS can support individuals with learning disabilities through peer support and training for health care professionals

Developing collaborations and networking

We have further developed and enhanced our networking offer over the last 12 months, facilitating networking and new collaborations through our online networks. In total we have facilitated 21 networking sessions during 2021/2022, all successful in enabling discussion of potential opportunities, knowledge sharing and peer support with others in the same position / with a similar purpose. Our networks can be geographical and thematically focussed depending on need. Most of the networks have been requested by our members and so far include:

- All Creatures Great and Small – our newest network for animal themed organisations and groups.
- Pokesdown, Christchurch and Southbourne – an opportunity for groups working in and supporting the community of Pokesdown, Christchurch and Southbourne
- Women's support – our longest running network for groups who support women and girls
- Boscombe – a geographically focused network for groups and organisations supporting and working in the community of Boscombe.
- Community Spaces – for groups who run and offer community space across BCP and wider Dorset.
- Poole Communities – a network for groups and organisations who work across the Poole
- Early Years – an opportunity for groups who support children aged 0-5 years and their families
- Let's Connect - aims to support the wellbeing of youth workers and volunteers from all settings in BCP.

On average 90 people a quarter engaged with the networks with approximately 15 people virtually attending each network.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

We have seen lots of great collaborations evolving from the sessions, including:

- Dorset Blind Society met SEDCAT at one of our networks and were then able to arrange for much needed transport for their service users
- Following our Women's Network, The Wardrobe Foundation are going to explore introducing a rail of clothes to be freely available to women using the new Footprints Hub in Winton
- Shelter is setting up a group for people with lived experience of homelessness to help inform future planning and provision and BH1 Project are going to support them with finding people to join this group
- Parkstone Rotary attended our Poole Community Groups Network looking for small groups with an environmental mission to give funding to. At the Network they heard from Win on Waste and are going to have further discussions about how the Rotary can support them in the future

Since declaring a Climate Emergency we've had interest from members for a new Climate Emergency Network and taking Men's Health Week as our Community Hero theme for June 2022 we're beginning to scope interest in a network for groups supporting men. We are also exploring and speaking with members about the need for more geographically based networks such as Townsend, Somerford and Kinson focussing on the BCP priority areas.

The Leaders exCHANGE has continued this year meeting quarterly enabling leaders from across the VCS to better collaborate, share good practice and inform our work. At these meetings we have discussed how the new VCS Assembly should look and invited public sector colleagues to share pieces of work on which they need the sector's input. We've also explored the needs of the sector as we move into the recovery phase of the pandemic.

Our online presence and influence

Website and social media - We continue to be active on social media, and both our website and social media have continued to be key in reaching out and championing our sector. Our target was to increase our social media following by 20% across all platforms. We exceeded this significantly with our LinkedIn showing a 55% increase. Our Facebook and Twitter followers have levelled out more this year with 11% increase on Facebook and 5% on Twitter.

CAN website - we continue to review and update the website to ensure that it is fit for purpose and easy to use. Feedback from members continues to be really positive. This includes our refreshed Membership Zone.

We had 29,342 visitors to the website, the majority (28,504) of whom were 'new visitors'. The most visited webpages on www.can100.org over the last year has continued to be Volunteering Opportunities, Interested in Volunteering, Jobs and Volunteer to Stop Covid, all with approximately 6,000 page visits each.

Twitter - our Twitter followers have increased by 115 this year to 2,184. We have seen our twitter page go from strength to strength. We tweeted 692 times and @Can100org was mentioned in 1,075 tweets. We also saw a significant increase in visits to our CAN twitter page.

Facebook - on Facebook our friends have increased by 120 to 1,292 and we also have 964 likes on our page, an increase of 60. We have continued to regularly post 2-3 times a day throughout the week a mix of CAN news and member updates.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

LinkedIn has continued to grow and we now have 274 followers. We have posted regularly, including updates from the organisation, job opportunities and updates from our members. Both the Partnerships Manager and CEO use their personal LinkedIn pages to share and engage with the page to encourage engagement from others. We have also seen an increase in members of the team using LinkedIn and sharing our updates with their networks which helps to broaden our reach.

We have continued to increase our PR activities to raise the profile of CAN, increase engagement, champion the sector and celebrate our members through increased media activity, promotion of events and use of external communication tools. This year we have:

- Featured in the Bournemouth Echo on 14 occasions – articles have included #TogetherWeCan, Covid Marshalls and Community Hero in the Spotlight
- Supported two of our members have been interviewed by Radio Solent to talk about their organisation as our Community Hero in the Spotlight
- Been interviewed by Blair Crawford on Hope FM 14 times alongside our Community Hero in the Spotlight
- From December through to March we worked closely with a pro bono marketing consultant through the Cranfield Trust who supported us to review and make plans to improve our external communications. As a result we commissioned BCHA to support us with our communications on a 12 month contract, starting in April 2022, following a competitive tender.

BCHA will be supporting us to better articulate what we do along with the wider work and impact of local charities and community groups. We want to raise the profile of CAN and the VCS with the general public and our public sector colleagues and ensure that our communications with our members hit the mark.

Prejudice free communities

Engaging with our diverse communities across BCP and wider Dorset has continued to be priority for us. We are active members of Prejudice Free Dorset, regularly attending their quarterly meetings and attending relevant sub-groups ensuring they are engaged with the wider sector. We have re-designed the Connecting Communities team with our diverse communities in mind – our new Engagement Lead will ensure a wide range of communities are members of CAN and engaged with the exciting work that is taking place between the VCS and our public sector partners.

Embedding the VCS into the Integrated Care System (ICS)

ICS are partnerships of organisations that come together to plan and deliver joined up health and care services, and to improve the lives of people who live and work in their area. We have been working with Dorset CCG and over 30 different VCS organisations at pace to co-create a VCS ICS Assembly. Since December 2021 we've met fortnightly with a task and finish group which CAN is leading in partnership with # Help&Kindness and DCA to explore what model the VCS will use to ensure they are adequately represented at the ICS partnership board. Following discussions with the task and finish group we now have an initial model which will work towards the VCS being fully embedded as valued equal partners within the system.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

We are now in a position to present this proposed model to the A1 Strategic Leads group which includes the ICS leadership. We will be setting out the VCS approach to the ICS in Quarter 1 where we hope leadership will confirm that our approach is acceptable and give confidence that we will be capable of delivering the Memorandum of Understanding (including key commitments from all those in the partnership), as well as operational and system integration with the other partners in the ICS.

In addition to this we were also asked by the Place Based Partnership Programme to nominate 12 individuals from the VCSE to support them with the National ICS Population Health and Place Development programme that the Dorset ICS has joined. This provided us with an opportunity to demonstrate how the proposed model could work in practice. This piece of work will be running into 2022/2023 and we will be ensuring those involved are providing regular updates and all the VCS organisations have their voices heard.

We were invited to join the ICS Innovation Hub, which is a partnership of health and social care organisations across Dorset, looking to enable faster and more effective uptake of innovations and improvements, creating long lasting impact for patients and patients' care. We have been invited to present to the network next year sharing who we are, the developments around the Wellbeing Collaborative, our work and how we can support colleagues within the network. This will be a great opportunity to promote the work of CAN across a number of different health teams from across Dorset.

Wellbeing Hubs in Dorset

In March we were asked by Dorset CCG to become strategic partners in the development of Wellbeing Hubs across Dorset.

Wellbeing Hubs are an innovative collaboration bringing together the local community, (led by the voluntary and community sector) to work in partnership with our NHS and Council colleagues. The aim is to co-create firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. We are starting in Boscombe by drawing together everyone with an interest in focusing on what is strong in our communities and working together to make Dorset a great place for wellbeing and happiness.

Helping people to stay safe and well at home

Working in partnership with DCA, we completed a 9-month, Home First VCSE Research Project in November 2021 which explored the value of voluntary and community sector services in hospital discharge pathways and personalised care.

Access to Hospitals, patients and carers, was limited due to the pandemic, so we co-designed a new single point of access service model together with community focus groups. This has subsequently been adopted and utilized by several charitable organisations such as Prama Life to assist with bringing people home from hospital.

The evidence from this project informed and enabled us to successfully propose the development and delivery of a new Wellbeing Collaborative, commissioned by BCP Adult Social Care, which started in January 2022 to test and develop the concept over the next 18 months.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

This will refresh the legacy project from Poole CVS and BCP Social Care Commissioning services, with the new co-designed service model for hospitals. Our purpose is to connect people to personalised information and support from local charities and community groups so they can live their best possible life at home.

Access to Food Partnership

We continue as active founding members of the Access to Food Partnership.

This year we saw the Access to Food map become an App enabling more people to find food support within a 10 minute walk of their location. Following a successful National Lottery Bid, the Access to Food group is being funded for the next three years, including the Food Co-ordinator post being secure for that time. The Group has also achieved a 'Working Together' Bronze award at the iESE Public Sector Transformation Awards.

A second round of the Partnership's Listening Broadly project started in Q4 with CAN encouraging members to participate to enable those with lived experience of food vulnerability to be heard and to impact future plans and provisions to help those in need.

Networking, championing and representing the VCS

CAN has continued to represent the sector on 12 strategic boards.

We have spent time refreshing our 'representative' offer and will shortly be re-launching VCS Involvement Partners with our offer of a framework of support to enable effective communication and gathering of insights. Where there is a call for 'VCS representation' we want to ensure the most appropriate person attends so we'll be sharing opportunities to sit on Boards/meetings and will ask local VCS organisations to put forward a representative. We will be working with both the Board and the VCS Involvement Partner to ensure all are clear on roles, responsibilities, governance and how insights will be gathered and shared. This is a really exciting development co-designed with our members.

We support both the Council and the NHS to engage with communities through our extensive network – sharing and gathering vital information and data.

We continue to sit on local, countywide, regional and national groups, helping to form and influence policy at a considerable pace building on the relationships that we built during the pandemic.

We also continue to attend a diverse range of boards and meetings including:

- Aging Well Steering Group
- BCP Council led Homelessness Strategy Board
 - Leading on the engagement element of the new strategy addressing homelessness across BCP
- Building Health Partnerships – working with our NHS colleagues to:
 - build trust and mutual understanding between partners and between people in communities
 - support staff and citizens to develop shared local leadership to build on existing momentum to health priority areas
 - develop opportunities for more effective engagement
- Children and Young People Partnership Board
- Community Equality Champions Network

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

- Led by BCP Council an opportunity for a range of VCS and public sector partners to come together and discuss equality
- Community Safety Partnership
- Domestic Abuse Strategy Group
- Dorset Local Resilience Forum - Volunteering Cell and Community Recovery Cell
 - Working with our Council and NHS colleagues to ensure volunteering / the voluntary sector are at the heart of response and recovery
- Engagement Leads Network
 - Facilitated by the CCG bringing leads from across public and voluntary sector together to share good practice and promote collaborations
- Health and Wellbeing Board
 - We're a strong voice of the sector and advocate for volunteering
- Integrated Care System C1 Engagement group
- Safeguarding Adults Board
- SEND Improvement Board

Supporting collaboration and policy

Over the past year collaborative and respectful working across all sectors has grown quickly for the benefit of the community. We have been pivotal in collaborative working across our sector along with the Council and the NHS. We've supported our sector to flourish and nurtured new community groups and charities. We have worked closely with BCP Council in the development of their Empowering Communities - VCS and Volunteering Strategy which outlines a set of priorities and key actions that BCP Council want to attain over the next three years to achieve this vision and create connected communities.

5. Policy on reserves

In line with Charity Commission advice CAN has a Reserves Policy to ensure viability beyond the immediate future and to provide continuity of service over the longer term. We are particularly aware of the need to cover contingency liabilities such as gaps in funding streams, cash flow and meeting the cost of redundancy payments to staff in the event that projects come to an end or that the organisation itself should be forced to close.

CAN allocates unspent money to three different types of funds in the accounts at the end of the financial year. These were:

- Restricted funds £4,323,830 - unspent money from restricted grants. For further detail please refer to Note 13.
- Unrestricted funds £614,776- money that can be spent on anything which furthers the objectives of the charity
- Designated funds £112,515- part of unrestricted funds which is earmarked for specific activities. The trustees reserve the right to change the allocations in order to reflect changes in circumstances. For further detail please refer to Note 14.

At the end the year the charity had £502,261 in free reserves (that is unrestricted funds less designated), is more than enough to cover 3 months of annual expenditure which is within the target of 3 months set by the Reserves Policy.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

The charity holds £449,467 of reserves after making allowance for, restricted funds, designated funds and commitments (not provided for as a liability in the accounts).

6. Funds held as Custodian Trustee on behalf of others

We hold funds for the following organisations:

Bi-Polar Support Group £1,216.25

Small capacity of group, who are all volunteers, so have asked CAN to administer the grant funding. At the start of the year £1,671.50 was held in relation to Bi-Polar Support Group. During the year income received totalling £nil and costs incurred totalling £455.

Hurting to Healing £2,007.50

The charity is no longer operating but have insurance expenses to pay until Dec 2026. They have sought the support of CAN hold funds for this period. At the start of the year £2,500 was held in relation to Hurting to Healing. During the year income received totalling £nil and costs incurred totalling £492.50. A £20 administration charge is in place for this fund.

Sandbanks Neighbourhood Forum - £nil

At the start of the year £290 was held in relation to Sandbanks Neighbourhood Forum. During the year income received totalling £6,034 and costs incurred totalling £6,324.

7. Income and spend rationale

Project funding has increased and been very healthy this year, some of the projects are one off – for example the funding for the Dorset Wellbeing Hubs (£4.3m) is a one off, whereas other projects we anticipate will continue/be extended.

Core funding - CAN's principle funding is from funding grants from BCP Council and Dorset Clinical Commissioning Group which are monitored via service level agreements. The funding is used to deliver our charitable objects and an annual plan that defines our mission, objectives and measures of success. The majority of the funding is used to employ our staff and pay for offices in Poole.

Project funding - A Good Life – it was our ambition to nurture and hand over this work for onward progression to a local charity. In December 2021, having worked closely with The Lottery, Prama Life took over the project. Both staff decided not to move with the project.

Bounce Back – Funded by BCP Council. 9-month project to support financial viability of local charities and community groups post covid.

CAN Dorset – Funded by Dorset Council. Supporting the sector by building resilience through providing free bespoke one to one expert advice, plus our popular training and webinars

CAN Wellbeing Collaborative - Funded by BCP Council. A fresh approach to helping people stay safe and well at home by connecting them with local community support

Dorset Wellbeing Hubs – Funded by NHS Dorset CCG. An innovative collaboration bringing together the local community, led by the voluntary and community sector, working in partnership with our NHS and Council colleagues, to co-create firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. We are strategic partners with the CCG and are holding funds as we work with them and other partners to develop an expression of interest to deliver the hubs further. A budget/spend has been agreed between CAN and the CCG to cover our initial costs.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Home First – Funded by NHS Dorset CCG. A short project to focus on the role of VCS to enable community resilience and hospital discharge

Steps Forward Volunteering – Funded by ESFA. A short learning programme focussed on volunteering

Trusted Voices – Funded by Public Health Dorset. A project to better cascade information about covid and vaccinations to communities that have been underserved by general public health communications. **Volunteer to help stop Covid** – Funded by NHS Dorset HealthCare. Provision of staff and volunteers at vaccination sites

Volunteer vaccination champions – Funded by NHS Dorset CCG. Volunteers in the community helping people make an informed vaccination choice and delivering training to professionals to better enable them to inform people they are working with

Young Volunteer project – Funded by BCP Council. Short piece of work to establish nature and eagerness of young people to volunteer

Other funding:

Organisational development designated funds from our reserves have been utilised to fund a Partnerships Manager role.

Due to prudent financial management, CAN have not overspent on any budget this financial year.

Salaries are independently evaluated and set against local industry levels using the Croner salary benchmarking tool.

8. Future plans

The current rate of inflation as of June 2022 is 9.1% and it is predicted to be in double figures very soon, It is the highest inflation rate in over 30 years. As the rising cost of energy and food continues to squeeze living standards, more and more people will be needing the support from the voluntary sector, so it is key that CAN is in a strong position to work alongside our colleagues in the community.

We remain in a strong position to deliver our core mission:

EMPOWER the voluntary sector

ENABLE volunteering

CONNECT communities

Our reputation and presence has increased exponentially this past year, and we are working as a whole team to maintain this momentum.

Trustees have reflected on our strategic plan on a page and consider it robust and fit for purpose.

Our Team away day was a great success, bringing staff and trustees together in person created a wonderfully positive atmosphere reflecting the feedback that our staff are happy in their roles within CAN. The session held by Be Human Kind's Joolz and our very own SJ, was enlightening and inspiring. It highlighted areas we can improve with practical suggestions coming from the Team as well as ways that we can keep up our exceptionally high standards (aka what's working well). We are always striving for perfection and will be taking these suggestions on board as an Senior Leadership Team. The team's creative juices were flowing and a future plan was created with steps of how we will get there. This piece of collaborative work has been proudly displayed in our office for all staff to see, to remind us of our long-term organisational goals, why we're doing what we're doing and to inspire.

COMMUNITY ACTION NETWORK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Statement of trustees' responsibilities

The trustees, who are also the directors of Community Action Network for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor

TC Group were appointed as auditor to the company and a resolution proposing that they be re-appointed will be put at a General Meeting.

The trustees' report was approved by the Board of Trustees.



Ms H Walker - Chair

Trustee

Dated: 28/09/2022

COMMUNITY ACTION NETWORK

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF COMMUNITY ACTION NETWORK

Opinion

We have audited the financial statements of Community Action Network (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

COMMUNITY ACTION NETWORK

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF COMMUNITY ACTION NETWORK

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' Report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Community Action Network and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

COMMUNITY ACTION NETWORK

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF COMMUNITY ACTION NETWORK

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience, and through discussion with the trustees and other management (as required by auditing standards), and discussed with the trustees and other management, the policies and procedures regarding compliance with laws and regulations;
- We focused on specific laws and regulations which we consider may have a direct material effect on the financial statements or the operations of the charitable company, including the Companies Act 2006, the relevant tax compliance regulations in the UK, the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102) and Charity SORP;
- We considered the nature of the industry, the control environment, business performance and KPI's for a charitable company;
- We communicated identified laws and regulations within the audit team and remained alert to any indications of non-compliance throughout the audit. These include Health and Safety, employment law and adequate insurances, including those required to be taken by 3rd parties;
- We considered and reviewed the procedures and controls that the charitable company has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those procedures and controls.

COMMUNITY ACTION NETWORK

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF COMMUNITY ACTION NETWORK

To address the risk of fraud through management bias and override of controls, we;

- a) performed analytical procedures to identify any unusual or unexpected variances.
- b) tested journal entries to identify unusual transactions.
- c) assessed whether judgement and assumptions made in determining the accounting estimates set out in financial statements were indicative of potential bias.
- d) investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed proceeds which included, but were not limited to;

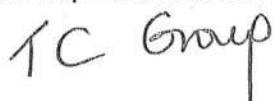
- a) agreeing financial statement disclosure to underlying supporting documentation
- b) reading the minutes of meetings of those charged with governance
- c) enquiring of management as to actual and potential litigation and claims
- d) reviewing correspondence with HMRC, relevant regulator and the company's legal advisors as considered necessary.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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

Use of our report

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



Lucy Filer FCA (Senior Statutory Auditor)
for and on behalf of TC Group

Statutory Auditor
Office: Christchurch

18 October 2022

COMMUNITY ACTION NETWORK

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
<u>Income and endowments from:</u>					
Donations and legacies	3	487	400	887	15,269
Charitable activities	4	689,977	4,452,989	5,142,966	536,563
Other income	6	1,056	-	1,056	1,179
Total income		<u>691,520</u>	<u>4,453,389</u>	<u>5,144,909</u>	<u>553,011</u>
<u>Expenditure on:</u>					
Charitable activities	7	498,360	194,228	692,588	493,174
Net incoming resources before transfers		<u>193,160</u>	<u>4,259,161</u>	<u>4,452,321</u>	<u>59,837</u>
Gross transfers between funds		(7,057)	7,057	-	-
Net income for the year/ Net movement in funds		<u>186,103</u>	<u>4,266,218</u>	<u>4,452,321</u>	<u>59,837</u>
Fund balances at 1 April 2021		<u>428,673</u>	<u>57,612</u>	<u>486,285</u>	<u>426,448</u>
Fund balances at 31 March 2022		<u><u>614,776</u></u>	<u><u>4,323,830</u></u>	<u><u>4,938,606</u></u>	<u><u>486,285</u></u>

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

COMMUNITY ACTION NETWORK

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Current assets					
Debtors	12	51,780		57,604	
Cash at bank and in hand		4,932,195		456,206	
		<u>4,983,975</u>		<u>513,810</u>	
Creditors: amounts falling due within one year	13	(45,369)		(27,525)	
Net current assets			<u>4,938,606</u>		<u>486,285</u>
Income funds					
Restricted funds	14		4,323,830		57,160
<u>Unrestricted funds</u>					
Designated funds	15	112,515		148,750	
General unrestricted funds		<u>502,261</u>		<u>280,375</u>	
			<u>614,776</u>		<u>429,125</u>
			<u>4,938,606</u>		<u>486,285</u>

The financial statements were approved by the Trustees on28/9/22.....



Ms H Walker - Chair

Trustee

Company Registration No. 04024662

COMMUNITY ACTION NETWORK

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2022

		2022		2021	
	Notes	£	£	£	£
Cash flows from operating activities					
Cash generated from operations	20	4,475,989		20,482	
Net cash used in investing activities			-		-
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents		4,475,989		20,482	
Cash and cash equivalents at beginning of year		456,206		435,724	
Cash and cash equivalents at end of year		<u>4,932,195</u>		<u>456,206</u>	

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

Community Action Network is a private company limited by guarantee incorporated in England and Wales. The registered office is Beech House, 28-30 Wimborne Road, Poole, BH15 2BU.

On 4 November 2019 the charity renamed from Bournemouth Council for Voluntary Service to Community Action Network.

1.1 Accounting convention

The financial statements have been prepared in accordance with the Community Action Network's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The Community Action Network is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the Community Action Network. Monetary amounts in these financial statements are rounded to the nearest pound.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the Community Action Network has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Designated funds are unrestricted funds which have been earmarked for a particular purpose, within the objects of the charitable company, by the Trustees.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the Community Action Network is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

VAT is accounted for on income where the charity is supplying a service subject to VAT.

Cash donations are recognised on receipt. Other donations are recognised once the Community Action Network has been notified of the donation, unless performance conditions require deferral of the amount.

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

Legacies are recognised on receipt or otherwise if Community Action Network has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Resources expended

All expenditure is classified under the Charity's principle categories of charitable and other expenditure and all by the type of expenses.

Where applicable expenses are net of VAT.

1.6 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.7 Financial instruments

The Community Action Network has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

1.8 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the Community Action Network is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.9 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.10 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

1.11 Taxation

The charity is considered to pass the tests set out in paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for the UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively for charitable purposes.

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

2 Critical accounting estimates and judgements

In the application of the Community Action Network's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

The main critical accounting estimate requiring judgement is the split of income between restricted and unrestricted funds, the charity carefully consider the purpose, along with the terms and conditions over any income received in the year.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Total
	2022	2022	2022	2021
	£	£	£	£
Donations	487	400	887	15,269
For the year ended 31 March 2021	<u>185</u>	<u>15,084</u>		<u>15,269</u>

During 2021 Community Action Network received a one off donation of £15,084.

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

4 Charitable activities

	Charitable Activities 2022 £	Charitable Activities 2021 £
Income from charitable activities	5,142,966	536,563
Analysis by fund		
Unrestricted funds	689,977	389,757
Restricted funds	4,452,989	146,806
	5,142,966	536,563

Included within charitable activities is a NHS grant for £4,428,450 (2021 - £69,250). £338,370 relates to income received under service contracts.

5 Service Contract

Community Action Network received the following income in relation to service contracts during the 2022 year:

BCP - £97,050

This is split as follows:

- £2,750 Young Volunteer Workshop Autumn Term- through October 2021
- £300 Volunteering Consultation Workshop session 09/11/2021
- £94,000 CAN Wellbeing Collaborative

Dorset Health Care - £197,536

- Provision of Volunteers for Covid Vaccinations

Medicine Clinic Ltd - £334

- Provision of Volunteers for Covid Vaccinations covering 1st to 30th June 2021

NHS Dorset CCG - £43,450

This is split as follows:

- £8,250 for NHS Volunteer responder scheme
- £7,200 to support vaccination programme
- £23,000 addressing vaccine inequalities program
- £5,000 embedding the voluntary community and social enterprise (VCSE) Sector within Integrated Care Systems (ICS) 2021/2022

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

6 Investment income

	Unrestricted funds	Total
	2022	2021
	£	£
Bank interest	1,056	1,179
	<u> </u>	<u> </u>

COMMUNITY ACTION NETWORK**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)****FOR THE YEAR ENDED 31 MARCH 2022****7 Charitable activities**

	2022	2021
	£	£
Staff costs (see note 11)	568,157	375,310
Volunteer expenses	(1)	-
Post, stationery and photocopying	3,983	7,446
Subscriptions and publications	1,985	1,789
Telephone	5,377	5,184
Insurance	4,117	5,463
Advertising	500	500
Travel and subsistence	9,969	3,229
Rent	16,232	15,686
Refreshments	470	377
Premises expenses	16,005	3,034
IT support & financial management	21,968	17,263
Volunteer uniform	-	6,344
	<u>648,762</u>	<u>441,625</u>
Grant funding of activities (see note 8)	500	41,760
Share of support costs (see note 9)	16,195	5,496
Professional fees	27,131	4,293
	<u>692,588</u>	<u>493,174</u>
Analysis by fund		
Unrestricted funds	498,360	330,478
Restricted funds	194,228	162,696
	<u>692,588</u>	<u>493,174</u>

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

8 Grants payable

	Total 2022	Total 2021
	£	£
Grants payable	500	41,760
	<u>500</u>	<u>41,760</u>
	<u><u>500</u></u>	<u><u>41,760</u></u>

9 Support costs

	2022	2021
	£	£
Accountancy fees	2,568	689
Trustee expenses	463	215
Payroll administration costs	2,181	2,192
Filming/ Promotional costs	4,483	-
Audit/Independent examination	6,500	2,400
	<u>16,195</u>	<u>5,496</u>
	<u><u>16,195</u></u>	<u><u>5,496</u></u>

Governance costs includes payments to the auditors of £6,500 for audit fees, 2021 (£2,400 for independent examination fees).

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the Community Action Network during the year.

During the year £222 (2021 - £215) of expenses were reimbursed to Trustees.

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
	18	13
	=====	=====
Employment costs	2022	2021
	£	£
Wages and salaries	561,723	372,242
Staff training costs	6,434	3,068
	-----	-----
	568,157	375,310
	=====	=====

Included in the above are social security costs of £40,873 (2021 - £25,802).

No employees received remuneration of greater than £60,000 in the current or previous year.

The full time equivalent of staff as at March 2022 was 18.

Total remuneration of key management personnel during the year was £105,987 (2021: £99,796) and employers pensions £4,716 (2021: £4,854). Pension contributions were paid to 30 (2021: 19) staff under a defined contribution scheme.

Volunteers

Our CAN Community Volunteers are at the heart of everything we do. Throughout 2021/2022, volunteer kindness enable us to go beyond what we ever thought possible. Our volunteers responds with true courage and compassion to be there for patients, families, communities and our NHS. CAN community Volunteers is the main support for vaccination programme as marshals. We also deploy them ad-hoc to help in one off emergency asks, for example when refugees arrived in Bournemouth our volunteers helped to sort clothes donations.

The volunteers contributed 72,304 hours for the vaccination programme alone during the year.

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

12 Debtors

	2022	2021
	£	£
Amounts falling due within one year:		
Trade debtors	46,136	50,371
Other debtors	-	141
Prepayments and accrued income	5,644	7,092
	<u>51,780</u>	<u>57,604</u>

13 Creditors: amounts falling due within one year

	2022	2021
	£	£
Other taxation and social security	27,057	-
Trade creditors	6,843	687
Other creditors	174	7,374
Accruals and deferred income	11,295	19,464
	<u>45,369</u>	<u>27,525</u>

Included within accruals and deferred income is £3,224 (2021 - £4,462) of funds held on behalf of other organisations.

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				Balance at 31 March 2022 £
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	
Voluntary Youth Project	182	-	(16)	-	166
Voluntary Sector Reps	7,536	-	(6,287)	-	1,249
Donation to local community groups	1,001	-	-	-	1,001
A Good Life	16,078	26,065	(42,143)	-	-
Poole Voluntary Service Fund	9,216	-	-	-	9,216
Asdan	40	-	-	-	40
Awards For All	445	5,000	(5,092)	-	353
Home First	21,485	-	(23,203)	1,718	-
Voluntary Youth Work	1,086	-	(1,086)	-	-
Yours Sincerely	543	6,400	(2,454)	-	4,489
Steps Forward	-	8,000	(13,339)	5,339	-
Trusted Voices	-	27,000	(27,000)	-	-
Volunteer Vaccination Champions	-	28,000	(23,355)	-	4,645
Dorset Wellbeing Hub	-	4,300,000	(2,706)	-	4,297,294
Young Volunteer Workshop	-	3,050	(1,729)	-	1,321
Bounce Back	-	49,874	(45,818)	-	4,056
	<u>57,612</u>	<u>4,453,389</u>	<u>(194,228)</u>	<u>7,057</u>	<u>4,323,830</u>

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

14 Restricted funds

(Continued)

Voluntary Youth Project

Grant funding to build the capacity of voluntary sector youth work organisations.

Voluntary Sector Reps

Grant funding to support advocacy and representations on a wide range of partnerships.

Donation to local community groups

This was funds received into CAN to be distributed to small charities/ community groups as specified by the owner.

A Good Life

It was our ambition to nurture and hand over this work for onward progression to a local charity. In December 2021, having worked closely with The Lottery, Prama Life took over the project. Both staff decided not to move with the project.

Poole Voluntary Service Funds

Funding for supporting specific Poole based projects.

Awards for All

Grant funding to support volunteers helping vulnerable people.

Home First

Funded by NHS Dorset CCG. A short project to focus on the role of VCS to enable community resilience and hospital discharge.

Voluntary Youth Work

Funding to develop the capacity of voluntary sector youth work organisations and youth volunteers across BCP.

Yours Sincerely

A Project supporting young pen pals corresponding with socially isolated and lonely older people.

Steps Forward Volunteering

Funded by ESFA. A short learning program focused on volunteering.

Trusted Voices

Funded by Public Health Dorset. A project to better cascade information about covid and vaccinations to communities that have been underserved by general public health communications.

Volunteer Vaccination Champions

Funded by NHS Dorset CCG. Volunteers in the community helping people make an informed vaccination choice and delivering training to professionals to better enable them to inform people they are working with.

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

14 Restricted funds

(Continued)

Bounce back

Funded by BCP Council. 9 month project to support financial viability of local charities and community group post covid.

Dorset Wellbeing Hub

Funded by NHS Dorset CCG. An innovative collaboration bringing together the local community, led by volunteer and community sector, working in partnership with our NHS and Council colleagues, to co-create firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. We are strategic partners with CCG and are holding funds as we work with them and other partners to develop an expression of interest to deliver the hubs further. A budget/spend has been agreed between CAN and the CCG to cover our initial costs.

Young Volunteer Workshop

Funded by BCP Council. Short piece of work to establish nature and eagerness of young people to volunteer.

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

15 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				Balance at 31 March 2022 £
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	
Org development	63,890	-	(25,652)	-	38,238
Project development	53,419	-	(1,554)	-	51,865
Volunteer coordinator	31,441	-	(9,705)	-	21,736
Training	-	856	(180)	-	676
Office Move	-	13,000	(9,383)	(3,617)	-
	<u>148,750</u>	<u>13,856</u>	<u>(46,474)</u>	<u>(3,617)</u>	<u>112,515</u>

Organisational Development

Funds from our reserves have been utilised to fund a Partnership Management role. Estimated expenditure date for this project is March 2023.

Project Development

Funds from reserves have been utilised to build capacity and contribute to improve productivity and sustainability of the organisation. Estimated expenditure date for this project is March 2023.

Volunteer coordinator

Funds from our reserves have been utilised to fund a Volunteer Coordinator role. Estimated expenditure date for this project is March 2023.

Training

Income received from training events to be utilised to fund training expenses. Estimated expenditure date for this project is March 2023.

Office Move 2021

Funds from Core have been utilised to facilitate the move to new office premises.

COMMUNITY ACTION NETWORK

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

16 Free Reserves Allocated 2022/23

Of the unrestricted reserves of the following has been allocated internally for the year ended 2023:

Funding Advisor £35,000
The role is fixed term role for 2 years.

Office Co-coordinator £53,126
The role is fixed term role for 2 years.

Salary Uplift £10,000
Staff salary review, should there need to be an increase in salary.

Social Media/Marketing £20,000
Commission a social media/marketing company to support us and the sector in better engaging and 'marketing' our work

Sustainability Fund £123,032
Free reserves to sustain CAN for 3 months while alternative support for VCS is put in place, should our CORE funding cease.

Contingency Fund £45,000
Cover in line with Reserves Policy for the long term sickness, maternity/paternity leave. Unexpected equipment and capital costs.

Core £135,959
To cover core expenses

CAN Wellbeing Collaborative £4,170
To cover the budget costs

NHS DHC Vaccination Programme £9,892
Volunteer travel and subsistence fund

17 Analysis of net assets between funds

	Unrestricted	Restricted	Total	Total
	£	£	2022	2021
			£	£
Fund balances at 31 March 2022 are represented by:				
Current assets/(liabilities)	614,776	4,323,830	4,938,606	486,285
	<u>614,776</u>	<u>4,323,830</u>	<u>4,938,606</u>	<u>486,285</u>
	<u>614,776</u>	<u>4,323,830</u>	<u>4,938,606</u>	<u>486,285</u>

COMMUNITY ACTION NETWORK**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)****FOR THE YEAR ENDED 31 MARCH 2022****18 Operating lease commitments**

At the reporting end date the Community Action Network had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022	2021
	£	£
Within one year	17,291	-
Between two and five years	34,582	-
	<u>51,873</u>	<u>-</u>

19 Related party transactions

There were no related party transactions during the year, other than those disclosed in the Trustees note.

20 Cash generated from operations

	2022	2021
	£	£
Surplus for the year	4,452,321	59,837
Movements in working capital:		
Decrease/(increase) in debtors	5,824	(46,468)
Increase in creditors	17,844	7,114
Cash generated from operations	<u>4,475,989</u>	<u>20,483</u>