

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 2018

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

Trustees	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	(Appointed 1 November 2017)
Company Secretary and Chief Executive	Mr W D Lindesay	
Charity number	1096451	
Company number	04625595	
Registered office	Berrows Business Centre Bath Street Hereford HR1 2HE	
Auditors	Kendall Wadley LLP Granta Lodge 71 Graham Road Malvern Worcestershire WR14 2JS	
Bankers	CAF Bank PO Box 289 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 2018

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 2018.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the 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)" (as amended for accounting periods commencing from 1 January 2016)

This report satisfies the requirements for a directors' report under the Companies Act 2006.

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

A key development during the year was the introduction of a new strategy and business model to direct the work of the charity over the next five years. Prompted by continued reductions in central funding, especially central support services which statutory bodies have no statutory obligation to fund, the Board undertook a review of all activities. Formal consultation was undertaken with all staff and a reorganisation of the charity took place in the summer of 2017.

The strategic plan 2017 – 2022 focuses future activities around two key priorities. These are: -

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 SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2018

hvoos 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 hvoos: -

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

During the year, the charity adopted a set of principles and values which management believe will ensure continued effectiveness and sustainability within the current environment: -

- Only deliver projects that are 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 and experts/associates and effectively support all hvoos 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.

Key achievements during 2017/18

The key areas of activity for the organisation over the last year have been: -

- 1. Representation** – With members support hvoos continued to enable the local VCS to present its views and influence statutory bodies, and to contribute to other policy developments. hvoos or its member representatives supported developments around Adults & Children's Safeguarding, volunteering infrastructure, and health and social care. The charity also initiated an informal VCS leaders meeting to discuss a number of strategic developments, challenges, and opportunities.
- 2. Support & development** – hvoos worked with over 300 local groups and organisations to help them achieve their aims, deliver on their priorities and to be more effective.
- 3. Strategic partnerships** – in 2017/18, 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 for Social Prescribing
 - West Mercia Police & Crime Commissioner and partners collaborating to deliver the No Wrong Door project.
- 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. Community Wheels illustrates very well how hvoos has recognized the changes in funding and how it is responding by looking into the feasibility of developing sustainable incoming resources.
- 5. Governance** – Internal work concerned with quality, compliance and standards. The organisation recognized that if it is to continue to deliver against its core aims it must be fit for the future.

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During the year the Board approved a new risk management process to ensure regular review, assessment and mitigation of organisational risks across five categories: financial, operational, governance, regulatory and legal compliance, environmental and external (including reputation)

A Risk Management Plan was developed during the year identifying controls, monitoring mechanisms and accountability. The Risk Register is regularly reviewed by the Management Team. The Board of trustees receive quarterly updates on progress, along with project reports in support of the Strategic Plan 2017 – 22.

Membership

A key priority of the organisation is to support members of hvoss who deliver activities and services to the community which are of public benefit.

For the 119 members of hvoss during the year highlights included: -

1:1 drop in sessions offered to 8 members with hvoss CEO – These identified a range of practical and strategic actions.

General Data Protection Regulations (GDPR) – In preparation for new regulatory changes, in partnership with Kidwells Law, the charity ran a free workshop to introduce managers to new regulatory changes affecting all charities with effect from May 2018. Resources were made available to all 32 attendees and all members can access supporting materials about GDPR, and indeed other development areas, on the members' areas of the hvoss website www.hvoss.org.uk.

Funding Network – In early 2018 the charity reintroduced the first in a series of network events to support organisations with fundraising and sustainability. Based on feedback at the AGM, we were very grateful to Alex Gay, Administrator, Eveson Charitable Trust, and James Greenfield, Administrator, E.F Bulmer Benevolent Fund for being our guest speakers. This first workshop provided invaluable information to 40 attendees on how to successfully apply for funds and grants. The session provided an invaluable insight into the assessment process of two prominent local grant making trusts. One attendee said "invaluable session. Thank you for organising it".

Sustainability and fundraising remains a key need and support area for all member organisations. Guest speakers for 2018 include Big Lottery Fund, John Bothamley (founder of Four Acres Trust), and Herefordshire Community Foundation. Members will also benefit from access to 1:1 clinic sessions with the Big Lottery Fund Regional Officer. hvoss is running these surgeries and other funding activities in partnership with Herefordshire Council Project Development Team, with whom the charity has developed a long standing partnership.

Jobs and recruitment – hvoss's job page and e-bulletin have become popular resources during the year, and 21 members have benefitted from using them to advertise their job vacancies.

hvoice e-bulletin – During 2017/18 the charity produced 8 e-bulletins. <http://www.hvoss.org.uk/about-us/hvoice.aspx>. This electronic newsletter 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.

Community Events - During the year, the charity promoted 60 local community events and activities across Herefordshire through the hvoss website and social media. Members and other community groups use our latest news features to publicise activities and community events.

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Start-up and development assistance

During the year the charity provided start-up and development support to over 100 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 concerns.
- Funding advice to members and other local organisations resulting in successful funding bids and resources to support their vital work.
- Working in partnership with Herefordshire Community Foundation to develop grant funding opportunities within the local voluntary and community sector, families, and individuals in need.
- Brokering corporate volunteering team tasks between the business community and local community projects.

Volunteering – A key function of the strategic plan 2017 – 2022 remains volunteering service (brokering, recruitment, research, and development). The Volunteer Bureau service continues to operate from Berrows Business Centre in Hereford. A new part time Support Service Officer role, funded from reserves, has been developed as part of the reorganisation. This role now leads on members support, communication and Volunteer Bureau functions. These functions, some of the most important to local organisations, are not currently funded by any statutory body. They are prioritised for support on the basis of need and impact in line with strategic priorities, but longer term funding is needed to ensure these vital functions can be maintained and developed into the future.

Volunteer Management Training - in June 2017, 24 voluntary organisations attended "The 3 R's of Volunteer Management" training session. This was part of a series of sessions and events being run in partnership with Hereford City Council to support and celebrate voluntary organisations in the city and wider community. February's successful training event on governance was followed by an overview of volunteer management, delivered by hvoss Community Development Worker, Abbie Mason. Hereford City Council provided the venue, facilities and refreshments including lunch, enabling groups and charities to attend at a very reasonable cost. One participant said "Thank you to both organisations for hosting this event!"

The day's content covered guidance on recruiting, running and retaining a volunteer team, giving organisations a clear set of guidelines and policies to ensure they follow good practice, and providing an opportunity for participants to share their experience and ideas. Feedback included "Relevant", "informative and enjoyable", "good content", "well run", "good advice", "lots of networking and sharing ideas"

Experienced volunteer managers and those new to the sector were all able to take something away to improve or enhance their procedures and future strategies. Points identified for further action included revising policies, improving induction procedures and devising new communication processes.

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Health and Social Care Forum - The charity organised a forum with Martin Samuels, Director of Adults and Wellbeing, Herefordshire Council. The forum discussed the relationship between Herefordshire Council and providers within the voluntary and community sector. The forum highlighted changes to the way that Herefordshire Council is seeking to meet the future needs of the most vulnerable people living in the county, including a greater role for community support. The forum also discussed the recruitment of Community Connectors, and the new functions they will support regarding care planning and brokerage.

hvoSS members agreed prevention should be a key part of future planning with a need to review how resources (e.g. Better Care Fund) could lead to priority improvements. The charity will be continuing to support these strategic developments in light of imminent changes to key personnel within the local authority.

Marches Talent Match, Herefordshire and Telford (MTM)

MTM is part of a national 5 year Big Lottery funded investment programme. It works with young people aged 18 -24 who are not in work, education or training supporting them to gain positive wellbeing and progression towards employability. hvoSS is the local accountable body and Lottery grant holder coordinating a partnership representing public, private and voluntary sector interests.

MTM staff teams offer to those furthest from the workplace accessible support to address issues preventing their wellbeing particularly around housing, health, substance dependencies, and finances. MTM provides access to information, advice and careers guidance. MTM coaches participants to invest in their personal development, to try out and take up new opportunities, and get involved in voluntary activities. MTM facilitates basic training and signpost to vocational courses, professional qualifications or full and part time academic courses. The programme resource the development of employability skills, negotiates work placements, mentors work experience and supports the move into employment. MTM offer job searching facilities, employability skills workshop, group work, peer mentoring and individual support throughout the progression towards employment and into sustained work.

297 participants have been engaged through the programme, (target for 5 years 300). 188 have been with us over 6 months, 133 over a year and 102 over 18 months. Of our 297 Participants, over 81 have gained employment and of these 37 have sustained work for over 6 months. 99 Participants have taken up volunteering, 32 participated in basic skills training, 23 regularly undertaking work placements, 7 have been taken into apprenticeships, 7 entered formal education and 42 benefitted from peer mentoring.

As one of 21 local programmes, MTM contributed to the overall investment in learning through monitoring the resources given to individuals and evidencing their progress and achievement. MTM has identified the value of offering long term one to one holistic support particularly through a dedicated mentor. MTM has seen the benefit of working with people who have chosen to access our programme and who share responsibility for the commitment to progress. MTM has identified the significance of mental wellbeing and its impact on sustaining employment. And as employment figures have improved over the 4 years, MTM has seen the dangers of an underlying increase in those hidden from the education, training and benefits systems and not accessing support. Entering its final year, MTM continues to deliver a programme to meet these needs whilst also building resources to ensure that there will be holistic accessible support for 18 -25 year olds in the future.

One participant said *"I stopped going out for 2 years. Since I met talent match I've been going out doing various activities such as squash, workshop, Aquarium trip, art and many other activities. Overall, I've been feeling a lot better about myself and in public. Without talent match I wouldn't be in a good place as I am now."*

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No Wrong Door (NWD)

NWD provides an open and safe space for young people aged 11 –25 to access someone to talk with about issues, engage in positive activities and access Information, Support and Guidance, volunteering and training. During this year, NWD developing a collaborative network of partner agencies responding to needs and providing targeted support for young people, including a seamless joint referral system with partner agencies.

NWD is currently funded by West Mercia Police and Crime Commissioner. Over 500 young people regularly access the service on a quarterly basis. One young person said “No Wrong Door is welcoming, not intimidating. It’s a friendly, informal and safe place to be. I have been to mental health services lots in the past, but this is so much better. I feel welcome and listened to here, part of something. It helps with my anxiety by being around people my age.”

One youth practitioner said “We feel that the NWD Project acts as an effective single access point to high quality youth led support providers who have a wealth of experience and knowledge within their specialisms. This collaborative partnership working offers many benefits to young people requiring support in Herefordshire allowing the opportunity of cost effective early intervention”.

Building Better Opportunities Herefordshire Project

hvoos is part of the Landau led partnership delivering Building Better Opportunities provision in The Marches LEP area. BBO Herefordshire runs from January 2017 to 31st December 2019. The Building Better Opportunities programme is jointly funded by the European Social Fund and the Big Lottery Fund to tackle the root causes of poverty, promote social inclusion, and drive local jobs and growth. BBO Herefordshire is part of a national programme being delivered across 38 Local Enterprise Partnership (LEP) areas. www.biglotteryfund.org.uk/esf.

The project helps those furthest away from employment gain the skills and experience they need to get into work. BBO Herefordshire will work with people 19+ years across Herefordshire who are experiencing multiple barriers, resulting in social exclusion. The project will help participants gain skills and develop confidence through intensive personalised support to equip them with the abilities needed to move towards and into employment. It will also provide access to a wide and diverse range of volunteering opportunities, enabling more disadvantaged people to move into further education or training having acquired basic skills, increased confidence and motivation through participation in project activities.

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Herefordshire Volunteer Bureau provides volunteering brokerage, promotion and recruitment functions to people in the county wishing to volunteer and organisations for public benefit seeking to involve 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 has a large database of available volunteering opportunities including administration, sport and recreation, retail, health and social care, conversation, youth projects and community development.

The Volunteer Team support prospective volunteers to identify their interests and skills and then find a volunteering opportunity to suit them. We provide the initial one-to-one support to make this happen.

We can help make introductions to the organisations and accompany you to your volunteering until you feel sufficiently confident to volunteer on their own.

We remain in touch in case participants need more support. If issues arise or if the volunteering placement doesn't work out, we can help find other opportunities to help you progress. We then work with partner organisations and referral agencies to make those important next steps.

"I'm very grateful for the suggestion to volunteer and would highly recommend to anyone to make the effort to volunteer. It is enormously rewarding, gives you the opportunity to learn new skills, and experience new working environments.

Community Links Service at Fownhope Medical Centre

This 18-month pilot scheme has been developed in partnership with Fownhope Medical Centre, with funding provided by Fownhope and District Medical Trust. This new service was developed to improve patient wellbeing by signposting patients and residents to non-medical services and support.

The scheme, which covers the catchment area of Fownhope Medical Centre, has provided a wide range of information as well as offering guidance and assistance to accessing services.

The pilot scheme started in mid-March 2017 and had an 8 week design phase, going live in mid May 2017. The first three quarters data show that 76 people have been referred to the Community Links Scheme, about one quarter of those referred received in depth support. The most common barrier to improved wellbeing faced by those referred were finances and accessing benefits, followed by lack of transport, housing, managing long term conditions, isolation and accessing other services.

The age range of those using the service was 19 years to 94. The majority of those using the service were over 60 years old. The Community Links Service has also supported the start of a local Compassionate Communities scheme, which started in January 2018. The scheme run by local volunteers offers companionship to those with long term health conditions with the aim of supporting people to be more socially active.

The Community Links pilot finishes in September 2018. Before it ends an external evaluation will assess the impact of the project. The pilot has also contributed to a successful funding application made to the General Practice Resilience Programme to roll out a similar scheme on a county wide basis. This is due to start in April 2018 with hvoss employing three full time workers covering 20 practices across the county.

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2018

Highlighting Loneliness Conference

The High Sheriff for the County of Herefordshire, The Reverend Lady Lisvane organised a successful conference on Saturday 14th October 2017 highlighting loneliness, a significant issue affecting so many across Herefordshire. The event was co-organised by Lynda Wilcox of Herefordshire Association of Local Councils (HALC) and chaired by The Bishop of Hereford. Many representatives of local parish councils attended. Speakers from a range of local and national perspectives shared challenges and community solutions regarding loneliness and isolation. Delegates celebrated the contribution made by so many local communities, volunteers and voluntary groups. They also discussed ideas on how parish councils might support initiatives which could reach out to people experiencing isolation and loneliness. A highlight of the event was hearing from Ann Stoakes, a client of the hross Community Wheels community transport service. Ann spoke about her extensive experiences of rural community life and the lifeline that community transport offers her. The charity was pleased to support this important conference.

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 services is operated and supported by a dedicated team of 90 caring volunteer drivers who give their time for free. From April 2017 – March 2018 Community Wheels provided 19,180 trips to 672 active customers. The service is co-ordinated by three paid staff. The profile of customers is as follows: -

86% are over the age of 65	3% are wheelchair users
30% have a physical disability	4% have a learning disability

Numbers of Community Wheels trips during the year

Hospital trips – 2663	Doctor Appointments – 2022	
Other medical appointments – 767	Day Centres – 4507	
Accessing education – 769	Shopping – 2536	Social Inclusion – 2299

Customer feedback on Community Wheels

“Thank you so much for coming to our aid at almost a moment’s notice. You all provide a wonderful service. What would Leominster do without Community Wheels?”

“Thank you for your wonderful help - where would I be without you? I could never really thank you enough”.

“We are grateful for the service that your organisation provides. It enables Mum to fully participate in the meeting centre, something she really enjoys”.

“Thank you for all that you do, to brighten our lives”.

“Many thanks for your excellent service and great drivers, most appreciated”.

Community Transport Forum (CTF) – As a member of the CTF the charity continues to support the invaluable work of independent community transport provides 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.

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Strategic involvement and representation

National Association for Voluntary and Community Action (NAVCA) – hvoss is a member of NAVCA, the national voice and umbrella organisation for local support and infrastructure. The charity contributed to the important work of NAVCA during the year, through membership involvement activities, and strategic involvement at a governance level. hvoss Chief Executive Will Lindesay is a trustee of NAVCA. This involvement provides an excellent opportunity for hvoss to participate in national developments and to raise awareness of local issues being faced by the voluntary and community sector in Herefordshire, particularly rural issues, and the needs of people living in sparsely populated communities.

Volunteering – The charity is a member of the West Midlands Volunteer Centre Regional Network. As a regular attendee hvoss contributes to regional volunteering developments across the West Midlands area.

Herefordshire Community Foundation (HCF) – hvoss is a supporter of HCF, which plays a vital and increasingly important role in developing local philanthropy and grant making in the county. The hvoss Chief Executive is a member of the Board of Trustees. This arrangement continues to provide an important link between HCF and understanding about needs in the local voluntary and community sector, particularly during this time of reducing statutory funding and services.

AGM Showcase 2017

The AGM on 1st November 2017, attended by over 65 representatives, provided the opportunity to showcase the invaluable work of member organisations across Herefordshire. There were seven speakers, each highlighting their benefits to the community. Many discussed their involvement with hvoss, including the advantages of being a member with provision of practical resources, a point of information, signposting, support, networking and other opportunities to collaborate with others (operational and strategically) with third sector and statutory partners. Further information about the AGM, the speakers and their organisations is available at <http://www.hvoss.org.uk/about-us/hvoss-agm-2017.aspx>. Lady Lisvane, High Sheriff for the County of Herefordshire was the guest speaker, highlighting the issues of, and gathering local support to address, the key issue of loneliness.

Acknowledgement and recognition – The charity continues to advocate for, and support, recognition events celebrating the work of local organisations and volunteers. During the year the charity supported Herefordshire Council's chairman, Councillor Brian Wilcox, Herefordshire Community Champion Awards, Herefordshire Sports Awards 2017, and the Hereford City Council Community Achievement Awards.

Financial review

The results for the year are set out in the financial statements commencing on page 18. The financial statements show net incoming resources of £141 (2017 - net outgoing resources £154,208) which is mainly due to the timing of grant receipts.

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.

hvoss has total reserves of £443,973 (2017 - £443,832) which are accounted for under three headings: restricted, designated, and unrestricted (free). Restricted reserves of £279,541 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 £117,193 total. Unrestricted funds of £47,239 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 charity held £46,463 in free reserves as at the year end.

Due to future uncertainties regarding funding, the trustees believe it is prudent to maintain the current level of reserves. 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.

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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.

Principal funding sources

hvoss has received valuable funding from a range of charitable trusts, funders and statutory sources during the period. The principal funders were:

- The Big Lottery Fund
- The Police & Crime Commissioner West Mercia
- Herefordshire Council (local authority)
- The Eveson Charitable Trust
- Herefordshire Clinical Commissioning Group

Reporting to funders

All funded projects have been monitored and reported on in accordance with legislation, best practice, and the requirements of the funder.

Investment powers and restrictions

The trustees' investment strategy is to identify funds that are surplus to day-to-day requirements and to invest those funds in higher interest earning accounts. Investment is made after assessing the level of risk to the principal sum invested, the accessibility of the funds, and the amount of administration required to manage and monitor the investment. All accounts require two authorised signatures. Currently the organisation's policy is not to invest in shares and securities.

Risk management

During the year the Board approved a new risk management process to ensure regular review, assessment and mitigation of organisational risks across 5 categories; Financial, operational, governance, regulatory and legal compliance, environmental and external (including reputation)

A risk register has been produced identifying control, monitoring and accountability. The risk management plan is regularly reviewed by the Management Team.

The Board of trustees will receive regular updates on progress, in conjunction with the Strategic Plan 2017 – 22.

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Plans for the future

Resulting from the reorganisation, the central 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.

Future plans include: -

Membership support – Ensure all members can access effective information, support and signposting from the charity. Led by the Support Services Officer, activities include: -

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, fundraising, and GDPR.

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

Online resources – Further develop online resources for the members area www.hvoss.org.uk to include funding materials, factsheets and guides, professional advice and guidance e.g. GDPR, insurance.

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. The charity will also ensure volunteering opportunities are locally advertised.

The charity has also 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.

Projects

Building Better Opportunities Herefordshire (BBO) – hvoss will employ three members of staff working as part of the BBO Herefordshire partnership, to develop supported volunteering activities for individuals wishing to volunteer, become economically active, and gain future employment.

Social Prescribing – Undertake evaluation of the Fownhope Medical Centre Community Link Worker pilot project to assess its impact on non medical support provision for patients. This will inform the roll out of Social Prescribing across all three rural localities in the county. Working with local primary care professionals, members, community groups, and all statutory services, hvoss will develop the framework for this new service, seeking to develop and sustain social prescribing in the county beyond the initial 12 months committed funding.

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Marches Talent Match (MTM) – In the final year of current funding from The Big Lottery Fund, MTM will implement the agreed succession and exit plan to ensure young people requiring 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.

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 2019.

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

Sustainability and resources - As part of its new business model, the charity seeks to explore opportunities for traded 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 to 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 expert 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.

Structure, governance and management

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 1500 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 2018**

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

Mrs R Nice

(Resigned 22 May 2017)

Mr P J W Talbot

(Appointed 1 November 2017)

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 Organisational Development Group has met regularly to determine staffing levels and personnel issues, making recommendations to the Board where appropriate. The group determines all employment policies and procedures.

An advice and indemnity service provided by Peninsula Business Services is used to ensure the charity fulfilled its legal responsibilities and adhered to good practice in relation to all staff.

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.

The Board has regularly reviewed service areas, finances and staffing levels in response to reductions in statutory funding that the charity received during the year and expects to receive from April 2018 onwards.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)
*FOR THE YEAR ENDED 31 MARCH 2018***

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.

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: 5 October 2018

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2018**

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 MEMBERS OF HEREFORDSHIRE VOLUNTARY ORGANISATIONS

Opinion

We have audited the financial statements of Herefordshire Voluntary Organisations (the 'charity') for the year ended 31 March 2018 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 2018 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 accounts section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the accounts 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 MEMBERS OF HEREFORDSHIRE VOLUNTARY ORGANISATIONS

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which the 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

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

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

This report is made solely to the 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**

5 October 2018

**Chartered Accountants
Statutory Auditor**

Granta Lodge
71 Graham Road
Malvern
Worcestershire
WR14 2JS

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2018**

		Unrestricted funds	Designated funds	Restricted funds	Total 2018	Total 2017
	Notes	£	£	£	£	£
<u>Income and endowments from:</u>						
Donations and legacies	3	25	-	2,369	2,394	5,521
Charitable activities	4	-	-	646,088	646,088	629,421
Investments	5	82	-	-	82	462
Other income	6	3,885	-	8,399	12,284	4,575
Total income and endowments		<u>3,992</u>	<u>-</u>	<u>656,856</u>	<u>660,848</u>	<u>639,979</u>
<u>Expenditure on:</u>						
Raising funds	7	8,269	-	-	8,269	6,162
Charitable activities	8	62,397	5,264	584,777	652,438	788,025
Total resources expended		<u>70,666</u>	<u>5,264</u>	<u>584,777</u>	<u>660,707</u>	<u>794,187</u>
Net (outgoing)/incoming resources before transfers		(66,674)	(5,264)	72,079	141	(154,208)
Gross transfers between funds	12	61,159	(6,002)	(55,157)	-	-
Net (expenditure)/income for the year/ Net movement in funds		<u>(5,515)</u>	<u>(11,266)</u>	<u>16,922</u>	<u>141</u>	<u>(154,208)</u>
Fund balances at 1 April 2017		<u>52,754</u>	<u>128,459</u>	<u>262,619</u>	<u>443,832</u>	<u>598,040</u>
Fund balances at 31 March 2018		<u><u>47,239</u></u>	<u><u>117,193</u></u>	<u><u>279,541</u></u>	<u><u>443,973</u></u>	<u><u>443,832</u></u>

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 2018

	Notes	2018		2017	
		£	£	£	£
Fixed assets					
Tangible assets	13		41,298		56,226
Current assets					
Debtors	15	10,517		20,670	
Cash at bank and in hand		405,607		386,665	
		416,124		407,335	
Creditors: amounts falling due within one year	16	(13,449)		(19,729)	
Net current assets			402,675		387,606
Total assets less current liabilities			443,973		443,832
Income funds					
Restricted funds	17		279,541		262,619
<u>Unrestricted funds</u>					
Designated funds	18	117,193		128,459	
General unrestricted funds		47,239		52,754	
			164,432		181,213
			443,973		443,832

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 2018, 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 accounts under the requirements of the Companies Act 2006.

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 board of directors and authorised for issue on 5 October 2018 and are signed on its behalf by:

Mrs L P Wilcox
Trustee

Company Registration No. 04625595

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

1 Accounting policies

Company information

Herefordshire Voluntary Organisations is a private company limited by guarantee incorporated in England and Wales. The registered office is Berrows Business Centre, Bath Street, Hereford, HR1 2HE.

1.1 Accounting convention

The accounts have been prepared in accordance 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)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

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 unless the funds have been designated for other purposes.

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.

Unrestricted general funds are funds that can be used in accordance with the charitable objects at the discretion of the trustees.

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.

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

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.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2018**

1 Accounting policies

(Continued)

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.

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
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).

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2018**

1 Accounting policies

(Continued)

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

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, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

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, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

1.8 Cash and cash equivalents

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

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 using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2018**

1 Accounting policies

(Continued)

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 Leases

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

1.12 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 also treated as transfers between funds.

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

	Unrestricted funds	Restricted funds	Total 2018	Total 2017
	£	£	£	£
Donations and gifts	25	2,369	2,394	5,521
For the year ended 31 March 2017	<u>-</u>	<u>5,521</u>		<u>5,521</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2018**

4 Charitable activities

	Community & Youth Development £	Transport £	Volunteer services £	Health & social care £	Total £	Total 2017 £
Community Wheels fares	-	109,373	-	-	109,373	112,275
Grants and other project income	353,371	35,952	5,000	141,105	535,428	511,521
Other income	-	1,287	-	-	1,287	5,625
	<u>353,371</u>	<u>146,612</u>	<u>5,000</u>	<u>141,105</u>	<u>646,088</u>	<u>629,421</u>

Grants and other project income

Talent Match Big Lottery Fund	296,893	-	-	-	296,893	230,000
West Mercia Police & Crime Commissioner	56,478	-	-	-	56,478	64,124
NHS England	-	-	-	134,292	134,292	-
E F Bulmer Benevolent Fund	-	-	5,000	-	5,000	5,000
Herefordshire Council	-	35,414	-	-	35,414	32,168
Leominster Town Council	-	-	-	-	-	9,416
Fownhope Medical Centre	-	-	-	6,813	6,813	6,813
Healthwatch Herefordshire	-	-	-	-	-	144,000
BSOG	-	538	-	-	538	-
Eveson Charitable Trust	-	-	-	-	-	10,000
Strategic Health STP	-	-	-	-	-	10,000
	<u>353,371</u>	<u>35,952</u>	<u>5,000</u>	<u>141,105</u>	<u>535,428</u>	<u>511,521</u>

5 Investments

	2018 £	2017 £
Interest receivable	<u>82</u>	<u>462</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2018**

6 Other income

	Unrestricted funds	Restricted funds	Total 2018	Total 2017
	£	£	£	£
Membership	3,885	6,091	9,976	4,575
Course fees	-	360	360	-
Miscellaneous	-	1,948	1,948	-
	<u>3,885</u>	<u>8,399</u>	<u>12,284</u>	<u>4,575</u>
For the year ended 31 March 2017	<u>4,575</u>	<u>-</u>		<u>4,575</u>

7 Raising funds

	2018	2017
	£	£
<u>Fundraising and publicity</u>		
Staff costs	8,269	6,162
	<u>8,269</u>	<u>6,162</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2018**

8 Charitable activities

	Community & youth £	Transport £	Volunteer services £	Health & social care £	Core services £	Total £	Total 2017 £
Staff costs	282,698	54,263	33,260	7,572	27,884	405,677	438,465
Depreciation and impairment	-	14,928	-	-	-	14,928	24,969
Designated funds costs	-	-	-	-	-	-	706
Project costs	78,876	100,803	16,593	1,048	-	197,320	284,625
	<u>361,574</u>	<u>169,994</u>	<u>49,853</u>	<u>8,620</u>	<u>27,884</u>	<u>617,925</u>	<u>748,765</u>
Share of support overheads (excl. staff costs) (see note 9)	-	-	-	-	31,283	31,283	35,535
Share of governance costs (see note 9)	-	-	-	-	3,230	3,230	3,725
	<u>361,574</u>	<u>169,994</u>	<u>49,853</u>	<u>8,620</u>	<u>62,397</u>	<u>652,438</u>	<u>788,025</u>
Analysis by fund							
Unrestricted funds	-	-	-	-	62,397	62,397	
Designated	-	-	5,264	-	-	5,264	
Restricted funds	361,574	169,994	44,589	8,620	-	584,777	
	<u>361,574</u>	<u>169,994</u>	<u>49,853</u>	<u>8,620</u>	<u>62,397</u>	<u>652,438</u>	
For the year ended 31 March 2017							
Unrestricted funds	-	-	-	-	65,182		65,182
Designated	706	-	-	-	-		706
Restricted funds	383,261	162,870	19,752	153,668	2,586		722,137
	<u>383,967</u>	<u>162,870</u>	<u>19,752</u>	<u>153,668</u>	<u>67,768</u>		<u>788,025</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
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FOR THE YEAR ENDED 31 MARCH 2018**

9 Support costs	Support costs	Governance costs	2018	2017	Basis of allocation
	£	£	£	£	
Staff costs	20,915	-	20,915	17,067	Activity basis
Office expenses - governance	2,612	-	2,612	2,505	
Premises costs	13,970	-	13,970	18,836	Activity basis
Office expenses	14,701	-	14,701	14,194	Activity basis
Audit fees	-	3,120	3,120	3,120	Governance
Trustee meeting expenses	-	110	110	605	Governance
	<u>52,198</u>	<u>3,230</u>	<u>55,428</u>	<u>56,325</u>	
Analysed between					
Charitable activities	<u>52,198</u>	<u>3,230</u>	<u>55,428</u>	<u>56,325</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.

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but 1 of them was reimbursed a total of £358 expenses incurred on the charity's behalf (2017- 1 was reimbursed £321).

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
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FOR THE YEAR ENDED 31 MARCH 2018**

11 Employees

Number of employees

The average monthly number employees during the year was:

	2018 Number	2017 Number
Management	2	2
Administrative	1	1
Community Development	1	2
Voluntary Sector Support	6	-
Youth Projects	13	13
Health & Social Care	-	6
	<u>23</u>	<u>24</u>

Employment costs

	2018 £	2017 £
Wages and salaries	379,632	413,514
Social security costs	21,773	16,847
Other pension costs - defined contribution schemes	12,541	14,264
	<u>413,946</u>	<u>444,625</u>

Included within wages and salaries are redundancy fees amounting to £5,264 (2017 £nil).

The employee numbers above include part time and full time staff, as a result the full time equivalent employees are 17 (2017: 17)

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.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2018**

13 Tangible fixed assets

	IT Equipment	Office Equipment	Fixtures & Motor vehicles fittings	Total
	£	£	£	£
Cost				
At 1 April 2017	8,520	2,355	3,870	65,349
Disposals	-	(305)	(3,870)	-
At 31 March 2018	8,520	2,050	-	65,349
Depreciation and impairment				
At 1 April 2017	7,334	2,355	3,172	11,007
Depreciation charged in the year	411	-	698	13,819
Eliminated in respect of disposals	-	(305)	(3,870)	-
At 31 March 2018	7,745	2,050	-	24,826
Carrying amount				
At 31 March 2018	775	-	-	40,523
At 31 March 2017	1,186	-	698	54,342

14 Financial instruments

	2018 £	2017 £
Carrying amount of financial assets		
Debt instruments measured at amortised cost	5,486	13,190
Carrying amount of financial liabilities		
Measured at amortised cost	13,449	19,729

15 Debtors

	2018 £	2017 £
Amounts falling due within one year:		
Trade debtors	3,235	5,908
Other debtors	2,251	7,282
Prepayments and accrued income	5,031	7,480
	10,517	20,670

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2018**

16 Creditors: amounts falling due within one year

	2018	2017
	£	£
Trade creditors	3,746	13,062
Other creditors	3,436	2,766
Accruals and deferred income	6,267	3,901
	<u>13,449</u>	<u>19,729</u>

17 Restricted funds

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

	Movement in funds				
	Balance at 1	Incoming	Resources	Transfers	Balance at 31
	April 2017	resources	expended		March 2018
	£	£	£	£	£
Community Wheels	39,094	152,333	(155,064)	(10,497)	25,866
427 Club	-	2,632	-	(2,632)	-
Volunteer Centre	-	-	(10,133)	10,133	-
Fownhope Medical Centre	6,148	6,813	(7,873)	(1,141)	3,947
Volunteering for Offenders	10,513	-	(9,090)	(1,423)	-
Community Development	-	360	(4,262)	3,902	-
Support services	-	5,000	(1,860)	(377)	2,763
Youth Development	-	-	(6,188)	6,188	-
Talent Match	60,616	296,985	(297,621)	(47,793)	12,187
No Wrong Door	9,497	57,648	(57,767)	(9,378)	-
Membership & Communications	-	55	(5,647)	5,592	-
Capital	56,226	-	(14,927)	-	41,299
Healthwatch Herefordshire	9,243	-	(9,243)	-	-
Social Prescribing	-	134,292	(630)	-	133,662
Miscellaneous Projects	71,282	738	(4,472)	(7,731)	59,817
	<u>262,619</u>	<u>656,856</u>	<u>(584,777)</u>	<u>(55,157)</u>	<u>279,541</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2018**

17 Restricted funds

(Continued)

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

427 Club - A bus service running on a Friday morning between Bodenham and Leominster and subsidised by Leominster Town Council.

Volunteer Centre - volunteer brokerage service for individuals and organisations. Includes funding from the West Mercia Police and Crime Commissioners for work with light offenders. Also provides training and good-practice support to local groups.

Fownhope Medical Centre - social prescribing pilot funded by the Medical Centre. Aims to improve health and well-being by offering a community referral service linking patients to local activities.

Volunteering for Offenders - the "Hope" project working with light offenders.

Community Development - advice and support for community and voluntary groups across the county together with those voluntary and community groups working with young people.

Support Services - provides a range of volunteering and support services to individuals, hvoss members and the local voluntary and community sector across Herefordshire.

Youth Development - provides advice and support to local youth groups and charities.

Marches 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 Big 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 2016 and funded by the West Mercia Police and Crime Commissioner.

Membership & Communications - circulation of information and support for hvoss members.

Capital - represents monies received for specific capital purchases.

Healthwatch Herefordshire - champions the views of the public regarding all matters concerning health and social care in Herefordshire. hvoss involvement ended in March 2017 and the underspend was returned to the commissioning body.

Social Prescribing - is 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 consists 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.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS
SUPPORT SERVICE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2018**

18 Designated funds

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

	Movement in funds				Balance at 31 March 2018
	Balance at 1 April 2017	Incoming resources	Resources expended	Transfers	
	£	£	£	£	£
Winding up reserves	112,880	-	(5,264)	(16,002)	91,614
Community Wheels Vehicles	15,579	-	-	-	15,579
Core Activity Support	-	-	-	10,000	10,000
	<u>128,459</u>	<u>-</u>	<u>(5,264)</u>	<u>(6,002)</u>	<u>117,193</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.

19 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fund balances at 31 March 2018 are represented by:				
Tangible assets	776	-	40,522	41,298
Current assets/(liabilities)	46,463	117,193	239,019	402,675
	<u>47,239</u>	<u>117,193</u>	<u>279,541</u>	<u>443,973</u>

20 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2018	2017
	£	£
Aggregate compensation	<u>64,378</u>	<u>59,027</u>