



VOLUNTEER NOW
(COMPANY LIMITED BY GUARANTEE)
CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

Contents	Page
Reference and Administrative Details	1
Trustees' Report (including the Strategic Report)	2-11
Independent Audit Report	12-14
Statement of Financial Activities	15-16
Balance Sheet	17-18
Statement of Cash Flows	19
Notes to the Financial Statements	20-34

REFERENCE AND ADMINISTRATIVE DETAILS

Trustees

Dr Nick Acheson
Ian Baxter-Crawford (Appointed 1st October 2019)
Phillip Campbell
Helen Connolly (Appointed 1st October 2019)
Martin McCarthy (Appointed 1st October 2019)
Seamus McCorry
Elaine McCrory (Chairperson)
Phillip McDonagh
Marc Scott
Lucia Taylor
John Wilson

Company secretary and general manager

Denise Hayward

Registered office

Skainos Centre
239 Newtownards Road
Belfast
BT4 1AF

Solicitors

Edwards and Co
28 Hill Street
Belfast
BT1 2LA

Bank

Ulster Bank Limited
91-93 University Road
Belfast
BT7 7FW

Registered auditors

Harbinson Mulholland
Centrepoint
24 Ormeau Avenue
Belfast
BT2 8HS

Company number

NI 602399

Charity registration number

NIC 101309

TRUSTEES' REPORT (including the Directors Report) *(continued)*

Structure, governance and management

The trustees present their report and the financial statements for the year ended 31 March 2020. The trustees, who are also directors of Volunteer Now for the purposes of company law and who served during the year and up to the date of this report are set out on page 1.

Principal Activities and Results for the year

The principal activity of Volunteer Now is a regional to local infrastructure support organisation concerned with the promotion, support and development of volunteering. Net incoming resources for the charity amounted to £107,770 (2019: £36,108) and for the group £113,446 (2019: £45,680).

Reference and administrative details of the Charity, its Trustees and advisors

The organisation has a Board of Trustees/Directors of 11 with a maximum of 15 members allowed, 1 Chairperson appointed, 6 elected from the membership and 6 appointed and 2 co-options. The Board members are all Charity Trustees and Directors of the company. The following individuals were members of Board of Trustees/Directors of the organisation during 2019/20:

Dr Nick Acheson
Ian Baxter-Crawford (Appointed 1st October 2019)
Phillip Campbell
Helen Connolly (Appointed 1st October 2019)
Paul McCarroll (Resigned 1st October 2019)
Martin McCarthy (Appointed 1st October 2019)
Seamus McCorry
Elaine McCrory (Chairperson)
Phillip McDonagh
Marc Scott
Lucia Taylor
John Wilson
Marie Wright (Resigned 1st October 2019)

There were 37 staff employed by the organisation at the end of March 2020. The Chief Executive Officer is Denise Hayward and the Leadership Team is comprised of Sandra Adair, Ruth Mulholland, George Gillespie, Jane Gribben, Kelli Cleland and Lindsay Armstrong.

The organisation provides a role description for the members of the Board, with additional role descriptions for office bearers. Once members are elected or appointed to the Board, they are given an induction into the roles and responsibilities of Board Members; background about the organisation including missions, objectives, operational and financial management. They are provided with an information pack including copies of current strategic and operation plans, relevant policies and procedures, staff structures and current key issues. New Directors and staff members are provided with an induction into the role and responsibilities of the Board of Trustees; a skills audit of Trustees is also carried out.

A number of sub committees are in place within the Board. These include the Finance Committee, the Audit and Risk Committee, the Income Generation Committee and the Human Resources and Remuneration Committee. These committees all have clear terms of references and report regularly to the Board. The sub-committee structure affords Trustees an opportunity to engage actively in managing and monitoring the work of the organisation.

The Board of Trustees meet on a six-weekly basis and the members are fully engaged in strategic oversight of the organisation's work.

TRUSTEES' REPORT (including the Directors Report) *(continued)*

Related parties

Volunteer Now has one wholly owned subsidiary; Volunteer Now Enterprises Ltd. None of our trustees receive remuneration or other benefits from their work with the charity.

Risk management

The Board of Trustees has considered the major risks to which Volunteer Now is exposed and systems and procedures have been established to mitigate those risks. These systems have been substantially reviewed and updated during this financial year. A Risk Register is produced annually, and the risks, systems and procedures are reviewed on a 6-monthly basis. Trustees review the information in detail in the Audit and Risk Committee and this is then reported to the full board.

We continue to be mindful of the potential risk associated with Volunteer Now in relation to its membership of the TPT NI Charities Pension Scheme; a final salary scheme that was closed to new members in 2009. The scheme has accrued a deficit which to date has been managed through agreed monthly payments. The results of the most recent valuation in September 2016, for the scheme as a whole, show that between 2013 and 2016 the deficit reduced from £13.6M to £6.1M. In addition, a reduced term payment plan is now in place for 20 years from 1st April 2018 (previously 30 years).

The pension scheme's Trustees have put a revised payment plan in place from 1 April 2018. Volunteer Now's total payments (deficit plus expenses) from 1 April 2018 are £44,347 per annum. The new payment of £44,347 will remain flat (i.e non-increasing) over the recovery plan period of 20 years from 1 April 2018 (although the expenses element may be subject to inflationary increase in the future).

The next triennial valuation was carried out in September 2019. Initial results show that the deficit has reduced significantly, and the Pension Trustee has proposed that deficit recovery should take place at the same annual payment level but over a shorter 8 year period. This is currently the subject of negotiation with the Pension Trustee to achieve a slightly longer deficit recovery time period with a lower annual payment.

We are also mindful of the risks associated with the Covid19 pandemic and have updated our risk management system in this regard. We have reviewed the financial, operational, governance, regulatory and hazard risks and continue to keep our action plans and key steps under review as new detail about the virus and its impact emerge.

Objectives and Activities

Volunteer Now's vision, mission and objectives are set out in the three-year Strategic Plan 2017 to 2020. The new plan for 2020 - 2025 is now in place. The Strategic Plan informs the annual Operational Plan that sets out key objectives, activities and targets. The Operational Plan is monitored and reviewed on a six-monthly basis.

Our Vision

Building strong communities through volunteering.

Our Mission

Enabling people to offer their skills and time to build stronger, more active communities.

Values

Excellence and Creativity - We strive for excellence and creativity in all that we do recognising that each person's contribution is valuable.

Collaboration and Teamwork – We value working with others, building and maintaining effective partnerships.

Respect and Inclusion – We celebrate diversity and promote inclusion to build a culture based on due regard for others.

TRUSTEES' REPORT (including the Directors Report) *(continued)*

Beneficiaries and Safeguarding - We focus on the achievement of positive outcomes for everyone involved in volunteering and apply recognised safeguarding principles to our work.

Priorities and Outcomes 2021

Outcome 1: Improved community well-being and personal development through volunteering

Priorities and Actions

Promote volunteering in order to increase the number and diversity of volunteers

- Enable volunteering to be inclusive of groups, families and individuals.
- Provide a comprehensive digital recruitment resource.
- Increase the number and diversity of opportunities for people to volunteer.
- Develop youth volunteering and social action.
- Extend volunteering opportunities for under 16s.
- Support older people to volunteer
- Carry out a range of volunteering promotional events

Increase the understanding of and recognition for volunteering

- Provide and communicate a strategic understanding of volunteering in Northern Ireland and its links to the public policy context.
- Work with partners to recognise volunteering in both formal and informal settings.
- Provide evidence of the impact of volunteering for individuals and communities.
- Increase recognition for young peoples' volunteering

Offer high quality volunteering opportunities

- Effective recruitment and support of volunteers for Volunteer Now projects.
- Support event volunteering
- Support employer supported volunteering opportunities.

Outcome 2: Improved volunteering practice in organisations

Priorities and Actions

Develop and promote best practice in volunteer management to all volunteer involving organisations

- Develop and deliver high quality training and information based on recognised standards including the use of digital technology.
- Build recognition for the profession of Volunteer Management
- Support the measurement of the impact of volunteering for individuals and communities.
- Develop partnerships and collaborative working with relevant organisations

Develop and promote best practice in governance

- Provide good practice and support on governance
- Support the recruitment and development of Trustees

Develop and promote best practice in befriending

- Support the development of good practice in befriending.

Outcome 3: Improved safeguarding practice in organisations

Priority and Actions

Provide support and information on standards of practice for safeguarding vulnerable groups

TRUSTEES' REPORT (including the Directors Report) *(continued)*

Actions:

- Develop and provide training on good practice, policies and procedures for safeguarding vulnerable groups.
- Provision of Access NI Umbrella Service which allows groups to carry out their checks without registering directly with Access NI.
- Develop partnerships and collaborative working with relevant organisations

Outcome 4: Sustainable, well managed organisation (Volunteer Now)

Priorities and Actions

Ensure effective governance

- Robust governance arrangements in place
- Robust risk management in place.

Ensure effective use of resources

- Timely robust and transparent financial planning and monitoring.
- Income base that ensures effective delivery of services and development of appropriate level of unrestricted reserves.
- Effective recruitment and management of staff.
- Creative development of new services.
- Robust management and delivery of internal and external IT systems.
- Effective facilities Management.

Ensure effective capture and management of data

- Effective Data Management Processes
- Effective monitoring and evaluation of organisational outcomes

Public Benefit

The purpose of Volunteer Now is to advance citizenship and community development by promoting and supporting volunteering. Set out in this document is a statement of our achievement and performance in delivering this purpose and the benefit to our beneficiaries. Trustees have had due regard to the Charity Commission Guidance in relation to the Public Benefit in producing this report.

Achievements and performance

To demonstrate the value and impact of volunteering.

- Active engagement with 8 community planning partnerships.
- Volunteer Now produced an impact measurement report for volunteering in Health Trusts published in October 2019. The results show there are 2,066 volunteers involved in our Health Service, they are contributing 291,306 hours of their time per year. This is an example of the kind of feedback the report profiles about volunteers in the Health Service, "My volunteer driver picks me up each Wednesday and Friday to get to and from my day centre. As I live outside the catchment area the health service minibus does not pick me up. If I didn't have this service, I would not be able to attend. The daycentre is my lifeline and I am so appreciative of my volunteer driver or friend as I would rather call him, as without him my health and wellbeing and my mood would be at an all-time low. If the volunteer driver was taken away from me, I would just spend the rest of my life in bed as I would have nothing to get up for."
- 'Think piece' produced for Department of Communities in relation to volunteering policy across the UK and Republic of Ireland.

TRUSTEES' REPORT (including the Directors Report) *(continued)*

- Delivered the Volunteering for a New Decade conference looking at themes in volunteering in the coming years, 128 people attended.

To increase volunteer participation

- Ran the 2019 Volunteers' Week campaign providing a media PRAVE* = £367,672
- 89 Turn up and Try volunteering events were promoted.
- 43 events to promote volunteering were held in partnership with public bodies and local councils. "Great to have the opportunity to have a platform for our event to encourage volunteers! Thanks for all the support. It's been great."
- 107 events to promote volunteering were held with 100% satisfaction with Volunteer Now input.
- 26 organisations took part in Employer Supported Volunteering with over 542 volunteers involved directly. "All of our members thoroughly enjoyed the activity. We would welcome the opportunity to assist Volunteer Now with another activity"
- Over 5,135 young people were directly engaged with us through talks, information stands and workshops to promote volunteering.
- 30 programmes were delivered with groups of young people and in addition over 900 young people taking part in the NCS programme were supported to engage in youth social action.
- 36 volunteer recognition events were organised or supported by Volunteer Now throughout the year.
- 3,680 young people received recognition through the Millennium Volunteers Programme during the year.
- 729 volunteering opportunities were registered throughout the year to December 2019. We moved to a new *digital* platform and by the end of March 2020, 402 opportunities had been published on the new platform. Be Collective is an innovative and dynamic volunteer opportunity search and management platform originally from Australia. We are working one to one with organisations to support their creation of a group page with opportunities for promotion. LK Communications supported the team in February as we introduced the platform to our members and organisations throughout Northern Ireland.
- 235 new organisations were supported to register as placement organisations.
- 1,758 new volunteers registered.
- 8 social action projects were delivered involving 117 young people. These are youth led volunteering programmes and their chosen topics ranged from mental health, raising awareness of organisations in their area and issues specifically affecting young girls and women.
- Training delivered on youth social action, youth volunteering essentials, social media and Jump on Board with 75 participants. These were delivered to a range of volunteer involving organisations and young people.
- 20 Volunteer management health checks completed. "This was a very worthwhile exercise to prompt focus and take stock of how we are delivering outcomes for volunteers and developing a strategy and scheme of work to develop this further."

* Public Relations Advertising Value Equivalent

TRUSTEES' REPORT (including the Directors Report) (continued)

- 201 organisations were supported individually with volunteer management good practice. 100% positive impact amongst those who completed evaluations. "Nearly have full Volunteer Programme, without your help we would not be this far on. Feel more confident we have the most up to date procedures and policies. Know if we need advice we have someone to call on who has a lot of experience."

To enhance the volunteer experience and the impact of their involvement

- Publications have been reviewed and 12,867 downloads of information, 126,807 users during the year.
- 631,401 users of the DIY Committee Guide during this period.
- 38 safeguarding courses delivered to a total of 495 participants. Average satisfaction score for Keeping Children Safe courses was 4.9/5. Average satisfaction score for Keeping Adults Safe courses was 4.7/5. Post-delivery, 89% of participants said Keeping Children Safe courses would have a high impact on their work/work of their organisation. 10% said it would have a medium impact. Post-delivery, 72% of participants said they thought Keeping Adults Safe courses would have a high impact on their work/work of their organisation. 27% said it would have a medium impact. Participant comments included: Excellent training and excellent trainer / Fantastic course / Professional / Best delivered to date / Outstanding / The trainer kept the group engaged, on track and supported people who were needing further advice / Relatable training/.
- Belfast Trust and South Eastern Trust Keeping Children Safe initiatives supported: 128 Keeping Children Safe courses delivered to 2046 participants throughout the year.
- New safeguarding courses developed include Keeping Children Safe Refresher and Designated Officer Refresher.
- 886 Access NI checks completed.
- 20 Volunteer management health checks completed.
- Good Governance Award delivered in partnership with VSB Foundation and CO3.
- 4 Befriending Network meetings held. A range of best practice information was shared, which organisations use to inform and shape their own service.' It is very reassuring to have an organisation with such great experience in delivering a befriending project to liaise with & ask for advice.' B-Friend Hub. 20 organisations completed the feedback survey and 90% strongly agreed that the network provided an opportunity to network and share information. 100% of the organisations felt the network raised awareness of befriending and the organisations who provide it.
- 302 Befriending project support contacts made to support organisations with their befriending schemes.
- Events & Volunteering Toolkit promoted and 250 hard copies distributed, PDF also available. 2 World Host sessions delivered.
- Events team of over 1,000 volunteers supported. Events involved with during the year were: Balmoral Show, Visit Belfast Ambassador scheme, The Open and Lap The Lough. For example, 330 volunteers providing nearly 3000 hours across 8 days of The Open, feedback from volunteers involved showed: 98% felt the experience of being an Open Volunteer was well organised; 97% reported they were adequately supported throughout The 148th Open; 97% indicated their experience of The 148th Open was good; 97% agreed their experience of volunteering at The 148th Open met their expectations; 100% of volunteers agreed that the volunteer team played an important role in the overall visitor experience of The 148th Open.

TRUSTEES' REPORT (including the Directors Report) *(continued)*

To deliver high quality volunteer services that benefit the community

- 2,049 volunteer befriending hours and 663 volunteer driving hours with older people in Belfast. 'I was driven to Macular Clinic at Mater by (volunteers name), she was absolutely fantastic, so pleasant and kind. I was overwhelmed by her kindness, she helped me right into the building'. Client
- 6,007 volunteer driving hours in N Down and Ards with looked after children.
- 31 Older People's Forum meetings supported.
- 4 health and wellbeing sessions delivered to 60 older men. 97% of the men attending felt the information they received would have a high impact on their physical and mental health.
- 13 trips/social events took place involving 621 older people.
- 1 Men's Health Event held in Girdwood; 125 older men attended. 93% agreed that attending the event expanded their knowledge base of health services available.
- 50 older people took part in strictly ballroom classes. 100% of participants agreed that taking part in the Ballroom dancing project had a positive effect on their mental health.
- Safer Borrowing and Small Steps projects delivered with schools on behalf of the Department for Communities, Tackling Paramilitarism programme.

To be a Dynamic Sustainable Organisation

- Strategic planning process completed.
- Board skills audit completed.
- Good governance in place in Volunteer Now and Volunteer Now Enterprises.
- Risk management framework and monitoring process in place.
- Robust financial management and reporting system in place.
- Auditor and IT contract retendered and new providers in place.

Benefit to Beneficiaries

Volunteer Now's purpose relates to promoting and supporting volunteering. Our beneficiaries are members of the public, volunteers, volunteer involving organisations, service users e.g. within the driving and befriending schemes we run and employers. Any small private benefit which may accrue from our work is incidental such as a sense of wellbeing to those who volunteer.

Key Performance Indicators

The strategic plan 2017 – 2020 sets out the following Key Performance Indicators:

Increase in numbers of volunteers recruited by 10% over 2017 - 2020

- Baseline: 2,258 new volunteers were registered on the website in 2017/18
- 2018/19 – 2,136 new volunteers registered an increase of 94.5% on the baseline
- 2019/20 – 1,758 new volunteers registered an increase of 77.9% on the baseline

Satisfaction levels of stakeholders, organisations and volunteers

- Baseline: 88% satisfied or very satisfied with the services of Volunteer Now in 2017/18
- In 2018/19, 95.8% of respondents rated the service as good or very good.

TRUSTEES' REPORT (including the Directors Report) *(continued)*

- 2019/20 satisfaction survey not completed due to Covid 19.

Impact of volunteer involvement

- Impact of volunteering is being measured across Volunteer Now with different indicators for different projects E.g. 95% Of all participants attending the older people's trips organised by Volunteer Now felt they had a high impact on maintaining positive mental health. CEO of Tourism NI "The involvement of volunteers (in the Open), was in my estimation the biggest single factor in the enjoyment of the experience and the positive messaging about Northern Ireland."

Volunteers

Over 151 volunteers are directly involved in the organisation providing community services such as face to face befriending, telephone befriending, transport services, shopping support for older people and as Advisory Committee members for a range of projects. The contribution of such individuals is invaluable to the delivery of front line support to older people, people who are isolated and young people, particularly those in care. It also provides an opportunity for older volunteers to support their peer group and to act as ambassadors encouraging other older people to get involved in volunteering. Volunteer Now also has a very active team of events volunteers of approximately 1,000 people.

Challenges faced

The organisation has relocated its Belfast office and opened a new office in Antrim during this year. We have also invested substantially in Information Technology to enable staff to engage in agile working. This investment supported the organisation in the move to home working due to the Covid 19 lockdown.

We launched a new volunteer matching platform this year which provides a major challenge in training and supporting the organisations we work with the use the new system. Work on this will continue in 20/21.

The Board and Leadership Team have continued to take a prudent approach to build resilience in the organisation and have developed a new reserves policy. This is in order to help manage the pension deficit which provides an ongoing challenge for the organisation.

We have continued to face challenges in changing patterns of engaging with training and a move away from programmed training and a greater emphasis on tailored training for groups from a single organisation. This requires greater flexibility around the delivery times and venues. We also saw challenges towards the end of the year due to the lockdown in being able to deliver training at all and have been working hard to move training online.

We have continued to work in partnership with a wide range of organisations including Libraries NI, many Councils and Health and Social Care Trusts, Stranmillis College, University of Ulster and Sport NI. We have over 1,100 members and we continue to engage with them through the provision of information and training in line with feedback and trends within volunteering, safeguarding and governance.

Financial review

At the end of the year Volunteer Now (the parent charity) indicated an unrestricted fund surplus of £77,651 (before recognition of pension adjustments and transfers) and a restricted funds surplus of £10,138 giving an overall surplus of £87,790 before pension adjustments. A £19,980 gain on revaluation of the charity's defined benefit scheme was recognised resulting in an overall reported surplus of £107,770. This surplus improved the overall deficit figure to £212,973 after the pension liability of £415,196 is taken into account. Fund balances brought forward were £320,742 in deficit therefore fund balances at 31 March 2020 were £212,973 in deficit. The overall consolidated deficit at 31 March 2020 was £183,357 (2019: £296,803). The Trustees believe the charity is a going concern.

TRUSTEES' REPORT (including the Directors Report) (continued)

Principal Funding sources

Aside from the income generated by Volunteer Now through their services, the principal funding sources for Volunteer Now is currently by the way of grant and contract income.

Reserves policy

Volunteer Now is a member of the NI Charities Pension Fund. This fund is in a deficit position and Volunteer Now is currently showing a deficit position regarding the pension fund in our accounts on 31 March 2020. The reserves policy for the organisation needs to be seen in the context of this deficit
Our reserves position (excluding pension deficit):

	2020	2019	% Increase / (Decrease)
Income	£1,441,100	£1,312,437	10%
Annual Operating Expenditure	£1,353,311	£1,255,192	8%
Unrestricted Funds (excluding pension deficit)	£265,724	£211,326	26%
Restricted/Designated Funds surplus/(deficit)	£10,071	(£68)	14,910%
Total funds pre-pension deficit	£275,795	£211,258	
Pension Deficit	(£488,768)	(£532,000)	(8%)
Total Funds ¹ (including pension deficit)	(£212,973)	(£320,742)	(34%)
Ratio of Reserves ² (exc. pension deficit) to Annual Operating Expenditure ³	20.38%	16.83%	n/a

We aspire to maintain our general reserves at a level which is at least equivalent to 6 months' salary costs plus 3 months' running costs and we plan to move towards this target over the next few years. Currently the target figure, excluding pension deficit is: £511,889. These reserves will allow the organisation to protect its sustainability and the services it provides to its beneficiaries. These reserves will provide a contingency fund for:

- supporting cash flow
- Redundancy payments for project coming to an end.
- Short term pension deficit repayments

Plans for future periods

This will be the first year of the implementation of our new strategic plan, delivering on the following outcomes:

- Outcome 1: Improved community well-being and personal development through volunteering**
- Outcome 2: Improved volunteering practice in organisations**
- Outcome 3: Improved safeguarding practice in organisations**
- Outcome 4: Sustainable, well managed organisation (Volunteer Now)**

We will continue to develop use of the Be Collective volunteer matching platform and will be providing training and support to groups to use it during this year.

We continue to take part in a national review of the Investing in Volunteers Standard which has been delayed due to COVID-19 but which we now hope will be completed by January 2021.

We plan to develop further on-line training across the range of our courses for volunteer management, governance and safeguarding.

¹ Total funds include unrestricted, restricted, designated and endowment funds.

² Unrestricted Funds excluding pension deficit

³ Charitable Activities and Other Operating and Administration Expenses.

TRUSTEES' REPORT (including the Directors Report) *(continued)*

We continue to strive to make Volunteer Now a resilient, partnership driven organisation which can deliver for beneficiaries and members in the future.

This year a significant focus will be the provision of safe services and support for the sector to involve volunteers against the backdrop of COVID-19.

Trustees' responsibilities statement

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees' Report and 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 year which give a true and fair view of the state of affairs of the group and charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. In preparing the 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;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

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

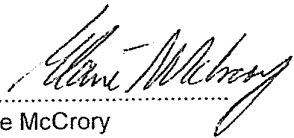
Disclosures of information to auditors

In so far as the trustees are aware at the time of approving our Trustees' Report:

- there is no relevant information, being information needed by the auditor in connection with preparing their report, of which the group's auditor is unaware, and
- the trustees, having made enquiries of fellow directors and the group's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees' Annual Report was approved by the trustees on 5/10/20.

By order of the trustees


Elaine McCrory
Chairperson

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF VOLUNTEER NOW

Opinion

We have audited the consolidated financial statements of Volunteer Now for the year ended 31 March 2020 which comprise the Consolidated Statement of Financial Activities (including Income and Expenditure Account), the parent charitable company Statement of Financial Activities (including Income and Expenditure Account), the Consolidated Balance Sheet, the parent charitable company Balance Sheet, the Consolidated Statement of Cash Flows and the related notes. These financial statements have been prepared under the accounting policies set out therein.

In our opinion the financial statements:

- give a true and fair view of the state of the group and the parent charitable company's affairs as at 31 March 2020 and of its surplus 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 charitable company 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group and charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorized for issue.

Emphasis of matter

In forming our opinion on the financial statements, which is not modified, we have considered the adequacy of the disclosure made in note 24 to the financial statements concerning the company's ability to continue as a going concern. As at 31 March 2020, the group had net liabilities of £183,358 due to the pension scheme deficit. This condition, along with the matters explained in note 24 to the financial statements, indicate the existence of material uncertainty, however the trustees believe the uncertainties are not such as to cast significant doubt about the group's ability to continue as a going concern. The financial statements do not include the adjustments that would result if the company was unable to continue as a going concern.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF VOLUNTEER NOW (CONT'D)

Other information

The directors are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. 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.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- 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 company and its environment obtained in the course of the audit, we have not identified any material misstatements in the directors' report.

We have nothing to report in respect of the following matters where 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 directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the group'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 group or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF VOLUNTEER NOW (CONT'D)

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.

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.

This report is made solely to the charitable group'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 group'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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Angela Craigan

**Angela Craigan (Senior Statutory Auditor)
for and on behalf of Harbinson Mulholland
Chartered Accountants
Statutory Auditors**

Centrepoint
24 Ormeau Avenue
Belfast
Co. Antrim
Northern Ireland
BT2 8H

13/10/20

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2020

Notes	2020			2019			
	Unrestricted Funds £	Restricted Funds £	Total £	Unrestricted Funds £	Restricted Funds £	Total £	
Income and endowments from:							
Donations and legacies	5	848	170	1,018	20,808	-	20,808
Charitable activities	5	165,732	1,204,126	1,369,858	67,772	1,189,433	1,257,205
Other trading activities	5	260,252	-	260,252	237,742	-	237,742
Investment income	5	265	-	265	101	-	101
Total		427,097	1,204,296	1,631,393	326,423	1,189,433	1,515,856
Expenditure on:							
Charitable activities	6	125,349	1,194,157	1,319,506	62,080	1,186,266	1,246,101
Cost of raising funds:							
Other trading activities		218,421	-	218,421	200,693	-	202,938
Total expenditure		343,770	1,194,157	1,537,927	262,773	1,186,266	1,449,039
Actuarial gains/(losses) on defined benefit pension schemes	7	19,980	-	19,980	(21,137)	-	(21,137)
Net movement in funds		103,307	10,139	113,446	42,513	3,167	45,680
Gross transfers between funds		-	-	-	-	-	-
Total funds brought forward		(296,735)	(68)	(296,803)	(339,248)	(3,235)	(342,483)
Total funds carried forward		(193,428)	10,071	(183,357)	(296,735)	(68)	(296,803)

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.

The notes on pages 20 to 34 form part of these accounts.

**STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE ACCOUNT)
OF THE CHARITY ALONE**
FOR THE YEAR ENDED 31 MARCH 2020

Notes	2020			2019		
	Unrestricted Funds £	Restricted Funds £	Total £	Unrestricted Funds £	Restricted Funds £	Total £
Income and endowments from:						
Donations and legacies	10,848	170	11,018	20,808	-	20,808
Charitable activities	165,732	1,204,126	1,369,858	67,772	1,189,433	1,257,205
Other trading activities	59,959	-	59,959	34,323	-	34,323
Investment income	265	-	265	101	-	101
Total	236,804	1,204,296	1,441,100	123,004	1,189,433	1,312,437
Expenditure on:						
Charitable activities	125,349	1,194,157	1,319,506	59,835	1,186,266	1,246,101
Cost of raising funds:						
Other trading activities	33,805	-	33,805	9,091	-	9,091
Total expenditure	159,154	1,194,157	1,353,311	68,926	1,186,266	1,255,192
Actuarial gains/(losses) on defined benefit pension schemes	19,980	-	19,980	(21,137)	-	(21,137)
Net movement in funds	97,630	10,139	107,770	32,941	3,167	36,108
Gross transfers between funds	-	-	-	-	-	-
Total funds brought forward	(320,674)	(68)	(320,742)	(353,615)	(3,235)	(356,850)
Total funds carried forward	(223,044)	10,071	(212,973)	(320,674)	(68)	(320,742)

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.

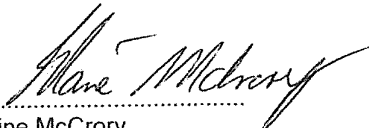
The notes on pages 20 to 34 form part of these accounts.

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2020

	Notes	2020	2019
		£	£
Fixed assets			
Tangible assets	12	1,030	733
Current assets			
Debtors	13	245,370	238,278
Cash at bank and in hand		263,208	175,359
		508,578	413,637
Creditors: amounts falling due one year	14	(237,769)	(211,234)
Net current assets		270,809	202,403
Total assets less current liabilities		271,839	203,136
Creditors : amounts falling due after more than one year	15	(455,196)	(499,939)
Net assets/(liabilities)		(183,357)	(296,803)
Funds			
Restricted funds	17	10,071	(68)
Unrestricted funds	18	(193,428)	(296,735)
Total funds		(183,357)	(296,803)

The financial statements on pages 15 to 34 were approved and authorised for issue by the trustees on

5/10/20 and were signed on their behalf by



Elaine McCrory
Chairperson

Company registration number: NI602399


The notes on pages 20 to 34 form part of these accounts.

CHARITY BALANCE SHEET
AS AT 31 MARCH 2020

	Notes	2020 £	2019 £
Fixed assets			
Tangible assets	12	1,030	733
Investments		1	1
Current assets			
Debtors	13	231,847	235,209
Cash at bank and in hand		181,754	127,994
		413,601	363,203
Creditors: amounts falling due one year	14	(172,410)	(184,739)
Net current assets		241,192	178,464
Total assets less current liabilities		242,223	179,197
Creditors : amounts falling due after more than one year	15	(455,196)	(499,939)
Net assets/(liabilities)		(212,973)	(320,742)
Funds			
Unrestricted funds	18	10,071	(68)
Restricted funds	17	(223,044)	(320,674)
Total funds		(212,973)	(320,742)

The financial statements on pages 15 to 34 were approved and authorised for issue by the trustees on

5/10/20 and were signed on their behalf by



Elaine McCrory
Chairperson

Company registration number: NI602399

The notes on pages 20 to 34 form part of these accounts.

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2019

		2020		2019	
	Notes	£	£	£	£
Cash flows from operating activities					
Cash generated from operations	26		78,727		109,504
Investing activities					
Purchase of tangible fixed assets		(803)		-	
Proceeds from sale of other investments		19,980		(21,137)	
Interest paid		(10,320)		(10,289)	
Interest received		265		101	
Net cash (used in)/generated from investing activities			9,122		(31,325)
Net increase/(decrease) in cash and cash equivalents			87,849		78,179
Cash and cash equivalents of beginning of year			175,359		97,180
Cash and cash equivalents at end of year			263,208		175,359
Relating to:					
Bank balances and short term deposits			263,208		175,359

NOTES TO THE FINANCIAL STATEMENTS

1 Nature of organisation

The Charity is a private company limited by guarantee, registered in Northern Ireland and a registered charity in Northern Ireland. The registered office is The Skainos Centre, 239 Newtownards Road, Belfast, Northern Ireland, BT4 1AF. The subsidiary is a company limited by shares.

Volunteer Now is a company limited by guarantee and accordingly does not have a share capital. Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

2 Accounting policies

Basis of accounting

These financial statements have been prepared in accordance with the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102)" (as amended for accounting periods commencing from 1 January 2016). The principal accounting policies, judgments and key sources of estimation uncertainty are set out below.

The trustees consider that these accounting policies are suitable, have been consistently applied and are supported by reasonable and prudent judgment and estimates.

Volunteer Now meets the definition of a public benefit entity under FRS 102. The financial statements are prepared in accordance with the historical cost convention.

The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in these financial statements are rounded to the nearest £.

Group financial statements

These financial statements consolidate the results of the Charity and its wholly owned subsidiary Volunteer Now Enterprises Limited on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Accounts for the Charity alone has been presented on page 16.

All financial statements are made up to 31 March 2020. Where necessary, adjustments are made to the financial statements of subsidiaries to bring the accounting policies used into line with those used by other members of the group.

All intra-group transactions, balances and unrealised gains on transactions between group companies are eliminated on consolidation. Unrealised losses are also eliminated unless the transaction provides evidence of an impairment of the asset transferred.

Preparation of the accounts on a going concern basis

The financial statements have been prepared on a going concern basis which assumes that the charity will continue in operational existence for the foreseeable future. The group had net liabilities of £183,358 as at 31 March 2020 due to the defined benefit pension scheme liability. Further consideration of the accounts being prepared on a going concern basis is included in note 24 on page 33 of the accounts.

NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

2 Accounting policies, (Cont'd)

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable, and its amount can be measured reliably.
- Legacy income is recognised when receipt is probable, and entitlement is established.
- Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimates resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- Expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- Expenditure on charitable activities includes all costs incurred by the charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. The cost of fixed assets is their purchase cost, together with any incidental costs of acquisition, net of any VAT recoverable.

Depreciation is calculated so as to write off the cost of tangible fixed assets, less their estimated residual values, over the expected useful economic lives of the assets concerned. The principal annual rates used for this purpose are:

Equipment	- 33% per annum straight line
Fixtures, fittings	- 25% per annum straight line

NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

2 Accounting policies, (Cont'd)

Impairment of fixed assets

At each reporting end date, the group and the parent charitable company review the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any). Where it is not possible to estimate the recoverable amount of an individual asset, the group and the parent charitable company estimate the recoverable amount of the cash-generating unit to which the asset belongs.

Intangible assets with indefinite useful lives and intangible assets not yet available for use are tested for impairment annually, and whenever there is an indication that the asset may be impaired.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset (or cash-generating unit) is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset (or cash-generating unit) prior years. A reversal of an impairment loss is recognised immediately in profit or loss, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

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.

Defined contribution plans

Contributions to defined contributions plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Financial assets

The group and the parent charitable company have 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.

Financial assets are recognised in the group's and the parent charitable company's statement of financial position when the group and the parent charitable company become party to the contractual provisions of the instrument.

Financial assets are classified into specified categories. The classification depends on the nature and purpose of the financial assets and is determined at the time of recognition.

Basic financial assets, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method, unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Other financial assets classified as fair value through profit or loss are measured at fair value.

NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

2 Accounting policies (Cont'd)

Loans and receivables

Trade debtors, loans and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as 'loans and receivables'. Loans and receivables are measured at amortised cost using the effective interest method, less any impairment.

Interest is recognised by applying the effective interest rate, except for short-term receivables when the recognition of interest would be immaterial. The effective interest method is a method of calculating the amortised cost of a debt instrument and of allocating the interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the debt instrument to the net carrying amount on initial recognition.

Impairment of financial assets

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting end date.

Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. The impairment loss is recognised in profit or loss.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire, or when it transfers the financial asset and substantially all the risks and rewards of ownership to another entity.

Financial liabilities

Basic financial liabilities are initially measured at transaction price, unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Other financial liabilities classified as fair value through profit or loss are measured at fair value.

Other financial liabilities

Other financial liabilities, are initially measured at fair value, net of transaction costs. They are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis.

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial liability to the net carrying amount on initial recognition.

Derecognition of financial liabilities

Financial liabilities are derecognised when, and only when, the group's and parent charitable company's obligations are discharged, cancelled, or they expire.

Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are recognised as part of the cost of stock or fixed assets. 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 group and parent charitable company are demonstrably committed to terminate the employment of an employee or to provide termination benefits.

NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

2 Accounting policies (Cont'd)

Taxation

As a registered charity, Volunteer Now is not liable to either Income Tax or Corporation Tax.

Fund accounting

The Charity has two types of funds for which it is responsible, and which require separate disclosure. Definitions of the funds are as follows:

(a) Restricted funds

Grants, donations and other income received which are earmarked by the funder or donor for specific purposes. Such purposes are within the overall aims of the Charity.

(b) Unrestricted funds

Funds which are expendable at the discretion of the trustees, for the general purposes of the Charity. In addition, funds may be held in order to finance capital investments and working capital.

3 Critical accounting estimates and judgements

In the application of the group's and parent charitable company'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, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods

Key sources of estimation uncertainty

Going concern

The trustees have prepared budgets and cash flows for a period of at least twelve months from the date of the approval of the financial statements. As explained more fully in Note 24 there is a material uncertainty regarding the group's and parent charitable company's ability to meet its liabilities as they fall due, and to continue as a going concern. The charity maintains a good level of liquidity and is meeting its longer-term pension obligations on agreed terms. Having considered the circumstances, the trustees consider it appropriate to prepare the financial statements on a going concern basis. Accordingly, these financial statements do not include any adjustments to the carrying amounts and classification of assets and liabilities that may arise if the group and parent charitable company are unable to continue as a going concern.

Tangible fixed assets

Tangible assets are depreciated over their useful lives taking into account residual values where appropriate. The actual lives of the assets are assessed annually and may vary depending on a number of factors. In reassessing asset lives factors such as maintenance programmes are taken into account. Residual value assessments consider issues such as the remaining live of the asset and the estimated value in use.

NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

4 Financial performance of the Charity

The consolidated statement of financial activities includes the results of the Charity's wholly owned subsidiary which operates the arts facility. The financial performance of the Charity alone is shown on page 16.

5 Income and endowments

	2020			2019		
	Unrestricted Funds £	Restricted Funds £	Total £	Unrestricted Funds £	Restricted Funds £	Total £
Donations and legacies						
Donations	848	170	1,018	20,808	-	20,808
Charitable Activities						
Workforce Development	-	2,000	2,000	-	-	-
EA – Thematic Infrastructure	-	144,651	144,651	-	60,653	60,653
Ulster Garden Villages	-	-	-	-	-	-
EA – Millennium Volunteers	-	-	-	-	88,000	88,000
DfC – Volunteering Infra. Sup. project	-	355,473	355,473	-	358,427	358,427
DoH – Our Duty of Care	-	99,391	99,391	-	98,777	98,777
Step up to Serve	-	6,000	6,000	-	6,000	6,000
Belfast Trust	-	174,569	174,569	-	174,069	174,069
Service Income	-	-	-	-	12,046	12,046
SEHSCT- Transport Scheme Ards	-	48,960	48,960	-	48,000	48,000
SEHSCT- Service Income	-	54,396	54,396	-	56,108	56,108
HSC- Safeguarding	-	49,771	49,770	-	48,794	48,794
NI Tourist Board	-	40,000	40,000	-	45,500	45,500
Public Health Authority	-	17,928	17,928	-	17,391	17,391
VSB Foundation	-	-	-	-	11,525	11,525
Be Collective	-	59,690	59,690	-	-	-
National Citizen's Service	-	29,990	-	-	31,880	31,880
DfC – Small Steps	-	14,153	14,153	-	23,055	23,055
Dunhill Medical – Social Prescribing	-	-	-	-	44,383	44,383
The Open	-	52,343	52,343	-	3,746	3,746
Education Authority – TBUC	-	5,489	5,489	-	7,013	7,013
McCall Foundation	-	-	-	-	5,562	5,562
Helpforce	-	29,250	29,250	-	25,000	25,000
BCT	-	8,972	8,972	-	6,028	6,028
Good Relations	-	11,100	11,100	-	17,476	17,476
Other income from charitable activities	165,732	-	165,732	67,772	-	67,772
Charitable activities total	165,732	1,204,126	1,369,858	67,772	1,189,433	1,257,205
Investments						
Interest receivable	265	-	265	101	-	101
Other trading activities						
Rental Income	7,890	-	7,890	11,579	-	11,579
Room Hire Income	6,253	-	6,253	9,877	-	9,877
Tailored Training Income	11,354	-	11,354	7,618	-	7,618
Service Income	28,051	-	28,051	2,810	-	2,810
Resource Service Income	6,411	-	6,411	2,439	-	2,439
Income from trading sub.	200,292	-	200,292	203,419	-	203,419
Other trading activities total	260,252	-	260,252	237,742	-	237,742
Grand total	427,097	1,204,296	1,631,393	326,423	1,189,433	1,515,856