



volunteer centre

Ionad d'Obair Dheonach Corcaigh

CORK

ANNUAL REPORT 2020

(1st January 2020 to 31st December 2020)



Rialtas na hÉireann
Government of Ireland

Cork Volunteer Centre CLG
13 North Main Street
Cork
T12Y6W0

Phone: 021-4251572
Email: info@volunteercork.ie
Registered Charity Number (RCN): 20078195
Charity Number (CHY): 19850

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Cork Volunteer Bureau (as it was then known) began their initial recruitment and placement service in 2003 which was run by volunteers. In 2005, funding was secured from the Department of Community, Rural and Gaeltacht Affairs which allowed for two-part time workers. In November 2005 Cork Volunteer Centre registered as a company limited by guarantee with a board of Directors. Cork Volunteer Centre is one of 21 volunteer centres nationwide. It is funded by the Department of Rural and Community Development. Currently located at 13 North Main Street, Cork Volunteer Centre is staffed by a dedicated team of employees and volunteers. When a member of the public enters the building, the first person they encounter is one of our dedicated team of reception volunteers. We feel that the best way to first learn about the benefits of volunteering is from someone engaged in this process themselves. Our reception volunteers explain how I-Vol works; provide assistance with registration; and offer and schedule face to face appointments with our Placement Officers.

Cork Volunteer Centre was set up to promote the benefits of volunteering the inhabitants of the Cork City and Cork County Area. This aim is achieved in association with relevant statutory and voluntary authorities. Furthermore, Cork Volunteer Centre was established to provide support, training and advice which advances the effectiveness of organisations involving volunteers to promote charitable activities on behalf of the communities across Cork City and County.



Volunteers

We offer volunteers the following services;

- The opportunity to meet a member of staff to discuss volunteering opportunities that are meaningful for them.
- Access to an extensive database of volunteering opportunities available across Cork City and County.
- Information on the how, why and where of volunteering.
- Ongoing support and information through regular contact.

Thank you again, It was really nice to see you and rest of the team. CVC is absolutely great place to be, even remotely...Thank you for organizing this very uplifting meet up.

- Malgozata

'Just wanted to say to your organisation thank you so much for all the support in the last number of months. We really enjoy being part of the Network and you have done so well in attracting volunteers to our organisation. Thank you for giving us the opportunity to raise awareness around volunteering with the creation of videos for our volunteers and also in creating a space to formally thank them through the volunteer recognition awards. Great work, thanks for everything we look forward to your continued support.'

Miriam Nyhan, CDYS Mallow

Organisations

We offer Volunteer Involving Organisations the following services;

- A free volunteer referral service.
- Guidance and support in developing volunteer roles
- The ability to advertise volunteer opportunities on our database
- Access to an extensive pool of volunteers across Cork City and County and nationwide through I-Vol.
- Training, guidance and support on all aspects of best practice in volunteer recruitment, retention, support and management.
- Networking opportunities for volunteer managers
- Advice and support on volunteer policy
Garda vetting services

According to our registered Volunteers and Volunteer-Involving Organisations our work has a significant impact on them and the community and it is very important that they have the support we offer.

88%

of Volunteers stated they are satisfied or very satisfied with Cork Volunteer Centre's services.

94%

of volunteers would recommend Cork Volunteer Centre to others.

85%

of organisations stated that they were satisfied or very satisfied with our service.

96%

of volunteers stated that Cork Volunteer Centre staff are welcoming and professional.

95%

of organisations stated that Cork Volunteer Centre followed up with them in reasonable time.

85%

Stated that their engagement with Cork Volunteer Centre increased or significantly increased their ability to retain volunteers.





On behalf of myself and the Board of Management of Cork Volunteer Centre, I am delighted to present our 2020 Annual Report.

Cork Volunteer Centre offers support and guidance to individuals and volunteer involving organisations to attain their individual goals, while also contributing to their local community and indeed, wider society.

2020 was a year no one could have predicted to unfold as it did. Our year began with great excitement and anticipation of the year to come. This was quickly overtaken by our need to respond to the COVID-19 pandemic - to protect our staff and to ensure a continuity of service to the volunteers and organisations we serve.

However, through the bleakness, a huge swell of community spirit emerged. In a matter of mere weeks, the people of Cork responded in their thousands by contacting us and registering to volunteer. People wanted to help their community in spite of the dangers. A true measure of our society, I am sure you will agree.

Cork Volunteer Centre responded quickly and, thanks to ongoing investment in our IT infrastructure, managed an immediate switch online. We continued our work supporting over 600 organisations and thousands of volunteers. Although protecting our staff was a key priority for the Board, the staff themselves responded to the pandemic by adapting immediately and meeting the needs of the volunteers and volunteer involving organisations we support. We were grateful for, and we commend our staff for their dedication through the year. It was not as easy as you all made it look.

2020 also saw the transition of our Cork Volunteer Awards to an online platform. Its impact was not lessened though. We had a fantastic Awards day, filled with amazing nominees and insights into fantastic volunteer involving organisations. It was an enjoyable event which we look forward to returning to in a face-to-face capacity next year.

Cork Volunteer Centre has always placed its emphasis on the contributions of volunteers in many organisations but of course, for us, it starts in our own organisation. A very special thank you is extended to the volunteers of Cork Volunteer Centre. Whether your contribution is on the Board or in the office, your gift of your time and skills helps to make us what we are. We remain eternally grateful for your input.

A special thank you must also be paid to Gwen Healy, our former Company Secretary, who stepped down this year. We are very thankful for Gwens contribution and wish her the best.

As 2020 draws to a close we look forward to a brighter future. We move into that future acutely aware of how the people of Cork can, and do, respond in times of need. We are truly humbled to be part of this community.

Christopher O'Brien
Chairperson



No doubt 2020 will be recorded as one of the most challenging years for many sectors, and the community and voluntary sector is no different. The series of lockdowns which commenced in March resulted in many volunteer programmes closing down completely. The ability to fundraise and generate income was significantly impacted upon for many groups. Cork Volunteer Centre was no different. While we were extremely fortunate to retain our core funding for the year, and receive an additional grant in response to Covid-19 from the Department of Rural and Community Development, our income from garda vetting services was severely impacted. Our garda vetting income was down 58% from 2019. However, as the pandemic rumbled on, we moved very quickly to deliver training online and our income from training in 2020 increased by 163% this year. The year ended with a reserve of €38,417.

I expect that coming years will pose significant financial challenges for Cork Volunteer Centre. There is huge uncertainty in relation to funding going forward. This is a sector wide issue that needs to be addressed by the implementation of the National Volunteering Strategy and a commitment to multi-annual funding at sustainable levels. Our reliance on generated income leaves us in a very precarious position.

Again and again, we were left in a position of explaining who we are and what we do. Much more work needs to be done to raise awareness of the Volunteer Centre Networks activities to both the community and voluntary sector and to the public generally. This could be solved with a national campaign which will hopefully be implemented as part of the National Volunteering Strategy.

A more coordinated approach from central Government in terms of messaging would be something worth looking at in the future. The national campaign encouraging people to volunteer in response to Covid-19 resulted in a mismatch between volunteer registrations and volunteer roles.

While membership of the Community Response Fora was extremely beneficial, it was challenging to deal with both City and County Councils at the same time. Given the geography and the population of Cork it would be beneficial to have one VC for each local authority area (similar to the PPN model).

On the other hand, Covid-19 presented opportunities and highlighted many positives in 2020 for Cork Volunteer Centre. The importance of being a member of a Network must be highlighted. The sharing of information resources, and the insights and support from other Volunteer Centres and Volunteer Ireland were invaluable throughout the year.

Working remotely, while challenging at times for morale, also gave staff more family time and reduced our carbon footprint. More flexible working arrangements will be considered for the future. Participation in the Community Response Forum raised our profile with relevant stakeholders in the City and County, and with many volunteer involving organisations who may not have been aware of us or the services we provide. These relationships will be good building blocks for future collaborations.

Technology is a powerful tool and we have used it to deliver training, host team and network meetings and find creative solutions to go forward. There is an appetite and demand for delivery of online activities beyond Covid-19 and we will continue to knit these into our operational plans for years to come. The highlight of the year was delivering Cork Volunteer Awards virtually in October. We were extremely proud to have Minister Joe O'Brien open our ceremony and announce our overall winner.

During this period, it was crucial to continue to deliver our 'normal' supports to volunteer involving organisations that were delivering vital services at this time. Increasingly, our work is evolving into a local support organisation (and all that this entails) for volunteer involving organisations, rather than simply a volunteer recruitment service. We are looking at creative ways to deliver these supports going forward. We are also increasingly getting involved in the direct management of volunteers, for example within our CRiTiCall Cork project, and we are looking forward to getting more involved with this aspect of work through the development of the Community Volunteers programme nationally.

Finally, on a personal note, I would like to say that our team of staff and volunteers have proved themselves to be extremely resourceful and resilient. I am extremely proud of each of them. Furthermore, the support and guidance we have received from our charity trustees at this time has been much appreciated.

Julie Connelly

Manager

Cork Volunteer Centre

Structure

Cork Volunteer Centre is both a registered charity and a company limited by guarantee. We are governed by a volunteer board of directors/charity trustees. The Board comprises five representatives. Currently, additional members are being sought to increase diversity in skills and expertise. Our charity trustees oversee the work of Cork Volunteer Centre. They provide checks and balances; approve expenditure; budget for the year; and the operational plan for the year.

Charity Trustees

Chairperson: Christopher O'Brien



Christopher O'Brien has 10 years' experience in the voluntary sector in people management and training roles at multiple levels. He brings to the board expertise in recruitment and retention of staff and volunteers, with background in organisational psychology, specialising in engagement, well-being and coaching.

Secretary Sinead Conroy



Sinéad Conroy has worked with SECAD, a local development company, since 2007 and has 22 years' experience working in the community development sector. She works primarily with community and voluntary groups as well as individuals on low incomes looking to enter employment or explore self-employment.

Vice Chairperson: Jim O'Donovan



Jim O'Donovan has retired as Director of Services at Cork City Council, where he worked for 43 years, in the areas of environment, recreation, planning, community, arts and general administration. He brings to the board skills and expertise of local government, business strategy, sustainability, strategic planning and change management.

Treasurer: Chris O'Leary



Chris O'Leary has over 30 years of experience as a volunteer activist and has been involved in community affairs across Cork, addressing issues of anti-poverty and community development.



Director: Aileen O' Driscoll

Specialising in building team effectiveness, team leadership and creative group decision making, Aileen has developed and delivered leadership training to major pharmaceutical & medical device multinationals, community workers and unemployed job seekers.



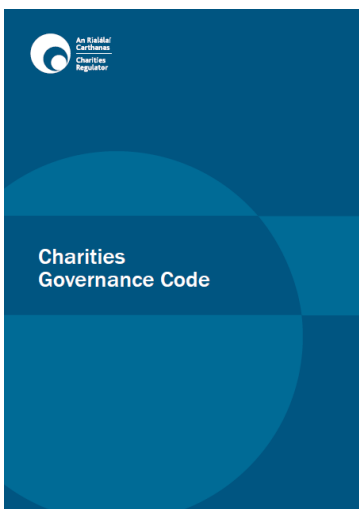
Director: Gwen O'Donovan

Gwen Healy is employed as Community Employment (CE) Childcare Training and Recruitment Supervisor with Mahon Community Development Project since November 2015. She supervises a group of over 60 participants across Cork City and County providing support in recruitment, Garda vetting, QQI training, coaching, mentoring and progression plans.

Governance Standards

Building on work commenced in 2019, the trustees of Cork Volunteer Centre continued with their work on the Charities Regulator Governance Code in 2020. The Compliance Record along with supporting documents was completed. Furthermore, the work on our new Employee Handbook was completed. The trustees met 11 times in 2020. To facilitate the smooth running of meetings and the work of the board, a shared folder was established on Google Drive so that board packs could be retained in the one place and documents could be worked on collaboratively. The board also contributed to the completion of our Quality Standards Review to retain our affiliation with Volunteer Ireland.

The trustees of CVC should be commended for completing all of the above in the difficult context of 2020. The first two meetings of the year were in person meetings with the remainder held via Zoom. Advice was sought from the Charities Regulator and our AGM was also held via Zoom in October 2020. Attendance rates at meetings were almost 100%.



While completing the Governance Code and Quality Standards Review, it was accepted that a number of trustees' terms exceed the limits recommended by the Charities Regulator. Active recruitment of new members was agreed upon, as well as succession planning. However, due to the challenge of Covid-19, a decision was made to park recruitment of new members until 2021. This was to offer continuity of support to both staff and management of CVC during this difficult period. Important lessons were learned from holding meetings this way. Firstly, attendance levels increased. Secondly, the meetings ran more efficiently as everyone was conscious of each other's limits when it comes to screen time. The idea of continuing to hold a number of regular board meetings virtually was discussed. It is likely this practice will continue and when recruitment of new members is undertaken in 2021, the prospect of reduced or no travel time to meetings will hopefully make the role more attractive.

Employees



Julie Connelly, Manager

Julie has been managing Cork Volunteer Centre since October 2018. Julie oversees the day to day management of Cork Volunteer Centre resources and staff. Julie works closely with the trustees of Cork Volunteer Centre to ensure the delivery of our operational plan. She provides support in relation to implementation of Charities Regulator Governance Code. Julie acts as Garda Vetting Liaison Officer and delivers a range of training and information sessions to students, corporates and relevant volunteer involving organisations. Julie ensures Cork Volunteer Centres continued compliance and active engagement with our social inclusion remit. She represents the Centre at relevant local and national networks. Julie represented Cork Volunteer Centre at both Cork City and Cork County Covid-19 Community Response Forums throughout 2020. Julie took the lead in coordinating and planning the first virtual Cork Volunteer Awards. She engages with local media on a regular basis. Julie has responsibility for the health and safety of all staff and volunteers of CVC.



Adam Lacey, Placement Officer

Adam Lacey has been with Cork Volunteer Centre since 2016. His role is Placement Officer with responsibility for organisations in Cork City. Adam also acts as a Garda Vetting Liaison Person for Cork Volunteer Centre. As well as supporting volunteers and organisations, Adam maintains our social media accounts and takes the lead on coordinating activities for Volunteer Week. Adam assists with the delivery of training on Garda Vetting and Volunteer Leadership. He also acts as Fire Warden and Child Protection Officer for the Centre. Adam works with David to ensure our website is up to date and accurate. Adam also ensured the smooth delivery of the first virtual Cork Volunteer Awards.



Karen O'Connor

Karen O'Connor joined Cork Volunteer Centre in February 2019. Karen is responsible for maintaining our financial records and preparing documents for audit. She supports Julie with funding applications and helps ensure the financial sustainability of Cork Volunteer Centre through monitoring of budgets and expenditure. Karen commenced processing our salaries in 2020. Karen performs Garda vetting clerk duties and arranges the Christmas party. Karen is also our Data Protection Champion and one of our first aid officers.



Gosia Waldowska, Placement Officer

Gosia Waldowska has been with Cork Volunteer Centre since June 2019. She was recruited as a Placement Officer with specific focus on outreach. Following on from a pilot of outreach services in the fourth quarter of 2019, Gosia formulated an outreach plan for 2020. Gosia assists with the delivery of Volunteer Leadership Training (VLT), coordinates our volunteers and takes the lead on the volunteer discount card scheme. Gosia also acts as Garda Vetting Clerk. Gosia is our other first aid officer. Throughout 2020 Gosia has continued to provide support and advice to volunteers and volunteer involving organisations remotely. Gosia also assists with the coordination of the Criticall project.

David Fradgley, Community Employment



David provides IT support in the form of website maintenance and assistance. David performs Garda Vetting Clerk duties for the Centre. David also acts as Health and Safety Representative and supports reception volunteers. In 2020, David became the Covid-19 Employee Representative for Cork Volunteer Centre, ensuring we all follow appropriate policies and procedures. We were also very fortunate that David agreed to take on additional hours to assist with placement for 12 weeks in direct response to the upsurge of volunteer registrations from March to June.

Fatou Barry, Placement Officer



At the outset of 2020, Cork Volunteer Centre was in a position to recruit for a fixed term contract to expand on the delivery of our outreach programme and placement services. Fatou was hired as a Placement Officer to commence in April 2020. Due to Covid-19, Fatou's training and induction was undertaken completely remotely. Fatou assisted Gosia with virtual delivery of outreach services, supported volunteers, assisted with the large backlog of registrations. She also coordinated the delivery of our Coaching Through Covid project.

Jennifer Conroy, CRiTiCall Project Coordinator



Jennifer joined the team in September 2020. Jennifer is a social work student in UCC. Her role was to assist with the establishment of CRiTiCall Cork and to coordinate the project once established. She also maintained the Twitter account for the project. Jennifer coordinated 7 donation days for the project which supported the 6 domestic violence support services in Cork.

Volunteers

Cork Volunteer Centre directly engages a number of volunteers for reception duties at the centre. This role involves answering the phone, dealing with members of the public and some light administrative duties, as required. Volunteers use their time with us to gain work experience in an office; to improve their English; to meet new people; to get out of the house while their children are at school; and, to gain confidence and self-esteem. We see the volunteer role as a developmental one. Initial training is provided to all our volunteers on their reception duties. Our volunteers are invited to attend any in-house training they are interested in (e.g. Disability Awareness training). Our volunteers are also invited to attend our team building activities, such as our team volunteer day or our Christmas party.

Unfortunately, due to Covid-19 restrictions, we closed our reception area to the public in March 2020. This meant that we had no volunteers engaged in activities in the Centre. However, we kept our volunteers engaged during this time with monthly coffee mornings and table quizzes for volunteers and staff over zoom. During this time one of our reception volunteers supported us virtually, assisting with record keeping. As Irish society reopened from the summer onwards, we were delighted to re-engage our volunteers on site. However, we had to reduce the numbers in reception at any time due to social distancing requirements and we only managed to open to the public for our CRiTiCall donation days. During 2020, we engaged a transition year student on work experience for one week to assist with CRiTiCall. We are happy to say that Ellie has remained with us since.

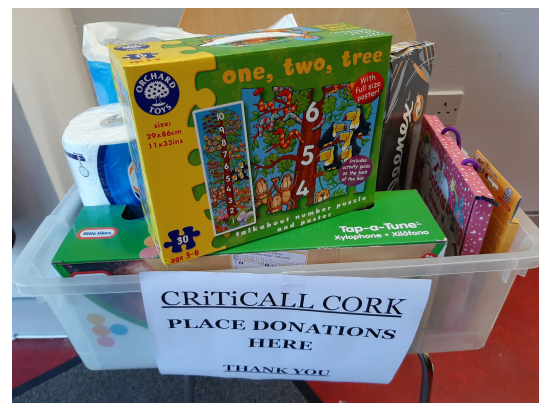


Gosia, a member of our placement team, acts as volunteer coordinator for Cork Volunteer Centre. She provides training and induction; support and supervision; and communicates about Centre activities with our volunteers. Directly engaging volunteers in the Centre gives our team first-hand experience of putting into practice the principles of good volunteer management. However, like many of the organisations we support, we faced substantial challenges to engaging volunteers due to Covid-19. The following were noted by our reception volunteers as reasons not to return to volunteering with us.

- Fears about meeting the public and colleagues due to their own health conditions.
- Fears about using public transport.
- Lack of available childcare due to school closures.
- Physical space or the amount of people in the office.
- Social anxiety generally in relation to Covid-19.

We also faced significant challenges with engaging our volunteers remotely.

- Some tasks like answering the phone and recording incoming post cannot be completed remotely.
- Concerns around data protection.
- Insufficient funding to provide laptops and mobiles to our volunteers.
- Balancing our compliance with work from home directives, with the need to have a presence in the building.



Our inability to engage volunteers to the extent that we normally would, has resulted in increased or altered workloads for our team of employees.

Corporate Social Responsibility

Cork Volunteer Centre benefited from the support of the corporate sector on two of our projects in 2020. We received a significant donation from a Cork based company for our CRITiCall Cork project. This donor wished to remain anonymous and we wish to respect that while acknowledging that this meaningful support will allow the project to continue in 2021. Two thirds of this donation went directly to the six domestic violence services in Cork supported by the project, while one third will be utilised for administrative costs such as the mobile phone for the coordinator, stationary and supplies. It should also be noted that many workplaces came together to arrange collections for CRITiCall Cork and that Cork Chamber of Commerce assisted us greatly in the promotion of the project.



The second project that benefited from corporate support was the Cork Volunteer Awards. Our corporate partners provided financial support, as well as volunteering their time to assist with judging the awards. C103, as lead sponsor, requires special mention for the support they have given us all year to promote the work of the centre and volunteers across Cork.

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OBJECTIVES, ACHIEVEMENTS AND PERFORMANCE

2020 was an exceptional year for Cork Volunteer Centre. As you can see from the pages below, we met or exceeded many of our targets. As a team, we also commenced working and delivering services in ways we had not envisaged. The four core objectives under our Operational Plan for 2020 remained the same as previous years. The following outlines some of our key achievements and challenges under each objective.

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Increase Access to Volunteering by offering a Support Service to the Public and Volunteering Involving Organisations (VIOs).



Case Study: Farranree Community Association

"The calibre of volunteers referred to us has been exceptional and represent a cross section of society that ranges from young to mature and makes for a happy mix when we all meet up, all are an integral part of the plans we have to progress the service we provide going forward and it is hoped that they will remain with us for many years to come."

"Throughout the current COVID 19 crisis all of our volunteers have worked tirelessly to assist us in ensuring that the elderly and vulnerable are catered for and looked after as best we can, working under the stipulations and conditions dictated to us by the HSE, our thanks go out to each and every one of them for their continuing efforts, as without their assistance the service we are now able to provide would not have been possible".

Russell Bevan - Secretary Farranree Community Association

Outreach

At the outset of 2020 hopes were high that we could expand upon our plans to deliver a vibrant and extensive outreach programme to the City and County of Cork. It started well in that we engaged in a recruitment process for an additional placement officer to assist with outreach. However, hopes were dashed in early March as all events, information sessions and outreach activities were 'cancelled due to Covid-19'. However, the team demonstrated creativity and innovation and pivoted our support to the virtual setting. Our outreach activities are summarised in the table below.



Outreach Activities 2020	Challenges
January – March <ul style="list-style-type: none"> Permanent outreach office in Gilbert Centre, Mallow (Fridays) Pop up VCs: Fermoy x2, Youghal x2, Bantry x2, Mitchelstown, Middleton 	<ul style="list-style-type: none"> Financial (renting a room, mileage) Travel is time consuming (Cork is the largest geographical area in the country) Promotion requires ongoing attention. Note: progress was slow but attendance was improving with time and consistency
March – June All planned outreach activities cancelled (28 in total)	<ul style="list-style-type: none"> Staff morale
June – December <ul style="list-style-type: none"> Virtual outreach plan Volunteer Leaders Network Meetings: East Cork x2, West Cork x2, North Cork x5, Christmas edition for all (21 participants in total); special topic: Managing challenging situations Information sessions for volunteers X 6 (94 attendees overall). Organisation support meetings via zoom Virtual volunteer meetings via zoom or Whatsapp 	<ul style="list-style-type: none"> Internet connection in rural areas Zoom fatigue Difficult to engage with volunteers who may not traditionally engage with online methods of contact. Volunteer Leaders Network Meetings initially had regional focus but attendance was poor. Virtual Organisation support meetings worked well.

Garda Vetting

In 2019, Cork Volunteer Centre undertook a significant piece of work to move our garda vetting systems onto salesforce and to send disclosures via encrypted software (WeTransfer). Due to the Covid-19 lockdowns, the team were required to work remotely from home. There was limited disruption to the Vetting service thanks to the previous year's move from posted paper disclosures to electronic transfers. During the initial lockdown in March, many community and voluntary groups across the City and County ceased activities completely.

The groups that continued were those, like the Meals on Wheels groups, that were considered essential services. As a means to support these groups, Cork Volunteer Centre reduced our fees to €3 per vetting application for the months of March, April and May for all organisations.

We delivered Garda Vetting training via Zoom, as new organisations needed to become affiliated with us. During 2020, we processed 940 vetting applications overall. This represents a drop of 50% on the previous year and a significant drop in our income. 2021 income for garda vetting services is likely to be affected in this manner if society remains closed due to Covid-19 restrictions.

GARDA VETTING	
940	69
APPLICATIONS PROCESSED FOR	VETTING OFFICERS TRAINED
248	179
AFFILIATES	GARDA VETTING CALLS

"Just to say thank you so much for all the support throughout Covid. It has been brilliant to get Garda Vetting sorted so promptly"

Brenda Barry, Friendly Call, Cork City Partnership.

Coaching through Covid: Helping Cork Volunteers unlock their potential during and after lockdown.

This project, initially named "Coaching through Covid: Helping Cork Volunteers unlock their potential after lockdown," was an initiative launched by the Cork Volunteer Centre in late August 2020. The aim was to offer an opportunity for life coaches to give back to the amazing volunteer community of Cork by providing one-on-one, professional coaching to volunteers involved in the Covid-19 Response.

The idea of this project was born when Julie Connelly, Manager of Cork Volunteer Centre, reached out via LinkedIn to Gerard Mannix, a qualified life coach from University College Cork (UCC) who offered a pro-bono one-to-one coaching to frontline staff involved in the Covid-19 response. Julie asked Gerard if he was willing to provide coaching sessions to volunteers involved in the Covid-19 response, which he kindly agreed to. Due to popular demand, Cork Volunteer Centre decided to offer this opportunity to the large number of volunteers who signed up for Covid-19 support.

In order to be eligible for this role, the life coaches needed to provide a proof of their qualification or enrolment in an accredited coaching course. Between September and December 2020, 25 life coaches supported 55 volunteers who were either actively volunteering during Covid-19 or who kindly offered their help.

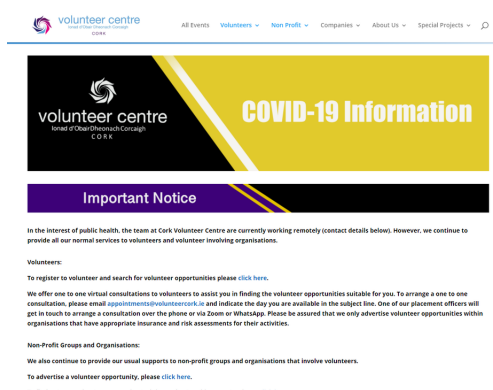


The feedback from both volunteer life coaches and Covid-19 volunteers who benefited from the sessions has been excellent. All coachees mentioned greater clarity, direction and motivation to reach their personal and professional goals during a particularly challenging time.

"I would like to say a massive thanks for the free life coaching. Especially throughout Covid it helped me work on areas of my life that I had time to reflect on. It definitely helped keep me motivated. E was amazing. A wonderful life coach. Her time keeping, contact and professionalism was of the highest standard."

"I had two sessions with E and we talked about my unemployment and things to do and get done to achieve the goal of being employed. E provided good input and well thought out and personalised coaching to me and my situation, that provided me with the needed mindset of calm and motivation to continue my search in the most effective way possible. I think E is a very good and talented professional, who is able to provide training and guidance on a professional as well as personal level." G.

Covid-19 Webpage



In order to support volunteer and volunteer involving organisations, Cork Volunteer Centre established a dedicated Covid-19 tab on our website. This section provided up to date information and resources around volunteering during Covid-19. It also contained the team's remote working contact details.

Research

Cork Volunteer Centre recognises the value of research to inform quality service delivery. In March 2020, Cork Volunteer Centre, in partnership with researchers from UCC, was awarded a New Foundations Scheme grant for a research project. The project was entitled Inclusive Volunteering: Migrant Participation in Volunteering in Ireland. The New Foundations Scheme is supported by the Irish Research Council. This research project came under the 'Enhancing Civic Society Strand' and allows Cork Volunteer Centre to be a community partner on a research piece to the value of €12,000 approximately. A total of 238 eligible applications were received and evaluated by the Irish Research Council and 100 applications were recommended for funding. Due to Covid-19 limitations, the Irish Research Council allowed these projects to commence later in the year than normally required. Work on the project commenced in December 2020 and will continue into 2021.



Pre-Budget Submission

In June 2021, Cork Volunteer Centre submitted our annual pre-budget submission to the Department of Finance. This pre-budget submission is based on consultations made with volunteers and volunteer involving organisations in relation to the National Strategy on Volunteering and our experience of working through Covid-19. We are recommended the following actions be taken by Government;

1. Launch the National Strategy on Volunteering as a matter of urgency.
2. Increase the core funding allocation to Cork Volunteer Centre to ensure a robust volunteering infrastructure in the Cork area.
3. Fund a national media campaign to raise awareness of the vital work of Volunteer Centres and commend the work of volunteers during the Covid-19 crisis.

We were delighted to note that the National Strategy on Volunteering was launched in late 2020 and we look forward to working in partnership with the Department of Rural and Community Development; Volunteer Ireland and the network of Volunteer Centres to deliver it.

Training for Volunteer Involving Organisations

In February 2020, Cork Volunteer Centre co-hosted two Annual Report Workshops with Carmichael. One was delivered in Cork City and the other in Clonakilty with 23 participants overall.

The Covid-19 crisis highlighted the importance of the need for best practice in volunteer management to protect both volunteers and the organisations they volunteer with. Our operational plan for 2020 envisaged delivering Volunteer Leadership Training in three different locations (Youghal, Mallow and Clonakilty) across the county. Due to restrictions, we had to adapt and move to online delivery. With the support of the national Trainers Forum, we reviewed and revised our content. As a means to support those who needed it most, we offered Volunteer Leadership Training in June at a reduced price of €40 per participant. We also delivered Volunteer Leadership Training in October at a cost of €70 per participant and this will be the price going forward. VIOs in the Cork area demonstrated an appetite to engage with one another in a virtual setting and training provided a useful means for this.





What did you enjoy about today's Training?

"The group work, getting to know the others and apply and comparing what we do already"

"Very useful. Enjoyed interacting with other members of the group" [VLT Feedback]

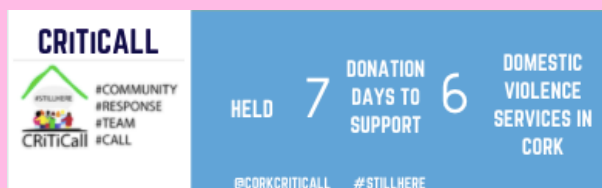
In addition, Cork Sports Partnership commissioned us to deliver a series of workshops on volunteering in sport. The delivery of these workshops was online and will continue into 2021.



CRiTiCall Cork

The Cork Criticall project emerged as a direct response to social issues emerging during Covid-19 lockdowns. Substantial increases in reports of domestic abuse were outlined in the media and discussed widely by members of the Community Response Forums in both Cork City and County. In Dublin, a number of Volunteer Centres came together to set up CRiTiCall as a means to provide critical physical items to those emerging from domestic abuse situations.

Volunteer Centres are part of a national network and collaborate and share ideas. For us in Cork, it was an easy decision to become involved and establish CRiTiCall. Cork Volunteer Centre coordinates the project. This would not be possible without the support of students on placement from UCC. Overall, the project involved 13 volunteers in its delivery (collection bank volunteers, volunteer drivers and the student coordinator). We scheduled donation days, coordinated the donation timetable and arranged for the distribution of donated items to the relevant services. The project was kick-started with a very generous donation by the Community Champions programme. This allowed us to get a mobile phone for the project coordinator and purchase vital PPE and sanitizing equipment for volunteers and staff.



From October to December, we arranged 7 donation days and were overwhelmed by the level of support the project received. Over 63 individual donations were made during this period (with 10 of these being repeat donations). Then we benefited from a very generous anonymous corporate donation which has allowed us to continue with the project in 2021.

Running a project like this during lockdown has had its challenges. Due to contact tracing requirements, we ask that everyone interested in donating register with Cork Volunteer Centre first. To avoid people congregating, we have a strict donation timetable for those volunteering to donate.

This project contributes to making Cork a safer space overall. For those donating, it allows them to feel like they are making a meaningful contribution to those worse off during this really tough time. Arranging a collection amongst friends and colleagues provides a way to connect with each other in some small way. For those receiving the donations, it gives them hope and encouragement. Volunteers can also support those in a very difficult situation by writing anonymous letters to them (in English or any other language). Victims who are migrants can feel particularly isolated. Receiving words of courage in their native languages helps them feel less lost and lonely. Our letter writing project lets victims know they are not alone.



In Cork, there are six members of Safe Ireland who benefit from donations from members of the public.

Good Shepherd Cork (Edel House), Cuanlee Refuge, OSS Cork, Mná Feasa, West Cork Women Against Violence, Y.A.N.A. (You are not alone)

'Being able to give a woman some toiletries means that's one less item she has to worry about buying. Giving someone a scented candle or scented body lotion can really brighten the day of someone who is completely demoralised after another fruitless day spent searching for accommodation. Giving children some activity packs gives them some much needed respite from the chaos of their current situations. Many of the women and children have to flee with only the clothes they are wearing so the gift vouchers, children's clothes, pyjamas and towels are a life line in alleviating this most basic need.'

- Linda Mulcahy, Manager Good Shepherd Cork

OUR WEBSITE

54,105

PAGE VIEWS IN 2020

CORK VOLUNTEER
AWARDS
9TH OCTOBER 202091
AWARD
NOMINATIONS10
AWARD
CATEGORIES1
OVERALL
WINNERVIRTUAL CEREMONY
VIEWED
+21,500
TIMESMEDIA
ENGAGEMENTSRADIO
INTERVIEWS

9

NEWSPAPER
ARTICLES

9

CORK
VOLUNTEER
WEEK

SOCIAL MEDIA POSTS 39

VIDEO VIEWS 9483

TOTAL REACH 83342



#REBELRESPONSE #CVW2020

SUPPORTED BY CORK ETB, CORK COUNTY COUNCIL, BALLYHOURA DEVELOPMENT,
CORK CITY PARTNERSHIP, CORK SPORTS PARTNERSHIP & MORE.SOCIAL
MEDIATWITTER
FOLLOWERS 1660INSTAGRAM
FOLLOWERS 1327FACEBOOK
FOLLOWERS 3658LINKEDIN
CONNECTIONS 490

867 SOCIAL MEDIA POSTS OVERALL

Newsletters

We utilised Salesforce to circulate 13 newsletters to VIOs over the course of 2020. These newsletters signposted VIOs to online resources and training that may be available to them specifically related to Covid-19. Links were provided to HSE, Volunteer Ireland and local authority supports. The newsletters also signposted relevant local wellbeing initiatives and supports available to VIOs and their volunteers. Furthermore, our newsletters invited VIOs to engage with the #volunteerfromhome campaign and to consider how to engage their volunteers in different ways during the crisis.

Over the course of 2020, we circulated 10 newsletters to volunteers. These newsletters informed volunteers of urgent or exciting volunteering opportunities as well as highlighting how to volunteer safely during Covid-19.

National Volunteer Week

Due to COVID-19 the network of Volunteer Ireland and volunteer centres agreed to postpone National Volunteer Week until 21st – 27th September. It was agreed the overall theme would be one of thanks, reflection and impact. We aimed to highlight the impact of volunteers and the network, while also taking the time to thank volunteers over the course of the week. As with Cork Volunteer Week in May, we also hosted our National Volunteer Week virtually.

Throughout National Volunteer Week, we released Five Morning Mindfulness videos. We hosted one “Meet Cork Volunteer Centre” event for volunteers and provided a virtual yoga session for volunteers and organisations. We also hosted “Embracing Your Individual Strengths as a Volunteer” - a workshop for volunteers delivered by Life Coach Dana Fulles.

Cork Volunteer Week

National Volunteer Week was scheduled to occur in May. However, across the network, it was felt that many VCs did not have the capacity to deliver a programme of events at that time and many were hopeful of delivering in person events in September. In Cork however, we were open to giving it a try. With the encouragement of both City and County Community Response Forum members, Cork Volunteer Centre hosted Cork Volunteer Week from 18 - 24 May. In an effort to highlight the Volunteer response to Covid-19, we created two hashtags (#CVW2020 / #RebelResponse) and encouraged organisations and the public to share their stories and appreciation for those continuing to volunteer in their local community. These hashtags also aimed to emphasise the unique 'rebel' character of the people of Cork.



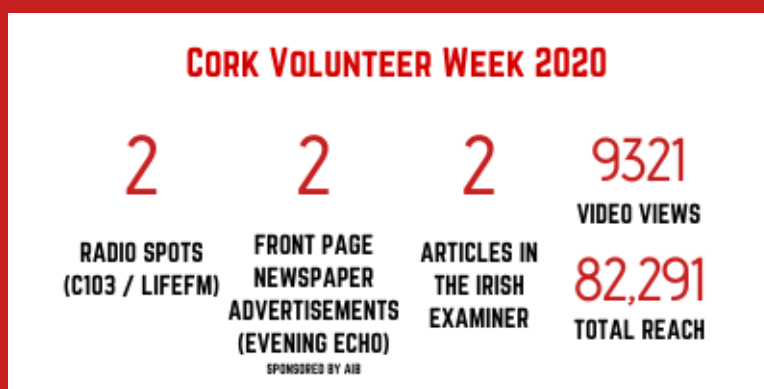
Throughout the week, we released:

- Five Morning Mindfulness videos;
- One 'Meet The Team' video;
- One video of thanks from members of our staff and board;

We also:

- launched nominations for Cork Volunteer Awards;
- shared quotes from active Volunteers in the community;
- shared content of thanks from over 30 non-profit groups;
- brought awareness to our training calendar and volunteer discount cards.

Overall, the decision to deliver Cork Volunteer Week was a resounding success. The impact of Cork Volunteer Week:



While it was disappointing not to be able to deliver any in-person events as part of Cork Volunteer Week, we met the challenge of adapting to the virtual landscape and were able to deliver a successful virtual week. If the pandemic still affects National Volunteer Week in 2021, we are well equipped to deliver a blended or virtual week again.

Cork Volunteer Awards

Cork Volunteer Centre hosted the Cork Volunteer Awards on Friday October 9th 2020. The award ceremony celebrated volunteer's in 10 individual categories and one overall C103 Volunteer of the Year winner.

Unlike our inaugural ceremony in 2019, the Cork Volunteer Awards in 2020 was completely virtual due to Covid-19 restrictions. The awards nominations opened in May, were verified and then shortlisted by a panel of judges.

To facilitate a virtual ceremony, the Volunteer Centre staff liaised directly with the volunteer award winners and those who nominated them to make videos talking about why the volunteers deserved to win and their experiences of volunteering.

The award winners were then invited to the Kingsley hotel one by one under strict safety procedures to collect their awards.

The final ceremony was streamed on Facebook, on October 9th. It was hosted by Patricia Messinger (C103), with a welcome address by Minister Joe O'Brien. It has amassed 21,500 views. While it was unfortunate not to be able to host an in-person ceremony, we were delighted to be able to proceed with the celebration of these ten deserving winners and it was the highlight of our year.



Pat O'Connell
Macroom Senior Citizens
Lifetime Achievement Award 2020



Judy Long
Mallow United AFC
Sports Award 2020



Alfie Kiberd
CDYS Mallow
Youth Award 2020



Sarah Donovan
LINC
South City Award 2020



Miriam O' Connor
ACTivateClub
North Cork Award 2020



Martina Coleman
Youghal Community Health Project
East Cork Award 2020

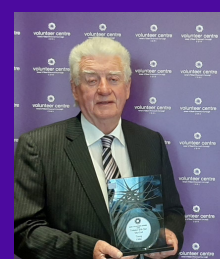


Vera Stojanovic
Better Together
Student Award 2020

**Overall C103
Volunteer of the Year 2020**



Liz Maddox
Covid-19 Community Response Group
Board Member Award 2020

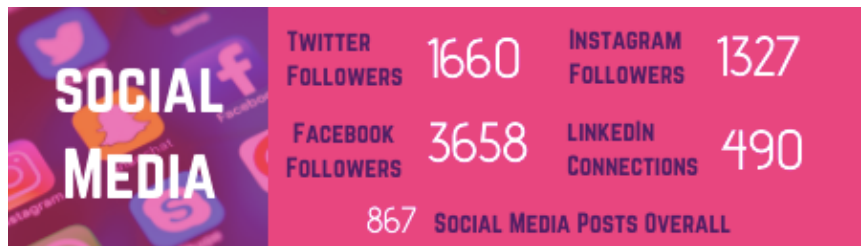


Tommy Collins
Dunmanway Community Council
West Cork Award 2020



Maura Long
Friendly Call Cork
North City Award 2020

Social Media

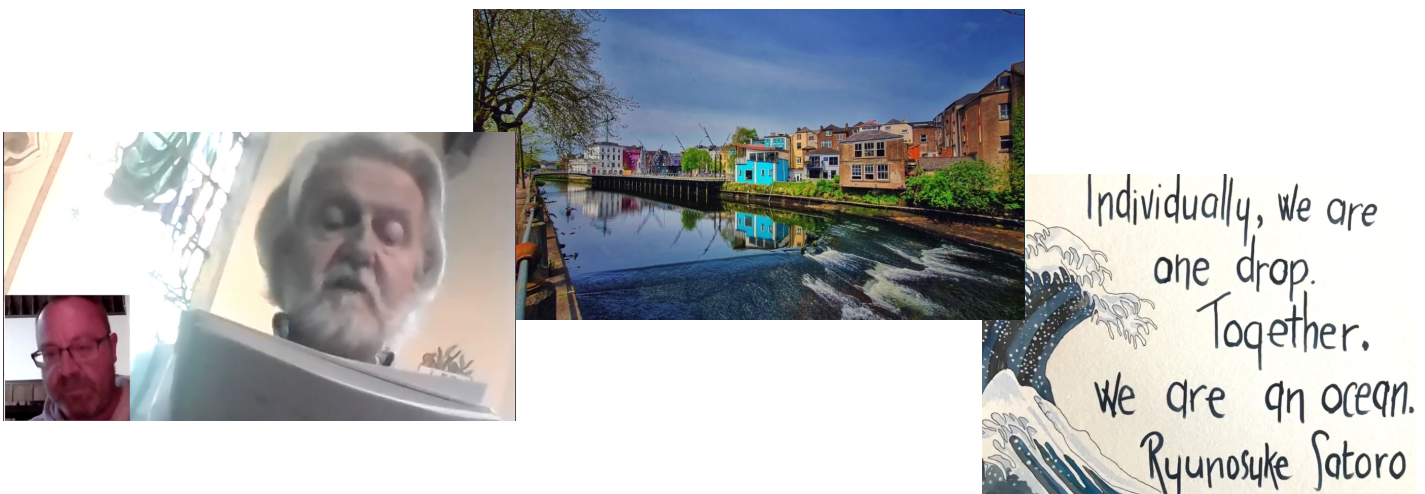


In 2020 Cork Volunteer Centre continued to develop and publish content on social media accounts, and seen a steady increase in followers on all accounts over the year. Increased emphasis was put on utilising LinkedIn more, in particular for initiatives during Covid-19 such as "Coaching Through Covid" and "CRITiCall". While Facebook was used to premiere videos such as the 2020 Cork Volunteer Awards, and The Art of Volunteering Project.

Cork Volunteer Centre posted 867 posts across all social media platforms in 2020.

The Art of Volunteering

As part of Culture Night digital celebrations 2020, Cork Volunteer Centre submitted the Art of Volunteering project to Cork County Council for their programme of events. Co-ordinated by Adam Lacey, this project brought together the collaborative efforts of volunteers from around the country, who created original poetry, music, artwork and photography. Their pieces embraced themes of togetherness, community and home. These pieces were compiled into a 25-minute show which aired on the Cork Volunteer Centre Facebook page on Culture Night. The show also featured spotlight interviews with two wonderful non-profit organisations, Feed Cork based in Cork City and Clonakilty Meals on Wheels.



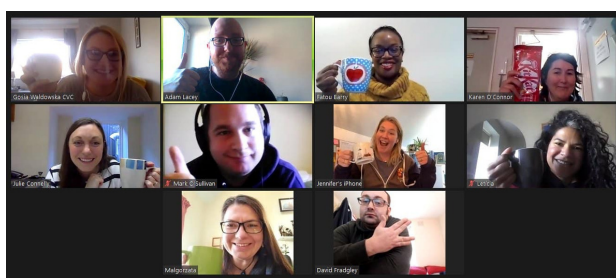
Financial Systems

In 2020 we commenced processing salaries in-house utilising the Big Red Book system. This has saved money and allowed more flexibility.

Remote Working

Establishing remote working for our team required some planning. Additional mobile phones and laptops had to be purchased. Software such as Zoom for meetings and delivering training was purchased. Remote working agreements were signed by all employees. A system to log into our server remotely was established. GDPR and confidentiality agreements were re-emphasised.

At the outset of the Covid-19 pandemic, daily team meetings occurred to ensure everyone was up to date in an ever-changing situation. As the pandemic rolled on, these meetings became a weekly occurrence. In an effort to remain engaged on a social level, the team arranged monthly coffee mornings with table quizzes to stay in touch. Volunteers, students on placement and our board members were invited to attend. This is a practice we have continued into 2021.



Health and Safety

Due to the Covid-19 pandemic a number of changes were implemented to our health and safety policies and procedures.

The following is a summary of the measures which were introduced to ensure the health and safety of staff, volunteers and members of the public:

- Cork Volunteer Centre was closed to the public from March 2020. We did not reopen aside from CRiTiCall donation days.
- All in-person outreach, training and events were cancelled.
- Covid bubbles were created to ensure employees had access to the building while ensuring social distancing and work from home directives were followed.
- David was appointed Covid-19 Employee Representative as he has completed Health and Safety Representative QQI L5 training. He also undertook return to work training with Cork Chamber.
- All HSE guidelines and requirements were implemented in relation to returning to the office.
- We made a Covid-19 procedures video to become part of induction for new employees and volunteers.

Data Protection

Karen acts as our Data Protection Officer and oversees any breach which may have occurred in day-to-day running of the organisation. A GDPR procedure and policy was put in place for staff to adhere to. We work on a 'no blame' culture and encourage staff to self-report any human errors that occur. Covid-19 brought additional considerations in relation to retention of personal data. Contact tracing forms are destroyed after 14 days as per the guidelines.



Quality Standards Review

During July and August Volunteer Ireland undertook a desk-based quality standard review of Cork Volunteer Centre. We were delighted to receive our summary report outlining our score of 89% which highlighted a small number of actions to undertake to maintain and improve upon our existing standards. These included simple actions like updating and reviewing our policies and procedures in a more systematic manner.



Good Governance Awards

Cork Volunteer Centre entered our Annual Report for 2019 into the Carmichael Good Governance Awards. The feedback was very positive for our first attempt and we received an overall score of 76%. One significant recommendation was that we apply SORP reporting methods to our accounts going forward to increase transparency. CVC will apply this method from 2020 onwards. The feedback also recommended more openness around our challenges and commented that the bulk of the 2019 report comprised a review of what was achieved rather than future goals or targets. It is hoped that our 2020 annual report addresses these comments.

Carmichael.



SUPPORTING NON-PROFITS

665	76	139
REGISTERED ORGANISATIONS	NEW ORGANISATIONS	SUPPORT MEETINGS
1,210	13	55
ORGANISATION ENGAGEMENTS	ORGANISATION NEWSLETTERS	NETWORK MEETINGS



SUPPORTING VOLUNTEERS

2921	2523	206	117
NEW VOLUNTEERS REGISTERED	COVID SUPPORT VOLUNTEERS	NEWLY POSTED OPPORTUNITIES	VOLUNTEER APPOINTMENTS
365	1036	14	10
CONFIRMED VOLUNTEER PLACEMENTS	VOLUNTEERS REFERRED TO ORGANISATIONS	VOLUNTEER FROM HOME ROLES	VOLUNTEER NEWSLETTERS

26,789 VOLUNTEER HOURS LOGGED REPRESENTING
€680,172.71* VALUE TO CORK'S ECONOMY.

GARDA VETTING

940	69
APPLICATIONS PROCESSED FOR	VETTING OFFICERS TRAINED
248	179
AFFILIATES	GARDA VETTING CALLS

TRAINING

31	38
PARTICIPANTS IN VOLUNTEER LEADERSHIP TRAINING	PARTICIPANTS IN SPORTS VOLUNTEERING WORKSHOPS
23	35
PARTICIPANTS IN ANNUAL REPORT WORKSHOPS	PARTICIPANTS IN READY AND ABLE WEBINAR

COACHING THROUGH COVID

RECRUITED	26	LIFE COACHES TO SUPPORT	55	COVID-19 VOLUNTEERS.
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INFORMATION

DELIVERED	8	SESSIONS TO	259	ATTENDEES
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CRITICALL



HELD	7	DONATION DAYS TO SUPPORT	6	DOMESTIC VIOLENCE SERVICES IN CORK
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@CORKCRITICALL #STILLHERE

CORK VOLUNTEER AWARDS
9TH OCTOBER 2020

91	10
AWARD NOMINATIONS	AWARD CATEGORIES
1	VIRTUAL CEREMONY VIEWED
OVERALL WINNER	+21,500 TIMES

CORK VOLUNTEER WEEK

SOCIAL MEDIA POSTS	39
VIDEO VIEWS	9483
TOTAL REACH	83342

SUPPORTED BY CORK ETB, CORK COUNTY COUNCIL, BALLYHOURA DEVELOPMENT, CORK CITY PARTNERSHIP, CORK SPORTS PARTNERSHIP & MORE.



#REBELRESPONSE #CVW2020

SOCIAL MEDIA

TWITTER FOLLOWERS	1660	INSTAGRAM FOLLOWERS	1327
FACEBOOK FOLLOWERS	3658	LINKEDIN CONNECTIONS	490
867 SOCIAL MEDIA POSTS OVERALL			

MEDIA ENGAGEMENTS

RADIO INTERVIEWS	9
NEWSPAPER ARTICLES	9

COMMUNITY RESPONSE FORUM MEETINGS

CORK CITY	15
CORK COUNTY	35

OUR WEBSITE

54,105
PAGE VIEWS IN 2020



GOVERNANCE

COMPLIANT WITH THE CHARITIES
REGULATOR GOVERNANCE CODE

5

BOARD MEMBERS

11

BOARD MEETINGS



* Figure calculated based on the Average Industrial Wage in Q2 2020 €25.39 per hour.

8

A NOTE ON THE IMPACT OF COVID

We directly engaged with the volunteers in Cork that opted to offer their support during the Covid-19 pandemic. We provided useful information through newsletters with links to apply for the Covid-19 specific and volunteer-from-home volunteer roles. We also promoted volunteer opportunities on social media. We used targeted social media advertising on Facebook to highlight the services of Cork Volunteer Centre.

An unforeseen challenge in relation to reporting on Covid-19 activities while the crisis continues, is accurately capturing placement figures. Many volunteer coordinators are still extremely busy and many do not provide us with the relevant information regarding placement in a timely manner. Furthermore, we are still receiving volunteer registrations from those interested in helping with the Covid-19 crisis.

A more significant challenge in relation to volunteer recruitment was the mismatch between the national campaign inviting people to volunteer and the lack of volunteer roles on the ground across Cork City and County. The lack of volunteer roles locally was due to decisions taken by both Cork City and County Councils to utilise volunteers already engaged (and more significantly in their minds – already Garda vetted) by community groups for activities connected with the Community Call. Furthermore, both local authorities (very understandably) chose to redeploy their own employees (such as those normally engaged as school wardens or employed in public swimming pools) to deliver meals, books and even musical instruments to those cocooning.

As a result of this mismatch between volunteer expectations and the actual need for volunteers, much of the work of Cork Volunteer Centre's placement team revolved around simple messages such as 'thank you for offering to help but fortunately we do not need you just now' and 'thank you for doing your part by staying at home'.

We expect this challenge to continue into 2021 depending on public health guidelines.



COVID-19 REFLECTION – A Volunteer's Perspective on the Pandemic

"I started 2020 running, absolutely running! Work was as busy and interesting as always and this was going to be a year packed with adventure, meeting new people, new places, finishing my Diploma in UCC and making even more plans for 2021. Holidays were planned, some booked for the months ahead. My mother, who had not been able to travel for some years due to health reasons, was going to take her first trip with my sister and I. January saw the planning and coordination of the Irish Heart Foundation's 'Go Red for Women' campaign which took place on 14th February. This was a great success and involving local students again this year definitely promoted awareness as well as raising vital funds to run their services and campaigns. On this day there was time to chat with other volunteers and supporters, and amongst the large and varied topics one topic kept coming up; the virus. It had not been confirmed in Ireland at that stage and to all intents and purposes was something that was happening 'over there'. One month later, on the 12th March, the Taoiseach addressed the nation following the World Health Organisation formally describing it as a pandemic the previous day. Part of the measures introduced were closing childcare, schools and colleges. Gatherings were restricted also; no more than 100 people indoors, no more than 500 people outdoors.

While neither of these restrictions affected my working life, both impacted on my college attendance and volunteering. Having an underlying health issue means I'm restricted in some ways and also following the necessary Government guidelines changed the whole running and hosting of events. As Secretary of Darkness into Light Walk in Clonakilty and in months where we would have been having regular meetings to organise the walk and registrations locally for Pieta House, the walk as well as all other events were postponed. This decision was essential. We did feel however it was important to keep Pieta House on people's radar. It was very important that people were aware of their continued services in uncertain and frightening times. To do this I continually share photos and posts on our Facebook page, always including the contact details for Pieta House so people can reach out if needed. A national Sunrise Appeal was arranged instead of the Walk and again we encouraged people to take part and send their photos. This worked very well with peoples feedback saying they felt involved, positivity and support from our social media involvement.

I also help with our local Meals on Wheels for a number of years now and again our great community came to the fore here over the last few months, supplying goods on a regular basis as the need for additional food and household requirements increased. I put my time to use here, researching the needs of the vulnerable and approaching businesses for assistance if they are in a position to help. I'm acutely aware that a lot of businesses are in a difficult position themselves, some closed in line with government guidelines. No one has turned me down. Everyone is willing to help which results in a large number of households knowing their community is keeping them in their thoughts. I also gather new pens, crayons and markers from my employer and neighbours, buying when I am short. With these I buy word searches and colouring books and make packs for all the lovely people availing of Meals and Wheels and also our three local hospitals. This has proved very popular and renewed or initiated people's creativity, my own included!

Our town of Clonakilty and surrounding areas is fantastic but especially the people in it. Many, many fundraisers have been organised and succeeded in not only raising money but also awareness of the organisations that care for the vulnerable in our community and beyond. Conscious of the vast amount of people Cork Penny Dinners take care of each and every day, I decided to organise a food collection for them. To keep within the recommended government guidelines and borrowing the idea from one of my college buddies, I put a post on Facebook and set up a table in my front garden where people could safely donate without any interaction. This collection reduced me to tears. The generosity shown from the community was matched by an offer of help from the Clonakilty branch of the Irish Red Cross when one of their ambulances was completely filled and kindly delivered to Penny Dinners by two of their selfless volunteers.



In a time of uncertainty and fear one thing that screams at me is community. From young to elderly, everyone is in this together, willing to help each other, mind each other, pull together (apart) where they can. We cannot foresee the future, but I would hope the positives will somewhat balance the negatives of this dreadful virus and in time bring a small comfort to the families who have lost their loved ones.

Sinead Crowley
West Cork Volunteer of the Year 2019.

Cork Volunteer Centre Company Limited by Guarantee
DIRECTORS' RESPONSIBILITIES STATEMENT
 for the financial year ended 31 December 2020

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable Irish law and regulations.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law the directors have elected to prepare the financial statements in accordance with the Companies Act 2014 and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued by the Financial Reporting Council and promulgated by the Institute of Certified Public Accountants in Ireland and with Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP) applicable to charities preparing their accounts in accordance with FRS102 (effective 1st January 2015).

Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the company as at the financial year end date and of the surplus or deficit of the company for the financial year and otherwise comply with the Companies Act 2014.

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

- select suitable accounting policies for the company financial statements and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities, financial position and surplus or deficit of the company to be determined with reasonable accuracy, enable them to ensure that the financial statements and Directors' Report comply with the Companies Act 2014 and enable the financial statements to be readily and properly audited. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed on behalf of the board

Sinead Conroy
 Director

Christopher O' Brien
 Director

Date: _____

INDEPENDENT AUDITOR'S REPORT

to the Members of Cork Volunteer Centre Company Limited by Guarantee

Report on the audit of the financial statements

Opinion

We have audited the financial statements of Cork Volunteer Centre Company Limited by Guarantee ('the company') for the financial year ended 31 December 2020 which comprise the Income and Expenditure Account, the Balance Sheet, the Reconciliation of Members' Funds, the Cash Flow Statement and notes to the financial statements, including the summary of significant accounting policies set out in note 2. The financial reporting framework that has been applied in their preparation is Irish Law and FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'. In applying that framework, the directors have elected to comply with the Statement of Recommended Practice (Charities SORP) applicable to charities preparing their accounts in accordance with FRS102.

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31 December 2020 and of its deficit for the financial year then ended;
- have been properly prepared in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014 and having regards to the Charities SORP.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are described below in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) Issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), 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 directors' 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 company's ability to continue as a going concern for a period of at least twelve months from the date when the financial statements are authorised for issue.

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

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.

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 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 2014

In our opinion, based solely on the work undertaken in the course of the audit, we report that:

- the information given in the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report has been prepared in accordance with the Companies Act 2014.

We have obtained all the information and explanations which, to the best of our knowledge and belief, are necessary for the purposes of our audit.

In our opinion the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited. In our opinion the financial statements are in agreement with the accounting records.

INDEPENDENT AUDITOR'S REPORT

to the Members of Cork Volunteer Centre Company Limited by Guarantee

Matters on which we are required to report by exception

Based on 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. The Companies Act 2014 requires us to report to you if, in our opinion, the disclosures of directors' remuneration and transactions required by sections 305 to 312 of the Act, which relate to disclosures of directors' remuneration and transactions are not complied with by the company. We have nothing to report in this regard.

Respective responsibilities

Responsibilities of directors for the financial statements

As explained more fully in the Directors' Responsibilities Statement, the directors are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework that give a true and fair view, and for such internal control as they 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 directors are responsible for assessing the company's ability to continue as a going concern, disclosing, if applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the company or to cease operation, or has 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 (Ireland) 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 contained in the appendix to this report, located at page 18, which is to be read as an integral part of our report.

The purpose of our audit work and to whom we owe our responsibilities

Our report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the 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 any 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.

John Kidney
for and on behalf of
F.J. FORDE & CO.
Unit B1, Fotapoint Enterprise Park
Killacloyne
Carrigtwohill
Co. Cork.

Date: _____

Cork Volunteer Centre Company Limited by Guarantee

APPENDIX TO THE INDEPENDENT AUDITOR'S REPORT

Further Information regarding the scope of our responsibilities as auditor

As part of an audit in accordance with ISAs (Ireland), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditor's Report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditor's Report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Cork Volunteer Centre Company Limited by Guarantee
INCOME AND EXPENDITURE ACCOUNT
for the financial year ended 31 December 2020

		Unrestricted Funds 2020 €	Restricted Funds 2020 €	Total 2020 €	Total 2019
	Notes				
Income and endowments from:					
- Grants	1	119,769	72,505	192,274	188,687
- Charitable activities	2	-	7,233	7,233	7,100
- Other trading activities	3	13,554	-	13,554	24,480
- Insurance claim proceeds		-	-	-	-
Total Income		133,323	79,738	213,061	220,267
Expenditure on:					
- Raising Funds	4/5/6	-	-	-	-
- Charitable Activities	4/5/6	-	-	-	-
- Management and Admin	4/5/6	174,832	75,131	249,963	236,138
Total expenditure		174,832	75,131	249,963	236,138
Net (expenditure)/income		(41,509)	4,607	(36,902)	(15,871)
Reconciliation of funds					
Total funds brought forward		75,319	-	75,319	91,190
Total funds carried forward		33,810	4,607	38,417	75,319

All income and expenditure arise from continuing activities

Approved by the board on _____ and signed on its behalf by:

Sinead Conroy
Director

Christopher O' Brien
Director

Cork Volunteer Centre Company Limited by Guarantee
BALANCE SHEET
as at 31 December 2020

	Notes	2020 €	2019 €
Fixed Assets			
Tangible assets	8	11,284	12,135
Current Assets			
Debtors	9	5,863	4,260
Cash and cash equivalents		68,264	75,649
		74,127	79,909
Creditors: Amounts falling due within one year	10	(45,875)	(16,725)
Net Current Assets		28,252	63,184
Total Assets less Current Liabilities		39,536	75,319
Government Grants		(1,119)	-
Net Assets		38,417	75,319
Reserves			
Unrestricted funds		33,810	75,319
Restricted funds		4,607	-
Equity attributable to owners of the company		38,417	75,319

Approved by the board on _____ and signed on its behalf by:

Sinead Conroy
Director

Christopher O' Brien
Director

Cork Volunteer Centre Company Limited by Guarantee
RECONCILIATION OF MEMBERS' FUNDS
as at 31 December 2020

	Retained surplus	Total
	€	€
At 1 January 2019	91,190	91,190
Deficit for the financial year	(15,871)	(15,871)
At 31 December 2019	75,319	75,319
Deficit for the financial year	(36,902)	(36,902)
At 31 December 2020	38,417	38,417

Cork Volunteer Centre Company Limited by Guarantee

CASH FLOW STATEMENT

for the financial year ended 31 December 2020

	Notes	2020 €	2019 €
Cash flows from operating activities			
Deficit for the financial year		(36,902)	(15,871)
Adjustments for:			
Depreciation and amortisation		1,970	2,062
		<u>(34,932)</u>	<u>(13,809)</u>
Movements in working capital:			
Movement in debtors		(1,603)	(1,618)
Movement in creditors		29,123	3,411
		<u>(7,412)</u>	<u>(12,016)</u>
Cash flows from investing activities			
Payments to acquire tangible fixed assets		(1,279)	(9,146)
		<u>1,279</u>	<u>-</u>
Cash flows from financing activities			
Payments to acquire tangible fixed assets			
		<u>(7,412)</u>	<u>(21,162)</u>
Net decrease in cash and cash equivalents		75,087	96,249
Cash and cash equivalents at beginning of financial year		67,675	75,087
Cash and cash equivalents at end of financial year	15	67,675	75,087

Cork Volunteer Centre Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2020

1. GENERAL INFORMATION

Cork Volunteer Centre Company Limited by Guarantee is a company limited by guarantee and a registered charity incorporated in the Republic of Ireland. Cork Volunteer Centre Company Limited by Guarantee reports its performance for the financial year in the format of the SORPs Statement of Financial Activities (SOFA).

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the company's financial statements.

Basis of preparation

The financial statements have been prepared on the going concern basis and in accordance with the historical cost convention except for certain properties and financial instruments that are measured at revalued amounts or fair values, as explained in the accounting policies below. Historical cost is generally based on the fair value of the consideration given in exchange for assets. The financial reporting framework that has been applied in their preparation is the Companies Act 2014 and the Statement of Recommended Practice (SORP 2015) "Accounting and Reporting by Charities" and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued by the Financial Reporting Council.

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost or at valuation, less accumulated depreciation. The charge to depreciation is calculated to write off the original cost or valuation of tangible fixed assets, less their estimated residual value, over their expected useful lives as follows:

Fixtures, fittings and equipment	- 12.5% Straight line
----------------------------------	-----------------------

The carrying values of tangible fixed assets are reviewed annually for impairment in periods if events or changes in circumstances indicate the carrying value may not be recoverable.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and in hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the Balance Sheet bank overdrafts are shown within Creditors.

Taxation

As the Company has registered charity status under No. CHY 19850, the Company is not liable for Corporation Tax.

Government grants

Capital grants received and receivable are treated as deferred income and amortised to the Income and Expenditure Account annually over the useful economic life of the asset to which it relates. Revenue grants are credited to the Income and Expenditure Account when received. Surplus income resources during the year which has not been allocated during the year will be matched to future expenditure as projects are allocated.

Recognition of income

- (i) Grant income from operating activities, in furtherance of the charity's programmes is accounted for on a receivables basis
- (ii) Public donations and similar income arising from fundraising events and activities are accounted for when received.
- (iii) Donations in kind such as services rendered to the company are recognised in income with an equal amount being charged against expenditure where valuations can be measured with confidence. Valuations of donations in kind are based on the unit cost to the donor. If such a valuation is not available, reasonable market rates are used.
- (iv) Interest income is recognised in the period in which it is earned.

Recognition of Expenditure

- (i) Expenditure is analysed between the activities in furtherance of the charity's objects, cost of generating funds and governance costs.
- (ii) The cost of each activity has been separately accumulated and disclosed. Expenditure is recognised in the period to which it relates. Expenditure incurred but unpaid at the balance sheet date is included in accruals and other creditors. Charitable expenditure comprises all expenditure incurred by the charity in meeting its charitable objectives as opposed to the costs of raising funds to finance these activities. Any publicity costs are included under the costs of generating funds due to the nature of the costs being linked to the raising of funds in furtherance of the charity's objects.
- (iii) Expenditure in project locations overseas is recognised as charitable expenditure in the period it occurs.
- (iv) Governance costs are the costs associated with the stewardship arrangements of the company. They comprise costs arising from constitutional and statutory obligations, as well as costs associated with the strategic management of the company's activities.

Restricted and Unrestricted Income

Cork Volunteer Centre Company Limited by Guarantee maintains various types of income as follows:-

Restricted Income

The restricted income represents income which has been received and recognised in the financial statements which is subject to specific conditions imposed by the donors or grant making institutions. Donations or grants may become repayable in the event that the conditions of the related agreements are not adhered to.

Unrestricted Income

The unrestricted income represents amounts which are expendable at the discretion of the company in furtherance of the objects of the charity. Such funds may be held in order to finance working capital or capital investment.

Cork Volunteer Centre Company Limited by Guarantee holds reserves for the following purposes:

- (i) To allow for uncontrollable fluctuations in income and expenditure and for unbudgeted essential expenditure, without disproportionate disruption to operations.
- (ii) To absorb setbacks and the adverse effects of large scale external events.
- (iii) To take advantage of unbudgeted opportunities which cannot effectively be planned in future financial period.

3. SIGNIFICANT ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

Management is required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying 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. There are no key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements.

Cork Volunteer Centre Company Limited by Guarantee
NOTES TO THE FINANCIAL STATEMENTS
for the financial year ended 31 December 2020

continued

NOTES TO THE FINANCIAL STATEMENTS

1	Income from grants	2020	2019
		€	€
	<u>Unrestricted</u>		
	Department of Rural and Community Development	<u>119,769</u>	<u>123,800</u>
		<u>119,769</u>	<u>123,800</u>
	<u>Restricted</u>		
	Cork City Council	62,494	64,887
	Volunteer Ireland Covid-19 Funding	7,961	-
	Community Champions Funding	1,800	-
	Other Income	<u>250</u>	<u>-</u>
		<u>72,505</u>	<u>64,887</u>
2	Income from charitable activities	2020	2019
		€	€
	<u>Unrestricted</u>		
		<u>-</u>	<u>-</u>
	<u>Restricted</u>		
	Fundraiser for Awards Evening	<u>7,233</u>	<u>7,100</u>
		<u>7,233</u>	<u>7,100</u>
3	Income from other trading activities	2020	2019
		€	€
	<u>Unrestricted</u>		
	Rooms, vetting, training	<u>13,554</u>	<u>24,480</u>
		<u>13,554</u>	<u>24,480</u>
	<u>Restricted</u>	<u>-</u>	<u>-</u>

4 Unrestricted Expenditure

In accordance with the FRS102 and the Charity SORP 2020 expenditure is analysed as follows:-

	Generating voluntary Income	Charitable activities	Mgmt and admin	Total
	2020	2020	2020	2020
	€	€	€	€
Staff remuneration including employers PRSI	-	-	128,806	128,806
Rent and rates	-	-	4,529	4,529
Light, heat and Insurance	-	-	3,246	3,246
Travel, subsistence and motor expenses	-	-	1,100	1,100
Premises, IT and communications	-	-	9,343	9,343
Fundraising costs including advertising	-	-	450	450
Professional fees	-	-	3,648	3,648
Other overheads	-	-	23,710	23,710
Total resources expended year ended 31st December 2020	-	-	174,832	174,832

Cork Volunteer Centre Company Limited by Guarantee
NOTES TO THE FINANCIAL STATEMENTS
for the financial year ended 31 December 2020

continued

4.1 Restricted Expenditure

In accordance with the FRS102 and the Charity SORP 2020 expenditure is analysed as follows:-

	Generating voluntary Income	Charitable activities	Mgmt and admin	Total
	2020	2020	2020	2020
	€	€	€	€
Staff remuneration including employers PRSI	-	-	51,810	51,810
Rent and rates	-	-	3,087	3,087
Light, heat and Insurance	-	-	2,354	2,354
Travel, subsistence and motor expenses	-	-	327	327
Premises, IT and communications	-	-	3,632	3,632
Fundraising costs including advertising	-	-	267	267
Professional fees	-	-	250	250
Other overheads	-	-	13,404	13,404
Total resources expended year ended 31st December 2020	-	-	75,131	75,131

Cork Volunteer Centre Company Limited by Guarantee
NOTES TO THE FINANCIAL STATEMENTS
for the financial year ended 31 December 2020

continued

5 Total Expenditure

In accordance with the FRS102 and the Charty SORP 2020 expenditure is analysed as follows:-

	Generating voluntary Income	Charitable activities	Mgmt and admin	Total	Total
	2020	2020	2020	2020	2019
	€	€	€	€	€
Staff remuneration including employers PRSI	-	-	180,616	180,616	158,684
Rent and rates	-	-	7,616	7,616	9,755
Light, heat and Insurance	-	-	5,600	5,600	4,857
Travel, subsistence and motor expenses	-	-	1,427	1,427	4,388
Premises, IT and communications	-	-	12,975	12,975	15,923
Fundraising costs including advertising	-	-	717	717	2,445
Professional fees	-	-	3,898	3,898	2,125
Other overheads	-	-	37,114	37,114	37,960
Total resources expended year ended 31st December 2020	-	-	249,963	249,963	236,138

NOTES TO THE FINANCIAL STATEMENTS

continued

for the financial year ended 31 December 2020

6. OPERATING DEFICIT	2020	2019
	€	€
Operating deficit is stated after charging/(crediting):		
Depreciation of tangible fixed assets	2,130	2,062
Research and development		
- expenditure in current financial year	-	3,971
	<u> </u>	<u> </u>

7. EMPLOYEES AND REMUNERATION**Number of employees**

The average number of persons employed (including executive directors) during the financial year was as follows:

	2020 Number	2019 Number
Salary Bracket		
0 – 50,000	7	7
	<u> </u>	<u> </u>

The average staff remuneration in the year was:-

25,802 22,669

The staff costs comprise:

2020 2019

	€	€
Wages and salaries	180,616	158,684
Social welfare costs	20,244	17,271
	<u> </u>	<u> </u>
	200,860	175,955
	<u> </u>	<u> </u>

The number of employees whose salaries including staff benefits but excluding employer pension contributions were greater than €60,000 were nil.

	2020 Full Time/ Part Time	2019 Full Time/ Part Time
Operations		
General Operation	6	6
Support Services		
Finance	1	1
	<u> </u>	<u> </u>
	7	7
	<u> </u>	<u> </u>

Cork Volunteer Centre Company Limited by Guarantee
NOTES TO THE FINANCIAL STATEMENTS
for the financial year ended 31 December 2020

continued

8. TANGIBLE FIXED ASSETS

	Fixtures, fittings and equipment €	Total €
Cost		
At 1 January 2020	34,984	34,984
Additions	1,279	1,279
At 31 December 2020	36,263	36,263
Depreciation		
At 1 January 2020	22,849	22,849
Charge for the financial year	2,130	2,130
At 31 December 2020	24,979	24,979
Net book value		
At 31 December 2020	11,284	11,284
At 31 December 2019	12,135	12,135
9. DEBTORS	2020 €	2019 €
Trade debtors	3,822	2,358
Prepayments	2,041	1,902
	5,863	4,260
10. CREDITORS	2020 €	2019 €
Amounts falling due within one year		
Amounts owed to credit institutions	589	562
Trade creditors	1,003	421
Taxation (Note 11)	13,194	12,361
Other creditors	3,000	188
Accruals	28,089	3,193
	45,875	16,725
11. TAXATION	2020 €	2019 €
Creditors: PAYE	13,194	12,361

NOTES TO THE FINANCIAL STATEMENTS

continued

for the financial year ended 31 December 2020

12. GOVERNMENT GRANTS DEFERRED	2020	2019
	€	€
Increase in financial year	<u>1,279</u>	<u>-</u>
Amortisation Amortised in financial year	<u>(160)</u>	<u>-</u>
Net book value At 31 December 2020	<u>1,119</u>	<u>-</u>

13. STATUS

The liability of the members is limited.

Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up while they are members, or within one year thereafter, for the payment of the debts and liabilities of the company contracted before they ceased to be members, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves, such amount as may be required, not exceeding € 2.

14. CAPITAL COMMITMENTS

The company had no material capital commitments at the financial year-ended 31 December 2020.

15. POST-BALANCE SHEET EVENTS

There have been no significant events affecting the company since the financial year-end.

16. CASH AND CASH EQUIVALENTS	2020	2019
	€	€
Cash and bank balances	68,264	75,649
Bank overdrafts	<u>(589)</u>	<u>(562)</u>
	<u>67,675</u>	<u>75,087</u>

17. APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved and authorised for issue by the board of directors on _____.

As 2020 closes it is very difficult to make concrete plans around service delivery. We continue to face huge uncertainty around the possibility of delivering services in a face to face manner in 2021. We have budgeted that we will not do so for at least the first quarter of the year. Our operational plan has also proved difficult to put together. We have a Plan A (Covid-19 restrictions continue) and a Plan B (Covid-19 restrictions lifted and we resume service delivery as normal) and a Plan C (blended delivery). As noted above, there are some positives to Covid-19. We would never have previously imagined that we could work in a blended environment and this will continue into the foreseeable future. Contrary to previously accepted beliefs, volunteers based in rural communities are eager to engage in online training. However, there are challenges to online delivery and remaining motivated can be difficult.

Financially, like most other community and voluntary groups across the country, we also have concerns around income. If society continues to remain closed, our income from garda vetting will remain low.

On a brighter note, we look forward to engaging with the National Strategy on Volunteering throughout 2021 and delivering the Volunteer Reserves programme which will give us much needed additional income but also vital experience delivering direct volunteer management. We will also continue to deliver the CRiTICall Cork project for as long as there is a need.



volunteer centre

Ionad d'Obair Dheonach Corcaigh

CORK