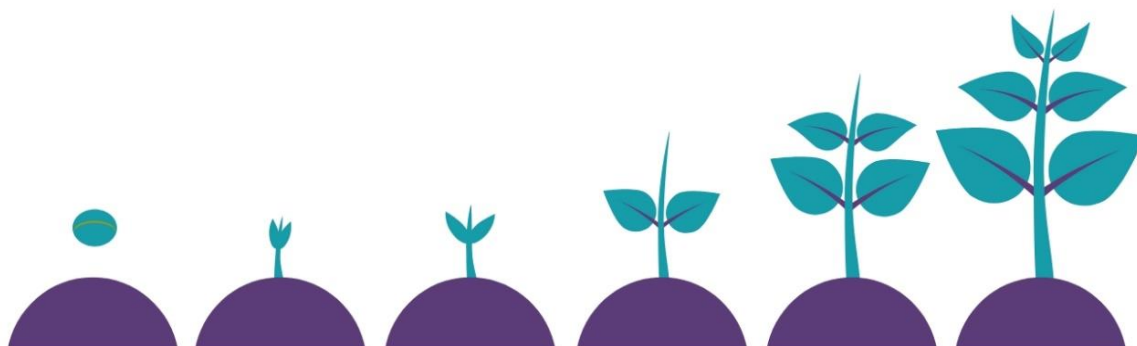




**HEREFORDSHIRE VOLUNTARY  
ORGANISATIONS SUPPORT SERVICE  
ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**



Charity Registration No. 1096451  
Company Registration No. 04625595 (England and Wales)

# hvoss: What We Do

**500**

VCSE organisations supported during the year

**400+**

volunteers placed or supported through hvoss services and projects

**30+**

The hvoss active response team continues to grow & develop

**15**

1-1 support and advice drop-in sessions held in the local communities across the county



Community Confidence Framework; an online self-assessment tool developed & launched



Communications and Social media platforms continue upward growth in reach and engagement

**200**

Promotion of over 200 local community events and news items during the year



Coordination & set-up of 20 strong VCSE community network response for Ukrainians arriving in Herefordshire



Partner in State of Sector VCSE Research project, Herefordshire Community Partnership, Community Paradigm, and UK Community Renewal Programme

**UK CRF**

771 people supported to gain volunteering and employment. Over 30 local community organisations supported

**233**

233 people attended 7 meet the funder events over the year

**BBO**

322 signed up to the project, 171 moved into supported volunteering. 161 moved into training, job searching and employment

**68**

hvoss Link Workers supported 68 Ukrainians and arranged for 14 Ukrainian families to receive a laptop

**100+**

hvoss Membership of 100+ organisations, & over 1400 recipients of regular information, plus our most well attended AGM since the charity was formed in 2012

**233**

Youth Provision Forum established 2 networking events held for youth work practitioners (over 100 attendees)

**8741**

Community Wheels provided 8,741 trips during the year, covering a total of 96620 miles

**193**

Community Wheels provided 193 journeys for customers requiring a wheelchair accessible vehicle

**58**

Specialist support to 58 young adult carers and weekly youth clubs in communities across Herefordshire

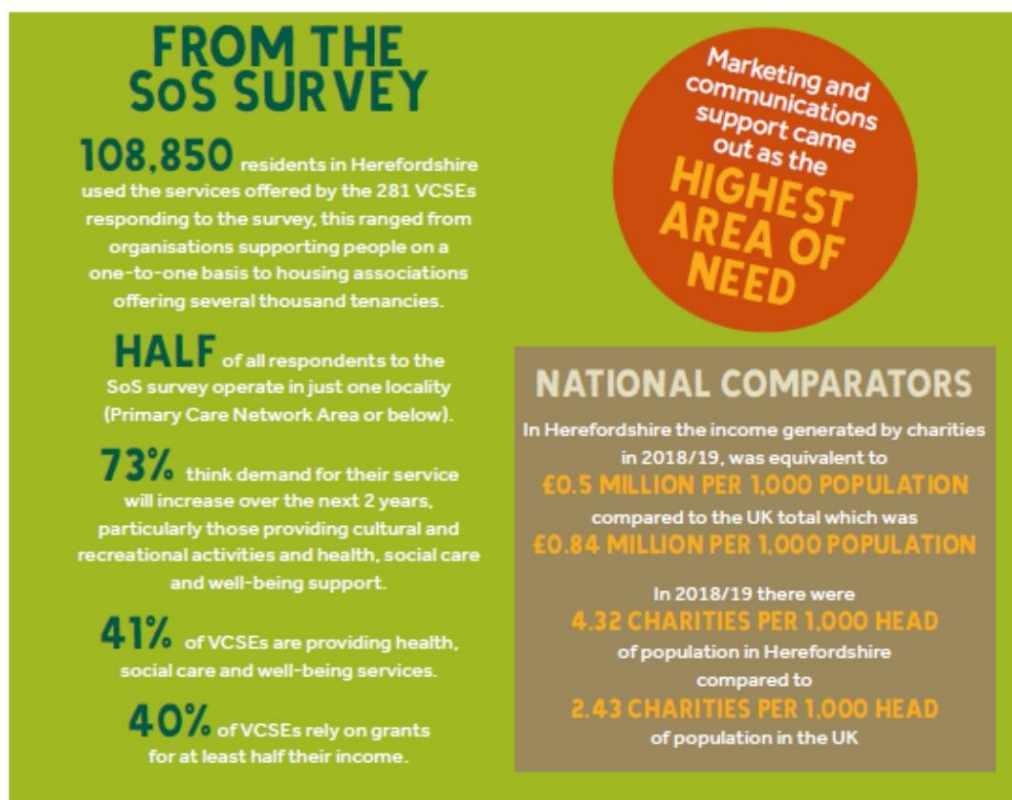


31 job opportunities, 40 funding items, 115 volunteering & trustee opportunities, 28 training course & many networking events and more shared & promoted



hvoss have arranged, supported & hosted training & networking events relating to safeguarding, DBS, business breakfasts, cyber security

# The State of the Voluntary, Community and Social Enterprise Sector in Herefordshire 2021



## Legal and Administrative information

<b>Trustees</b>	Mrs L P Wilcox (Chair)
	Mr R S Kelly
	Mrs A C Robinson
	Mrs M E Campbell
	Mrs J Faux
	Mrs S Penny
	Mr R Matthews (resigned 28 February 2023)
	Mr C Farmer (appointed 7 November 2022)

<b>Company Secretary and Chief Executive</b>	Mr W D Lindesay
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<b>Charity number</b>	1096451
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<b>Company number</b>	04625595
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<b>Registered office</b>	52 Broad Street Hereford HR4 9RB
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<b>Auditors</b>	Kendall Wadley LLP Granta Lodge 71 Graham Road Malvern Worcestershire WR14 2JS
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<b>Bankers</b>	CAF Bank 25 Kings Hill West Malling Kent ME19 4JQ
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# Herefordshire Voluntary Organisations Support Service

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2023

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 2023. 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). This report satisfies the requirements for a directors' report under the Companies Act 2006.

#### A decade of support

Ten years on from a merger of three local support and development organisations, hvoss (Herefordshire Voluntary Organisations Support Service) has established itself as a leading umbrella support charity for the local Voluntary, Community and Social Enterprise (VCSE) sector. Our vision is:

#### *"A vibrant and effective Community Sector in Herefordshire"*

Driving the services available at hvoss are the incredible contributions that local volunteers, voluntary and community groups, charities and not for profit organisations make in the county. During the last year, in partnership with Herefordshire Council, the charity published the 'The State of the VCSE Report 2021'. This report celebrates the achievements of over 2,300 VCSE organisations, the impact they have in the local community, the people they support, and the future needs the sector has.

hvoss is a local infrastructure, support and development organisation. Our primary role is to provide umbrella support for the sector and be their 'go to' organisation for information, assistance, guidance, communication, facilitation and networking. hvoss membership is currently free, and open to any organisation or individual furthering charitable and not for profit aims and activities in the local community.

During the year, the charity continued to support existing needs and services, and also the development of new ones. This included committing resources and reserves to new areas of activity which further public benefit, development of community capacity and the objects of the charity.

The involvement of local organisations in our work, which includes opportunities to inform governance and decision making, helps ensure hvoss remains led by, and accountable to, the local VCSE and other key stakeholders.

The charity has two key strategic aims: -

1. To support local organisations with their development needs, providing services needed to pursue charitable activity for public benefit.



2. To promote, organise and facilitate co-operation, co-design and co-production through effective partnership working between the local VCSE sector and public bodies.



## Strategic Plan 2022 – 2027

During the year the charity agreed a new five-year strategy. This plan aims to further the following charitable objectives:

- Promoting co-operation and partnership working across all sectors of the local community.
- Improving the lives of children and young people aged 8 – 21, including helping the organisations that work with, and support them.
- Developing volunteering services for individuals, and organisations that involve them.
- Furthering community, health and social care activities across Herefordshire.

A set of principles and values inform decisions the charity takes about its priorities:

- Championing equity, with particular support for under-represented groups and need.
- Only deliver projects that are self-funding and contribute to our objectives.
- Promote active governance – utilising all skills, resource, assets and capacity.
- Be member led, maintaining links with the local community.
- Always be flexible, nimble, and responsive to change.
- Be a model employer for staff and support all hvoss volunteers.
- Diversify our funding base, reducing reliance on key projects for future sustainability.
- Develop capacity building services, including local access to support in rural areas.
- Be open to future collaboration and new ways of supporting key areas of work.

## Key engagement and development for the community

### Local support and development (Talk Community and Herefordshire Council)

During the year, the charity continued to receive grant support from Herefordshire Council, as part of the Talk Community programme. This contract provides vital resources to enable our Community team to assist and enable local groups and organisations. The types of activities provided in the last 12 months, many aligned to needs highlighted in the State of Sector Report 2021, included:

- **Helping to set up new organisations** (unincorporated groups, constitutional options, and suitable legal forms such as Charitable Incorporated Organisation (CIO) and Community Interest Company (CIC).
- **Governance support** – Providing guidance on policy development, setting up and running a group, meeting or committee, including the role of members.

- **Community Confidence Framework** - This online self-assessment tool was developed and launched to assist organisations assess their strengths, assets and where they need development. The framework provides practical guidance and free resources, including template policies.
- **Assistance with fundraising and sustainability** – 7 ‘Meet The Funder’ events were organised, attended by 233 people. Eveson Charitable Trust, Herefordshire Community Foundation, Henry Smith Charity, Garfield Weston Foundation, Hereford City Council, Postcode Lottery, Sports England, Local Giving, Hereford Lions, Alex Dickinson Trust, Tesco Community Grants, and The Fore discussed their requirements with organisations needing resources. These networks were very popular with hvoss members, volunteers, donors, and paid charity officers. A further 40 requests for fundraising advice were supported.
- **Facilitation of local community consultation event**, focussing on the development of local services for young people, and ongoing support that culminated in an application for funding.
- **Identification of professional services** including insurances, bank accounts, payroll, legal and human resources services for new and existing organisations.

**The charity also assisted with 65 general support and advice enquiries** ranging from governance requests (17), volunteer management (35), and ‘running your group or activity’ (10). At least 30 – 45 mins was spent on each enquiry, and over half were visits made by the team to local organisations, or visits to us to meet with members of the Community Development Team. Many resulted in further meetings and visits.

*“Attending the Henry Smith Foundation event made me more aware of the funding criteria and funding awards. Thank you hvoss”.*

**Volunteer attendee - Meet the Funder event**

## Volunteering Services

**The Herefordshire Volunteer Bureau** operated throughout the year from our main offices at 52 Broad Street, Hereford as well as locally through community organisations and events. This enabled local organisations to promote their opportunities and for people to find out more about local volunteering available to them.

**218 volunteer opportunities were advertised** – Volunteers News, hvoice, window displays, social media, local promotion and at events.

**Over 400 volunteers were placed** or supported by the charity through the Bureau service, our Building Better Opportunities project and other hvoss projects and services.

**The charity continued to develop the hvoss Active Response Team (HART).** This team of 30+ volunteers registered with hvoss are deployed to support local events and providing support in a dynamic and agile way to the community as needs arise. The HART approach builds on our experienced gained in coordinating volunteers responding to crises including flooding and the Covid19 pandemic.

**Request for development, funding advice and fundraising support** – This remained our most requested support need.

**Monthly funding and development drop-in sessions** for groups and organisation started in October 2022, Bromyard, Ross-on-Wye, and Kington. These provided access to local 1-1 support and advice in the local community. A total of 15 sessions were held during the year.

**Easy Fundraising** held a workshop in partnership with us. Two briefing sessions were held with The Disclosure and Barring Service (DBS). The introductory session outlined the function of the DBS service and how it supports the local VCSE, the second was on eligibility and levels of checks required by applicants.

**Cyber Security and the VCSE** - In partnership with John Finch Computing, we coordinated a free session to help charities identify security risks and potential mitigation.

## Volunteering developments

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Over the year, we began work on a new **Volunteering Strategy**, which sets out to adapt our approach to recruiting, retaining and communicating with volunteers. Changes we have undertaken so far include:

***“Where would we be without volunteers in the world? Thank you to all your team for their service to the community.”***

via Twitter (in response to hvoss HART team marshalling at Commonwealth Games 2022 Baton Relay)

- ✓ Change of recruitment process including updated messaging and a more person-centred approach.
- ✓ Saturday opening of our Volunteer Bureau, enabling people to browse opportunities who were unable to join us in the week.
- ✓ Focus on recruitment of younger people as volunteers – finding placements for Duke of Edinburgh participants and working closely alongside the colleges and Creative Pathways
- ✓ Promotion of corporate volunteering across the county – including support to **Supporting Business and Charities Networking Breakfasts**

## Communications / Engagement

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**Our communications and engagement function** has an important role in messaging about developments and keeping the sector and different audiences up to date.

**Our monthly newsletter, hvoice**, reaches an average of 975 people with an open rate of 40% (industry standard open rate of 21.5%)

**hvoss' social media platforms** Facebook reached 48,598 people (page visits 6,328), Twitter gained 153 new followers, and Instagram reached 1,013 people (page visits 328) with 133 new followers. We have continued to share news from across the sector including 31 job opportunities, 40 funding items, 115 volunteering and trustee opportunities, 28 training courses and many networking and partnership opportunities, events and more.

**The charity promoted over 200 local community events** and news items during the year, and also ran successful campaigns to celebrate national Volunteers Week, Trustees Week, and Small Charities Week.



## Herefordshire Youth Provision Forum

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The Forum emerged from the recommendation of the Youth Hub Feasibility Study of 2021/22, commissioned by hvoss and funded by The Eveson Trust.

The Forum, which now has a membership of 75 youth organisations, practitioners and professional across all sectors, met twice during the year to set the foundations for future collaboration and service delivery to meet the needs of young people, with hvoss having a facilitation and coordinating role. Over 100 people attended both events.

Members of the Forum have a shared database of 60 contacts from across the county who have a mutual interest in youth provision in our county. This development has already resulted in leading youth organisations taking forward key developments in relation to youth work training, and expressions of interest for funding being made to the national Youth Investment Fund (YIF). In facilitating the forum, hvoss and the community were particularly grateful to Sarah Da Rohan, High Sheriff of Herefordshire 2021-22 for chairing and leading the network, not only during her year as High Sheriff, but into the future.

## Support to Ukrainians who have moved to Herefordshire

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hvoss received funding through the **Ukraine Community Integration Grant Scheme** to support Ukrainian guests to Herefordshire. This funding has enabled us to employ a Community Network coordinator and two link workers.

**The Herefordshire Community Network for Ukraine** was convened early in 2022 and has continued to grow and thrive throughout the year. Over 60 organisations and groups subscribe to communications and over 20 regularly attend the monthly meetings. The Network's purpose is to facilitate partnership working between organisations and groups in the VCSE and public services to develop support for Ukrainian guests and their hosts in Herefordshire, identify gaps, encourage and facilitate development and make the best use of resources and funding through collaboration.

Herefordshire Council is a key partner in Network meetings and joint planning, which is achieving a responsive and agile approach in identifying emerging needs – often raised by hvoss' and other organisations' link workers through their direct support of people – and devising solutions is evidencing the value of the partnership approach.

**Working groups have been organised to focus further on particular issues.** Network sub-groups include wellbeing and mental health support, particularly for children and young people, communications, employment and housing. Sub-groups report into the wider Network meeting and many initiatives have developed from members' discussions.

Support and activities have been mapped to identify opportunities and gaps and to share learning and aid collaboration and coordination. There is close collaboration between hvoss and the Council's Talk Community Communications team that has resulted in a shared map and calendar of events, together with sources of information for Ukrainian guests and their hosts, hosted on Herefordshire Council's Talk Community website.

**One-to-one support with advocacy, employment, housing and benefits and anything else that will aid people's integration into the community.** There are a wide range of needs and issues that Ukrainians need guidance and support with when they arrive in Herefordshire and start to settle in the community, and our link workers provide a completely individualised, person-centred approach to respond where the need is. Issues include transition from hosting

arrangements to housing, employment, schools and support with translation in many situations including hospital appointments and throughout treatment.

Between February and April our link workers supported 68 Ukrainians including 14 people helped to access employment and 15 with enrolling on training programmes. 20 people have been supported with finding or applying for housing. 10 children regularly attend English sessions with a Ukrainian teacher which has helped grow their confidence at school and they enjoy spending time with other Ukrainian children. Demand continues to grow as more refugees arrive in the county.

*"We are very grateful for your support and help to find and move to a permanent house. We enjoy attending your events and we feel more settled and confident now."*

*"I have started working because of your help, my son is attending English sessions and he is very happy because he can spend time with Ukrainian friends. We have found new friends here because of your introductions."*

We applied for a grant from Herefordshire Community Foundation and as a result 14 Ukrainian families received a laptop, helping their children with their schoolwork and adults feeling more connected and able to do their English studies.

**hvooss continued to collaborate with the local branch of the Association of Ukrainians in Great Britain (AUGB)** in many activities, including through our link workers.

We have run Community Kitchen, a bi-monthly event, an opportunity for Ukrainians to come together to make a traditional dish, celebrate their culture and maintain social networks, critical to their wellbeing. 30 people attended Hereford Community Kitchen in March.

## Volunteering services

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Development of volunteering, including retention of people recruited through the pandemic, and re-engagement of people who gave their time so freely before and during the Covid-19 pandemic, has been a key focus as hvooss 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.

## Policy and strategic influence

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The hvooss team collates and represents local community sector views, influencing county strategy through collaborative relationships with 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:

**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.

**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 worked in partnership with Vennture on this key development.

Our link workers utilised invaluable lived experience and understanding of the obstacles to people's aspiration. Our approach demonstrated that with funding located in the community for the community, and a flexible and truly person-centred approach, people and communities achieve amazing outcomes. This model has proved invaluable to enable and empower people to make changes in their lives and has proved its value in many projects.

The CRF project worked with over 770 people and over 30 VCSE organisations in a little over 9 months.

The UK CRF pilot, which ran to December 2022, and the project's evaluation report, will now inform local national initiatives being developed under the UK Shared Prosperity Fund, to improve opportunities for people and regeneration for communities across the country.

*"The link worker concept was a key driver to achievements and provides real potential for replication and should be considered as a model for other employability programmes as they evolve in the community".*

*An analysis of social value indicates the costs of the programme was £1,009 per participant, representing good value for money when compared to other UK programmes*

Rose Regeneration Summative Evaluation January 2023

## Capacity building and training

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During the year hvoss inducted volunteers in Safeguarding, Data Protection and Equality and Diversity. We are developing awareness and training to support community groups and our own harts, hvoss' new dynamic team of people who give their time voluntarily.

As a key part of our infrastructure role our Community Development team worked with numerous community groups and people setting up newly constituted groups, including Herefordshire Pride, and parish councils.

Groups received input on their governing documents, finances, governance, forward planning including development of services for local young people and funding applications.

## hvoice

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**Seven hvoice community newsletters** were circulated in the last twelve months. Our newsletter has evolved over the year and offers the opportunity for community groups and organisations as well as hvoss highlight their work and share training and recruitment opportunities. We also include important updates including external events. In response to

feedback, one important new feature is a funding section detailing both local and national grant opportunities.

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

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Volunteer Now, a monthly publication, promotes volunteering opportunities on behalf of organisations, a showcase for organisations and a source of information for prospective volunteers. In line with our volunteer strategy we are evaluating the reach and format of the newsletter to make it as effective and wide-ranging as possible and evaluating the potential for digital versions with a wider reach and content.

### **Membership**

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Membership of hvoss is open to all individuals or community organisations who meet eligibility criteria relating to our vision and values. We currently have more than 100 members who have a key role in nominating representatives to become trustees of hvoss and inform the direction and plans of our charity. Membership is free.

### **52 Broad Street offices**

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Our thanks again to Mr Mark Tucker, our landlord, for his generosity in continuing to support hvoss through our occupation of 52 Broad Street. This high-profile city centre location is accessible to all and offers invaluable meeting room facilities for staff, volunteers, members, community groups and our partner organisations.

## **Key services and projects**

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

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The charity continues to support Herefordshire Young Carers Club (YCC) and Herefordshire Young Adult Carers (YAC). YCC and YAC support any child or young person between 8 and 25 who has a caring responsibility for a parent or family member who may have long-term illness or disability, including poor mental health or issues arising from substance use. YAC and YCC work with colleagues in the local authority and health in assessment, triage and ongoing support when required. This year this included being part of the formal circle of support around a young mother who had gone into rehab for alcohol use.

Young carers' responsibilities have an impact on their engagement with education and their ability to interact with their peers through social activity that others may consider 'normal'. The young people tell us that they feel isolated, unsupported, and hidden from society.

YAC and YCC offer one-to-one support to young people and advocacy with schools and their families, and clubs face to face and online which offer opportunities for them to have fun, meet others like themselves and simply be a child before they return to the caring responsibilities and the life that is normal to them. 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.

We were fortunate to be granted funding through Children in Need's grant for #iwill, focussing on social action, through Herefordshire Community Foundation. The young people supported through YAC and YCC have been planning campaigns to reach other young carers and professionals to raise awareness, change perception and influence service development. In

the coming year we will be raising awareness of younger carers and the support they need and benefit from with social prescribers working out of GP surgeries and the wider community, as well as through direct engagement with professionals.

Young Adult Carers often support younger carers, drawing on their own experience to help them navigate transitional and challenging periods in their lives. Our experienced team support each young carer according to their needs in an entirely personal centred way, including with issues that may be extremely challenging such as domestic abuse, housing and benefits, adoption, Child Protection and Safeguarding or their own mental health, 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.

Young Adult Carers have received support with housing, accessing benefits, managing money, Social Care and Child Protection meetings, substance use, employment, education, medical appointments, and partnership working with agencies such as social workers, Early Help Family Support Workers, Health Visitors, other health professionals, police, WMRASASC (West Midlands Rape & Sexual Abuse Support Centre) Counsellors, Housing officers, College wellbeing officers, tutors, Turning Point, the Youth Justice team and the Probation Service.

The ongoing support provided by both Young Carers and Young Adult Carers is a critical service needed on an ongoing basis, in response to demonstrable and in fact growing demand. Funding of YAC and YC is more challenging each year, and we are profoundly grateful to the grant-making organisations who support them.

Funding of our Young Carers services this year has been through BBC Children in Need and The Mumford Trust. Young Adult Carers have been funded through the UK Community Renewal Fund and an anonymous donor.

In the last year 64 Young Carers and 58 Young Adult Carers have been supported

*"I would like to thank you so much for all your support whilst getting through my last year at 6 form. To study at home had been so difficult due to mum's poor health and mobility. And thanks for sorting it out with my tutor for me to take my exams from home. I really felt like giving up and forgetting about any ideas of going to uni. Whilst mum was waiting for her back operation she hardly ever came downstairs so as you know everything was left up to me to do. We had so many arguments, sometimes I would just go and take the dogs for a walk to escape. I'll never know why she wouldn't let us get somebody in to help her, instead of relying on me for everything. At least I know I can be independent, ha ha. I know if it wasn't for your continuous support and encouragement, I wouldn't have just completed my first year here at uni. You kept telling me that I had to follow my dreams and focus on what I want, I'm so pleased you kept reminding me of this, lol. Thank you so much, I'm looking forward to us meeting up when I'm home for the summer".*

**Young Adult Carer**

*'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'*

**Young Carers**



## StepIN2 and All Sorts

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Step IN2 continued to be funded through the Landau-led IN2 Partnership. Our programme supported young people 15-24 who are not in education, training, or employment, and have difficulties engaging with traditional routes and programmes. Our highly experienced team supported young people who have a range of support needs neuro-diverse conditions including specific learning difficulties (such as dyslexia or dyspraxia), ADHD, autism, or poor mental health.

With the aim of promoting sustainable integration of young people into the labour market and facilitating opportunity, economic growth and social inclusion, we offered 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.

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 over 50 young people, many progressing into education, (from L2 Maths and English to degree courses). Others gained employment locally, many after developing their employment skills in a range of work placements. We supported participants to claim the welfare benefits they are entitled to including PIP, Universal Credit, and Parents' Carers Allowance. Several participants were supported to gain diagnostic assessment that then enabled them to access additional support for their learning needs. Support has contributed to the securing of Educational Health Care Plans.

With our support, young people have reduced their isolation and built confidence through community action projects and awareness raising. In response to wider demand, we set up a larger group with different funding streams for more young people who have similar needs: **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 are extremely grateful to the UK Community Renewal Fund, Herefordshire Council Covid-19 Recovery Fund, Herefordshire Clinical Commissioning Group and Hereford Youth City Council, who funded All Sorts activity through the year.

*"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"*

All Sorts members

## Building Better Opportunities (BBO)

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The BBO project, jointly funded by The National Lottery Community Fund and The European Social Fund, came to an end in March 2023 after 5 very successful years. The project at hvoss has supported 322 people furthest from the job market to overcome barriers, develop new skills and move towards employment through supported volunteering and promoting inclusion.

hvoSS offered person centred support, training and mentoring in groups and individually, empowering people to move forward with their lives.

We have worked in partnership with organisations across Herefordshire, including Hereford Wildlife Trust, Red Spark, The Cart Shed, The Kindle Centre, Vennture and Landau, receiving a wide range of referrals cross sector from Job Centres, The Shaw Trust, Healthy Lifestyles, Community Psychiatric Nurses, Occupational Therapists, The Stonebow Unit, the Probation Service, The Royal National College for the Blind, Vision Links, Herefordshire MIND, Turning Point and Refugee Action.

This project at hvoSS included one-to-one tailored support and group activities that encouraged people to develop social and other 'soft' skills. During the pandemic and its aftermath group activities included home baking, quizzes and employability workshops over zoom, which resulted in the project members writing and producing our own book. When we could get together we went gardening and litter picking, volunteered for the Knife Angel and ran training courses including Basic IT and First Aid as well as 'Crafternoons'. We adapted and created our own 'How to be a good volunteer' course.

Overall the project's approach was person-centred and responded pro-actively to needs and skills gaps, supporting people to increase their confidence and motivation, reduce social isolation and ultimately guide them in their journey into volunteering and work.

*'I can honestly say you are one of the best services I've ever had the pleasure of knowing. You've gone out of your way to help me with different situations, and I think the fact that you work in partnership helps. Whether it be guidance and support in terms of work opportunities and volunteering, to funding service users so that they can attend groups to help with mental health. In my case that was funding so I could attend the cart shed on a weekly basis which is something that has been detrimental to finding a routine in my week and being able to enjoy social settings outside of being home alone. You also were there when my life hit crisis and I lost my home, you were able to bring in different support networks that found ways of getting me from being homeless, to being in accommodation and able to bid for new places to live, something I will always be grateful for.'*

*All I can say is thank you to BBO and hvoSS for everything you have done for me!*

**BBO participant**

*322 signed up to the project*

*171 moved into supported volunteering*

*161 moved into training, job searching and employment*

*63% had disabilities and health conditions*

*65% were economically inactive*

*40% lacked basic skills*

**BBO project final stats**

Over the life of the project, BBO exceeded its targets for new starts, job searching and volunteering and achieved 50% of our training and employment outcomes with a group of people with very significant barriers to overcome. The responses from participants show the value of the project and just what a difference partnership working has made to the lives of so many people across Herefordshire.

## Community Wheels

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

Of our customers, 94% are over the age of 65, 8% have a learning disability and 28% have a physical disability. All are at risk of social isolation if they are not able to access the service and this would in turn would put pressure on other services including health and social care.

The year brought new challenges for the service. Covid-19 still impacts, and there have been a high number of short notice cancellations, the majority of which is due to venues, GP surgeries, hospitals and day centres closing due to Covid and Norovirus outbreaks, public and health sector strikes and volunteer drivers who tested positive for Covid themselves and unable to volunteer until they had a negative test. Short notice cancellations impact on the service and increase the administration demand on a small team.

The economic situation including the rise in fuel costs and the cost of living as a whole have had an impact. A fare increase was implemented in January 2023, which received a positive response from the customers in support of our continual efforts to ensure the service is resilient and can be sustained.

Despite all the challenges journey numbers have steadily increased throughout the year. The 427 Bodenhams to Leominster Community Bus Service continues to operate, enabling customers to access the market on a Friday.

*195 new customers registered  
13 new volunteer drivers  
8,741 trips during the year  
96,620 miles in total  
3344 medical appointments trips  
1,495 shopping trips  
1,641 day-centre trips  
1,558 to therapy services  
33 connecting transport journeys  
519 social visits  
193 journeys in wheelchair  
accessible transport*

*"Thank you for the great service you provide."  
"Community Wheels enabled my Dad to get out and  
about and to feel less isolated. Thank you."*

Community Wheels customers

The service continues to provide a vital lifeline to so many, feedback remains so positive.

We have responded dynamically to change and demand.

The contribution of the volunteers to the service is invaluable and without them the service could not be provided. Thanks to all involved.

There were 8 "outing trips" provided to the registered customers, and these were very successful and enjoyable. Community Wheels are grateful for the much-needed funding from Herefordshire Council, (including extra one-off payment of £4,000 and a £7,000 Grant to provide transport to our Ukrainian Guests), Leominster Town Council, and The Mumford Memorial Trust.

## Community Transport Forum (CTF)

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

## Our governance

### hvoSS Annual General Meeting (AGM)

The 2022 AGM was held at The Shell Store and attended by almost 100 people. Once again this was a celebration of the many achievements during the last year, including showcases told in the own words of staff, members, volunteers and people supported by hvoSS' services and projects over the year.

### 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, Community and Social Enterprise Sector (VCSE) in Herefordshire consists of around 2,300 local organisations. The county has a high rate of volunteer 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 the National Association for Voluntary and Community Action (NAVCA). 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 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 Matthews (resigned 28 February 2023)

Mr C Farmer (appointed 7 November 2022)

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 and project updates.

## 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.

## 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. Fundraising is a key focus and a 'funding funnel' plan is used to identify, develop and oversee a grant and funding plan.

A key component of central funding is the 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. This contract runs until the summer of 2024. The contract values the contribution of our infrastructure role and enables hvoss to address several key objectives.

## Human resources

The Human Resources Group met twice during the year to consider staffing and personnel matters. This included oversight of a reorganisation that was required in light of a number of funding streams ending in late 2022 and early 2023.

## hvoss' plans for the future

**Future of local support and development services** – This is a key time for support services in Herefordshire. The charity, like many in the local sector faces increasing demand for its services in the context of cost of living and other funding pressures. In recent years the charity has been seeing reduced funding opportunities for activities such as volunteering services, community development, training and partnership development. The charity sees these services as core to its work in the community. Many hvoss activities are discretionary in terms of what public bodies fund. In recent years the charity has needed to release some reserves to meet increasing needs. This is not a position that can continue indefinitely, and new income streams need to be identified, including ways of recovering management overheads. In response to current pressures and demands, the board of trustees has started a strategic



review of the charity - what it does, how it is funded, and where the charity role sits in relation to other strategic development such as the Talk Community Review, State of Sector Report 2024, and Community Paradigm. hvoss will continue to proactively inform these developments, including advocating for further support funding for infrastructure services so that sufficient capacity, support, management and resilience, both for hvoss and the local VCSE can be maintained in the future. We aim to have an outcome by early 2024, with an update provided to all hvoss members at the 2023 AGM.

**Working with statutory and public bodies** - A key focus is to continue to enable and coordinate partnership work around local community priorities for people all ages where inequality exists e.g. Ukrainian guests, health and social care, and other under-represented communities.

**Membership** – As a membership organisation, we aim to 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 Provision Forum** – Build on the assets and skills in our specialist youth provider network and develop improved local provision for younger people across the county. This includes opportunities to link the activities of youth organisations to the requirements and needs of statutory bodies and other local children and young people partnership work.

**52 Broad Street** – Further develop 52 Broad Street as ‘The Base’ for training, meeting rooms and resources for the local community sector, including Saturday opening of the Volunteer Bureau.

**Information and communications** – Provide 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.

**Volunteer Bureau** – Implement 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. Evaluate methodology to quantify the value and potentially ‘monetise’ volunteer input.

**Funding and sustainability** – evaluating opportunities for additional or alternative sources of funding for activities to grants and charitable donations, for example commissioned services, and raising awareness of, articulating and communicating the impact of ‘start-stop’ funding on people and communities.

**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, including through effective partnerships and mutual respect and recognition.

**State of Sector Survey 2024** – Inform the future research on our sector, changes since the last survey and the sector and communities’ needs, aiming that even more people and organisations inform developments and strategies that affect them.

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

**hvooss website** - to create an engaging, accessible and future-proof home for hvooss online. The site will become a home for our projects and services, the go-to location for volunteer recruitment, a resource hub and support centre for the VCSE sector in Herefordshire.

**Responsive volunteering** – we are developing our hart team further including working in partnership with Age UK to deliver the Home from Hospital support across the county for people being discharged from hospital inpatient care.

**Partnerships** – including expanding our DBS service for groups and organisations through our partnership with Ross Community Development Trust.

**Further influence key strategic developments affecting the VCSE including: -**

- Community Paradigm movement
- Cost of Living action planning to ensure
- Children and Young People Partnership
- Herefordshire Big Economic Plan

### ... and for individual services ...

**Be inspired!** - Building on the success of Building Better Opportunities, develop much needed supported volunteering service for adults of all abilities, Working in partnership with our members and the sector develop this service, which will be open to voluntary organisations to refer their own volunteers in need of extra support to us, to build capacity, resilience, and inclusivity.

**Community Wheels** – To recruit more volunteer drivers in all the catchment areas as demand increases post Covid-19. This will increase the number of individuals that can be supported with their transport needs. There will be more “outing trips” offered to the registered customers utilising the minibus, and review need for a third member of staff as the service provided increases, perhaps to pre-pandemic levels

**Carers developments** - Formalise our plans for Younger Carers, including the potential for commissioning arrangements for this invaluable support and sustainable funding to ensure young people of all ages who have a caring role have access to appropriate support.

**Community Renewal and Shared Prosperity 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. Continue to influence local service planning, building on learning achieved, including benefit of link worker functions in supporting local communities.

## Financial review

The results for the year are set out in the financial statements commencing on page 27. The financial statements show net outgoing resources of £36,772 (2022 – net outgoing resources of £418).

Total reserves at the end of the financial year amounted to £312,806 (2022 £349,578).

hvooss has reserves which are accounted for under three headings: restricted, designated, and unrestricted (free). Restricted reserves of £110,347 (2022 £159,076) 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 £80,634 (2022 £99,801) in total.

Unrestricted funds of £121,825 (2022 £90,701) 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 £114,219 (2022 £79,715).

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 the charity 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, or other actions 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 in the short term. 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.

### Going concern

The trustees confirm, based on their best judgement, the charity is a going concern for the next 12 months. This said the charity is facing a degree of fundraising uncertainty due to a range of factors, many of which are affecting the wider charity sector. This uncertainty is expected to continue, at least in the short term, and is expected to impact further in the future. These factors include: -

Reductions in grants and contracts the charity can apply for, including general increases in competition and demand across the local VCSE sector for charitable funding.

Some uncertainty about what will happen at the end of the current Herefordshire Council Talk Community contract in June 2024. This contract has been integral to wider support the charity develops and provides, including capacity and resourcing of our central management functions. This grant is the only single public body contract the charity receives for core infrastructure services. It should also be noted this grant is made as a discretionary grant award to hvooss and the local VCSE. As public sector finances come under greater challenges at all levels, continued investment, and if so, on what contracting basis, is uncertain and will require more discussion.

General cost of living pressures, impacting on the ability of the charity to sustain current levels of support, including retention of our excellent staff and volunteer resource.

Use of reserves during the year to sustain and develop primary activities in support of public benefit. This is being required where key activities are either not fully funded by funders, and/or where funding for key and core services have received no funding at all.

Limits of the rates of chargeable management fees within some contracts are limiting the charity's ability to recover all costs on a full cost recovery basis. Contracting work of this nature is increasingly provided on a claim in arrears basis, rather than funded upfront. As reserves of the charity reduced in the year, and again with a deficit budget for 2023/24 agreed, cashflow also continues to be monitored closely.

Trustees continue to analyse and regularly review the financial position of the charity on an ongoing basis to fully understand the extent and likely impact of these material uncertainties. This includes the need for wider engagement of key charity stakeholders as required.

### **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 is 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: 10 November 2023

**Pease contact us for more information regarding the Trustees' Annual Report and Financial Statement 2022 – 2023.**

**01432 343932 | [info@hvoss.org.uk](mailto:info@hvoss.org.uk) | [www.hvoss.org.uk](http://www.hvoss.org.uk)**

# 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**  
Community Safety Partnership



**HEREFORDSHIRE  
COMMUNITY  
PARTNERSHIP**



**Leominster  
Town Council**



**Hereford  
City Council**  
working for our city



**The  
Children's  
Society**



**ICS Community  
Partnership**



**The Mumford  
Memorial Trust**



**High Sheriff  
of Herefordshire**



**BBO Herefordshire**  
where will **your** journey take you?



**COMMUNITY  
FUND**



**The project is funded by The National Lottery Community Fund and the European Social Fund.**



# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

***FOR THE YEAR ENDED 31 MARCH 2023***

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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 2023 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 2023 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**

10 November 2023

**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 2023**

### Current financial year

		Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
	Notes					
<b><u>Income and endowments from:</u></b>						
Donations and legacies	3	744	-	8,447	9,191	4,875
Charitable activities	4	6,000	-	906,242	912,242	567,813
Investments	5	498	-	-	498	134
Other income	6	7,752	-	3,875	11,627	17,810
<b>Total income</b>		<b>14,994</b>	<b>-</b>	<b>918,564</b>	<b>933,558</b>	<b>590,632</b>
<b><u>Expenditure on:</u></b>						
Raising funds	7	5,926	-	-	5,926	11,714
Charitable activities	9	82,846	-	881,558	964,404	579,336
<b>Total resources expended</b>		<b>88,772</b>	<b>-</b>	<b>881,558</b>	<b>970,330</b>	<b>591,050</b>
<b>Net (outgoing)/incoming resources before transfers</b>		<b>(73,778)</b>	<b>-</b>	<b>37,006</b>	<b>(36,772)</b>	<b>(418)</b>
Gross transfers between funds	12	104,902	(19,167)	(85,735)	-	-
<b>Net income/(expenditure) for the year/ Net movement in funds</b>		<b>31,124</b>	<b>(19,167)</b>	<b>(48,729)</b>	<b>(36,772)</b>	<b>(418)</b>
Fund balances at 1 April 2022		90,701	99,801	159,076	349,578	349,996
<b>Fund balances at 31 March 2023</b>		<b>121,825</b>	<b>80,634</b>	<b>110,347</b>	<b>312,806</b>	<b>349,578</b>

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

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 2023

Prior financial year

		Unrestricted funds general 2022 £	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022 £
	Notes				
<b><u>Income and endowments from:</u></b>					
Donations and legacies	3	861	-	4,014	4,875
Charitable activities	4	8,168	-	559,645	567,813
Investments	5	134	-	-	134
Other income	6	-	-	17,810	17,810
<b>Total income</b>		<b>9,163</b>	<b>-</b>	<b>581,469</b>	<b>590,632</b>
<b><u>Expenditure on:</u></b>					
Raising funds	7	7,021	-	4,693	11,714
Charitable activities	9	80,675	-	498,661	579,336
<b>Total resources expended</b>		<b>87,696</b>	<b>-</b>	<b>503,354</b>	<b>591,050</b>
<b>Net (outgoing)/incoming resources before transfers</b>		<b>(78,533)</b>	<b>-</b>	<b>78,115</b>	<b>(418)</b>
Gross transfers between funds	12	78,114	6,998	(85,112)	-
<b>Net income/(expenditure) for the year/ Net movement in funds</b>		<b>(419)</b>	<b>6,998</b>	<b>(6,997)</b>	<b>(418)</b>
Fund balances at 1 April 2021		91,120	92,803	166,073	349,996
<b>Fund balances at 31 March 2022</b>		<b>90,701</b>	<b>99,801</b>	<b>159,076</b>	<b>349,578</b>

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

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 2023

	Notes	2023 £	£	2022 £	£
<b>Fixed assets</b>					
Tangible assets	14		9,036		14,744
<b>Current assets</b>					
Debtors	15	33,799		90,437	
Cash at bank and in hand		291,139		277,143	
		<u>324,938</u>		<u>367,580</u>	
<b>Creditors: amounts falling due within one year</b>	16	(21,168)		(32,746)	
Net current assets			303,770		334,834
<b>Total assets less current liabilities</b>			<u>312,806</u>		<u>349,578</u>
<b>Income funds</b>					
Restricted funds	17		110,347		159,076
<u>Unrestricted funds</u>					
Designated funds	18	80,634		99,801	
General unrestricted funds		<u>121,825</u>		<u>90,701</u>	
			202,459		190,502
			<u>312,806</u>		<u>349,578</u>

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 2023, 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 10 November 2023

Mrs L P Wilcox  
**Trustee**

**Company Registration No. 04625595**

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## STATEMENT OF CASH FLOWS

**FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	2023 £	£	2022 £	£
<b>Cash flows from operating activities</b>					
Cash generated from/(absorbed by) operations	22		13,498		(37,647)
<b>Investing activities</b>					
Purchase of tangible fixed assets		-		(11,939)	
Interest received		498		134	
<b>Net cash generated from/(used in) investing activities</b>			498		(11,805)
<b>Net cash used in financing activities</b>			-		-
<b>Net increase/(decrease) in cash and cash equivalents</b>			13,996		(49,452)
Cash and cash equivalents at beginning of year			277,143		326,595
<b>Cash and cash equivalents at end of year</b>			291,139		277,143

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS

**FOR THE YEAR ENDED 31 MARCH 2023**

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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 constitution, 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 2023

---

#### 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 2023**

---

### **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 2023**

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### **2 Critical accounting estimates and judgements**

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

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

### **3 Income from donations and legacies**

	<b>Unrestricted funds 2023 £</b>	<b>Restricted funds 2023 £</b>	<b>Total 2023 £</b>	<b>Unrestricted funds 2022 £</b>	<b>Restricted funds 2022 £</b>	<b>Total 2022 £</b>
Donations and gifts	744	8,447	9,191	861	4,014	4,875

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2023**

### 4 Charitable activities

	Community & Youth Development	Transport	Volunteer services	Core activities	Premises	Total	Total 2022
	£	£	£	£	£	£	£
Community Wheels fares	-	60,335	-	-	-	60,335	58,300
Grants and other project income	593,598	51,217	192,416	7,238	-	844,469	497,001
Other income	4,357	-	3,081	-	-	7,438	12,512
	<u>597,955</u>	<u>111,552</u>	<u>195,497</u>	<u>7,238</u>	<u>-</u>	<u>912,242</u>	<u>567,813</u>
Analysis by fund							
Unrestricted funds - general	-	-	-	6,000	-	6,000	
Restricted funds	<u>597,955</u>	<u>111,552</u>	<u>195,497</u>	<u>1,238</u>	<u>-</u>	<u>906,242</u>	
	<u>597,955</u>	<u>111,552</u>	<u>195,497</u>	<u>7,238</u>	<u>-</u>	<u>912,242</u>	
<b>For the year ended 31 March 2022</b>							
Unrestricted funds - general	-	-	8,168	-	-		8,168
Restricted funds	<u>347,363</u>	<u>116,001</u>	<u>87,909</u>	<u>-</u>	<u>8,372</u>		<u>559,645</u>
	<u>347,363</u>	<u>116,001</u>	<u>96,077</u>	<u>-</u>	<u>8,372</u>		<u>567,813</u>

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 4 Charitable activities

(Continued)

#### Grants and other project income

West Mercia Police & Crime Commissioner	-	-	-	-	-	-	992
BBC Children in Need	14,770	-	-	-	-	14,770	14,270
Herefordshire Council	540,143	39,109	94,000	-	-	673,252	221,673
Herefordshire Community Foundation	1,194	-	-	1,238	-	2,432	15,151
Herefordshire Carers Support	-	-	-	-	-	-	19,087
Landau	17,491	-	98,416	-	-	115,907	112,000
Eveson Charitable Trust	-	-	-	5,000	-	5,000	52,001
BSOG	-	467	-	-	-	467	467
Herefordshire & Worcestershire CCG	-	-	-	-	-	-	27,000
The Childrens Society	-	-	-	-	-	-	8,284
Hereford City Council	-	-	-	-	-	-	2,000
ICS Community Partnership	-	-	-	-	-	-	5,000
High Sheriff's Association National Crimebeat Award	-	-	-	-	-	-	750
Dinedor Outdoor Centre	-	-	-	-	-	-	1,000
Screwfix	-	-	-	-	-	-	8,372
The Mumford Memorial Trust	-	10,000	-	-	-	10,000	10,000
Leominster Town Council	-	1,641	-	-	-	1,641	4,535
NAVCA	-	-	-	-	-	-	1,500
Covid-19 Job Retention Scheme	-	-	-	-	-	-	2,919
Ross Lions	-	-	-	1,000	-	1,000	-
#Iwill	20,000	-	-	-	-	20,000	-
	<u>593,598</u>	<u>51,217</u>	<u>192,416</u>	<u>7,238</u>	<u>-</u>	<u>844,469</u>	<u>497,001</u>

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2023**

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### **5 Investments**

	<b>Unrestricted funds general 2023 £</b>	<b>Unrestricted funds general 2022 £</b>
Interest receivable	498	134



# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 6 Other income

	Unrestricted funds general £	Restricted funds £	Total 2023 £	Total 2022 £
Membership	-	-	-	3,573
Miscellaneous	7,752	3,875	11,627	14,237
	<u>7,752</u>	<u>3,875</u>	<u>11,627</u>	<u>17,810</u>
<b>For the year ended 31 March 2022</b>	<u>-</u>	<u>17,810</u>		<u>17,810</u>

### 7 Raising funds

	Unrestricted funds general 2023 £	Unrestricted funds general 2022 £	Restricted funds 2022 £	Unrestricted funds 2022 £
<u>Fundraising and publicity</u>				
Staff costs	5,926	7,021	4,693	11,714
	<u>5,926</u>	<u>7,021</u>	<u>4,693</u>	<u>11,714</u>

### 8 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 (2022- nil).

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2023**

### 9 Charitable activities

	Community & youth £	Transport £	Volunteer services £	Health & social care £	Core services £	Total £	Total 2022 £
Staff costs	265,850	44,776	162,748	3,829	28,937	506,140	330,094
Depreciation and impairment	-	491	209	-	5,009	5,709	5,651
Project costs	323,163	57,683	15,684	-	2,116	398,646	196,916
	<u>589,013</u>	<u>102,950</u>	<u>178,641</u>	<u>3,829</u>	<u>36,062</u>	<u>910,495</u>	<u>532,661</u>
Share of support overheads (excl. staff costs) (see note 10)	-	-	-	-	46,084	46,084	40,071
Share of governance costs (see note 10)	-	-	-	-	7,825	7,825	6,604
	<u>589,013</u>	<u>102,950</u>	<u>178,641</u>	<u>3,829</u>	<u>89,971</u>	<u>964,404</u>	<u>579,336</u>
<b>Analysis by fund</b>							
Unrestricted funds - general	-	-	-	-	82,846	82,846	
Restricted funds	589,013	102,950	178,641	3,829	7,125	881,558	
	<u>589,013</u>	<u>102,950</u>	<u>178,641</u>	<u>3,829</u>	<u>89,971</u>	<u>964,404</u>	
<b>For the year ended 31 March 2022</b>							
Unrestricted funds - general	-	-	-	-	80,675		80,675
Restricted funds	226,581	63,707	199,289	5,201	3,883		498,661
	<u>226,581</u>	<u>63,707</u>	<u>199,289</u>	<u>5,201</u>	<u>84,558</u>		<u>579,336</u>

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 10 Support costs

	Support costs	Governance costs	2023	2022	Basis of allocation
	£	£	£	£	
Staff costs	25,705	-	25,705	20,954	Activity basis
Office expenses - governance	-	3,165	3,165	3,484	
Premises costs	28,473	-	28,473	20,328	Activity basis
Office expenses	17,611	-	17,611	19,742	Activity basis
Audit fees	-	4,660	4,660	3,120	Governance
	<u>71,789</u>	<u>7,825</u>	<u>79,614</u>	<u>67,628</u>	
Analysed between					
Charitable activities	<u>71,789</u>	<u>7,825</u>	<u>79,614</u>	<u>67,628</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 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

### 12 Transfers

The transfers from unrestricted funds to restricted funds are necessary to alleviate the excess of restricted expenditure over income. The transfers to designated funds are to adjust for the 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 2023

### 13 Employees

#### Number of employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Management	3	3
Administrative	1	-
Voluntary Sector Support	16	11
Youth Projects	3	5
	<u>23</u>	<u>19</u>

#### Employment costs

	2023 £	2022 £
Wages and salaries	471,111	317,164
Social security costs	28,692	15,202
Other pension costs - defined contribution schemes	12,263	9,442
	<u>512,066</u>	<u>341,808</u>

Included within wages and salaries are redundancy costs amounting to £18,141 (2022 £nil).

The employee numbers above include part time and full time staff, as a result the full time equivalent employees are 16 (2022: 13)

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 2023**

### 14 Tangible fixed assets

	IT Equipment	Office Equipment	Fixtures & fittings	Motor vehicles	Leasehold improvements	Total
	£	£	£	£	£	£
<b>Cost</b>						
At 1 April 2022	23,784	2,050	5,981	50,349	7,542	89,706
At 31 March 2023	23,784	2,050	5,981	50,349	7,542	89,706
<b>Depreciation and impairment</b>						
At 1 April 2022	16,008	2,050	1,526	50,349	5,029	74,962
Depreciation charged in the year	2,482	-	1,341	-	1,885	5,708
At 31 March 2023	18,490	2,050	2,867	50,349	6,914	80,670
<b>Carrying amount</b>						
At 31 March 2023	5,294	-	3,114	-	628	9,036
At 31 March 2022	7,776	-	4,455	-	2,513	14,744



# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 15 Debtors

	2023 £	2022 £
Amounts falling due within one year:		
Trade debtors	8,769	55,467
Other debtors	14,751	23,933
Prepayments and accrued income	10,279	11,037
	<u>33,799</u>	<u>90,437</u>

### 16 Creditors: amounts falling due within one year

	2023 £	2022 £
Deferred income	2,747	1,522
Trade creditors	4,053	11,739
Accruals and deferred income	14,368	19,485
	<u>21,168</u>	<u>32,746</u>

Deferred income represents monies received in advance which is released in full the following year.

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 17 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	Movement in funds				Movement in funds				
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£	£	£	£	£
Community Wheels	-	120,718	(103,903)	(16,815)	-	111,550	(102,459)	(2,126)	6,965
427 Club	-	2,240	-	(2,240)	-	2,139	-	(2,139)	-
No Wrong Door	27,097	98,336	(79,983)	(4,140)	41,310	5,361	(35,069)	(11,602)	-
Family Drug Support	9,802	-	-	(1,011)	8,791	-	-	-	8,791
Capital	14,190	-	(5,651)	-	8,539	1,375	(5,709)	-	4,205
Social Prescribing	10,125	-	(5,202)	-	4,923	-	(3,830)	(1,093)	-
Miscellaneous Projects	44,855	11,949	(10,402)	(2,701)	43,701	3,738	(2,115)	-	45,324
BBO	-	87,909	(78,080)	(9,829)	-	98,426	(91,056)	(7,370)	-
Young Carers	6,507	16,980	(17,481)	(3,249)	2,757	30,070	(21,721)	(1,324)	9,782
Young Adult Carers	14,210	16,972	(28,374)	(2,808)	-	11,000	(2,351)	(200)	8,449
In2	5,700	24,097	(23,698)	(5,373)	726	17,644	(18,686)	316	-
Project ABC	14,478	160	(8,885)	(5,753)	-	-	-	-	-
Talk Community	19,109	94,000	(80,270)	(8,406)	24,433	97,082	(87,374)	(15,661)	18,480
UK Community Renewal Fund	-	16,926	(16,926)	-	-	516,580	(487,669)	(28,911)	-
ICS Community Partnership	-	5,000	-	-	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 2023

### 17 Restricted funds

(Continued)

Allsorts	-	13,149	(597)	-	12,552	36	(4,680)	(6,349)	1,559
Voice of the Child	-	32,000	(16,256)	(9,400)	6,344	-	(2,068)	(4,276)	-
Premises funding	-	8,372	(8,372)	-	-	-	-	-	-
Feasibility Study	-	10,000	(10,000)	-	-	-	-	-	-
Ukraine Integration	-	-	-	-	-	23,563	(16,771)	-	6,792
	<u>166,073</u>	<u>581,469</u>	<u>(503,354)</u>	<u>(85,112)</u>	<u>159,076</u>	<u>918,564</u>	<u>(881,558)</u>	<u>(85,735)</u>	<u>110,347</u>

Community Wheels and 427 club- volunteer drivers providing transport across North Herefordshire and Hereford for those who cannot access independent/public transport,

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 2023

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#### 17 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.

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 2023**

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### 17 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, funded by the Eveson Trust, 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.

Core Services - Activities in support of core activities, includes a grant award from Ross Lions Club to further develop Warm Welcome in Ross-on-Wye.

Ukraine Integration . - The Ukraine Integration Project supports Ukrainian guests to Herefordshire, including co-ordination of the monthly Herefordshire Community Network. This partnership has enabled the charity to employ a Community Network co-ordinator and two link workers.

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 18 Designated funds

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

	At 1 April 2022 £	Transfers £	At 31 March 2023 £
Winding up reserves	99,500	(18,866)	80,634
HAT brochure	301	(301)	-
	<u>99,801</u>	<u>(19,167)</u>	<u>80,634</u>
<b>Previous year:</b>	<b>At 1 April 2021 £</b>	<b>Transfers £</b>	<b>At 31 March 2022 £</b>
Winding up reserves	82,502	16,998	99,500
Core Activity Support	10,000	(10,000)	-
HAT brochure	301	-	301
	<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.

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

HAT brochure - funds designated to produce the HAT brochure.

#### 19 Analysis of net assets between funds

	Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £
<b>Fund balances at 31 March 2023 are represented by:</b>				
Tangible assets	7,606	-	1,430	9,036
Current assets/(liabilities)	<u>114,219</u>	<u>80,634</u>	<u>108,917</u>	<u>303,770</u>
	<u>121,825</u>	<u>80,634</u>	<u>110,347</u>	<u>312,806</u>

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 19 Analysis of net assets between funds

(Continued)

	Unrestricted funds general 2022 £	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022 £
<b>Fund balances at 31 March 2022 are represented by:</b>				
Tangible assets	10,986	-	3,758	14,744
Current assets/(liabilities)	79,715	99,801	155,318	334,834
	<u>90,701</u>	<u>99,801</u>	<u>159,076</u>	<u>349,578</u>

### 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:

	2023 £	2022 £
Within one year	8,010	8,010
Between two and five years	4,010	12,020
	<u>12,020</u>	<u>20,030</u>

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

### 21 Related party transactions

#### Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2023 £	2022 £
Aggregate compensation	<u>87,378</u>	<u>86,309</u>

# HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

<b>22</b>	<b>Cash generated from operations</b>	<b>2023 £</b>	<b>2022 £</b>
	Deficit for the year	(36,772)	(418)
	Adjustments for:		
	Investment income recognised in profit or loss	(498)	(134)
	Depreciation and impairment of tangible fixed assets	5,708	5,651
	Movements in working capital:		
	Decrease/(increase) in debtors	56,638	(32,738)
	(Decrease)/increase in creditors	(12,803)	8,107
	Increase/(decrease) in deferred income	1,225	(18,115)
	<b>Cash generated from/(absorbed by) operations</b>	<b>13,498</b>	<b>(37,647)</b>
<b>23</b>	<b>Analysis of changes in net funds</b>		

The charity had no debt during the year.