

**Charity Registration No. 1096451**

**Company Registration No. 04625595 (England and Wales)**

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS**

**SUPPORT SERVICE**

**ANNUAL REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2020**

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**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
LEGAL AND ADMINISTRATIVE INFORMATION**

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<b>Trustees</b>	Mrs L P Wilcox Mr R S Kelly Mrs A C Robinson Mrs M E Campbell Mrs J Faux Mrs S Penny Mr E McPherson R P Matthews	(Appointed 16 October 2019)
<b>Company Secretary and Chief Executive</b>	Mr W D Lindesay	
<b>Charity number</b>	1096451	
<b>Company number</b>	04625595	
<b>Registered office</b>	52 Broad Street Hereford HR4 9AB	
<b>Auditors</b>	Kendall Wadley LLP Granta Lodge 71 Graham Road Malvern Worcestershire WR14 2JS	
<b>Bankers</b>	CAF Bank 25 Kings Hill West Malling Kent ME19 4JQ	

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# **HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2020**

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The Trustees of hvoss who are also directors for the purposes of the Companies Act, have pleasure in presenting the Annual Report and Financial Statements for the charity for the year ended 31 March 2020.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 of the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

## **Objectives and activities**

hvoss (Herefordshire Voluntary Organisations Support Service) is a local, independent support and development organisation. Established in 2012 as a result of a merger of three local support organisations, the charity operates principally across Herefordshire and provides a range of services that contribute to the hvoss vision of "a vibrant and effective Voluntary Sector in Herefordshire".

## **Public Benefit**

hvoss (Herefordshire Voluntary Organisations Support Service) delivers an extensive range of charitable activities delivering public benefit.

These activities, as detailed in the Trustees report are available to the inhabitants of Herefordshire and the surrounding community. The Trustees confirm that they have complied with their duty to have due regard to guidance on public benefit published by the Charity Commission in exercising their powers or duties.

## **Strategic Planning 2017 - 2022**

The Charity is mid-way through a five years strategy and business model to direct the work of the charity. In response to continued reductions in central support services funding which statutory bodies have no statutory obligation to fund, the Board undertook a review of all activities. The strategic plan 2017 – 2022 focuses future activities around two key priorities:-

1. To build the capacity of third sector organisations and provide them with the necessary support, information and services to enable them to pursue any charitable purpose
2. To promote, organise and facilitate co-operation and partnership working between third sector, statutory and other relevant bodies in achieving the above objective.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
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*FOR THE YEAR ENDED 31 MARCH 2020***

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hvos continues to work mainly (but not exclusively) across Herefordshire providing support for members and other local organisations delivering charitable activities for public benefit. The charity remains committed to focusing on the following specialist service areas which were key drivers in the creation of hvoss: -

- Young people aged 8 – 25, and the organisations that work with and support them
- Volunteering services for individuals and organisations that involve them
- The provision of health and social care activities

During the year, the charity's principles and values informed its operations and activities: -

- Only deliver projects that can be self-funding and contribute to our objectives
- Promote active governance, utilising trustee specialist skills, knowledge, and capacity
- Be member led, and with a clear understanding of needs within the local community
- Be flexible, nimble and responsive to a changing operating environment
- Be a model employer for staff/experts/associates and support all hvoss volunteers
- Diversify the funding base, reducing reliance on one project for our future sustainability
- Aspire to deliver a range of capacity building support services
- Be open to future collaboration and new ways of delivery to support key areas of work.

# **HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2020**

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## **Key achievements during 2019/20**

### **1. Representation**

hvoSS continued to enable the local VCS to present its views and influence statutory bodies, and to contribute to other policy developments. hvoSS or its member representatives supported developments around Adults & Children's Safeguarding, volunteering infrastructure, and health and social care. The charity initiated informal VCS leaders meetings with Herefordshire Council to discuss a number of strategic developments, challenges, and opportunities.

### **2. Local support & development**

hvoSS worked with over 350 local charitable groups and organisations to help them achieve their aims, deliver on their priorities and to be more effective. Support ranged from start-up assistance in setting up new organisations, constitutional advice, fundraising, community development, information (hvoSS newsletter and website updates), briefing papers, governance support, organising networks, partnership meeting, a conference for young people, training events, volunteer recruitment, brokerage and marketing.

### **3. Strategic leadership and partnerships**

During the year the charity continued to develop relationships with strategic partners concerned with a number of cross-cutting initiatives. These included:

- Taurus Health Care and Herefordshire Clinical Commissioning Group regarding Social Prescribing developments (including transfer of success pilot to Taurus)
- West Mercia Police & Crime Commissioner and partners collaborating to deliver the No Wrong Door project.
- Herefordshire Council regarding their emerging Talk Communities strategy
- Herefordshire Community Foundation around ongoing funding and sustainability of the community sector in response to COVID-19 and the local flooding in February 2020.

### **4. Services**

The charity delivers against this aim in two ways: by addressing identified community needs where best placed to do so, for example by providing the framework for delivery of the Marches Talent Match programme; and by undertaking complementary service delivery, for example Community Wheels provides affordable and accessible transport for vulnerable individuals.

### **5. Governance**

During the year the Board reviewed risk management plans including assessment and mitigation of organisational risks across five categories: financial, operational, governance, regulatory and legal compliance, environmental and external (including reputation).

The Risk Register is regularly reviewed by the Management Team. The Board of Trustees received quarterly updates on progress, including a heat map of the key organisational risks.

All key projects provided update reports at each of the 6 Board meetings held during the year. Three projects (BBO, Talent Match and Community Wheels) presented to the full Board of Trustees during the last year. In April 2019, the charity held a successful staff and Trustee joint event to develop joint understanding about the activities of the charity and the roles of Trustees.

### **6. Human resources**

The HR Group met four times during the year to consider HR matters. A key activity of the Group was to consider options in relation to a proposed reorganisation, which became necessary due to the end of a number of funded services from April 2020. This resulted in a business case for change, formal staff consultation process and reorganisation concluded by March 2020. The charity wishes to formally acknowledge the pro bono specialist legal advice of Kidwells Law Solicitors provided to the charity during the year.

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## **7. Membership and development support**

A key priority of the organisation is to support member organisations and the service they provide to the community for public benefit. Highlights during the year included:-

### **7.1 Fundraising and Funding Network activities**

Sustainability and fundraising remained a key need and support area for all member organisations. As well as providing fundraising advice, we continued to work in partnership with Herefordshire Community Foundation and Herefordshire Council Project Development Team to ensure a range of local and national funding opportunities are promoted to local organisations.

A Funding Network Event was held on Wednesday 22nd January. Claire Bowry, Chief Executive of The Eveson Charitable Trust was the guest speaker. Claire, supported by Richard Mainwaring, Trustee gave a brilliant and informative presentation to 40 local charities and voluntary organisations about how to apply to the Eveson Charitable Trust, and how charities can improve their fundraising success with other potential funders. The event was followed by a question and answer session with an opportunity to network with colleagues from other charities. The event was kindly hosted by Kidwells Law Solicitors.

The Eveson Charitable Trust provides vital funding in supporting a range of local charities, all of whom provide public benefit activities enabling some of the most disadvantaged in our communities to get the support they need. A briefing note and copy of the presentation is available on our website [www.hvoss.org.uk](http://www.hvoss.org.uk).

As a follow up to this network Eveson offered 'virtual' 1:1 funding surgeries with a number of hvoss member organisations. The charity wishes to acknowledge the generous support of Eveson Charitable Trust for funding access improvements to our new offices at 52 Broad Street and for funding No Wrong Door children and young peoples service.

### **7.2 Cyber-Security Seminar "Halt the Hackers" 4th March 2020**

The seminar was attended by 42 staff, volunteers, and Trustees of community sector organisations including voluntary and community groups, registered charities and other not for profit organisations. Being hacked is a very real problem for all of us involved in running a Community Sector organisation, be it large or small. The seminar helped:

- Identify the types of cyber-attack a charity could fall victim to
- Develop an action plan should the worst happen
- Offer practical advice on how you can minimise the risk of being attacked

The event was hosted by The High Sheriff of Herefordshire, James Hervey-Bathurst CBE DL and organised in partnership with Susanna McFarlane DL.

### **7.3 Flood response – February 2020**

hvoss supported the local response to flooding across the county in February 2020. The charity helped co-ordinate local offers of volunteer time, donations of food, clothing and household items. hvoss linked all offers of assistance to coordinating agencies, including Talk Communities and Herefordshire Community Foundation, with whom the charity again worked closely with throughout the year.

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## **7.4 Herefordshire Community Transformation Project - 6th February 2020 VCS Event**

We supported Community Sector views to improving wellbeing and mental health and supporting people with a mental health condition. Herefordshire and Worcestershire STP have been successful in a bid to secure additional funding to improve patient Mental Health care across both counties. The bid focussed on closing the gap between primary and secondary mental health provision with the aim of providing fully integrated services that protects patients from falling between services. The aim will be to introduce a model that provides integrated services, working with partners to address the physical and mental health needs of the community primary care network populations. hvoss supported a co-facilitated workshop ( led by Healthwatch Herefordshire and Herefordshire Health and Care) to consider what the voluntary sector provides to support people with their wellbeing and improving their mental health and supporting people with a mental health condition.

## **7.5 Community Resilience and Wellbeing Event – 20th November 2019**

hvoss and Healthwatch Herefordshire held a very successful Community Sector event to discuss local community resilience and wellbeing. 70 people, representing a cross section of organisations attended. Many welcomed the opportunity to hear about local plans and development in the health and social care sector from Herefordshire Clinical Commissioning Group, Talk Communities, and Primary Care Networks. The event provided an invaluable opportunity to share information, network, and influence thinking about future community support. We produced a Briefing Paper WHICH contains information including delegate details, presentations, questions raised and feedback. This is part of a series of planned events to be run in partnership with Healthwatch Herefordshire.

## **7.6 Governance workshop - Legal responsibilities 25th September 2019**

Sandy Adirondack, nationally acclaimed trainer and writer returned to Herefordshire to deliver an invaluable workshop on legal responsibilities for voluntary organisations. The training was well attended, with representation from 9 organisations, totalling 15 people. It was an interactive event where some of the potential issues of governance were brought to life. Each of the attendees took away a copy of the Charity Governance Code resource.

## **7.7 Members meeting with hvoss CEO – Including future needs**

During the year, Will Lindesay held seventeen one-to-one meetings with member representatives. These identified a range of practical and strategic solutions to issues these members were facing. Based on comments received the charity initiated a needs assessment to inform future services and training. The key findings were: -

### **7.7.1 Main reasons for using hvoss services**

50% Networking opportunities  
46% Volunteer Bureau and Training & workshops  
21% Funding advice  
20% organisational development  
6.7% Website members area

### **7.7.2 Reasons for joining hvoss**

43.3% networking opportunities  
33.3% to support the collective voice of the sector  
30% Organisational development support, start-up advice, change of status  
27% Other (the main reason given was for Volunteer recruitment)  
23% Discounted training & workshops  
10% Voting rights at hvoss AGM



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## 7.7.3 Services you would like hvoss to offer or continue to offer

Fundraising training / mandatory training  
Board Development  
Volunteer Management Training and Promotion (including local recruitment drives)  
A colour coded directory of names & telephone contact numbers of professional/ registered/ accredited health & social care community services for referrals

## 7.7.4 Services your organisation will need in the next 3 years

66.7% Networking opportunities  
63.3% Help with identifying and accessing funding  
60% Promotion of volunteering roles  
50% Continuation advice for groups/charities to develop  
43.3% Governance training  
40% Supporting development of a new service  
36.7% Workforce development, training & skills, e.g. First Aid  
30% Job Vacancy promotion

The charity wishes to thank all organisations that responded to the needs analysis. The findings will inform future service developments, including the hvoss training, networking and events programme 2020/21.

## 7.8 Jobs and recruitment

hvoss's job pages again proved to be a popular resource during the year, 11 members have benefitted from using them to advertise 24 job vacancies free of charge.

## 7.9 hvoice E-newsletter

7 newsletters were circulated in 2019/20 (<http://www.hvoss.org.uk/about-us/hvoice.aspx>). hvoice provides regular updates to 1,500 contacts on local and national information, events, resources, and policy developments. The regular open rate, in excess of 30%, compares favourably with similar publications.

## 7.10 Community Events

The charity promoted in excess of 100 local community events and activities across Herefordshire via the hvoss website and other social media platforms. Members and other community groups used our latest news features to publicise activities and community events.

## 7.11 Start-up and Development Assistance

The charity provided start-up and development support to organisations and local groups. Despite capacity being significantly affected by reduced resourcing in this area, the central team still offered a diverse range of support. Highlights included: -

- Assisting in set up and registration of new Charity Incorporated Organisations (CIO's) regulated by the Charity Commission.
- Helping new and existing organisations to identify appropriate professional and other services including insurance, indemnity cover, bank accounts, payroll, legal and HR services.
- Linking members to statutory and non-statutory service areas.
- Offering crisis intervention support to a number of organisations faced with sustainability, premises and governance issues.
- Funding advice to members and other local organisations resulting in successful funding bids and resources to support their vital work.
- Brokering corporate volunteering team tasks between the business community and local community projects.

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## **7.12 Volunteering Services (Volunteer Bureau)**

A key priority of the hvoss strategic plan 2017 – 2022 remains volunteering services. The Volunteer Bureau (through our online Simply Connect system) provides volunteering brokerage, promotion and recruitment functions for:

- People in the county wishing to volunteer
- Organisations who are seeking to involve and recruit volunteers

Volunteering helps individuals to develop skills, confidence, a sense of purpose, and experience of work in a supportive environment. There are a diverse range of organisations and volunteering opportunities available in Herefordshire, an area that enjoys high levels of volunteering, self- help and participation by communities in positive activities.

Herefordshire Volunteer Bureau maintained a large database of available volunteering opportunities including administration, sport and recreation, retail, health and social care, conservation, youth projects and community development. During this period 277 volunteering roles were advertised.

The part time Support Service Officer role led on members' support, communication and Volunteer Bureau. Longer term funding is needed to ensure these vital functions can be maintained and developed into the future.

Following the incredibly busy Open Day on 4th September 2019, the Volunteer Bureau embarked on an improved volunteer experience whereby the bureau was staffed by volunteers, supported by the Support Services Officer. The volunteers made huge strides in expanding the online reach of the bureau via social media. They also developed and produced weekly updated leaflets of available roles (for those who prefer non digital information). This enabled the volunteers to gain much needed hands-on experience of being in a client facing environment which would increase their confidence for seeking employment.

We now have a standalone Volunteer Station in the front lobby of 52 Broad Street offices. This created a space for passers-by to drop in and search the Simply Connect system without needing to have a lengthy conversation with a volunteer. The notice board in the lobby was also used to display posters to advertise volunteering roles from hvoss members. This has proven more popular with passers-by, who regularly drop in to peruse the board without wanting to have a conversation or log on to the system.

The relocation to 52 Broad Street has seen a significant increase not only in awareness of the Bureau but also in the number of people dropping in to seek volunteering. From April 2020, the Bureau and hvoss reception function will now be run completely by volunteers with the support of the Building Better Opportunities staff team.

## **7.13 COVID-19 (Coronavirus)**

### **Strategic Leadership**

hvoss worked effectively with Herefordshire Council on the 'Talk Community Herefordshire COVID-19 Response' to help ensure effective member organisations and community sector involvement. The charity produced daily updates on a dedicated COVID-19 webpage to ensure community sector organisations were: -

1. Directed to current information and resources
2. Offered guidance and support during the pandemic
3. Supported in addressing impacts caused by the crisis
4. Assisted with fundraising (included lobbying for response and post crisis finances)
5. Linked into the 4 tier 'Talk Community Strategic Response' led by Herefordshire Council

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## **7.14 Hereford City Rotary Club**

The charity enjoyed a new and successful partnership with Hereford City Rotary Club in relation to community support across the city. Following on from successful discussions about volunteering, community sector support and fundraising, both organisations worked together during the COVID-19 crisis to collaborate on an Appeal Fund, grant distribution, food supplies as well as weekly community co-ordination meetings with a senior officer at Herefordshire Council.

“Hereford City Rotary Club has benefitted enormously from the partnership we have developed with hvoss, during the pandemic. Through our working with hvoss we have been able to contribute strategically to the local response to Covid-19. The schemes we put in place have been facilitated and strengthened by this collaboration. We believe that this has benefitted both organisations and more importantly the local population. We look forward to further developing our partnership”. (Roberta Morris, Member Hereford City Rotary Club).

## **7.15 Megan Bennett MBE declared 52 Broad Street open! – 4th September 2019**

Over 100 friends, funders, supporters, volunteers joined hvoss staff and trustees on Wednesday 4th September to watch Megan Bennett MBE officially open the new hvoss HQ at 52 Broad Street, Hereford. It was fitting that Megan was asked to open the new premises. For over 70 years Megan has been a champion of volunteering, health and social care, community transport, and youth initiatives in Herefordshire. These areas are all core to activities and services supported by hvoss. She also has a long history of being a trustee with a number of local charities and infrastructure organisations and was involved in the merger to establish hvoss in 2011. In recognition of her selfless contribution to community life in Herefordshire Megan was awarded an MBE in 2010.

Special thanks were expressed to The Eveson Charitable Trust, EF Bulmer Benevolent Fund, and Hereford City Rotary Club, all of whom provided vital grant support to building works. hvoss is also grateful for invaluable contributions provided by LD Preece & Sons Ltd, Home Choice Flooring and many other local businesses for their work on the new building.

The trustees would particularly like to acknowledge the generous support of Mark Tucker, our landlord, in offering a 5 year rent free lease on 52 Broad Street. The newly refurbished offices provide hvoss and our community services with accessible and prominent offices in a prime Hereford city location The Base, below the ground floor, has a small meeting room and training room that is available for members, charities and community groups to use.

## **7.16 Veterans Support Centre – 15 West Street, Hereford**

Following discussions with organisations and partners involved in the development of a new veterans support service, the charity was pleased to support this much needed service. Working closely with Herefordshire Council, hvoss signed a 2 year lease on new premises in West Street. The centre is already making a big difference to veterans and their families across Herefordshire.

## **7.17 Young Carers and Young Adults Carers Services**

The charity worked in partnership with Herefordshire Carers Support (HCS) to ensure that services for young carers continue in Herefordshire beyond the planned winding up of Herefordshire Carers Support by April 2020. Based on our long track record of working with HCS over many years, the young carers and young adult carers services transferred to hvoss in Autumn 2019. These services, funded until 2022, will ensure regular young carers clubs continue in Hereford, Leominster, and Ross-On-Wye. As part of the service function young adult carers and their families will also continue to receive much needed support. The partnership transfer also provides for some limited funding to support young peoples alcohol information services and resources, which are already being developed as part of the No Wrong Door project.

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"Thank you for your year one grant report. It was a pleasure to read as it illustrated how the clubs have given young carers positive time away from their caring responsibilities and are helping many to find their voice. The poetry young people have produced is fantastic and their feedback shared certainly shows how much they value the clubs". BBC Children In Need (Funder of the Young Carers Club Service).

"Club is always that relief and just time where we can have some time on our own!" (Young Carer).

## 8. Project achievements

### 8.1 No Wrong Door

No Wrong Door (NWD) has developed a cross-sector partnership of youth services where synergy builds capacity and capability within the sector; where youth practitioners come together and look at new ways of working and helping respond to identified needs in provision and sharing skills. The project has continued to develop a strong and responsive network of youth services from both the voluntary and statutory sectors providing support for identified needs of young people and target services where they are needed. It has developed a collaborative support pathway for early intervention through a common referral process which is designed to complement all our partner agencies providing a robust youth provision that responds to the ways young people seek help.

**Key to the success:** 41 cross-sector partner agencies have now sign up to a protocol of data sharing and a way of working which provides and mutual skill sharing and support through informal peer supervision and multi-agency training. This has proved a cost efficient and effective method of building capability and capacity for the sector and maintains wellbeing of staff in front-line services through coordinated planning, activities, debates and 1-2-1 support.

**The Youth Offer:** The NWD service has created **is a single point of contact** for young people between the ages of 11 to 25 in Herefordshire to access:

- **A Safe Space to Talk:** having someone to talk with who is non-judgemental and who then can open up to and be honest with, who supports their goals in life.
- **Find Help:** young people do not always have the confidence in themselves, here they can find appropriate advice and guidance on navigating to the adult world.
- **Make a Difference:** to access a platform where they get support not only to be able to make a difference to their own lives but to others as well

Key statistics between April 2019 and March 2020 were:

41 partner agencies have now signed our protocol of data sharing and way of working

353 individual young people accessed NWD

179 youth work sessions were delivered

710 volunteering hours contributed to the service.

9 training sessions were delivered to practitioners and volunteers

**New premises - 1 Union Walk:** In the Autumn, the service moved from The Robert Owen school site to the old Peter Prosser hairdressers in Commercial Road. An impressive team of staff, volunteers and contractors worked hard to complete the move on time. NWD's new home is near the bus & train stations and on the traffic path between the colleges and the city centre.

**Continued expansion:** Its collaborative way of working has enabled No Wrong Door to offer an initial Triage, Assessment and Action Plan, establishing a support pathway offering a common referral process which is developing a complementary way of working with the Local Authority Early Help provision and other agency providers. It has demonstrated how a robust youth provision can provide and respond to the ways young people seek help.

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**Funding:** NWD addresses the local strategy to create a safer West Mercia by developing a strong and responsive youth service providing support for the identified needs of young people and target services where they are needed most. With regard to future sustainability, thanks must go to the West Mercia Police and Crime Commissioner's Office which has enabled the project to build on its vision. Our grant from the PCC ends on 31st March 2020

**Young People's** involvement is fundamental to our practice and our "Herefordshire Youth Reps" with members from our partners and youth groups. No Wrong Door has continued to create a safe meeting environment enabling young people from a wide range of life experiences to raise social issues, discuss them and raise identified concerns to help influence decision making that impacts on young people.

## No Wrong Door Highlights

- **Hereford College of Arts** Students from HCA gained experience to deliver workshops
- **Catch 22** Partnership working with their NCS social action programme hosting a "Dragon's Den", where voluntary agencies provided feedback and suggestions to help participants refine their Social Action plans.
- **Summer Programme:** ran again providing multi-agencies with open-access workshops and weekly outreach sessions at Castle Green aimed at increasing wellbeing, reducing social isolation and learning new skills.
- **"Drifters"** weekly club ongoing targeted outreach work with Hereford Drift Trikes at Castle Green which established our success providing ongoing 1:2:1.
- **"Going for Goal"** Established a partnership of Hereford FA & FC, Local Policing Team to provide a targeted activity program working with Hereford High Schools. Providing football coaching sessions and wrap around support for targeted young people, raising awareness to crime and social issues. A football match at Edgar street is planned for later in the year.

**Sustainability:** NWD is now operating with an initial short term reduced budget and staff team. Working with partner agencies and organisations from both the voluntary and statutory sectors, together with key strategic funders, project plans are to extend the scope and outreach of the project. A long-term view of sustainability is planned with more partners co-locating within the project and more self-financing project work to cover the increased costs of this expansion.

No Wrong Door now needs continued support to build on the delivery of the project to help establish long-term sustainability not only for Herefordshire but to continue the proven good working practice across the country.

## NWD Poem

When I first came here, I didn't know which way was up  
And now I feel like it was a storm in a teacup  
I would never normally ask for help but now I can  
I am now fully aware and proud of who I am  
They have helped me with letters, emails and calls  
They have explained it all  
No matter the problem and no matter how big  
They helped me out of the hole as I continued to dig  
I feel like I used to live in the dark  
And now I see the difference is stark  
I have learnt recipes to 'try' and cook  
And a few recommendations for a good book  
From this group I have learnt so many things and made so many friends  
I hope it never ends.

Harvey Williams

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## **8.2 Marches Talent Match, Herefordshire and Telford**

Marches Talent Match (MTM) was one of 21 of the National Lottery Community Funds investment programmes for improving Young People's lives. It worked with people aged 18 -24 who were not in work, education or training, supporting them to gain positive wellbeing and progression towards employability. hvoss was the local accountable body and Lottery grant holder coordinating a partnership representing public, private and voluntary sector interests across Telford and Herefordshire.

The programme offered accessible support for those furthest from the workplace to help them address issues preventing their wellbeing, particularly around housing, health, substance dependencies, and finances. It provided information on employment and careers advice and guidance. Participants were coached to invest in their personal development, to try out and take up new opportunities, and get involved in voluntary activities. Basic and life skills training was delivered through group work with further education opportunities signposted to vocational courses, professional qualifications or full and part time academic courses. Closer to the workplace workshops supported the development of employability skills, work placements were secured, and work experience supported. Peer mentoring and individual support through the Participants themselves built motivation and aspiration and supported individuals' progression towards employment and into sustained work.

It has now completed an additional year's extension of the 5-year programme and on completion has achieved the following:

- 451 participants subscribed to the programme, (target for 5 years 300)
- 50 hidden from support/welfare provision & not engaged in employment/education/ training.
- 151 gained employment (target for 5 years 80)
- Over half of these continued in sustained work for over 6 months (target for 5 years 60)
- 105 participants have been involved in volunteering
- 101 participated in basic skills training
- 81 have undertaken regular work placements
- 18 have been taken into apprenticeships
- 33 entered formal education
- 90 benefitted from peer mentoring

Up to February 2020 the national rate of economic activity improved over the last 5 years with a reduction in general youth unemployment. However, there has been an underlying increase in those long term hidden from the education, training and benefits systems, not accessing support and finding themselves furthest from the employment market. This will be greatly exacerbated by the economic collapse of Spring 2020 and the disruption to Young Peoples education and training and social and communal lives. We have not completed the task.

Learning from delivering the programme has identified the significance of lack of work experience in gaining employment and poor mental wellbeing on sustaining employment. As one of 21 local Talent Match programmes, the Marches have contributed to the overall programme investment in learning through monitoring the resources given to individuals and evidencing their progress and achievement. It has identified the value of offering long term one to one holistic support particularly through a dedicated mentor. It has seen the benefit of working with people who have freely chosen to access our programme and who then share a responsibility for and commitment to personal and social development and economic progress. It has benefitted from having young people involved in the Governance, managing and delivery of the programme and in being accountable to them.

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The participants have asked that in the future young people have opportunities to learn the skills and gain the experience they need to positively transition from school to employment, education or training and independent living. That their learning needs are identified at a younger age and that they are better informed of the opportunities and choices for careers and progressing their lives. That they are able to access appropriate support and resources for their wellbeing and future development. That they have the opportunity to contribute to and be of value to their communities and society.

We cannot solve our problems with the same thinking we used to create them.

In completing the programme, the MTM Local Partnership have appreciated the commitment to a cross sector approach in delivery, especially from the DWP and the Local Authorities, and the support of the business and charity sectors. They appreciate too the commitment and belief of staff, hvoss Trustees, funders, colleagues and friends. They have been privileged to demonstrate that the voluntary community charity sector can lead cross sector partnerships and deliver significant investments in the Young People of Telford and Herefordshire.

### **8.3 Building Better Opportunities (BBO)**

Over the last year, 4 staff on the BBO project have worked together to sign up a total of 194 participants by the end of March 2020, 110 of whom have disabilities. The project has supported 120 into voluntary placements, 21 into employment, 8 into training and further education and 13 have moved into job searching. Many have volunteered to assist hvoss, to gain experience, improve their employability and give something back to the organisation. Since starting in May 2018, 30 participants have volunteered in different capacities, this includes helping to decorate and clean our new premises, support with Admin and IT, mentor other participants with IT and English lessons, sharing skills, assisting with courses and planning for the AGM. hvoss now has a regular team of volunteers on reception, helping with visitors and enquiries. They have all been a great asset to the organisation and hvoss is very grateful for their help. The hope is that volunteering will improve self confidence and employability skills and allow them to progress and take on board new challenges. The following quote emphasises the positive impact volunteering and support through the partnership can have:

'Before joining BBO I didn't really go out much and I felt I couldn't achieve anything. Now I volunteer and have a plan. I used to isolate myself which is not good, but now I have learnt that I am better around people. I have had lots of help from the team at hvoss and now Redspark with The Confidence Course. hvoss has acted as a base for me to discover new things I can do. I have come a long way. hvoss is like a ship, you never know where you will sail to....' 2019

BBO has worked with a variety of charities and organisations to secure placements and taken referrals from Probation, JCP, supported accommodation, 2gether trust, Stonebow Unit, We are with you, RNC and many self-referrals. One project hvoss has worked very closely with is 'The wellbeing /forest garden' at Queenswood, run by Hereford Wildlife Trust. 23 volunteers have successfully volunteered with BBO in the garden which is designed as a peaceful, sustainable forest garden, open to all. This project has enabled BBO to support participants with travel training, for those too anxious to travel alone and learn to take the bus to Queenswood and work in small supportive groups, improving social anxiety and mental wellbeing, working outdoors in a calming and inspiring environment. One of the highlights of this year is the progress made by one of our participants who came from Probation and rehab and completed our 'How to be a good volunteer course'. She moved on to volunteering with The forest garden and was recently interviewed on the BBC's Countryfile about the benefits of volunteering and working outdoors. She has turned her life around and taken every opportunity available to fill her week with training and volunteering. As a result she has now been asked to work with the BBC on producing short films about her life and experiences. She also spoke openly and honestly at the hvoss AGM last year, the first time she had ever spoken in public and received a lot of praise and positive feedback, which helped boost her self-esteem.

60% of BBO participants at hvoss have a disability and as a result of the challenges and barriers to employability they often face, the project decided to write a fact sheet about Access To Work, giving clear information about how the system works, what grants you can apply for, who is eligible and topical tips, which you can find on the hvoss website. As a result, several presentations have been given to different groups

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2020

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Cart shed, RNC and the whole BBO partnership. The project aims to improve awareness for Employers and Employees of the system and enable more people with disabilities to secure work.

Supporting people with mental ill health dominates day to day work with participants. Lack of understanding, awareness and judgement, often makes moving into employment really challenging if you have had poor mental health. The project is working hard to break down barriers and raise awareness of mental health issues, as evidenced by the following story:

'I was in Stonebow when I first heard of BBO, I wasn't doing much, my motivation was low. I had seen hvoss/BBO staff on the ward. Through the hospital I learnt about a 5 week 'How to be a good volunteer' course and what was available. From then it progressed to Maths course and voluntary jobs with a lot of support. I'm a bit more confident now, able to mingle with people and work things out. It's strange how good came out of me going into hospital, otherwise I may never have found hvoss. A lot of people would turn away from mental health, but BBO don't.' 2019

This sums up really well what the partnership is striving to achieve; making a difference to people's lives.

2019 was finished in style with a Christmas crafternoon, where hvoss turned into a craft workshop and all our volunteers, participants and staff were invited to celebrate the end of BBO1, by taking part in a range of workshops, making Christmas decorations, cards, gift tags and learning to sew. 23 people attended, everyone bought refreshments and there was a real party atmosphere, with everyone engrossed in different art projects. For many this was the only Christmas party they would attend, meeting others and sharing skills.

BBO is now well into BBO2, which runs until March 2022 in Herefordshire and hvoss has met it's targets for the first quarter. It now faces new challenges however, as the team adapts to support people during the COVID 19 crisis and lockdown. Working from home the team are coming up with creative ways to support people remotely, keep them connected, befriending and learning new skills online. The project is focusing on the most vulnerable people who are living alone, ensuring they have the support they need.

## 8.4 Community Wheels

Community Wheels is a well-established community transport service providing users of all ages and needs with door to door travel. It operates from Corn Square in Leominster and covers North Herefordshire, Leominster, Central Herefordshire, Hereford City and surrounding parishes. To be eligible passengers must live within the catchment area and be without access to a car or be unable to use public transport due to mobility or other issues.

The service is operated and supported by a dedicated team of 80 caring volunteer drivers who give their time for free. From April 2019 – March 2020 Community Wheels provided 15,786 trips to 702 active customers. Covering a total of 168528 miles. The service is co-ordinated by three paid staff. The profile of customers is as follows: -

87% are over the age of 65  
3% are wheelchair users  
28% have a physical disability  
4% have a learning disability

Numbers of Community Wheels trips during the year: -

Day Centres – 2778  
Hospital trips – 2402  
Doctor Appointments – 1628  
Accessing education - 582  
Other medical appointments – 608  
Shopping – 2914  
Social Inclusion – 4819  
Connecting Transport – 55



# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) *FOR THE YEAR ENDED 31 MARCH 2020*

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3% are wheelchair users

Customer feedback on Community Wheels: -

“Thank you so much for being there, and all that you do”

“Thank you for the marvellous service you provide”.

“Your help is much appreciated”.

“I am very grateful for the invaluable service you provide”.

“A big thank you to you all, for your help at all times, the smoothness of organising my trips to the hospital, has gone a long way to help, at this difficult time”.

Community Wheels continues to provide a Community Bus, every Friday, from Bodenham – Risbury – Stoke Prior – Leominster Bus Station and return. This is supported by Leominster Town Council.

A Fare Review took place, and it was agreed the new fare structure is to be implemented on 01/04/2020. All the customers that would be affected by the increase, received a letter at the end of February, informing them of the changes, that will be implemented.

## **8.5 Community Transport Forum (CTF)**

As a member of the CTF the charity continues to support the invaluable work of independent community transport providers across Herefordshire. The seven independent schemes work together and collaborate on community transport service provision, which remains absolutely critical to thousands of passengers who would otherwise be isolated.

## **9. Volunteer recognition events**

**9.1 Crafternoon - 20th December 2019:** Fun filled event for staff, volunteers and participants to celebrate the festivities. A wonderful way for staff, volunteers, and participants to share time, skills at the end of another busy and productive year for all involved in hvoss.

**9.2 Community Wheels Volunteer Drivers – Christmas Party 4th December 2019:** A get together at The Rankin Club, Leominster on Wednesday 4th December to thank all our wonderful volunteer drivers for all they do throughout the year. Linda, Katie and Tracey together with Will Lindsay joined our volunteers to say thank you for all they do for so many customers of the services. Throughout the afternoon, drivers popped in for some light lunch, and to chat and catch up with other drivers. A lovely buffet was provided by The Rankin Club, and delicious cakes were very kindly provided by Pat Teale. Mrs Judy Thomas, Mayoress of Leominster joined us for lunch and talked to many volunteers about their volunteering and the vital service they provide.

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) *FOR THE YEAR ENDED 31 MARCH 2020*

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**9.3 Annual General Meeting 16th October 2019:** Over 100 people attended the hvoss AGM on 16th October 2019. It was a fabulous celebration of voluntary and community action in the county. The meeting approved the appointment of two new member representatives onto the board of trustees, Euan McPherson of SIL and Rich Matthews of Rural Media Company. The annual report 2018/19 was adopted following presentation of the activities and achievements by Will Lindsay DL Chief Executive, and a financial overview given by our Auditors Kendall Wadley LLP. Highlights of the event included 7 showcases from volunteers, partners organisations and members that hvoss has worked with over the last year. They highlighted huge contributions made to the needs of people across the county and the organisations that support them. Presenters were: -

Lorraine Smith, Phoenix Bereavement Support (No Wrong Door)  
Rickie's Story (Marches Talent Match)  
Beth Hudson (Yeleni Therapy and Support Centre)  
Tracy Ricketts (Veterans Support Centre)  
Building Better Opportunities Team  
Sian Basker (Data Orchard)  
John Griggs (Community Wheels Volunteer Driver)

Attendees heard from some powerful life changing stories from Georgie Potter and Hayley Williams who are both participants in the BBO programme. John Griggs provided an entertaining personal view of his experiences as a Community Wheels volunteer driver and the passengers he supports. The event was closed with Lady Darnley, Lord Lieutenant for Herefordshire thanking attendees and hvoss for the contribution made by so many to so many in the county. Ahead of her retirement in 2020, and this being her last hvoss AGM in her capacity as the Lord Lieutenant, Lynda Wilcox, chairman publicly thanked Lady Darnley for her support to the voluntary sector and hvoss since 2008.

The moment was marked with Lynda presenting Lady Darnley with a gift to mark this very special moment for us all.

"Good evening Will, I would like to thank you, your Board of Trustees, staff and volunteers for inviting me to your AGM. Honestly, it was an uplifting meeting, the work you are doing and positive impact HVOSS has on the lives of people in our county is commendable. Your staff and volunteers are all so enthusiastic and clearly love what they do. Well done to you all!"

(AGM feedback from hvoss member)

## **9.4 Collection on Saturday 14th September raises vital funds and awareness**

Rosie our mascot and a special guest appearance from Micky Mouse attracted great interest in High Town Hereford on Saturday 14th September for a street collection to raise vital funds for, and awareness of, hvoss. The day did so much to raise awareness of the charity's work and our new offices in Broad Street. We would like to thank everyone that donated. In line with our remit to support local charitable causes hvoss produced a hints and tips guide for local charities on undertaking street collection, how to go about it, and points to consider.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)  
FOR THE YEAR ENDED 31 MARCH 2020**

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**10 Plans for the future**

**10.1 52 Broad Street** –Further develop 52 Broad Street and 'The Base' for training, meeting rooms and resources for the local Community Sector.

**10.2 Reorganisation** - the hvoss support function comprising CEO (strategy) and office services are now significantly smaller than at any time since for the formation of hvoss. Despite this, resources have been prioritised to ensure the charity is able to respond and grow new opportunities, services and initiatives as determined by the Board. Service area plans include:

**10.3 Membership** – Further enhanced hvoss membership package offer for April 2020 – March 2021. In addition to existing benefits of hvoss membership we are delighted to announce new value-added services and discounts that will bring considerable financial and wellbeing benefits for staff, trustees, and volunteers of not for profit members.

**10.4 Capacity building and training** - In response to the findings of a needs assessment, hvoss will organise a series of workshops, events and training (with priority for members) in areas of good governance, social media and fundraising.

**10.5 Information and communications** – Provide regular updates to members and other VCS representatives. Keep members informed of relevant local and national developments via the hvoss e-bulletins, website latest news items, volunteering opportunities, and social media platforms that are responsive to existing and new users of our services.

**10.6 Online resources** – Further develop online resources for the members' area [www.hvoss.org.uk](http://www.hvoss.org.uk) to include funding materials, factsheets and guides, advice and guidance.

**10.7 Volunteer Bureau** – Ensure provision of up to date volunteering opportunities across Herefordshire. Fully utilise and promote the VC Connect CRM for these purposes including developing new opportunities for business sector engagement.

**10.8 Fundraising and sustainability** -The charity has prioritised a need to identify other charitable funding sources for its volunteering services provision and seeks to explore charitable trusts as a way of ensuring these key activities can be supported in the absence of statutory funding.

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2020

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## 11. Projects

**11.1 Building Better Opportunities Herefordshire (BBO)** – Further develop our partnership working to develop supported volunteering activities for individuals wishing to volunteer, become economically active, and gain future employment.

**11.2 Marches Talent Match (MTM)** – implement the agreed succession and exit plan to ensure young people requiring the MTM service can continue to be supported. MTM will work strategically with all key stakeholders to complete and publish a robust evaluation of MTM as part of the national evaluation. MTM will work local and national decision makers to ensure learning and findings are presented, all with a view of sustaining support for future participants.

**11.3 No Wrong Door** – Continue to develop general and specialist service provision. Ensure that a range of needs faced by children and young people can be met by a broad range of statutory and non-statutory service providers. Work collaboratively with partners and funders to develop, grow and fund service provision beyond current secured funding in March 2021. We will work with a range of funders to ensure options for sustainable funding of a holistic service for children and young people are provided beyond the current grant support provided by West Mercia Police and Crime Commissioner, which will end in March 2020.

**11.4 Community Wheels** – Continued development of activities towards future sustainability. This includes ongoing volunteer driver recruitment, developing funding opportunities (with existing and potential trusts), initiating a review of fares and charging, and collaborating with all local community transport schemes to ensure the needs of a growing client base can be met.

**11.5 Sustainability and resources** - As part of its new business model, the charity seeks to explore opportunities for income generating activities to increase central funding to support the activities and services that deliver our charitable objects and public benefit. With regard to restricted funds, we will continue to apply for discretionary grants, albeit in a more competitive and crowded marketplace to enable the organisation to deliver on its mission commitments. As a membership based organisation, not competing with member organisations is a key principle in deciding which new service areas to develop.

We continue to explore new ways of generating additional unrestricted funds, along with identifying cost savings where possible. This could involve closer collaboration with other partner agencies to support our priority objectives.

As part of the future strategy, hvoss is developing a network of specialist associates who can be commissioned to deliver specific services as funding allows. During the year, this approach has already resulted in pro bono capacity being offered to a number of members who have benefited from professional services as part of this 'expert pool'.

The charity also seeks to involve more volunteers in central administration activities as part of its plan to develop volunteer involvement and capacity.

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2020

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## Financial review

The results for the year are set out in the financial statements commencing on page 25. The financial statements show net outgoing resources of £32,940 (2019 outgoing £71,774) which is mainly due to the cost savings of re-organisation partially offset by the costs of moving whilst still continuing the planned process of investment.

Total reserves at the end of the financial year amounted to £339,259 (2019 £372,199).

hvoSS has reserves which are accounted for under three headings: restricted, designated, and unrestricted (free). Restricted reserves of £191,519 (2019 £188,700) consist of funds ring-fenced to finance particular projects and cannot be used for any other purpose.

Designated funds are those unrestricted funds that trustees have agreed to set aside for specific purposes, and include an amount to cover wind-up costs. In accordance with good practice guidance this includes three months' central running costs, statutory redundancy for all staff who qualify under current legislation, and all other outstanding commitments of the charity. This currently equates to £119,618 (2019 £129,191) in total.

Unrestricted funds of £28,122 (2019 £54,308) represent the balance of the total reserves and can be used at the discretion of the trustees. After making allowances for tangible fixed assets the free reserves of the charity amount to £23,807 (2019 £48,434).

The level of free reserves has remained within the policy set throughout the year and trustees consider the results for the year and the financial position at the balance sheet date to be satisfactory.

At this level trustees believe they would be able to continue current activities in the short term should a significant drop in funding occur. In those circumstances consideration would be given as to how the funding could be replaced, the activity changed, or whether further rationalisation of services provision would be necessary.

## Reserves policy

The trustees believe that maintaining appropriate reserves, combined with an annual review of the controls over key financial systems will provide sufficient resources in the event of adverse conditions. hvoSS uses a full cost recovery methodology to ensure that the costs of providing central services (governance, strategic management, finance and administration, accommodation) are fairly allocated over all activities.

## Structure and Governance

The charity is a company limited by guarantee not having a share capital. The liability of the members in the event of the company being wound up is limited to a sum not exceeding £1. The company was incorporated on 30 December 2002 – Number 4625595. The company is a registered charity - number 1096451.

Administrative information is shown at the front of the financial statements. Members adopted new Articles of Association to comply with the Charities Act 2011 and Companies Act 2006 in April 2012. Changes to charitable objects, trustees' benefits and dissolution clauses were made as part of a merger to establish hvoSS as a leading support service provider within the local voluntary and community sector.

hvoSS is an independent charity established in 2012 following the merger of three local support organisations. Herefordshire is a sparsely populated rural county. The Voluntary and Community Sector in Herefordshire (VCS) consists of around 1100 local organisations and 50,000 volunteers, all making a significant contribution to improved quality of life and the needs of local people and communities.

The charity is a Council for Voluntary Service providing information, advice and support to the voluntary and community sector across Herefordshire. hvoSS offers specialist support in the areas of children and young people, health and social care, volunteering and community development. The organisation is a member of National Association for Voluntary and Community Action. During the year the charity operated a Volunteer Bureau.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)  
FOR THE YEAR ENDED 31 MARCH 2020**

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The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs L P Wilcox  
Mr R S Kelly  
Mrs A C Robinson  
Mrs M E Campbell  
Mrs J Faux  
Mrs S Penny  
Mr P J W Talbot (Resigned 22 May 2020)  
Mr E McPherson  
R P Matthews (Appointed 16 October 2019)

Trustees are appointed by members at the Annual General Meeting following a nomination and election process.

The charity has an induction process to support newly appointed trustees. This includes a one-to-one meeting with the Chief Executive and an opportunity to meet staff, volunteers and trustees. Regular information is provided about events, training and other opportunities. Meetings of the Board have included presentations about key internal and external developments, including service area and project updates.

The Directors and Trustees of hvoss are responsible for the strategic direction, financial and overall management of the charity. The Board receives reports to enable it to give effective direction. During the year the Board met 6 times. This was necessary to ensure effective development, implementation and review of all charitable activities.

All services and projects were monitored against a performance management framework with quarterly reporting of all activities and achievements against strategic plan key performance indicators and outcomes. Trustees have considered and reviewed impact reports every quarter during the year in order to maintain a strategic overview of key achievements and future priorities.

The hvoss Board were supported by the HR Group operating within the following terms of reference:-

- To set and oversee an HR strategy designed to meet hvoss's objectives
- To ensure organizational compliance with relevant legislation and good practice.

The Chief Executive is responsible to the Board for day-to-day management within the strategic direction set by the Board. He is also responsible for ensuring Board members receive the financial and management information necessary to carry out their responsibilities as trustees. A management team consisting of the Chief Executive and Business Services Manager met regularly during the year to support planning and implementation.

**Disclosure of information to auditor**

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor are aware of such information.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)  
*FOR THE YEAR ENDED 31 MARCH 2020***

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This report has been prepared having taken advantage of the small companies exemption contained within the Companies Act 2006.

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

**Mrs L P Wilcox**

Trustee

Dated: 21 August 2020

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
STATEMENT OF TRUSTEES' RESPONSIBILITIES  
FOR THE YEAR ENDED 31 MARCH 2020**

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The Trustees, who are also the directors of Herefordshire Voluntary Organisations Support Service for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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



# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF HEREFORDSHIRE VOLUNTARY ORGANISATIONS

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## Opinion

We have audited the financial statements of Herefordshire Voluntary Organisations (the 'charity') for the year ended 31 March 2020 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

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

## Conclusions relating to going concern

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

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

## Other information

The Trustees 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 we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF HEREFORDSHIRE VOLUNTARY ORGANISATIONS

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## **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

## **Responsibilities of Trustees**

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

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

## **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
INDEPENDENT AUDITOR'S REPORT (CONTINUED)  
TO THE TRUSTEES OF HEREFORDSHIRE VOLUNTARY ORGANISATIONS**

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**Use of our report**

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Sarah Morley ACA (Senior Statutory Auditor)  
for and on behalf of Kendall Wadley LLP**

21 August 2020

**Chartered Accountants  
Statutory Auditor**

Granta Lodge  
71 Graham Road  
Malvern  
Worcestershire  
WR14 2JS

Kendall Wadley LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
STATEMENT OF FINANCIAL ACTIVITIES  
INCLUDING INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2020**

**Current financial year**

	Notes	Unrestricted funds general 2020 £	Unrestricted funds designated 2020 £	Restricted funds 2020 £	Total 2020 £	Total 2019 £
<b><u>Income and endowments from:</u></b>						
Donations and legacies	3	867	-	3,774	4,641	620
Charitable activities	4	-	-	605,257	605,257	659,485
Investments	5	342	-	-	342	249
Other income	6	4,510	1,200	12,979	18,689	13,959
<b>Total income</b>		<b>5,719</b>	<b>1,200</b>	<b>622,010</b>	<b>628,929</b>	<b>674,313</b>
<b><u>Expenditure on:</u></b>						
Raising funds	7	3,612	-	5,987	9,599	9,292
Charitable activities	8	95,955	899	555,416	652,270	736,795
<b>Total resources expended</b>		<b>99,567</b>	<b>899</b>	<b>561,403</b>	<b>661,869</b>	<b>746,087</b>
<b>Net (outgoing)/incoming resources before transfers</b>		<b>(93,848)</b>	<b>301</b>	<b>60,607</b>	<b>(32,940)</b>	<b>(71,774)</b>
Gross transfers between funds	12	67,662	(9,874)	(57,788)	-	-
<b>Net (expenditure)/income for the year/ Net movement in funds</b>		<b>(26,186)</b>	<b>(9,573)</b>	<b>2,819</b>	<b>(32,940)</b>	<b>(71,774)</b>
Fund balances at 1 April 2019		54,308	129,191	188,700	372,199	443,973
<b>Fund balances at 31 March 2020</b>		<b>28,122</b>	<b>119,618</b>	<b>191,519</b>	<b>339,259</b>	<b>372,199</b>

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

All income and expenditure derive from continuing activities.

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

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)  
INCLUDING INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2020**

Prior financial year

		Unrestricted funds general 2019 £	Unrestricted funds designated 2019 £	Restricted funds 2019 £	Total 2019 £
	Notes				
<b><u>Income and endowments from:</u></b>					
Donations and legacies	3	20	-	600	620
Charitable activities	4	-	-	659,485	659,485
Investments	5	249	-	-	249
Other income	6	5,450	-	8,509	13,959
<b>Total income</b>		<b>5,719</b>	<b>-</b>	<b>668,594</b>	<b>674,313</b>
<b><u>Expenditure on:</u></b>					
Raising funds	7	9,292	-	-	9,292
Charitable activities	8	76,630	-	660,165	736,795
<b>Total resources expended</b>		<b>85,922</b>	<b>-</b>	<b>660,165</b>	<b>746,087</b>
<b>Net (outgoing)/incoming resources before transfers</b>		<b>(80,203)</b>	<b>-</b>	<b>8,429</b>	<b>(71,774)</b>
Gross transfers between funds	12	87,272	11,998	(99,270)	-
<b>Net (expenditure)/income for the year/ Net movement in funds</b>		<b>7,069</b>	<b>11,998</b>	<b>(90,841)</b>	<b>(71,774)</b>
Fund balances at 1 April 2018		47,239	117,193	279,541	443,973
<b>Fund balances at 31 March 2019</b>		<b>54,308</b>	<b>129,191</b>	<b>188,700</b>	<b>372,199</b>

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

All income and expenditure derive from continuing activities.

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

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
BALANCE SHEET  
AS AT 31 MARCH 2020**

	Notes	2020		2019	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	13		20,671		26,014
<b>Current assets</b>					
Debtors	14	61,877		30,051	
Cash at bank and in hand		361,592		345,086	
		<u>423,469</u>		<u>375,137</u>	
<b>Creditors: amounts falling due within one year</b>	15	<u>(104,881)</u>		<u>(28,952)</u>	
Net current assets			318,588		346,185
<b>Total assets less current liabilities</b>			<u>339,259</u>		<u>372,199</u>
<b>Income funds</b>					
Restricted funds	16		191,519		188,700
<u>Unrestricted funds</u>					
Designated funds	17	119,618		129,191	
General unrestricted funds		28,122		54,308	
		<u>147,740</u>		<u>183,499</u>	
			<u>339,259</u>		<u>372,199</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
BALANCE SHEET (CONTINUED)  
AS AT 31 MARCH 2020**

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The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2020, although an audit has been carried out under section 144 of the Charities Act 2011. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 21 August 2020

Mrs L P Wilcox  
**Trustee**

**Company Registration No. 04625595**

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2020**

	Notes	2020 £	£	2019 £	£
<b>Cash flows from operating activities</b>					
Cash generated from/(absorbed by) operations	21		24,294		(58,025)
<b>Investing activities</b>					
Purchase of tangible fixed assets		(8,130)		(6,946)	
Proceeds on disposal of tangible fixed assets		-		4,200	
Interest received		342		249	
<b>Net cash used in investing activities</b>			(7,788)		(2,497)
<b>Net cash used in financing activities</b>			-		-
<b>Net increase/(decrease) in cash and cash equivalents</b>			16,506		(60,522)
Cash and cash equivalents at beginning of year			345,086		405,608
<b>Cash and cash equivalents at end of year</b>			<u>361,592</u>		<u>345,086</u>



# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

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## 1 Accounting policies

### Company information

Herefordshire Voluntary Organisations is a private company limited by guarantee incorporated in England and Wales. The registered office is 52 Broad Street, Hereford, HR4 9AB.

### 1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

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

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

### 1.2 Going concern

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

### 1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when the funds are raised for particular restricted purposes. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

### 1.4 Incoming resources

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

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Debtors represent amounts owed to the charity for the provision of goods or services or amounts the charity has paid in advance for goods and services it will receive.

Income from charitable and commercial trading activities are included in incoming resources in the period earned.

### 1.5 Resources expended

Liabilities are recognised for the amounts that the charity anticipates it will have to pay to settle a debt or the amount that it has received in advance as payment for services it has to provide.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2020**

---

**1 Accounting policies**

**(Continued)**

Expenditure on charitable activities includes the costs associated with the activities undertaken to further the purposes of the charity and their associated support costs.

Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the programmes and activities undertaken. The support costs are treated as core running costs of the charity.

**1.6 Tangible fixed assets**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

IT Equipment	4 years on a straight line basis
Leasehold improvements	4 years on a straight line basis
Office Equipment	4 years on a straight line basis
Fixtures & fittings	5 years on a straight line basis
Motor vehicles	4-5 years on a straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

**1.7 Impairment of fixed assets**

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Recoverable amount is the higher of fair value less costs to sell and value in use.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/(expenditure) for the year.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately.

**1.8 Cash and cash equivalents**

Cash and cash equivalents include cash in hand and deposits held at call with banks.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2020**

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**1 Accounting policies**

**(Continued)**

**1.9 Financial instruments**

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

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

***Basic financial assets***

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost. Financial assets classified as receivable within one year are not amortised.

***Basic financial liabilities***

Basic financial liabilities, including creditors are initially recognised at transaction price. Financial liabilities classified as payable within one year are not amortised.

***Derecognition of financial liabilities***

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

**1.10 Employee benefits**

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

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

**1.11 Retirement benefits**

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

**1.12 Leases**

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

**1.13 Transfers between funds**

When a project ends, any deficit arising which cannot be reclaimed from the funder is recovered from the unrestricted funds. Where surpluses arise on completed projects, funders are contacted and asked if they want the surplus repaid. If the funder requests repayment the surplus is refunded. Otherwise the funds are used for specific projects as agreed with the funder, or, where there are no restrictions placed on the surplus funds, transferred to unrestricted funds.

Management costs incurred in administering the funds are treated as transfers between funds.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2020**

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**2 Critical accounting estimates and judgements**

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

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

**3 Donations and legacies**

	<b>Unrestricted funds general 2020 £</b>	<b>Restricted funds 2020 £</b>	<b>Total 2020 £</b>	<b>Unrestricted funds general 2019 £</b>	<b>Restricted funds 2019 £</b>	<b>Total 2019 £</b>
Donations and gifts	867	3,774	4,641	20	600	620
	<u>867</u>	<u>3,774</u>	<u>4,641</u>	<u>20</u>	<u>600</u>	<u>620</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2020**

**4 Charitable activities**

	Community & Youth Development	Transport	Volunteer services	Health & social care	Core activities	Total	Total 2019
	£	£	£	£	£	£	£
Community Wheels fares	-	89,200	-	-	-	89,200	86,495
Grants and other project income	355,927	31,266	94,853	9,940	22,250	514,236	571,321
Other income	-	1,821	-	-	-	1,821	1,669
	<u>355,927</u>	<u>122,287</u>	<u>94,853</u>	<u>9,940</u>	<u>22,250</u>	<u>605,257</u>	<u>659,485</u>
<b>Grants and other project income</b>							
Talent Match Big Lottery Fund	206,326	-	-	-	-	206,326	364,453
West Mercia Police & Crime Commissioner	77,285	-	-	-	-	77,285	74,628
BBC Children in Need	13,716	-	-	-	-	13,716	-
E F Bulmer Benevolent Fund	-	-	-	-	5,000	5,000	-
Herefordshire Council	12,400	30,737	-	-	-	43,137	34,911
Herefordshire Community Fund	14,243	-	5,000	-	-	19,243	1,105
Herefordshire Carers Support	11,186	-	-	9,940	-	21,126	-
Landau	16,161	-	89,853	-	-	106,014	73,178
Eveson Charitable Trust	-	-	-	-	7,500	7,500	10,000
Access to Work	-	-	-	-	-	-	12,503
Awards for All	-	-	-	-	9,750	9,750	-
BSOG	-	529	-	-	-	529	543
YSS Diversionary Activity Fund	2,040	-	-	-	-	2,040	-
The Hub and Peterchurch Parochial Church Council	2,070	-	-	-	-	2,070	-
Herefordshire & Worcestershire Sports Partnership	500	-	-	-	-	500	-
	<u>355,927</u>	<u>31,266</u>	<u>94,853</u>	<u>9,940</u>	<u>22,250</u>	<u>514,236</u>	<u>571,321</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2020**

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**5 Investments**

	<b>Unrestricted funds general 2020 £</b>	<b>Unrestricted funds general 2019 £</b>
Interest receivable	342	249

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2020**

**6 Other income**

	Unrestricted funds general £	Unrestricted funds designated £	Restricted funds £	Total 2020 £	Total 2019 £
Hereford Activities Together Brochure	-	1,200	-	1,200	-
Membership	3,555	-	6,721	10,276	11,734
Course fees	955	-	-	955	745
Miscellaneous	-	-	6,258	6,258	1,480
	<u>4,510</u>	<u>1,200</u>	<u>12,979</u>	<u>18,689</u>	<u>13,959</u>
<b>For the year ended 31 March 2019</b>	<u>5,450</u>	<u>-</u>	<u>8,509</u>	<u>13,959</u>	<u>13,959</u>

**7 Raising funds**

	Unrestricted funds general 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds general 2019 £
<u>Fundraising and publicity</u>				
Staff costs	3,612	5,987	9,599	9,292
	<u>3,612</u>	<u>5,987</u>	<u>9,599</u>	<u>9,292</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2020**

**8 Charitable activities**

	Community & youth £	Transport £	Volunteer services £	Health & social care £	Core services £	Total £	Total 2019 £
Staff costs	169,273	54,703	86,299	27,940	35,449	373,664	497,647
Depreciation and impairment	-	10,119	1,421	-	1,932	13,472	12,855
Loss on disposal of tangible fixed assets	-	-	-	-	-	-	5,175
Project costs	107,459	86,913	5,617	19,393	-	219,382	181,309
	<u>276,732</u>	<u>151,735</u>	<u>93,337</u>	<u>47,333</u>	<u>37,381</u>	<u>606,518</u>	<u>696,986</u>
Share of support overheads (excl. staff costs) (see note 10)	-	-	-	-	38,954	38,954	36,673
Share of governance costs (see note 10)	-	-	-	-	6,798	6,798	3,136
	<u>276,732</u>	<u>151,735</u>	<u>93,337</u>	<u>47,333</u>	<u>83,133</u>	<u>652,270</u>	<u>736,795</u>
<b>Analysis by fund</b>							
Unrestricted funds - general	-	-	14,754	-	81,201	95,955	
Designated	-	-	899	-	-	899	
Restricted funds	276,732	151,735	77,684	47,333	1,932	555,416	
	<u>276,732</u>	<u>151,735</u>	<u>93,337</u>	<u>47,333</u>	<u>83,133</u>	<u>652,270</u>	
<b>For the year ended 31 March 2019</b>							
Unrestricted funds - general	-	-	-	-	76,630		76,630
Restricted funds	360,190	161,524	79,077	59,374	-		660,165
	<u>360,190</u>	<u>161,524</u>	<u>79,077</u>	<u>59,374</u>	<u>76,630</u>		<u>736,795</u>



**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2020**

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**9 Trustees**

None of the Trustees (or any persons connected with them) received any remuneration during the year. None of the trustees incurred expenses on the charity's behalf (2019- nil).

**10 Support costs**

	<b>Support costs</b>	<b>Governance costs</b>	<b>2020</b>	<b>2019</b>	<b>Basis of allocation</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Staff costs	20,954	-	20,954	19,438	Activity basis
Office expenses - governance	-	3,298	3,298	3,210	
Premises costs	20,267	-	20,267	15,271	Activity basis
Office expenses	18,687	-	18,687	18,192	Activity basis
Audit fees	-	3,500	3,500	3,120	Governance
Trustee meeting expenses	-	-	-	16	Governance
	<u>59,908</u>	<u>6,798</u>	<u>66,706</u>	<u>59,247</u>	
Analysed between					
Charitable activities	<u>59,908</u>	<u>6,798</u>	<u>66,706</u>	<u>59,247</u>	

General office expenses are apportioned 15% to governance costs and 85% to charitable activities expenditure, based on estimated usage by staff of office facilities for each activity.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2020**

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**11 Employees**

**Number of employees**

The average monthly number of employees during the year was:

	<b>2020</b>	<b>2019</b>
	<b>Number</b>	<b>Number</b>
Management	2	2
Administrative	1	-
Voluntary Sector Support	8	8
Youth Projects	8	14
Health & Social Care	1	2
	<u>20</u>	<u>26</u>

**Employment costs**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Wages and salaries	349,272	460,219
Social security costs	23,250	33,342
Other pension costs - defined contribution schemes	10,741	13,378
	<u>383,263</u>	<u>506,939</u>

Included within wages and salaries are redundancy fees amounting to £2,164 (2019 £nil).

The employee numbers above include part time and full time staff, as a result the full time equivalent employees are 15 (2019: 18)

There were no employees whose annual remuneration was £60,000 or more.

**12 Transfers**

The transfers from unrestricted funds to restricted funds are necessary to alleviate the excess of restricted expenditure over income. The transfers to designated funds are to adjust for the reduced overheads and the reduced level of reserves required in the event of winding up.

The transfers from restricted funds to unrestricted funds have been made for permitted management fees.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2020**

**13 Tangible fixed assets**

	IT Equipment	Office Equipment	Fixtures & Motor vehicles fittings	Leasehold improvements	Total
	£	£	£	£	£
<b>Cost</b>					
At 1 April 2019	14,794	2,050	672	-	67,865
Additions	588	-	-	7,542	8,130
At 31 March 2020	15,382	2,050	672	7,542	75,995
<b>Depreciation and impairment</b>					
At 1 April 2019	9,439	2,050	154	-	41,851
Depreciation charged in the year	1,977	-	169	1,257	13,473
At 31 March 2020	11,416	2,050	323	1,257	55,324
<b>Carrying amount</b>					
At 31 March 2020	3,966	-	349	6,285	20,671
At 31 March 2019	5,355	-	518	-	26,014

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE**  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
*FOR THE YEAR ENDED 31 MARCH 2020*

<b>14 Debtors</b>	<b>2020</b>	<b>2019</b>
	£	£
<b>Amounts falling due within one year:</b>		
Trade debtors	11,128	4,193
Other debtors	29,243	19,978
Prepayments and accrued income	21,506	5,880
	<u>61,877</u>	<u>30,051</u>
	<u><u>61,877</u></u>	<u><u>30,051</u></u>
<b>15 Creditors: amounts falling due within one year</b>	<b>2020</b>	<b>2019</b>
	£	£
Deferred income	74,339	20,849
Trade creditors	15,422	3,981
Accruals and deferred income	15,120	4,122
	<u>104,881</u>	<u>28,952</u>
	<u><u>104,881</u></u>	<u><u>28,952</u></u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2020**

**16 Restricted funds**

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

	Movement in funds				Movement in funds				
	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2020 £
Community Wheels	25,866	138,213	(144,062)	(8,936)	11,081	130,965	(141,616)	4,433	4,863
427 Club	-	2,856	-	(2,856)	-	-	-	-	-
Fownhope Medical	3,947	-	(3,564)	(383)	-	-	-	-	-
Support Services	2,763	-	(2,763)	-	-	-	-	-	-
Talent Match	12,187	364,453	(290,295)	(43,849)	42,496	206,726	(169,707)	(31,937)	47,578
No Wrong Door	-	77,139	(69,896)	(7,243)	-	97,031	(81,747)	(11,580)	3,704
Family Drug Support	-	-	-	-	-	9,940	-	(48)	9,892
Capital	41,299	3,814	(18,027)	(1,067)	26,019	13,500	(13,472)	2,130	28,177
Social Prescribing	133,662	-	(55,810)	(8,886)	68,966	-	(47,333)	(4,306)	17,327
Miscellaneous Projects	59,817	-	(19,679)	-	40,138	48,309	(13,633)	-	74,814
BBO	-	82,119	(75,748)	(6,371)	-	89,926	(76,263)	(13,663)	-
Young Carers	-	-	-	-	-	13,439	(6,858)	(1,417)	5,164
Young Adult Carers	-	-	-	-	-	12,174	(10,774)	(1,400)	-
	<u>279,541</u>	<u>668,594</u>	<u>(660,165)</u>	<u>(99,270)</u>	<u>188,700</u>	<u>622,010</u>	<u>(561,403)</u>	<u>(57,788)</u>	<u>191,519</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
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FOR THE YEAR ENDED 31 MARCH 2020**

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**16 Restricted funds**

**(Continued)**

Community Wheels - volunteer drivers providing transport across North Herefordshire and Herford for those who cannot access independent/public transport,

Talent Match - supports local young people aged 18-24 who have been unemployed or out of education for at least 12 months to move into employment. The programme is funded by the Bog Lottery Fund as part of a national 5 year programme, project reference 10072500.

No Wrong Door - Piloting a collaboration of professional youth service agencies offering expert advice to young people. Opened early March 2021 and funded by the West Mercia Police and Crime Commissioner.

Young Carers and Young Adult Carers - the charity worked in partnership with Herefordshire Carers Support (HCS) to ensure that services for young carers continue in Herefordshire beyond the planned winding up of Herefordshire Carers Support by April 2020. This service was transferred to HVOSS in Autumn 2019 and is funded until 2022.

Capital - Represents monies received for specific capital purchases.

Social Prescribing - A 12 month project to develop patient signposting and referral services across Herefordshire, and to support patients to access non-medical sources of information and support. The project is part of the General Practice Resilience Programme (GPRP) and was commissioned locally by the NHS Herefordshire Clinical Commissioning Group.

Miscellaneous Restricted Funds - Consist of smaller grants received for individual projects and/or specific activities together with other restricted funds transferred from the Alliance and HCVYS as a result of the merger of these organisations with this charity in 2013.

BBO - The Building Better Opportunities project brings together funding from the National Lottery Community Fund and the European Social Fund to help tackle poverty and social exclusion faced by the most disadvantaged people in England.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
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FOR THE YEAR ENDED 31 MARCH 2020**

**17 Designated funds**

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

	<b>Movement in funds</b>						
	Balance at 1 April 2018 £	Transfers £	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2020 £
Winding up reserves	91,614	7,798	99,412	-	-	9,905	109,317
Community Wheels Vehicles	15,579	4,200	19,779	-	-	(19,779)	-
Core Activity Support	10,000	-	10,000	-	-	-	10,000
HAT brochure	-	-	-	1,200	(899)	-	301
	<u>117,193</u>	<u>11,998</u>	<u>129,191</u>	<u>1,200</u>	<u>(899)</u>	<u>(9,874)</u>	<u>119,618</u>

It is the policy of the charity to maintain sufficient unrestricted reserves, which are free reserves of the charity, to close down the organisation. In accordance with Charity Commission Guidelines these represent three months' running costs of the charity. These reserves are transferred from unrestricted reserves to designated reserves.

Community Wheels Vehicles represents funds designated to replace the minibus / wheelchair-accessible transport.

Core Activity Support - funds set aside to sustain core activities.

HAT brochure - funds designated to produce the HAT brochure.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
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FOR THE YEAR ENDED 31 MARCH 2020**

**18 Analysis of net assets between funds**

	<b>Unrestricted funds 2020 £</b>	<b>Designated funds 2020 £</b>	<b>Restricted funds 2020 £</b>	<b>Total 2020 £</b>	<b>Unrestricted funds 2019 £</b>	<b>Designated funds 2019 £</b>	<b>Restricted funds 2019 £</b>	<b>Total 2019 £</b>
Fund balances at 31 March 2020 are represented by:								
Tangible assets	4,315	-	16,356	20,671	5,874	-	20,140	26,014
Current assets/(liabilities)	23,807	119,618	175,163	318,588	48,434	129,191	168,560	346,185
	<u>28,122</u>	<u>119,618</u>	<u>191,519</u>	<u>339,259</u>	<u>54,308</u>	<u>129,191</u>	<u>188,700</u>	<u>372,199</u>



**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
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FOR THE YEAR ENDED 31 MARCH 2020**

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**19 Related party transactions**

**Remuneration of key management personnel**

The remuneration of key management personnel is as follows.

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Aggregate compensation	77,144	71,432
	<u>77,144</u>	<u>71,432</u>

**Transactions with related parties**

The organisation has contracted with Close House Projects to provide project services in 2020/21. Mr R S Kelly is a trustee of Close House Projects. An amount of £10,000 was invoiced in March 2020 and is included in both creditors and prepayments.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
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FOR THE YEAR ENDED 31 MARCH 2020**

**20 Operating lease commitments**

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

	<b>2020</b>	<b>2019</b>
	£	£
Within one year	10,807	2,856
Between two and five years	31,769	-
	<u>42,576</u>	<u>2,856</u>

The operating leases represent leases of property from third parties. The leases are negotiated over terms of 3-6 years.

**21 Cash generated from operations**

	<b>2020</b>	<b>2019</b>
	£	£
Deficit for the year	(32,940)	(71,774)
Adjustments for:		
Investment income recognised in profit or loss	(342)	(249)
(Gain)/loss on disposal of tangible fixed assets	-	5,175
Depreciation and impairment of tangible fixed assets	13,473	12,855
Movements in working capital:		
(Increase) in debtors	(31,826)	(19,534)
Increase/(decrease) in creditors	22,439	(1,911)
Increase in deferred income	53,490	17,413
<b>Cash generated from/(absorbed by) operations</b>	<u>24,294</u>	<u>(58,025)</u>

**22 Analysis of changes in net funds**

The charity had no debt during the year.