

# SERV Herts and Beds Annual Report

1ST JANUARY 2020 – 31ST DECEMBER 2020



# SERV Herts & Beds – The Bloodrunners

CHARITY NO: 1180326

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# SERV Herts & Beds – The Bloodrunners

CHARITY NO: 1180326

## Brief History of SERV Herts & Beds

The charity was set up in 2009 as part of the SERV Central Group, which was registered under the number 284455. The first hospital to use the services offered was Bedford. In 2015, the independent charity was set up in its own right as SERV Herts and Beds, finally gaining registration with the Charities Commission on 26<sup>th</sup> October 2015. In October 2018, a further change was made as SERV Herts and Beds became a Charity Incorporated Organisation (CIO), and registered under the new number 1180326

The Objective of SERV Herts & Beds remains as:

*The relief of sickness and protection of health through the provision of a courier service to transport blood, human donor milk, samples and other items used for the medical and surgical treatment of patients for doctors, hospitals and laboratories and to co-operate with the emergency services.*

All activities undertaken by the Charity are aligned with and directed towards achieving this objective.

- Ensuring that a current Service Level Agreement (SLA) is in place with each establishment served.
- Recruiting and training enough numbers of suitably skilled volunteers to support the required level of service.
- Raising sufficient funds to provide necessary training and equipment.
- Continuously monitoring performance against agreements.

## Charity Status, Structure, Membership and Trustees

Name of Charity: SERV Herts & Beds, Charity Registration Number: 1180326. The registered Address being 53 Wroxham Way, Harpenden, Herts AL5 4PR

SERV Herts & Beds is an independent registered charity and uses the SERV logotype with the agreement and permission of SERV, registered charity number 284455. SERV Herts & Beds maintains a good working relationship with, and is currently part of, the Nationwide Association of Blood Bikes (NABB).

New Trustees, when required, can be recruited from the body of the membership, but are usually already members of the Committee. As of the date of this report, the Committee and the Trustees are formed of the same names. They are:

Chair	Ian Hunt	Controller	Barbara Dalby
Secretary	Andy Cowley	IT	James Light
Deputy Chair	Richard Grimwade	Events	John Brown
Treasurer	Nick Bailey	Fleet	John Brown
Membership	Paula Brown	GMP/SOP	John Winchester
Rota	Roger Elvin	Hospital Liaison	Richard Grimwade
Training	Duncan Woods	Trustees Chair	Mark Lawrence

# SERV Herts & Beds – The Bloodrunners

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There are no special procedures for induction and training of Trustees, the Charity is uncomplicated in concept and operation, and all Trustees are recruited from amongst the Membership, a simple approval by the Committee and ratification at the AGM is considered sufficient.

The Trustees confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charities Commission in exercising their powers or duties.

The Charity consists of around 90 Rider/Drivers who collect and deliver products. There are 22 trained Controllers who despatch and direct the Rider/Drivers. The structure is completely flat.

A Committee was elected at the 2019 Annual General Meeting to run the day-to-day business of the Charity, with the officers as listed above.

The Committee meets monthly on the fourth Thursday to report on, and discuss, the running of the Charity. The fourth Thursday in October is set aside for the Annual General Meeting. At these meetings, expenditure proposals are debated, and if approved, actioned to individuals. Minutes of each meeting are recorded and approved each month.

Day-to-day decisions regarding the running of the Charity are taken by the Executive Committee. Any decisions with substantial financial or legal implications require approval by a majority of the Trustees.

## Financials and Legal

Funding of 1.5 times annual expenditure is held in the deposit account of the Charity as a prudent reserve to cover the irregular nature of donations. The Finance Statement is attached to this report as Appendix A. The Trustees consider the reserves held at the time of this report to be satisfactory.

SERV Herts & Beds has appointed as its bank CAF Bank Limited, Charity Number 26836925, Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

SERV Herts & Beds has appointed as its Independent Examiner since 25<sup>th</sup> February 2016 David Wildey, 9 Waverley Road, St Albans, AL3 5PB. David is also an active member of SERV Herts & Beds.

SERV Herts & Beds raises funds to support training and equipping its volunteers. However, the Charity is totally dependent on its volunteers for delivery of its objective. Specifically, volunteers:

- Provide their own vehicle(s) in addition to the 4 Charity-owned motorcycles
- Pay all their own running costs, including fuel when using a Fleet Motorcycle
- Donate their time for rota duties, Committee tasks and for fund-raising events

SERV Herts & Beds has no paid staff, and there is no intent currently for that to change.

SERV Herts & Beds running expenditure averages £19,000 - £21,000 per annum, with income around £23,000. Income is made up of individual donations and donations from organisations, supermarket & event collections and donation income from talks and presentations to interest groups around the charity's region.

# SERV Herts & Beds – The Bloodrunners

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## Recruitment, Assessments & Training of Volunteers

Anyone can apply for membership of the Charity. If they wish to take part in collection and delivery of NHS and Hospice materials, then they must have held a full driving licence for the class of vehicle they propose to use, for at least 2 years. They must also pass such practical and theoretical examinations and assessments as the Trustees deem necessary.

SERV Herts and Beds continually strive to recruit new members, as drivers, riders, and as Controllers or in administrative roles.

Specifically, for riders and drivers, a new member will undertake GMP training, Route Training and then be accompanied on a first ride by an experienced 'Buddy'.

Details of training are contained within the Members Handbook.

On joining SERV Herts and Beds, and once a year, in signing the 'Rules of Engagement' a Rider/Driver is accepting the level of training/support provided and agreeing to the following statement:

*I declare the information given is correct to the best of my knowledge. I accept that it is my responsibility to ensure that my vehicles are road legal at all times, and have current and appropriate insurance, road tax and MOT, and that I am the holder of a current driving licence.*

*I understand that the final decision to undertake a task is with me as the rider/driver.*

The purpose of the Route Training and also 'Buddy' rider session is to ensure that the volunteer can demonstrate confidence in handling their vehicle:

- According to speed limits and other legal requirements laid out in the Highway Code, in a range of road and traffic situations
- In a manner that is courteous to other road users
- In a manner that presents a positive view of SERV to the general public, and the hospitals we are serving
- Is able to secure boxes safely and securely
- See evidence of a roadworthy and a well-maintained vehicle
- See the use of adequate protective clothing.

## Processes and Procedures

All regular journeys for SERV Herts & Beds collections and deliveries have a specified route and a rider/driver who is called out will join the prescribed route at the nearest point to his/her house and leave in the same manner when returning home.

Prescribed routes have been carefully selected with the safety of the rider – and the blood being carried – as the key priority. Wherever possible, routes are over main roads, which are:

- Well lit

# SERV Herts & Beds – The Bloodrunners

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- Expected to be a priority for maintenance in circumstances such as snow and other adverse weather
- Expected to keep the rider/driver away from potential ‘trouble spots’ such as football grounds or night clubs
- Ensure ease of locating a rider/driver, in the event of breakdown or accident, by another SERV rider, or the emergency services.

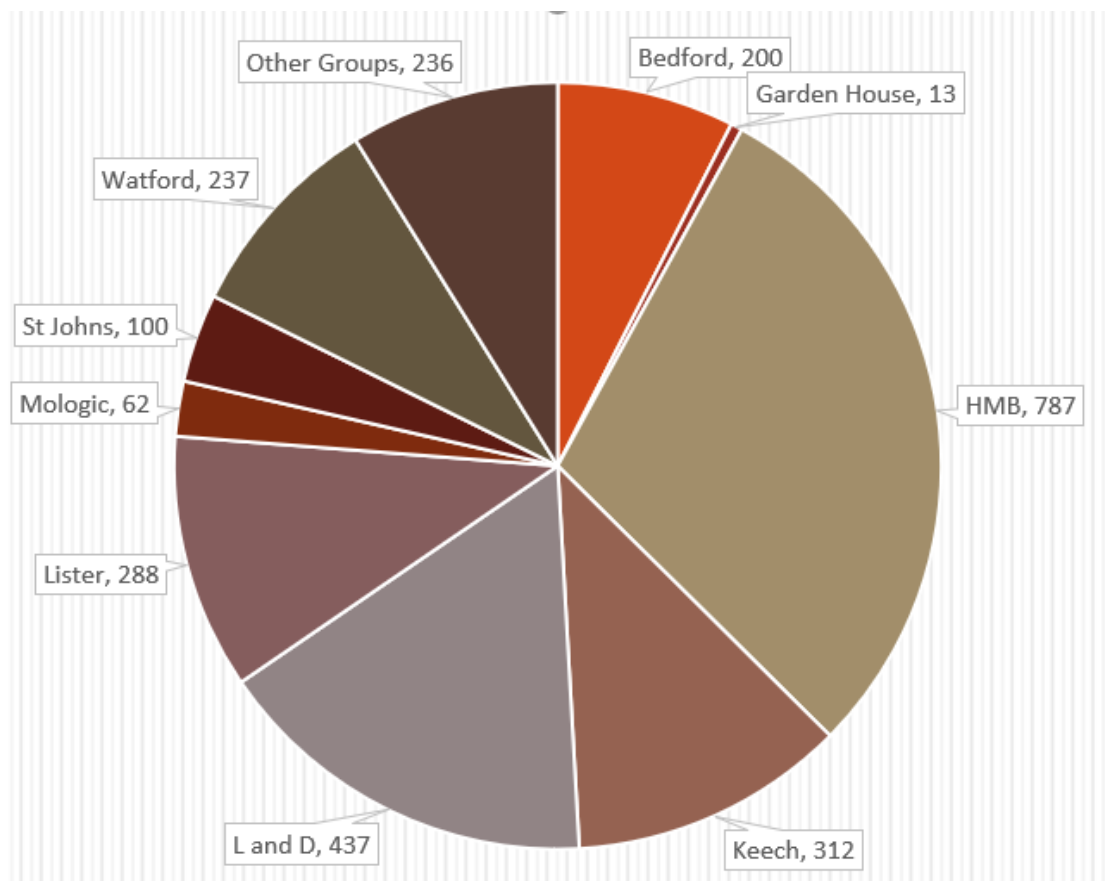
All processes and procedures are written and shared in the Member’s Handbook

## Record of Tasks Performed January 2020 – December 2020

SERV have continued to provide H24 support to NHS Hospitals, local Hospices, and the Hearts Milk Bank.

There has again been record growth in the number of tasks undertaken in 2020, against the very challenging pandemic the country has faced.

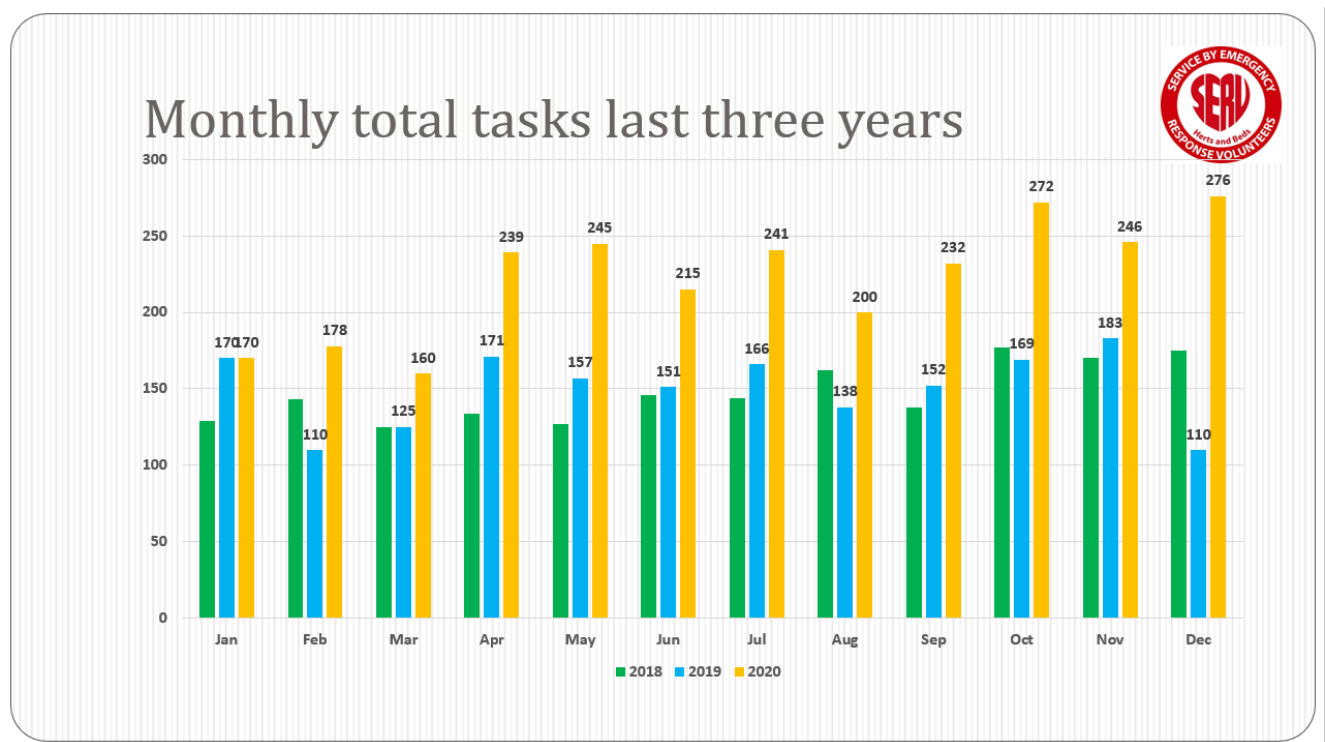
The tasks performed were distributed as follows:



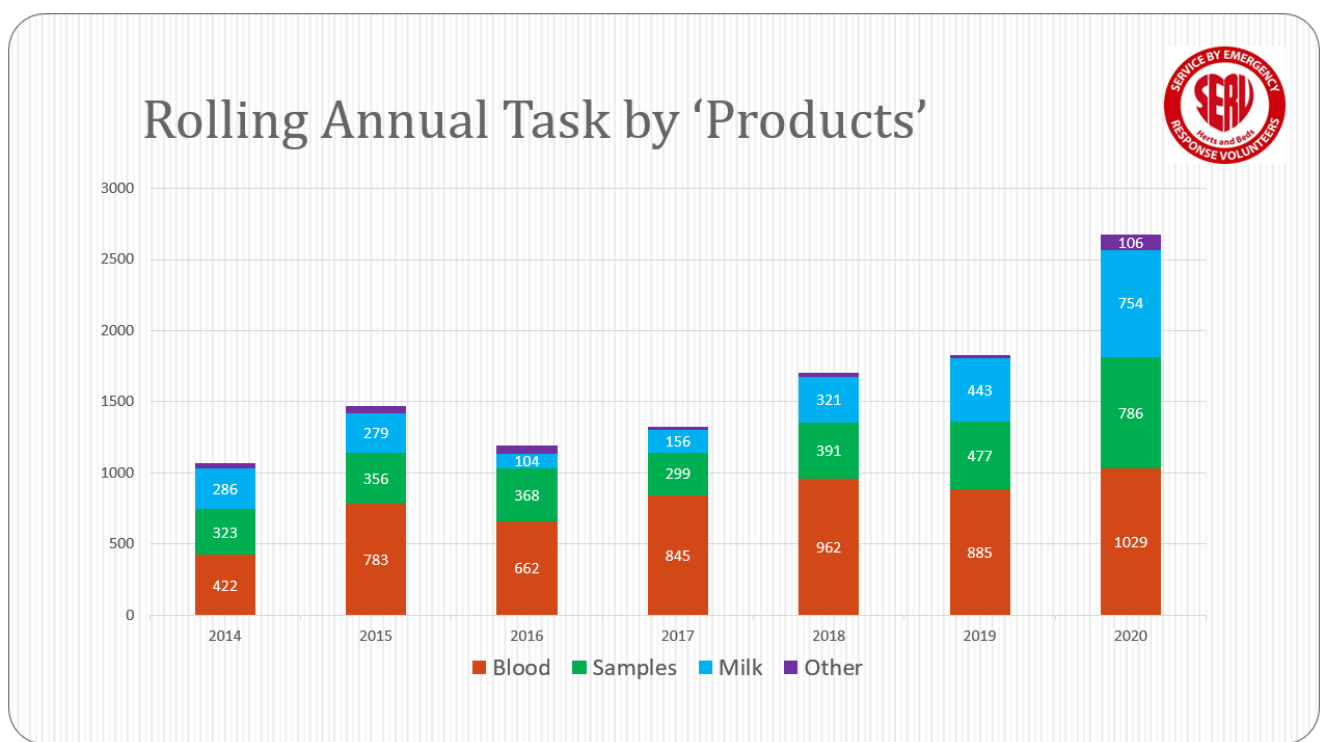
# SERV Herts & Beds – The Bloodrunners

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In all except one month where the group equalled 2019 levels, and exceeded job counts by far. This is in itself testimony to the commitment, dedication and generosity of all members of the group.



There has been growth in the nature of the products carried, most notably with Human Donor Milk, and also unsurprisingly during a pandemic, the carriage of samples and specimens.



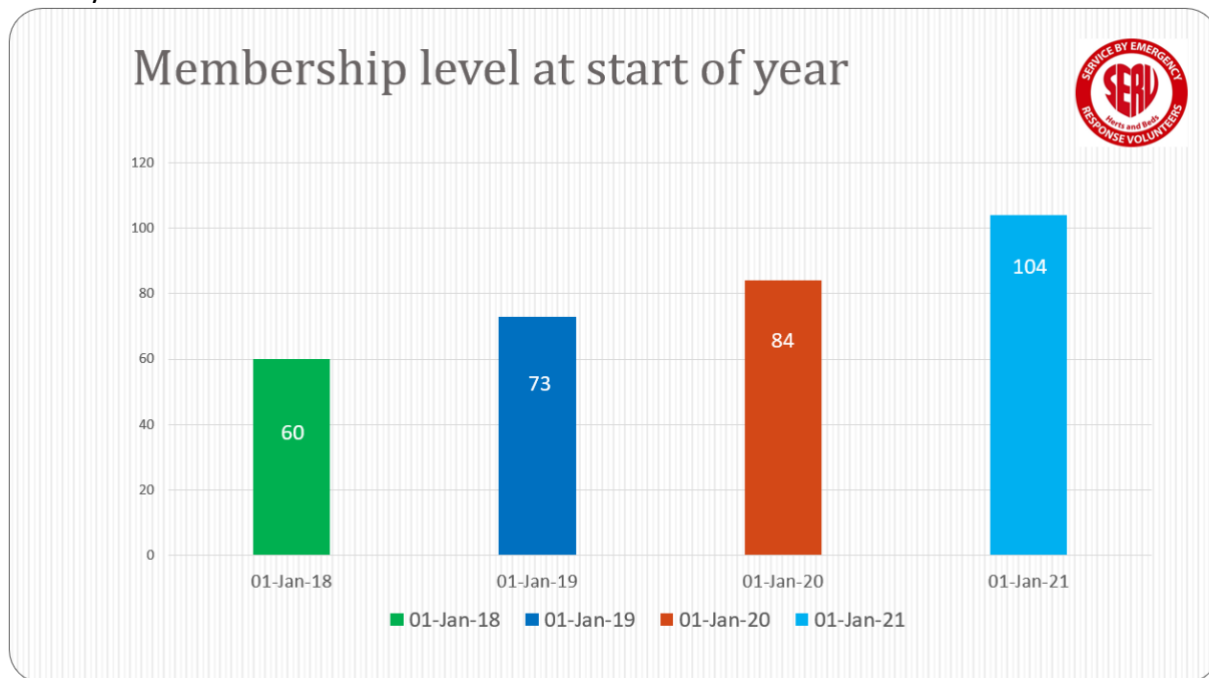
# SERV Herts & Beds – The Bloodrunners

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## Membership Levels

Membership levels have grown, during 2020 the group received a lot of new applications as a result of availability in the community due to the virus.

Lockdowns and limited contact however made it quite difficult to accept new members, as training requires a degree of direct contact. Having said that, the group did lose a few members for various reasons, but managed to recruit further, leaving levels at a new high of 104 active people by the end of the year.



## Landmarks and Committee Decisions for 2020

2020 was a year affected greatly at a task, donation, and membership level by the Corona Virus outbreak in the UK. The following demonstrates a number of changes and landmarks achieved or undertaken during the year

- January
  - GMP moved from 1 year cycle to every 2 years
  - Final sale of Pan European
- February
  - Introduction of WhatsApp Tracking Live for security and protection of members
- March
  - Beginning of Covid-19 lockdown
  - £20 membership contribution converted to full donation with all members approval
- April
  - 2019 Annual Report submitted to Charity Commission
  - Created 'Just Giving' account for wider opportunity to collect funds
  - Approval to bulk purchase 'Summer' jackets for all members passed



# SERV Herts & Beds – The Bloodrunners

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- SERV Herts and Beds registered for Gift Aid
  - Commence deliveries for Mologic as part of urgent research in to Covid-19
- May
  - Registered charity with Amazon for buyer donation options
  - GMP training re-written by John Winchester
  - Added to CharitiesTrust.org Good Causes Platform for various fund-raising opportunities, triggered by 'BPme'
  - Registered with Facebook and added Donations button
- Jun / Jul
  - Recruitment remains on hold, Covid situation continued and the group were able to maintain fully the service offering to their clients
  - Start quarterly Zoom meetings for membership
- Aug / Sep
  - Decision taken to resume recruitment for bike riders with 'Advanced' qualifications in place
  - Launch planning process for AGM in October by notice to Committee
- Oct
  - AGM and invitation to join Committee
- Nov / Dec
  - Major effort to maintain and increase performance with deliveries reaching record high levels
  - Recruitment back on hold as numbers reach required levels

# SERV Herts & Beds – The Bloodrunners

CHARITY NO: 1180326

## Financial Statement

The following SERV Herts & Beds Receipts and Payments account reflects a financial period starting on 01/01/2020 and ending 31/12/2020

Fundraising in 2020 has been very successful. Fundraising activity comprises a combination of cash collection outside selected supermarkets, individual donations and money raised from giving a number of talks about the charity's activities.

Regular expenditure comprises purchasing bespoke clothing (motorcycle jackets etc.), promotional material and vehicle running costs. Expenditure in 2020 was slightly lower to that in the previous year.

# SERV Herts & Beds – The Bloodrunners

CHARITY NO: 1180326



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Charity Name  
SERV HERTS & BEDS

No (if any)

## Receipts and payments accounts

CC16a

For the period  
from

Period start date  
01/01/2020

To

Period end date  
31/12/2020

### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
DONATIONS	20,483	-	-	20,483	14,752
FUNDRAISING EVENTS	2,710	-	-	2,710	11,309
MEMBERSHIPS	-	-	-	-	500
VAT & NABB REFUNDS & INTEREST ON DEPOSIT A/C	5,158	-	-	5,158	5,223
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>28,351</b>	<b>-</b>	<b>-</b>	<b>28,351</b>	<b>31,784</b>
<b>A2 Asset and investment sales, (see table).</b>					
SALE OF HONDA PAN EUROPEAN MOTORCYCLE	500	-	-	500	-
	-	-	-	-	-
<b>Sub total</b>	<b>500</b>	<b>-</b>	<b>-</b>	<b>500</b>	<b>-</b>
<b>Total receipts</b>	<b>28,851</b>	<b>-</b>	<b>-</b>	<b>28,851</b>	<b>31,784</b>
<b>A3 Payments</b>					
COST OF FUNDRAISING EVENTS	3,952	-	-	3,952	5,257
RENT/HIRE OF ROOMS	690	-	-	690	1,011
COST OF TRAINING	8,042	-	-	8,042	3,347
PROFESSIONAL FEES, DBS CHECKS AND INSURANCE	1,714	-	-	1,714	10,643
PRINTING, POSTAGE, STATIONERY AND COMPUTER SUPPLIES	508	-	-	508	2,045
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>14,906</b>	<b>-</b>	<b>-</b>	<b>14,906</b>	<b>22,303</b>
<b>A4 Asset and investment purchases, (see table)</b>					
MOTORCYCLE	-	-	-	-	15,120
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>15,120</b>
<b>Total payments</b>	<b>14,906</b>	<b>-</b>	<b>-</b>	<b>14,906</b>	<b>37,423</b>
<b>Net of receipts/(payments)</b>	<b>13,945</b>	<b>-</b>	<b>-</b>	<b>13,945</b>	<b>- 5,639</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>24,608</b>	<b>-</b>	<b>-</b>	<b>24,608</b>	<b>30,247</b>
<b>Cash funds this year end</b>	<b>38,553</b>	<b>-</b>	<b>-</b>	<b>38,553</b>	<b>24,608</b>

# SERV Herts & Beds – The Bloodrunners

CHARITY NO: 1180326

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	CURRENT ACCOUNT	811	-	-
	DEPOSIT ACCOUNT	37,742	-	-
		-	-	-
	<b>Total cash funds</b>	<b>38,553</b>	<b>-</b>	<b>-</b>

(agree balances with receipts and payments account(s))

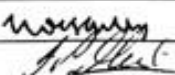

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets				
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	FOUR MOTORCYCLES		59,160	27,000
	FIREPROOF SAFE		1,908	400
	JACKETS, BOX COVERS AND STRAPS		6,625	4,770
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on  
behalf of all the trustees

Signature	Print Name	Date of approval
	NICK BAILEY	17.4.2021
	IAN HUNT	17.4.2021

CCXX R1 accounts (SS)

1

17/04/2021



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Charity Name <b>SERV HERTS &amp; BEDS</b>	No (if any)
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## Receipts and payments accounts

CC16a

For the period from	Period start date 01/01/2020	To	Period end date 31/12/2020
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	-	-	-	-	-
	-	-	-	-	-
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	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
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MOTORCYCLE	-	-	-	-	15,120
	-	-	-	-	-
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# CHARITY COMMISSION FOR ENGLAND AND WALES

## Independent examiner's report on the accounts

### Section A

### Independent Examiner's Report

Report to the trustees/  
members of

Charity Name  
SERV HERTS & BEDS

On accounts for the year  
ended

31<sup>st</sup> December 2020

Charity no  
(if any)

1180326

Set out on pages

10, 11 and 12 of the Annual Report

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2020.

Responsibilities and  
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent  
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (~~other than that disclosed below~~ \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

*\* Please delete the words in the brackets if they do not apply.*

Signed:

*Mr. David Wildey*

Date:

11<sup>th</sup> April 2021

Name:

Mr. David Wildey

Relevant professional  
qualification(s) or body  
(if any):

Accountant/Auditor (Retired)

Address:

9 Waverley Road

St. Albans

Hertfordshire AL3 5PB

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.