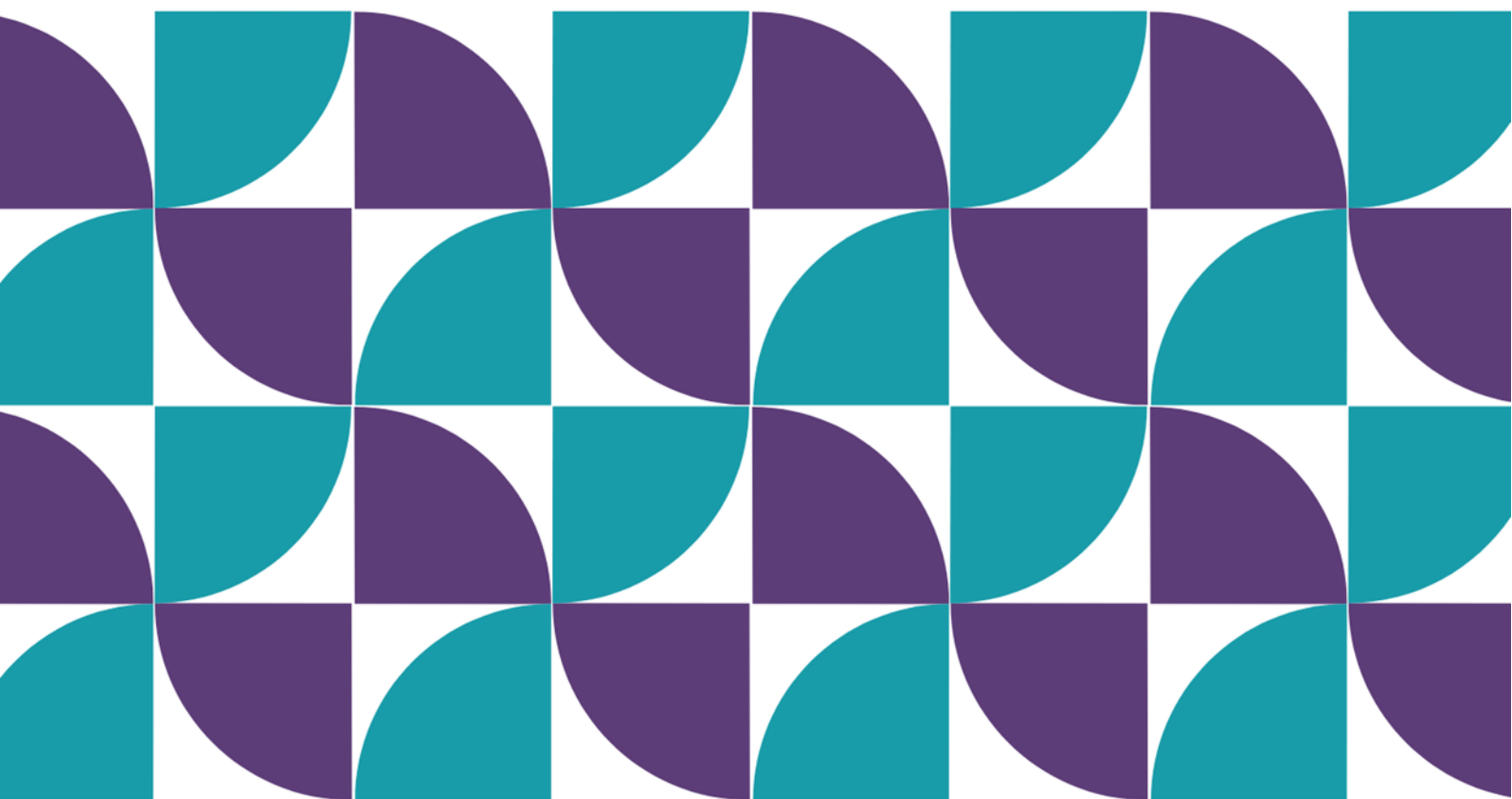




**HEREFORDSHIRE VOLUNTARY  
ORGANISATIONS SUPPORT SERVICE  
ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**



# hVOSS What We Do...

hvoSS assisted ≈350 local organisations during the year with funding advice, governance, promotion, volunteer matching, networking, information and support.

262 volunteers registered with the volunteer bureau  
between 1 April 2021 – 31 March 2022



In September 2021, alongside Healthwatch Herefordshire, hvoSS formed Herefordshire Community Partnership (HCP) with the aim to create a vibrant forum for the public, health and care services, and voluntary and community sector organisations to work in partnership to ensure that services are delivered in the best way possible.



## Project Work

### Young Adult Carers



During the last 12 months

**52**

52 YACs have accessed one or more forms of support



### Step In2 Programme

Since July 2019 the programme has worked with 44 young people, with 14 progressing into education



**44**

### No Wrong Door

No Wrong Door were awarded 2nd place in the National Crimebeat Awards



**2nd**

### Talk Community

Co-ordinated volunteer support for last minute pop-up booster clinics over Christmas and New Year. Volunteer rotas co-ordinated throughout for local vaccination clinics



### Building Better Opportunities (BBO)

By the end of March 2022 hvoSS signed up 256 people, supporting 146 into volunteering

**146**



**256**

### Community Wheels

Including 177 trips for customers requiring a wheelchair accessible vehicle



**7,916**  
trips in  
total

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE CONTENTS

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	<b>Page</b>
Trustees' report	1 - 15
Statement of Trustees' responsibilities	16
Independent auditor's report	17 - 19
Statement of financial activities	20 - 21
Balance sheet	22
Statement of cash flows	23
Notes to the financial statements	24 - 42

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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 R P Matthews
<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
<b>Contact</b>	Telephone: 01432-343932 Email: <a href="mailto:info@hvoss.org.uk">info@hvoss.org.uk</a> Website: <a href="http://hvoss.org.uk">hvoss.org.uk</a>

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# **HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022**

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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 2022.

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)".

## **Our Objectives and activities**

hvoss (Herefordshire Voluntary Organisations Support Service) is the leading infrastructure organisation supporting the Voluntary, Charity and Enterprise sector in Herefordshire. We were established in 2012 following the merger of three local support organisations. We provide a wide range of services which realise the hvoss vision of:

"a vibrant and effective Voluntary Sector in Herefordshire"

In the last year we continued to play an integral role in the Herefordshire Covid-19 response, working closely with Herefordshire Council and the Talk Community programme to facilitate and develop voluntary and community activities.

The trustees are pleased that the leadership shown by the charity continues to be recognised during these times of considerable change and uncertainty for our community, and wish to acknowledge and publicly thank every single person and organisation who played such a vital part in the hvoss contribution to the overall community Covid-19 response, including over 300 volunteers who assisted with the Covid-19 vaccination programme and other emergency responses across the county.



Thank you, Screwfix Foundation, for our lovely new automatic front door!  
From hvoss trustees and staff, our harts and all our visitors.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)  
FOR THE YEAR ENDED 31 MARCH 2022**

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**Strategic Plan 2017 - 2022**

In the final year of the current strategic plan, we are pleased to report significant progress towards two key strategy and business objectives set for the period 2017 – 22:

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.

A primary aim of our charity remains to support hvoss members and other local organisations that are delivering local charitable activities for public benefit.

Priorities areas on which we focused during the year were:

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

Our key principles and values are at the heart of everything we do

- 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/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 2022

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## **Key strategic engagement and development for the community**

### **Local support & development**

hvoSS worked with around 350 local charitable groups and organisations during the year. Our primary aims are to assist these not-for-profit organisations to achieve what they wish to do. Support ranged from start-up assistance in setting up and running new organisations, constitutional advice, fundraising, community development, briefings, information sharing, governance, networking events, partnership meetings, volunteer training recruitment, brokerage, and marketing.

### **Talk Community Project Overview**

We are working in partnership and developing Talk Community with Herefordshire Council. This approach seeks "to make wellbeing inevitable within Herefordshire by putting physical and mental health at the heart of everything we do." (Herefordshire Council, 2020). Staff and management supported emerging Talk Community Hubs across the county, the Talk Community directory, and Primary Care Networks (PCN).

### **Policy and influence**

The hvoSS team represented local community sector views, influencing statutory bodies, and contributing to policy developments in adults and children's services, safeguarding, volunteering infrastructure, commissioning, and health and social care. Key strategic activity included:-

- a. **State of the Sector Survey** Working jointly with Herefordshire Council, a study was commissioned to better understand the scale, impact, and future requirements of the Voluntary and Community Enterprise Sector (VCSE) in Herefordshire. The final report will be published in the summer of 2022. In response to the key findings, and what communities and organisations tell us they need, we are planning to respond to requests for training, capacity building, volunteer recruitment and fundraising assistance and will be launching the county's Volunteering Strategy.
3. **Herefordshire Community Partnership (HCP)** Working in partnership with Healthwatch Herefordshire we launched the HCP in September 2021 as a vibrant forum for the public, health and care services, and voluntary and community sector organisations. The initial focus has been the emerging landscape in health and care services, known as the Integrated Care System (ICS). The HCP now meets every two months and is engaging with a wide range of VCSE organisations in this key development.
4. **UK Community Renewal Fund (CRF)** As part of the UK government's Levelling Up agenda, hvoSS' proposal to reach people furthest from employment and skills and support them into training and work, or volunteering, was successful. We are working in partnership with Vennture on this key development. Our approach has been to recruit people with invaluable lived experience who understand the obstacles to people's aspiration, and we will show that with funding located in the community for the community and a truly person-centred approach, people achieve amazing outcomes. The UK CRF project will inform future national developments to improve opportunities for people and regeneration for communities across the country.

### **Events and networking**

Online 'Meet the Funder' presentations with key funders and grant-making organisations has had high attendance of county organisations throughout the year. Funding application workshops will be launched in the summer 2022 to provide more detailed advice and guidance on finding funders and bid-writing with specialists in the field and our skilled team.

hvoSS assisted the High Sheriff of Herefordshire to organise a successful charity and business networking event to develop links and support between charity leaders and business community leaders.

### **Capacity building and training**

During the year hvoSS delivered training sessions in Safeguarding, Data Protection and Equality and Diversity to volunteers. Other training is being developed to support community groups and our own harts, hvoSS' new dynamic team of people who give their time voluntarily.

# **HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022**

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## **Covid-19 Emergency Response**

Working closely with Taurus Healthcare and PCN leads, hvoss co-ordinated the volunteer marshal teams for local vaccination sites and pop-up clinics around Herefordshire, including during late night shopping up to Christmas Eve. 234 amazing volunteers registered, each playing vital roles in marshalling, patient registration, information sharing and support, which they consistently provided to everyone who arrived at the clinics.

## **Social Media communications**

hvoss has a high profile on social media activity following investment in this key form of communication and information sharing. Our Instagram page now has 164 followers. Facebook posts received 769 likes and reached over 7,500 people. Twitter has 674 followers and had over 2,000 visits. The website remains a useful tool for other groups to promote news, events, and training, especially volunteer led groups with limited capacity to undertake such activities and we have plans to develop it further to make it more useful. A YouTube channel was introduced this year.

## **hvoice**

Eleven hvoice community newsletter were circulated in the last twelve months. hvoice reaches 1360 contacts and regularly achieves an 'open rate' of 40%, well above average for digital publications. Our newsletter has evolved over the year and hvoss, community groups and organisations highlight their work and share training opportunities. In response to feedback, one important new feature is a funding section detailing both local and national grant opportunities.

Weekly No Wrong Door (NWD) updates, featuring information regarding children and young people, were circulated to 250 practitioners and youth organisations.

## **Volunteer Now (volunteering newsletter)**

Volunteer News became Volunteer Now, a monthly publication to promote volunteering opportunities. It has become an invaluable showcase for organisations and a source of information for prospective volunteers.

## **Membership**

Membership of hvoss is free and open to all individual or community organisation which meet eligibility criteria relating to our vision and values. We aim to achieve 200 members by April 2023, to ensure that community groups have a strong voice that is heard in the county. We will expand benefits on offer including discounted or free services from our partners.

## **Fundraising and funding network activities**

Sustainability and fundraising for charitable causes remained a key need and support area amongst local community groups. As well as providing fundraising advice, hvoss continued to work in partnership with Herefordshire Community Foundation and Herefordshire Council to ensure a range of local and national funding opportunities are promoted to local organisations. We have been part of activity in grant making programmes delivered by Herefordshire Council and with Herefordshire Community Foundation to promote effective grant making and philanthropy.

## **Jobs and Recruitment**

The hvoss job pages again proved to be a popular resource during the year, with 19 organisations advertising their job vacancies free of charge.

## **Community events**

We promoted more than 200 local community events and activities across Herefordshire via the hvoss website and our social media. We publicise activities and community events on their behalf through news events.



# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022

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## **Start-up and development support**

hvoSS provided start-up and development support to organisations and local groups, including:

- 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.
- Funding advice to members and other local organisations resulting in successful funding applications.

*"It's taken a while but we're finally official as a CIO - and we have two new trustees too. I doubt we would have made it without you, so again thanks very much for your help."*

## **Volunteering services (Volunteer Bureau)**

Development of volunteering, including retention of people recruited through the pandemic, and re-engagement of people who gave their time so freely before Covid-19, has been a key focus as hvoSS has returned to being public-facing and activities have reappeared across the county. The Volunteer Bureau team promotes opportunities and functions for people who want to volunteer and the organisations who need them.

Volunteering helps individuals to develop skills, confidence, a sense of purpose, and experience of work in a supportive environment. Our new Volunteering Strategy for Herefordshire will be launched in the summer and focusses on key strands of re-engagement of previous volunteers and attracting older people who have invaluable skills and life experience to share, corporate volunteering and partnership with business, the engagement of younger people, and celebrating the value of volunteering to the community and the people living there including through different language and messaging that recognises their significant contribution.

## **52 Broad Street Offices**

Our thanks to Mr Mark Tucker, our landlord, for his generosity in again supporting hvoSS through our occupation of our fantastic office at 52 Broad Street. This high-profile location is accessible and includes The Base, which offers a city centre meeting room and conference/training that is available to our members, charities, and community groups.

## **Veterans support centre - 15 West Street, Hereford**

The trustees were pleased to continue support for veterans and their families in the county by holding the lease for the Veterans Support Centre in West Street, Hereford. The lease runs until May 2022 with future service provision being explored with Herefordshire Council and Herefordshire Veterans Support Centre, the recently established independent charity responsible for operating the centre.

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022

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## Key project activity

### **Young Carers and Young Adult Carers**

Herefordshire Young Carers Club (YCC) and Herefordshire Young Adult Carers (YAC) support any child or young person between 8 and 25 who has a caring responsibility for a family member who may have long-term illness or disability, including poor mental health or issues arising from substance misuse. Young carers' responsibilities have an impact on their engagement with education and social activity with their peers and they tell us that they feel isolated, unsupported, and hidden from society.

The young people tell us how they want groups to run or what they want from their one-to-one support. We encourage and empower young people to design and lead activities which builds confidence and peer support, positive relationships, building confidence and self-esteem.

Young Adult Carers often support younger carers, using their own experience to help them navigate transitional and challenging periods in their lives. Our experienced project team support each young carer according to their needs in an entirely personal centred way, including with issues that may be extremely challenging including domestic abuse, housing and benefits, adoption, Child Protection and Safeguarding as well as encouraging them to continue to engage with education and consider their options for the future. This year several young carers have been supported with applications to university.

*'Going to YAC sessions is great for meeting new friends that are also in a caring role, who can understand how I feel'*

*'Thanks for the chat ... just what I needed, I feel I can't always talk to my mum as I don't want her to worry as she's really ill'*

*'I was so anxious and nervous at the new social worker visiting, thank you very much for coming and supporting me. It made such a difference and you explained things in a way I could understand'*

*'I can't thank you enough for finding us a house to rent. Throughout my journey as a young carer and young adult carer, you have always been so supportive and believed in me. Thanks for being amazing and being you'*

*'Thanks so much for giving me the opportunity to attend a pottery session. I found it so therapeutic, I forgot about everything for the afternoon'*

BBC News attended a younger carers club and asked the young people to talk about how their caring responsibilities impact on their lives and how important it is that they have respite and appropriate targeted support. One young adult carer gave an interview on Radio 5 Live and shared what her life at home studying for university while caring for her mum and brother, who has autism, is like.

Our sincere thanks to Alison and Daniel at Dunfield House, who shared their lovely venue where the younger carers' groups have spent a weekend and Christmas.

In the coming year we will be raising awareness of younger carers and the support we offer with social prescribers working out of GP surgeries and the wider community.

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022

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## StepIN2 Programme

Step IN2 is funded through the Landau-led IN2 Partnership. The programme is for young people 15-24 who are not in education, training, or employment, with the aim of promoting economic and social inclusion through sustainable integration of young people into the labour market. IN2 offers a person-centred approach for participants to gain control of their lives and overcome their barriers to follow the most effective pathway into education, training, or employment.

Step IN2 started in July 2019 and was due to end July 2021 but has a two-year extension so will run through to 2023. The team supports young people who have a range of neuro-diverse conditions including specific learning difficulties (such as dyslexia or dyspraxia), ADHD, autism, or poor mental health.

Ongoing mentoring and opportunities support young people to develop interests, gain skills, experience work placements and progress into education, apprenticeships, traineeships, or employment.

Since July 2019, the programme has worked with 44 young people, with 14 progressing into education, (from L2 Maths and English to degree courses). 7 have gained employment locally and a further 7 have developed their employment skills in a range of work placements. During the pandemic, the programme moved online to ensure continuity of support and engagement.

Eight participants have been able to claim the welfare benefits they are entitled to including PIP, Universal Credit, and Parents' Carers Allowance. One participant has successfully moved into supported accommodation. Three have obtained a diagnosis of autism to support their learning needs, and 3 are awaiting a diagnostic assessment. Support has contributed to the securing of Educational Health Care Plans for 4 participants.

Young people have reduced their isolation and built confidence through community action projects supported through I Will social action funding. The group were able to help with the provision of food through the winter homeless shelter and participated and promoted Purple Tuesday. They have raised funds through hosting a Macmillan coffee morning and collecting for the Food Bank and Women's Aid Refuge. They catered for, hosted, set up and cleared away the opening of the new hvooss Broad Street offices and hosted a networking lunch for the organisations based at Fred Bulmer Centre.

Due to the numbers of young people, their families and professionals interested in our support, we have set up a wider group with different funding streams for more young people who have similar needs. All Sorts – Minds of all Kinds – includes In2.

In2 now sits within All Sorts – 'Minds of all Kinds'. All Sorts developed to meet the unmet needs identified by young people on IN2, their families and professionals and offers support to young people who do not fulfil the funding criteria for In2 because they are in college, school, or in part/full time employment.

We were delighted that All Sorts has been funded during the year by Herefordshire Council Covid-19 Recovery Fund, Herefordshire Clinical Commissioning Group and Hereford Youth City Council.

*"I have never had friends before"*

*"I love being able to cook for my mum sometimes"*

*"I never thought I'd go to university let alone move out of home, I'm loving it, I have joined a range of clubs from rock climbing to canoeing and on target to complete my first year with a 2:1"*

*"It's great to come off benefits, I love working and so far in all my Open university assessments I have got over 80%. Big change from just playing computer games for over a year. Thanks"*

*"I have always felt stupid, with no skills. I now know I am good at a range of things"*

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022

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## **No Wrong Door (NWD)**

No Wrong Door offers a safe place for young people to talk to professionals in a range of partner organisations, access positive activities and to make a positive difference to themselves and others. We have a creative approach exploring how best to provide support to young people, complementing partners' provision, and offer a flexible response that builds trusted relationships and supports them to regain hope, confidence, and motivation.

We were thrilled that NWD was nominated by Jo Hilditch DL and High Sheriff of Herefordshire for the National High Sheriffs' Crime Beat Award. A group of young people attended the awards ceremony in London and were tremendously proud to be awarded 2nd prize.

Over the past year we set up a new space for young people working in collaboration with St Nicholas Church, based at the Church House. We have increased the number of organisations in the NWD Partnership and chaired regular Partnership meetings and have collaborated with 7 high schools across the county in supporting young people through pastoral care sessions in school and during and after-school activities and groups.

## **No Wrong Door Voice of the Child Project**

NWD was commissioned to survey and capture the "Voice of the Child" to inform strategy and policy for the Herefordshire Community Safeguarding Board (HSCP). We also designed a Tool Kit for youth participation for practitioners, managers and strategic leads that will be presented at a Practitioner Forum in June. The impact of this important work was seen in both the immediate responses to hearing the voices of children and young people, and the recognition of the value of what they said in fostering a culture-shift through championing a listen/act approach and producing resources to enable practitioners and managers to develop a more participative approach to service design and delivery. At a strategic level, new sub-groups and reporting have been established to hold the commitment to children and young people being a stakeholder at all levels of planning and decision making.

*"There has been a notable increased feeling of safety within local communities and schools with the visual presence of NWD. This initiative has proved so successful,"*

*"If I hadn't walked through No Wrong Door doors, I would never have imagined I would have felt so confident and now have a full-time job*

*'Since I have been coming to No Wrong Door, I have had some good days and bad days, but I feel good now. I am no longer bullied, I have had my story published, I am studying full time and just moved into my own home.*

*'Playing with older kids helped build my confidence'*

*'I would like to express our gratitude for the work that NWD has completed here at XXX this term on Monday afternoons. The sessions have been very well received.'*

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022

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## Talk Community

We have developed and facilitate a number of community support initiatives including: -

- Covid-19 - Co-ordinated volunteer support for last minute pop-up booster clinics around the county in the city and market towns over Christmas and New Year
- Support for low uptake areas through leaflet drops
- Volunteer rotas providing marshalling and support cover for local vaccination clinics
- Talk Community hubs development support including volunteer guidance
- Knife Angel Hereford – co-ordination of volunteer support, promotion, and wider community assistance
- Volunteer Manager CHAT – networking and sharing of information and issues across the county, as well as training with the Disclosure and Barring Service
- Volunteer NOW! a booklet to promote volunteering roles via social media, website, office window display at Broad Street and mailouts
- hart (hross active response team) volunteers – building on the volunteer response to Covid-19 to plan a new approach in volunteering for 'one-off' support including for events and emergencies, with launch planned for 2022
- Volunteer co-ordination and support at Hereford Help for Ukraine site and across the wider community

*"I'm available to volunteer at booster clinics. Mainly evening and weekends but anything I can do to help. Thanks"*

*"As a result of your newsletter I am now regularly driving a minibus for The Cartshed. I have met some great people and often stay on for the day to spend time with them in the woods. I am very well supported by the staff and really look forward to my weekly drive around the Herefordshire countryside"*

## Building Better Opportunities (BBO)

The BBO project at hvoss, works collaboratively as a partnership, with people across Herefordshire who are unemployed and over 19, to support them into volunteering, training, and employment. We offer support with confidence building, life skills and employability support, as well as creative group work, which this year has included writing and publishing a book and making a film, offering valuable opportunities to improve skills and develop contacts and work skills. By the end of March 2022 hvoss signed up 256 people, with 146 moving into volunteering. When needed, the team offer assisted travel and shadow shifts, working with people to ensure placements are suitable and sustainable, building confidence and independence. Placements over the last year have been organised with over 20 different charities and voluntary organisations. 30 people in total have moved into paid work, 18 into training and 26 into job searching. BBO@ hvoss works mostly with vulnerable people and those who are the furthest from the job market, with 61% having a disability or health condition. The project is jointly funded by The National Lottery Community Fund and The European Social fund. Self-referrals are received from hvoss, as well as from the Job Centres, The Shaw Trust, Healthy lifestyles, IPS, Allsorts, Aspire Living, Community Psychiatric Nurses, Occupational Therapists, Probation, The Royal National College for the Blind and Reed, with whom we work collaboratively.

This has been a year of two halves, the first half working remotely over Zoom, with many workshops including employability, social activities, and cooking groups, promoting inclusion and accessibility, addressing isolation and mental health issues exacerbated by lock down. The biggest achievement this year has been working as a team with a dedicated group on the project to write, publish and promote a book called 'Baking a difference,' a celebration of all the group have overcome, a historical record of a working and baking together over lockdown, with moving personal stories and recipes. A book launch was held in September at hvoss, as the office began to open again.

Fewer referrals were made during this first half, due to so many organisations and services shutting down and operating at a reduced level. The project therefore focused on supporting existing participants through this time. The second half of the year has seen an increase in referrals as everyone starts to work face to face again. The team are now focusing on the last year of this project and what next for participants.

An exciting new development has been the writing of a report, by the visually impaired participants on the project, to make Hereford a city of excellence in regard to accessibility, working in conjunction with RNC, NMITE, The Old Market and Hereford Community Foundation, who are funding the making of a film to use to attract funding to implement infrastructure changes and raise awareness of the issues faced by the VI community. The group star in the film and are working in conjunction with a local film maker. This community development project is a wonderful opportunity for the group to learn new skills and have the chance to ultimately make a big difference to the whole community; to promote the voluntary sector and inclusion, tackle inequality and discrimination.

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022

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*"Lockdown life has been incredibly different, not to mention overwhelming. There have been times of isolation, loneliness, and general changes in our way of life that have been extremely challenging. However, I think my biggest personal challenge was dipping my toe back in the water of a more normal existence once the worst of the lockdown was behind us.*

*During lockdown, we had the idea of producing the "Baking A Difference" book, which although produced in our own homes in those long weeks of lockdown, now serves as a heart-warming reminder of the enormous sense of community that the BBO project gave us through those dark times. This has continued even now, coming out of the other side of the pandemic. As restrictions eased and life made a tentative step in the direction of 'normal,' BBO began to encourage the project participants to meet them in the community again, rather than just over zoom. However, there was never any pressure to do this, and we were all to go at our own paces.*

*Because of this, I participated in a talk at the Royal National College for the Blind, feeling a huge sense of achievement that I could stand in front of that many people and speak, something I hadn't done at that point for over 12 months. We also volunteered at the Knife angel event with the help and guidance of the BBO, which enabled us to spend time in the community, doing something positive and meeting some of the other participants with whom we had only talked on zoom throughout the course of the lockdowns. And then there was the Christmas event at the Bishops Palace, thanking us for volunteering, which was the most overwhelming event of the year, and yet one of the most enjoyable.*

*Thanks to the BBO, I am fully able to integrate and participate in life again. I also now have a voluntary position at the local citizens advice bureau which I thoroughly enjoy, due to the hard work of those behind the virtual volunteer fair that was broadcast over YouTube to try and encourage people like me back into volunteering on this side of the pandemic. I am in a much more positive place now than I was 12 months ago, and I could not have achieved this without the assistance of such an amazing project. Their support through lockdowns, not to mention their hard work keeping the community together was amazing but the most wonderful thing for me has been guiding us out of isolation and back into society again. Thank you BBO@hvoss"*

## **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 year has been a challenge, in providing a service in a safe way and the team followed Covid-19 risk assessments and safety practises whilst working in the office. There were separate Covid-19 risk assessments and safety practises in place for the volunteers and vehicles which are reviewed on a regular basis. There was a steady increase with trips up until November, then as restrictions were eased, Community Wheels and its customers felt the impact as Covid-19 cases rose and trip numbers decreased significantly, due to short notice cancellations from venues, such as GP surgeries, hospitals and day centres following Covid outbreaks. In the last three months of the year, volunteer drivers were testing positive themselves for the first time since the start of the pandemic. This required significant co-ordination resource to ensure people could travel.

11 new volunteer drivers have been recruited, who joined Community Wheels and helped to ensure that our customers were not socially isolated. We have supported people to attend medical appointments and vaccination clinics, go to day services, attend therapies, go shopping and to the hairdressers or get to work or volunteering.

The contribution of the volunteers to the service is invaluable, and between them they have provided 7,916 trips, including 177 trips for customers requiring a wheelchair accessible vehicle, covering a total of 99,110 miles. Community Wheels have provided 440 trips for customers to receive their covid vaccinations.

This year 94% of our customers have been over 65, 8% have a learning disability and 28% have a physical disability.

Community Wheels were approached to be part a film by Talk Community with one of volunteers driving the minibus and giving an interview. The day went extremely well, and the driver Joe Helme was brilliant. The film went live in May 2022 and is on the Herefordshire Council Talk Community website <https://www.talkcommunity.org/>

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022

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On Saturday 25<sup>th</sup> September, Community Wheels were invited to the Mayor Making Ceremony at the Priory Church, in Leominster. Leominster Town Council presented Community Wheels with a "Declaration of Appreciation" Award in recognition of the contribution that Community Wheels made in supporting Leominster Town Council and the people of Leominster throughout the pandemic. The whole team was overwhelmed to receive this award.

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

As a member of the CTF hvoss 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 across the county, which remain critical to thousands of passengers who otherwise would be isolated. The Forum meets quarterly and had the first face to face meeting since the start of the pandemic in July 2021.

Our sincere thanks go to our funders Herefordshire Council, Leominster Town Council and Eveson Charitable Trust

*"The service is truly wonderful, and I could not have survived without your help, long may you continue."*

*"I would like to thank you, with dealing with my enquiry and registration, and details of four appointments booked, no more anxiety of how I will get there, I will sleep well"*

*"A big thank you to you all, for all that you do in getting us to the right places at the right time"*

*"Thank you for taking care of me, the support provided for me by you is invaluable"*

*"I have very much appreciated the efforts you have made in the past few months to get me to medical treatment on time"*

## **hvoss Annual General Meeting (AGM)**

The 2021 AGM, attended by 60 people took place at The Kindle Centre on October 2021. Once again this was a celebration of the many achievements during the last year, including showcase on Community Wheels presented by one of their fantastic volunteers and No Wrong Door including a film made by the young people themselves. We were delighted to be joined by special guests including Paul Walker, the Chief Executive of Herefordshire Council, large numbers of our member organisations and groups, and several key stakeholders.

### **hvoss' plans for the future**

**Our infrastructure role** – define, articulate, and communicate what hvoss offers to community groups and organisations across the county, including to our members

**Membership** – Further develop our offer to local organisations and community groups

**Capacity building and training** - Workshops, events, and training (including offer for hvoss members) in areas of good governance, capacity-building, social media and communications and fundraising

**Youth Hub Feasibility Study** – Undertake in-depth research and consultation activity into the needs and wishes of young people and their communities and work in partnership to inform the development of future provision for younger people across the county, including the role of No Wrong Door and other hvoss-led activity

**52 Broad Street** – Further develop 52 Broad Street as 'The Base' for training, meeting rooms and resources for the local community sector.

**Information and communications** – Regular updates to members and other VCS representatives on local, regional, and national developments in the sector. Raise profile and presence through hvoss e-bulletins, website latest news items and social media using platforms that are responsive to existing and new users of our services.

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) *FOR THE YEAR ENDED 31 MARCH 2022*

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**Volunteer Bureau** – Consult on and launch Volunteering Strategy for Herefordshire that builds on the responsive approach taken throughout the pandemic, including promoting the value of skills- and life experience-sharing through time given voluntarily, corporate volunteering and involving younger people. Roll out systems to improve recording and reporting across hvoss.

**Funding and sustainability** – evaluating opportunities for additional or alternative sources of funding for activities to grants and charitable donations, for example commissioned services.

**Confidence framework** – Roll out approaches developed this year to assure community organisations and groups and their stakeholders, including users and funders, of the value of their role and services to the community and confidence in their quality and robustness

**State of Sector Survey 2022** – Action planning in response to the outcomes of the survey and focus groups, including capacity building

**Strategic Plan 2022 2027** - A new strategy and business plan will be implemented in 2022. The new plan will guide the future activities of the charity, setting out key objectives, performance measures and resources needed for success

**Herefordshire Community Partnership** - Work collaboratively to ensure all sectors work effectively in equal partnership together for the benefit of the wider community, including championing the needs of the VCSE and the value of our sector

... and for individual projects....

**Building Better Opportunities Herefordshire (BBO)** – Review partnership arrangements with funders and partners, to inform future programmes of support for supporting volunteering and employability support, and potential next steps for our participants

**Community Wheels** – Continue to develop local access to services for people who need them including ongoing volunteer driver recruitment, developing funding opportunities (with existing and potential trusts), and collaborating with all local community transport schemes to ensure the needs of a growing client base can be met in the context of increased cost of living pressures.

**Carers developments** - Formalise our plans for Younger Carers, including the potential for commissioning arrangements for this invaluable support

**Community Renewal Fund** – Consider ‘what next’ to capture and utilise the learning for the short UK Community Renewal Fund project, inform the government’s Levelling Up agenda plans and ways of working effectively in partnership with our community sector colleagues, including Vennture.



**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)  
FOR THE YEAR ENDED 31 MARCH 2022**

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**Financial review**

The results for the year are set out in the financial statements commencing on page 20. The financial statements show net outgoing resources of £418 (2021 net incoming resources of £10,737).

Total reserves at the end of the financial year amounted to £349,578 (2021 £349,996).

hvooss has reserves which are accounted for under three headings: restricted, designated, and unrestricted (free). Restricted reserves of £159,076 (2021 £166,073) 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 £99,801 (2021 £92,803) in total.

Unrestricted funds of £90,701 (2021 £91,120) 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 £79,715 (2021 £88,751).

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. hvooss 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.

# **HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022**

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## **Structure and Governance**

The trustees are responsible for controlling the work, management and administration of the charity on behalf of its beneficiaries. 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.

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 R P Matthews

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 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, Head of Finance and Operations and Head of Projects and Development met regularly during the year to support planning and implementation.

## **Risk Management**

During the year, the Board has regularly assessed, reviewed, and mitigated against key organisational risks. The Management Team and trustees regularly review the Risk Register receive regular updates on progress.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)  
FOR THE YEAR ENDED 31 MARCH 2022**

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**Management reporting**

All projects provided reports on a regular basis to trustees. The board of trustees met six times during the year. Day to day responsibilities are delegated to the Chief Executive who works with the Heads of Finance and Operations and Projects and Development to ensure compliance with all legislative and regulatory requirements. The need for funding important projects and activities is a key focus and plans are regularly assessed and reviewed in order to address funding challenges, including potential for alternatives to grants.

A key component of central funding is the new support services contract awarded to the charity by Herefordshire Council through Talk Community. This funding contributes towards volunteering and development support functions outlined in this report and builds on the community leadership work the charity undertook during the floods and Covid-19 response. The current contract runs until the summer of 2022 and will be reviewed. This new arrangement with the council is welcomed by the charity as it recognises the value of the contribution of our infrastructure role and will enable hvoos to address several key objectives identified in the strategic plan and new community needs which have been identified in the last year.

Looking to future resilience and exploration of new opportunities, a new Head of Projects and Development post has proved successful in increasing management, development, and leadership capacity within the charity.

**Human resources**

The Human Resources Group met twice during the year to consider staffing and personnel matters.

**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: 29 July 2022

Please contact us for more information or with comments and questions regarding the Trustees' Annual Report and Financial Statement 2021- 2022.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
STATEMENT OF TRUSTEES' RESPONSIBILITIES  
FOR THE YEAR ENDED 31 MARCH 2022**

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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 SUPPORT SERVICE

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#### Opinion

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

In our opinion, the financial statements:

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

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the 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

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

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

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

#### Other information

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

We have nothing to report in this regard.

#### 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.

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

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#### **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.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

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

- an understanding of the risk assessment process (including the risk of fraud) adopted by the Board is obtained and their attitude to risk is ascertained;
- an assessment of the susceptibility to material mis-statement of the financial statements as a result of management over-ride or fraud is made;
- it is ensured that the engagement team have, collectively, the appropriate competence, capabilities and skills to be involved in the assignment, are fully briefed and understand the risks specific to the charitable company.

#### **Audit response to risks identified**

- processes to test the outcomes of our assessment include, a review of Board minutes, analytical review, the relevance and accuracy of significant accounting estimates, substantive testing of significant transactions, work to identify unusual or unexpected accounting entries including the testing of journal entries, information disclosed in the financial statements is traced to supporting documentation. In all instances it is acknowledged that material mis-statements that arise from fraud may involve deliberate concealment or collusion and are, therefore, by their very nature harder to detect than those arising from error.
- an understanding of the legal and regulatory framework as applicable to the charitable company is obtained together with knowledge of the procedures put in place by the Board in order to comply with the same
- it is established if there have been any instances of non-compliance with applicable laws and regulations, where there are such breaches, a full understanding, including gathering of relevant documentation appertaining to the event is obtained and assessed.

It should be noted that Auditing standards limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the Trustees and other management and the inspection of regulatory and legal correspondence, if any.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://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 SUPPORT SERVICE

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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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the 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

29 July 2022

**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 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 2022**

**Current financial year**

		<b>Unrestricted funds general 2022 £</b>	<b>Unrestricted funds designated 2022 £</b>	<b>Restricted funds 2022 £</b>	<b>Total 2022 £</b>	<b>Total 2021 £</b>
	<b>Notes</b>					
<b><u>Income and endowments from:</u></b>						
Donations and legacies	<b>3</b>	861	-	4,014	4,875	8,056
Charitable activities	<b>4</b>	8,168	-	559,645	567,813	457,074
Investments	<b>5</b>	134	-	-	134	33
Other income	<b>6</b>	-	-	17,810	17,810	11,908
<b>Total income</b>		<u>9,163</u>	<u>-</u>	<u>581,469</u>	<u>590,632</u>	<u>477,071</u>
<b><u>Expenditure on:</u></b>						
Raising funds	<b>7</b>	<u>7,021</u>	<u>-</u>	<u>4,693</u>	<u>11,714</u>	<u>13,554</u>
Charitable activities	<b>8</b>	<u>80,675</u>	<u>-</u>	<u>498,661</u>	<u>579,336</u>	<u>452,780</u>
<b>Total resources expended</b>		<u>87,696</u>	<u>-</u>	<u>503,354</u>	<u>591,050</u>	<u>466,334</u>
<b>Net (outgoing)/incoming resources before transfers</b>		(78,533)	-	78,115	(418)	10,737
Gross transfers between funds	<b>11</b>	<u>78,114</u>	<u>6,998</u>	<u>(85,112)</u>	<u>-</u>	<u>-</u>
<b>Net (expenditure)/income for the year/ Net movement in funds</b>		(419)	6,998	(6,997)	(418)	10,737
Fund balances at 1 April 2021		<u>91,120</u>	<u>92,803</u>	<u>166,073</u>	<u>349,996</u>	<u>339,259</u>
<b>Fund balances at 31 March 2022</b>		<u>90,701</u>	<u>99,801</u>	<u>159,076</u>	<u>349,578</u>	<u>349,996</u>

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

All income and expenditure derive from continuing activities.

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



**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)  
INCLUDING INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2022**

Prior financial year

		Unrestricted funds general 2021 £	Unrestricted funds designated 2021 £	Restricted funds 2021 £	Total 2021 £
	Notes				
<b><u>Income and endowments from:</u></b>					
Donations and legacies	3	5,697	-	2,359	8,056
Charitable activities	4	75,624	-	381,450	457,074
Investments	5	33	-	-	33
Other income	6	2,070	-	9,838	11,908
<b>Total income</b>		<b>83,424</b>	<b>-</b>	<b>393,647</b>	<b>477,071</b>
<b><u>Expenditure on:</u></b>					
Raising funds	7	7,893	-	5,661	13,554
Charitable activities	8	66,681	-	386,099	452,780
<b>Total resources expended</b>		<b>74,574</b>	<b>-</b>	<b>391,760</b>	<b>466,334</b>
<b>Net (outgoing)/incoming resources before transfers</b>		<b>8,850</b>	<b>-</b>	<b>1,887</b>	<b>10,737</b>
Gross transfers between funds	11	54,148	(26,815)	(27,333)	-
<b>Net (expenditure)/income for the year/ Net movement in funds</b>		<b>62,998</b>	<b>(26,815)</b>	<b>(25,446)</b>	<b>10,737</b>
Fund balances at 1 April 2020		28,122	119,618	191,519	339,259
<b>Fund balances at 31 March 2021</b>		<b>91,120</b>	<b>92,803</b>	<b>166,073</b>	<b>349,996</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 2022**

	Notes	2022 £	£	2021 £	£
<b>Fixed assets</b>					
Tangible assets	13		14,744		8,457
<b>Current assets</b>					
Debtors	14	90,437		57,699	
Cash at bank and in hand		277,143		326,595	
		367,580		384,294	
<b>Creditors: amounts falling due within one year</b>	15	(32,746)		(42,755)	
Net current assets			334,834		341,539
<b>Total assets less current liabilities</b>			349,578		349,996
<b>Income funds</b>					
Restricted funds	16		159,076		166,073
<u>Unrestricted funds</u>					
Designated funds	17	99,801		92,803	
General unrestricted funds		90,701		91,120	
			190,502		183,923
			349,578		349,996

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 2022, 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 directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

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 29 July 2022

Mrs L P Wilcox  
Trustee



Company Registration No. 04625595

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	2022 £	£	2021 £	£
<b>Cash flows from operating activities</b>					
Cash absorbed by operations	21		(37,647)		(33,258)
<b>Investing activities</b>					
Purchase of tangible fixed assets		(11,939)		(1,772)	
Interest received		134		33	
<b>Net cash used in investing activities</b>			(11,805)		(1,739)
<b>Net cash used in financing activities</b>			-		-
<b>Net decrease in cash and cash equivalents</b>			(49,452)		(34,997)
Cash and cash equivalents at beginning of year			326,595		361,592
<b>Cash and cash equivalents at end of year</b>			277,143		326,595

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2022

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#### 1 Accounting policies

##### Company information

Herefordshire Voluntary Organisations Support Service 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, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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 2022**

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**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 the statement of financial activities.

**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 2022**

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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 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 2022**

**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 2022 £</b>	<b>Restricted funds 2022 £</b>	<b>Total 2022 £</b>	<b>Unrestricted funds general 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total 2021 £</b>
Donations and gifts	861	4,014	4,875	5,697	2,359	8,056

**4 Charitable activities**

	<b>Community &amp; Youth Development £</b>	<b>Transport £</b>	<b>Volunteer services £</b>	<b>Premises £</b>	<b>Total £</b>	<b>Total 2021 £</b>
Community Wheels fares	-	58,300	-	-	58,300	19,436
Grants and other project income	334,851	57,701	96,077	8,372	497,001	437,638
Other income	12,512	-	-	-	12,512	-
	<u>347,363</u>	<u>116,001</u>	<u>96,077</u>	<u>8,372</u>	<u>567,813</u>	<u>457,074</u>
Analysis by fund						
Unrestricted funds - general	-	-	8,168	-	8,168	
Restricted funds	<u>347,363</u>	<u>116,001</u>	<u>87,909</u>	<u>8,372</u>	<u>559,645</u>	
	<u>347,363</u>	<u>116,001</u>	<u>96,077</u>	<u>8,372</u>	<u>567,813</u>	
<b>For the year ended 31 March 2021</b>						
Unrestricted funds - general	5,815	-	69,809	-		75,624
Restricted funds	<u>167,536</u>	<u>77,073</u>	<u>136,841</u>	<u>-</u>		<u>381,450</u>
	<u>173,351</u>	<u>77,073</u>	<u>206,650</u>	<u>-</u>		<u>457,074</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**4 Charitable activities**

**(Continued)**

**Grants and other project income**

West Mercia Police & Crime Commissioner	992	-	-	-	992	22,274
BBC Children in Need	14,270	-	-	-	14,270	16,218
Herefordshire Council	183,225	31,780	6,668	-	221,673	185,733
Herefordshire Community Foundation	15,151	-	-	-	15,151	16,000
Herefordshire Carers Support	19,087	-	-	-	19,087	18,379
Landau	24,092	-	87,908	-	112,000	88,470
Eveson Charitable Trust	31,000	21,000	1	-	52,001	30,000
BSOG	-	467	-	-	467	467
YSS Diversionary Activity Fund	-	-	-	-	-	4,000
Herefordshire & Worcestershire CCG	27,000	-	-	-	27,000	-
The Childrens Society	8,284	-	-	-	8,284	-
Hereford City Council	2,000	-	-	-	2,000	-
ICS Community Partnership	5,000	-	-	-	5,000	-
High Sheriff's Association National Crimebeat Award	750	-	-	-	750	-
Dinedor Outdoor Centre	1,000	-	-	-	1,000	-
Screwfix	-	-	-	8,372	8,372	-
Inchrye Trust	-	-	-	-	-	(6,500)
Heineken	-	-	-	-	-	(400)
The Mumford Memorial Trust	-	-	-	-	-	10,000
Masonic Charitable Foundation	-	-	-	-	-	15,170
Leominster Town Council	3,000	1,535	-	-	4,535	775
NAVCA	-	-	1,500	-	1,500	3,000
Covid-19 Job Retention Scheme	-	2,919	-	-	2,919	-
	<u>334,851</u>	<u>57,701</u>	<u>96,077</u>	<u>8,372</u>	<u>497,001</u>	<u>437,638</u>

**5 Investments**

	<b>Unrestricted funds general 2022 £</b>	<b>Unrestricted funds general 2021 £</b>
Interest receivable	<u>134</u>	<u>33</u>



**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**6 Other income**

	Unrestricted funds general £	Restricted funds £	Total 2022 £	Total 2021 £
Membership	-	3,573	3,573	6,424
Course fees	-	-	-	220
Miscellaneous	-	14,237	14,237	5,264
	-	17,810	17,810	11,908
<b>For the year ended 31 March 2021</b>	<b>2,070</b>	<b>9,838</b>		<b>11,908</b>

**7 Raising funds**

	Unrestricted funds general 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds general 2021 £	Restricted funds 2021 £	Unrestricted funds 2021 £
<u>Fundraising and publicity</u>						
Staff costs	7,021	4,693	11,714	7,893	5,661	13,554
	7,021	4,693	11,714	7,893	5,661	13,554

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**8 Charitable activities**

	Community & youth £	Transport £	Volunteer services £	Health & social care £	Core services £	Total £	Total 2021 £
Staff costs	97,798	47,271	145,824	5,201	34,000	330,094	296,388
Depreciation and impairment	-	347	1,421	-	3,883	5,651	13,986
Project costs	128,783	16,089	52,044	-	-	196,916	108,972
	<u>226,581</u>	<u>63,707</u>	<u>199,289</u>	<u>5,201</u>	<u>37,883</u>	<u>532,661</u>	<u>419,346</u>
Share of support overheads (excl. staff costs) (see note 10)	-	-	-	-	40,071	40,071	27,825
Share of governance costs (see note 10)	-	-	-	-	6,604	6,604	5,609
	<u>226,581</u>	<u>63,707</u>	<u>199,289</u>	<u>5,201</u>	<u>84,558</u>	<u>579,336</u>	<u>452,780</u>
<b>Analysis by fund</b>							
Unrestricted funds - general	-	-	-	-	80,675	80,675	
Restricted funds	<u>226,581</u>	<u>63,707</u>	<u>199,289</u>	<u>5,201</u>	<u>3,883</u>	<u>498,661</u>	
	<u>226,581</u>	<u>63,707</u>	<u>199,289</u>	<u>5,201</u>	<u>84,558</u>	<u>579,336</u>	
<b>For the year ended 31 March 2021</b>							
Unrestricted funds - general	-	-	-	-	66,681		66,681
Restricted funds	<u>184,030</u>	<u>88,796</u>	<u>103,729</u>	<u>7,202</u>	<u>2,342</u>		<u>386,099</u>
	<u>184,030</u>	<u>88,796</u>	<u>103,729</u>	<u>7,202</u>	<u>69,023</u>		<u>452,780</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**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 (2021- nil).

**10 Support costs**

	<b>Support costs</b>	<b>Governance costs</b>	<b>2022</b>	<b>2021</b>	<b>Basis of allocation</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Staff costs	25,705	-	25,705	20,954	Activity basis
Office expenses - governance	-	3,484	3,484	2,489	
Premises costs	20,328	-	20,328	13,881	Activity basis
Office expenses	19,742	-	19,742	13,943	Activity basis
Audit fees	-	3,120	3,120	3,120	Governance
	<u>65,775</u>	<u>6,604</u>	<u>72,379</u>	<u>54,387</u>	
Analysed between Charitable activities	<u>65,775</u>	<u>6,604</u>	<u>72,379</u>	<u>54,388</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.

**11 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 2022**

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**12 Employees**

**Number of employees**

The average monthly number of employees during the year was:

	<b>2022 Number</b>	<b>2021 Number</b>
Management	3	1
Administrative	-	1
Voluntary Sector Support	11	8
Youth Projects	5	6
	<hr/>	<hr/>
	19	16
	<hr/>	<hr/>

**Employment costs**

	<b>2022 £</b>	<b>2021 £</b>
Wages and salaries	317,164	286,057
Social security costs	15,202	15,578
Other pension costs - defined contribution schemes	9,442	8,307
	<hr/>	<hr/>
	341,808	309,942
	<hr/>	<hr/>

Included within wages and salaries are redundancy costs amounting to £nil (2021 £20,045).

The employee numbers above include part time and full time staff, as a result the full time equivalent employees are 13 (2021: 11)

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

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**13 Tangible fixed assets**

	IT Equipment	Office Equipment	Fixtures & fittings	Motor vehicles	Leasehold improvements	Total
	£	£	£	£	£	£
<b>Cost</b>						
At 1 April 2021	17,154	2,050	672	50,349	7,542	77,767
Additions	6,630	-	5,309	-	-	11,939
	<u>23,784</u>	<u>2,050</u>	<u>5,981</u>	<u>50,349</u>	<u>7,542</u>	<u>89,706</u>
At 31 March 2022	23,784	2,050	5,981	50,349	7,542	89,706
<b>Depreciation and impairment</b>						
At 1 April 2021	13,278	2,050	490	50,349	3,143	69,310
Depreciation charged in the year	2,730	-	1,036	-	1,886	5,652
	<u>16,008</u>	<u>2,050</u>	<u>1,526</u>	<u>50,349</u>	<u>5,029</u>	<u>74,962</u>
At 31 March 2022	16,008	2,050	1,526	50,349	5,029	74,962
<b>Carrying amount</b>						
At 31 March 2022	<u>7,776</u>	<u>-</u>	<u>4,455</u>	<u>-</u>	<u>2,513</u>	<u>14,744</u>
At 31 March 2021	<u>3,876</u>	<u>-</u>	<u>182</u>	<u>-</u>	<u>4,399</u>	<u>8,457</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**14 Debtors**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>		
Trade debtors	55,467	1,703
Other debtors	23,933	44,566
Prepayments and accrued income	11,037	11,430
	<u>90,437</u>	<u>57,699</u>

**15 Creditors: amounts falling due within one year**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Deferred income	1,522	19,637
Trade creditors	11,739	7,208
Accruals and deferred income	19,485	15,910
	<u>32,746</u>	<u>42,755</u>

Deferred income represents monies received in advance which is released over the life of the projects.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**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 31 March 2022
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	
	£	£	£	£	£	£	£	£	£
Community Wheels	4,863	82,927	(78,573)	(9,217)	-	120,718	(103,903)	(16,815)	-
427 Club	-	-	-	-	-	2,240	-	(2,240)	-
Talent Match	47,578	2,586	(35,930)	(14,234)	-	-	-	-	-
No Wrong Door	3,704	93,250	(63,198)	(6,659)	27,097	98,336	(79,983)	(4,140)	41,310
Family Drug Support	9,892	-	-	(90)	9,802	-	-	(1,011)	8,791
Capital	28,177	-	(13,987)	-	14,190	-	(5,651)	-	8,539
Social Prescribing	17,327	-	(7,202)	-	10,125	-	(5,202)	-	4,923
Miscellaneous Projects	74,814	12,500	(8,329)	(34,130)	44,855	11,949	(10,402)	(2,701)	43,701
BBO	-	72,078	(64,249)	(7,829)	-	87,909	(78,080)	(9,829)	-
Young Carers	5,164	17,318	(14,117)	(1,858)	6,507	16,980	(17,481)	(3,249)	2,757
Young Adult Carers	-	31,424	(15,114)	(2,100)	14,210	16,972	(28,374)	(2,808)	-
In2	-	18,897	(22,108)	8,911	5,700	24,097	(23,698)	(5,373)	726
What Doing	-	-	(8,836)	8,836	-	-	-	-	-
Project ABC	-	-	(22,059)	36,537	14,478	160	(8,885)	(5,753)	-
Talk Community	-	62,667	(38,058)	(5,500)	19,109	94,000	(80,270)	(8,406)	24,433
UK CRF	-	-	-	-	-	16,926	(16,926)	-	-
ICS Community Partnership	-	-	-	-	-	5,000	-	-	5,000
Vaccination clinic	-	-	-	-	-	22,661	(9,274)	(13,387)	-

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**16 Restricted funds**

**(Continued)**

Allsorts	-	-	-	-	-	13,149	(597)	-	12,552
Voice of the Child	-	-	-	-	-	32,000	(16,256)	(9,400)	6,344
Premises funding	-	-	-	-	-	8,372	(8,372)	-	-
Feasibility Study	-	-	-	-	-	10,000	(10,000)	-	-
	<u>191,519</u>	<u>393,647</u>	<u>(391,760)</u>	<u>(27,333)</u>	<u>166,073</u>	<u>581,469</u>	<u>(503,354)</u>	<u>(85,112)</u>	<u>159,076</u>

Community Wheels and 427 club- volunteer drivers providing transport across North Herefordshire and Hereford 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 20216 and initially funded by the West Mercia Police and Crime Commissioner, the project is now supported by various organisations.

Family Drug Support provides information, advice and education regarding drug use and related matters.

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.



**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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**16 Restricted funds**

**(Continued)**

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.

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.

In2 is the hvoss part of the Landau led IN2 Partnership. The programme is focused on 15-24-year-old young people not in education, training or employment. The overall aim of the programme is to promote economic and social inclusion which seeks to achieve the sustainable integration of young people into the labour market.

What Doing was an outreach programme that worked with individuals aged 16+ in North Herefordshire that focused on engaging and upskilling individuals so that they may gain employment.

Project ABC works to assist and support young people (18-25) to access training and employment opportunities.

Talk Community is a partnership with Herefordshire Council to directly deliver a range of activities to support the voluntary and community sector and improve county wellbeing and resilience.

UK Community Renewal Fund is a UK Government programme for 2021/22. This aims to support people and communities most in need across the UK to pilot programmes and new approaches to prepare for the UK Shared Prosperity Fund. It invests in skills, community and place, local business, and supporting people into employment. For more information, visit <https://www.gov.uk/government/publications/uk-community-renewal-fund-prospectus>

ICS Community Partnership - Development of VCSE engagement in the new health and social care mechanisms.

Vaccination Clinic - Co-ordination of the volunteer support programme around the county to support the Covid-19 vaccination roll out.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
*FOR THE YEAR ENDED 31 MARCH 2022***

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**16 Restricted funds**

**(Continued)**

Allsorts (Minds of All Kinds) supports young people aged 16-25 who have experienced challenges arising from neurodiversity and poor mental health conditions, including eating disorders.

Voice of the Child engaging young people to ensure that their voices and opinions are heard by key statutory services and decision makers.

Youth Hub Feasibility Study is the development of proposals to ensure the provision of children's and young people's support services across the county can be sustained in the future and meet their needs.

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**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:

	Balance at 1 April 2020	Transfers	Balance at 1 April 2021	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Winding up reserves	109,317	(26,815)	82,502	16,998	99,500
Core Activity Support	10,000	-	10,000	(10,000)	-
HAT brochure	301	-	301	-	301
	<u>119,618</u>	<u>(26,815)</u>	<u>92,803</u>	<u>6,998</u>	<u>99,801</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  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**18 Analysis of net assets between funds**

	<b>Unrestricted funds 2022 £</b>	<b>Designated funds 2022 £</b>	<b>Restricted funds 2022 £</b>	<b>Total 2022 £</b>	<b>Unrestricted funds 2021 £</b>	<b>Designated funds 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total 2021 £</b>
Fund balances at 31 March 2022 are represented by:								
Tangible assets	10,986	-	3,758	14,744	2,369	-	6,088	8,457
Current assets/(liabilities)	79,715	99,801	155,318	334,834	88,751	92,803	159,985	341,539
	<u>90,701</u>	<u>99,801</u>	<u>159,076</u>	<u>349,578</u>	<u>91,120</u>	<u>92,803</u>	<u>166,073</u>	<u>349,996</u>

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
***FOR THE YEAR ENDED 31 MARCH 2022***

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**19 Related party transactions**

**Remuneration of key management personnel**

The remuneration of key management personnel is as follows.

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Aggregate compensation	86,309	79,251

**HEREFORDSHIRE VOLUNTARY ORGANISATIONS  
SUPPORT SERVICE  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**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>2022</b> £	<b>2021</b> £
Within one year	8,010	8,709
Between two and five years	12,020	20,030
	<u>20,030</u>	<u>28,739</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>2022</b> £	<b>2021</b> £
(Deficit)/surplus for the year	(418)	10,737
Adjustments for:		
Investment income recognised in profit or loss	(134)	(33)
(Gain)/loss on disposal of tangible fixed assets	-	5,175
Depreciation and impairment of tangible fixed assets	5,651	13,986
Movements in working capital:		
(Increase)/decrease in debtors	(32,738)	4,178
Increase/(decrease) in creditors	8,107	(7,424)
(Decrease) in deferred income	(18,115)	(54,702)
<b>Cash absorbed by operations</b>	<u>(37,647)</u>	<u>(28,083)</u>

**22 Analysis of changes in net funds**

The charity had no debt during the year.

# Thank You

We couldn't do what we do without the  
valued support of ...



**UK Government**

This Project is funded by the UK Government  
through the UK Renewal Fund



**Herefordshire**  
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