



SERV Herts and Beds Annual Report

1ST JANUARY 2021 – 31ST DECEMBER 2021

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 26th 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	Dan Collins
Treasurer	Nick Bailey	Fleet	Paul Hodgkinson
Membership	Paula Brown	GMP/SOP	John Winchester
Rota	Roger Elvin	Hospital Liaison	Richard Grimwade
Training	Duncan Woods	Trustees Chair	Mark Lawrence

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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, re-elected at the 2020 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 25th 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 and 1 Car
- 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 £13,000 - £15,000 per annum, with income around £17,000 - £20,000. 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.

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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.

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- 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.

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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
- 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 2021 – December 2021

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

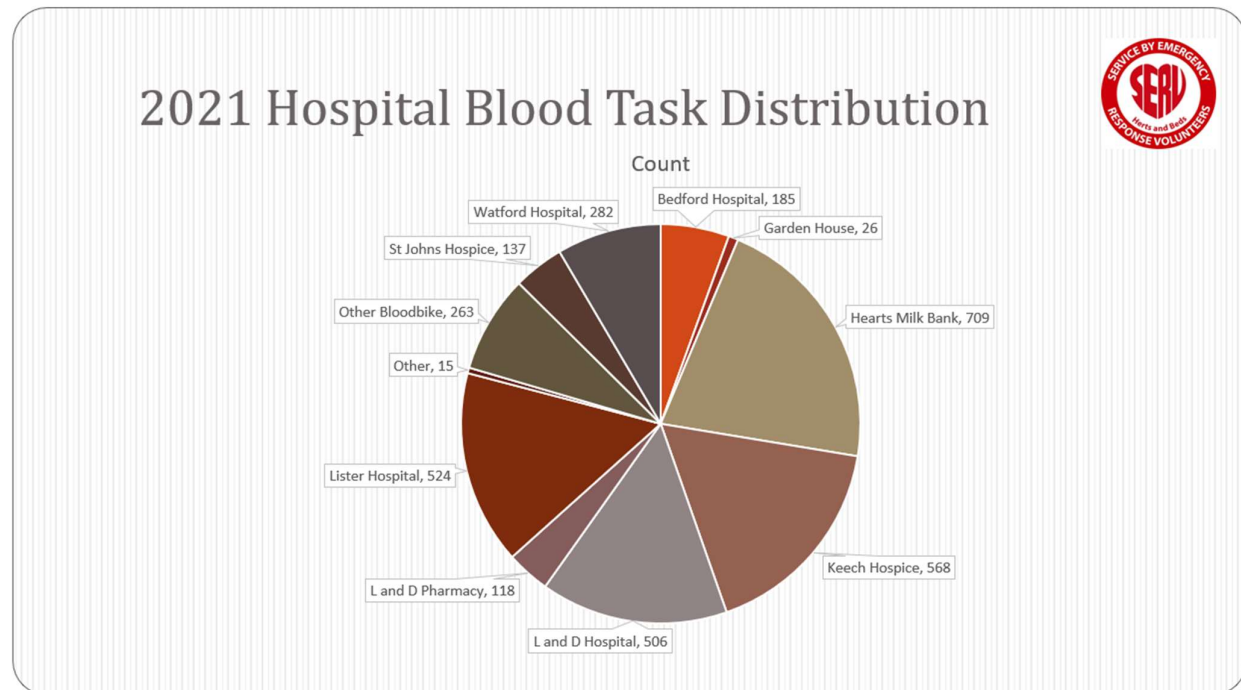
There has again been record growth year on year in the number of tasks undertaken in 2021, against the very challenging pandemic the country has faced.

The tasks performed were distributed as follows:

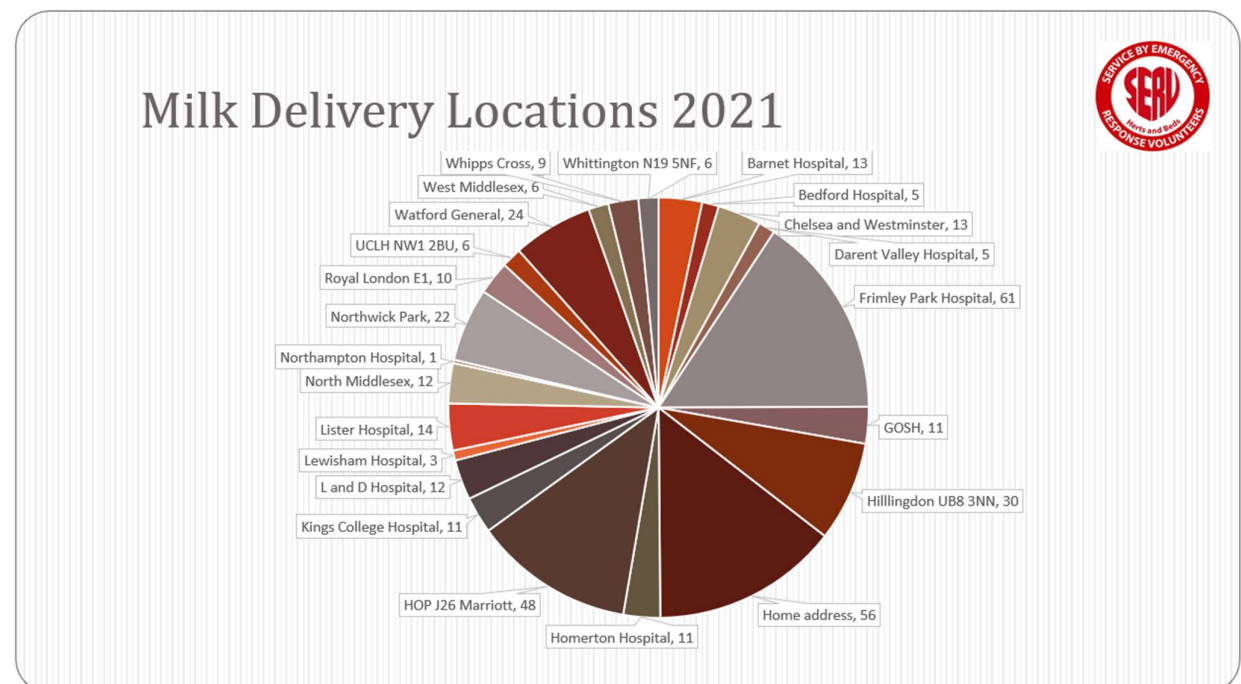
SERV Herts & Beds – The Bloodrunners

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Hospital Deliveries for Blood and Sample Services



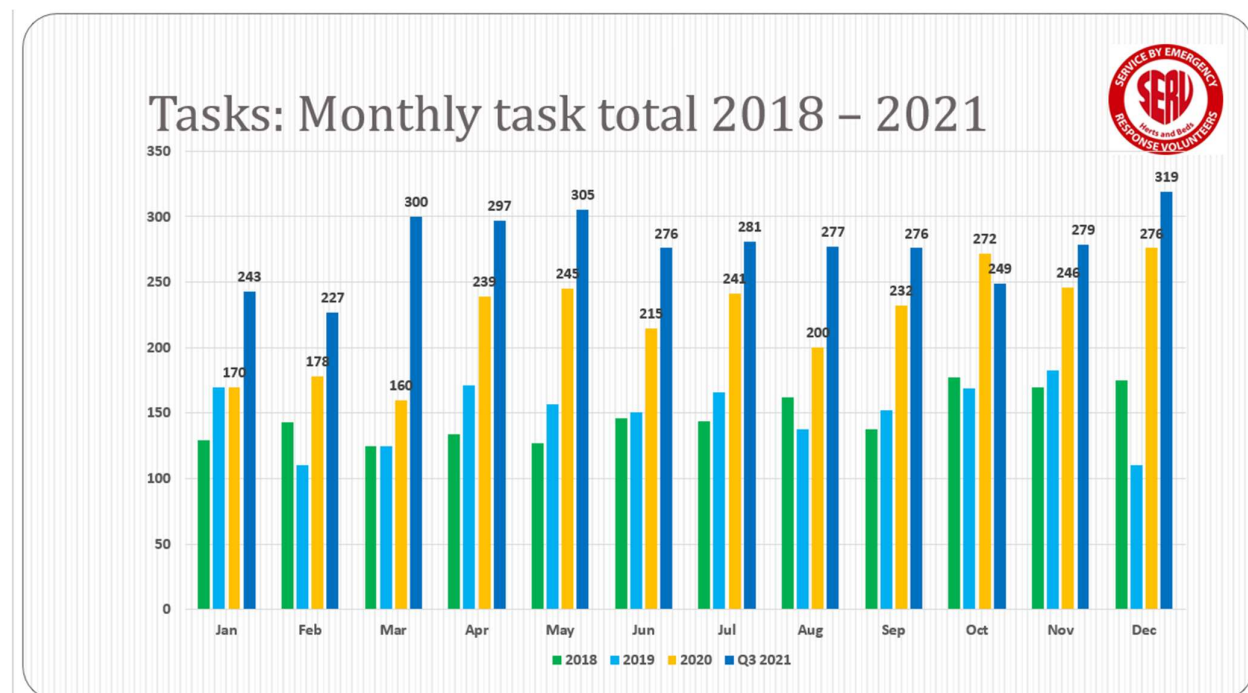
Milk Deliveries for Hospitals



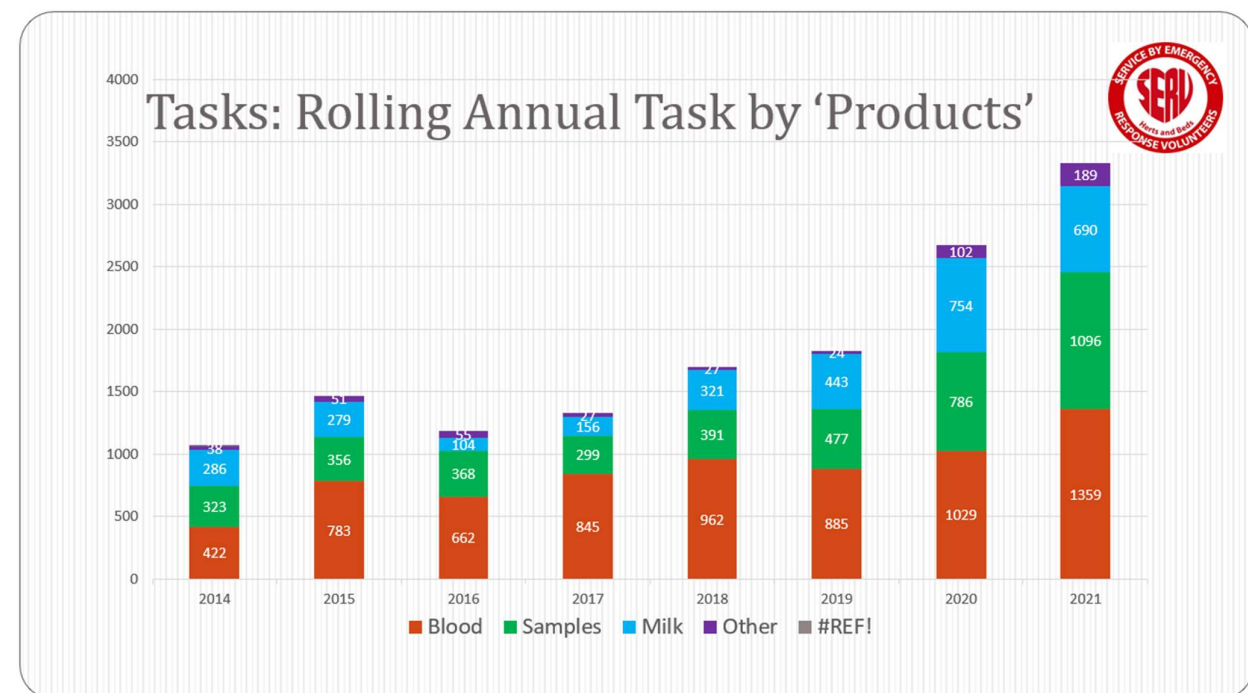
SERV Herts & Beds – The Bloodrunners

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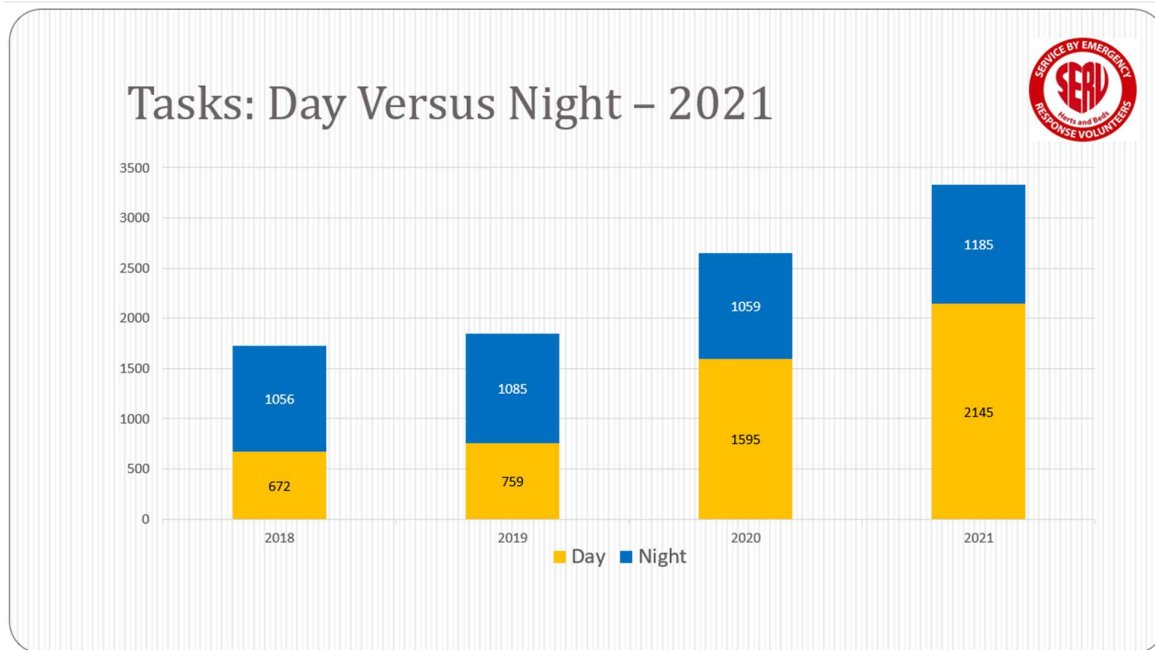
There has been growth in the nature of the products carried, most notably with Blood, and also unsurprisingly during a pandemic, the carriage of samples and specimens.



SERV Herts & Beds – The Bloodrunners

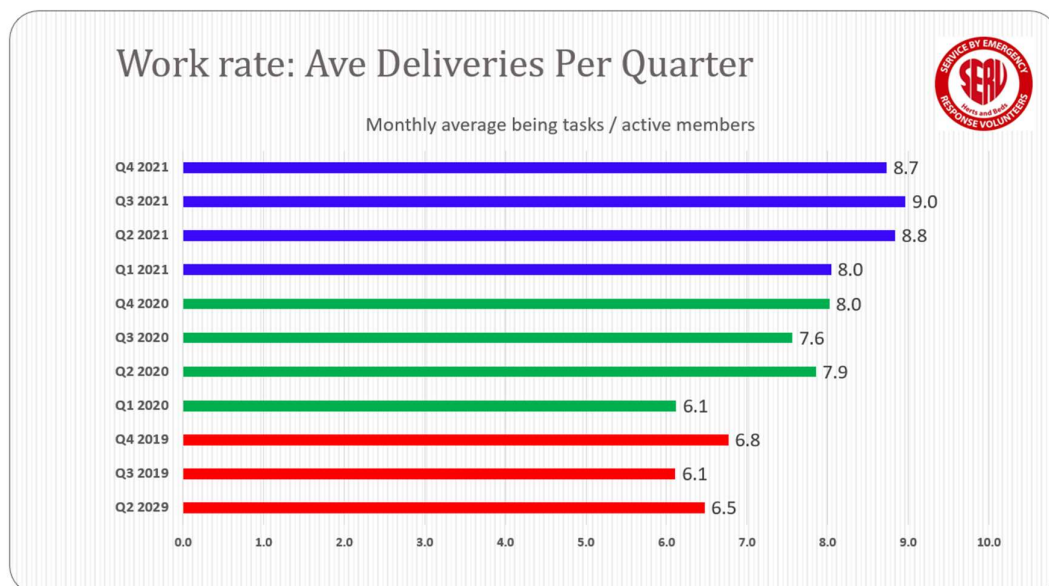
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A shift in the time of the day when requests are made is also apparent, the calls used to be predominantly at night, but that has steadily changed. In 2021, around two thirds of requests have been in the daytime.



The increase in work load has put pressure on our resources. Recruitment during 2021 has been challenging as the Covid Pandemic limited our ability to meet people.

The group saw as a consequence, the average work rates increase, putting extra pressure on the membership. Towards the end of the year, we have been successful recruiting new members and that increase in work load has started to level off.



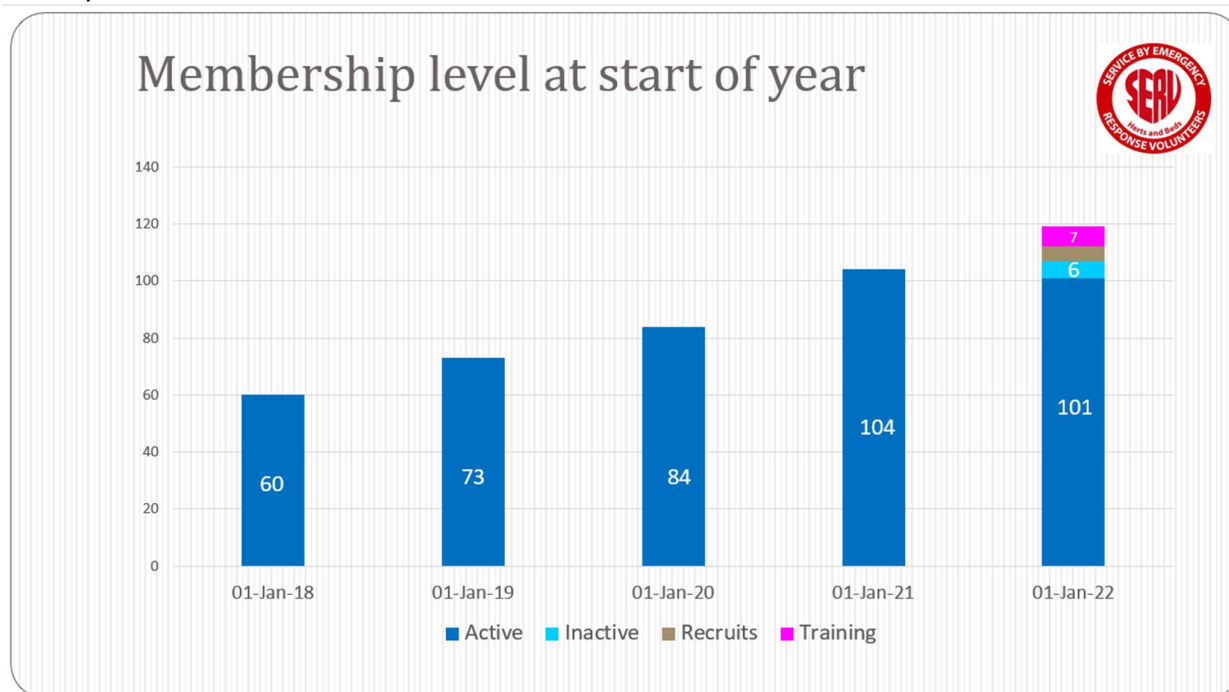
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Membership Levels

Membership levels have grown, during 2021 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 114 active people by the end of the year.



Landmarks and Committee Decisions for 2021

2021 was again 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 2021
 - Introduced project to utilise Airvest as an additional safety measure for bikers
 - Advanced Qualification training placed back on hold for a few riders due Covid
 - BP offer to supply free fuel till end March 2021
- February 2021
 - Introduce HOP at Royston to balance distances between Cambridge and Norfolk and London and thereby assist SERV Suffolk and Cambridge
 - Introduce use of 'What 3 Words' for location identification
- March 2021
 - Final agreement on car acquisition with funding from Masons
- April /May 2021

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- Introduce Fleet Custodians to optimise and maximise use of Fleet Vehicles by all membership
- Jun / Jul
 - Equipment finally moved from Access Storage, allowing SERV to end that agreement and save approximately £800 per annum
 - Request from Luton and Dunstable to assist with Pharmacy distributions to patients at home
- Aug / Sep
 - Review of workload for Keech Hospice as pressure grows on riders
 - Many of group join together in memory of John Warner, a long serving and very active member who passed away in July. Many bikes accompany John Hearse to his final service
- Oct
 - AGM and invitation to join Committee
 - Queens Award Voluntary Sector nomination received
- Nov / Dec
 - Major effort to review all SERV procedures and documentation in light of QAVS nomination
 - Registered with Fund Raising Regulator

Financial Statement

The following SERV Herts & Beds Receipts and Payments account reflects a financial period starting on 01/01/2021 and ending 31/12/2021

Fundraising in 2021 has been very successful despite the challenges around the pandemic. 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. In addition, this year we received a large single donation for the purchase of a car.

Regular expenditure comprises purchasing bespoke clothing (motorcycle jackets etc.), promotional material and vehicle running costs. In addition in 2021, we also purchased a number of Helite Air Vests to make available to all members at a discount. Day to day running expenditure in 2021 was slightly lower to that in the previous year, further demonstrating the thought that has gone in to all cost related matters.

SERV Herts & Beds – The Bloodrunners

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CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
SERV HERTS & BEDS

No (if any)
1180326

Receipts and payments accounts

CC16a

For the period
from

Period start date
01/01/2021

To

Period end date
31/12/2021

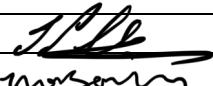

Section A Receipts and payments

	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 £
A1 Receipts					
DONATIONS	30,800	-	-	30,800	20,483
MEMBERS CLOTHING DONATIONS	11,850	-	-	11,850	-
FUNDRAISING EVENTS	2,835	-	-	2,835	2,710
VAT REFUNDS & INTEREST ON DEPOSIT A/C	1,446	-	-	1,446	5,158
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	46,931	-	-	46,931	28,351
A2 Asset and investment sales, (see table).					
SALE OF HONDA PAN EUROPEAN MOTORCYCLE (in 2020)	-	-	-	-	500
	-	-	-	-	-
Sub total	-	-	-	-	500
Total receipts	46,931	-	-	46,931	28,851
A3 Payments					
COST OF FUNDRAISING EVENTS AND VEHICLE RUNNING COSTS	7,405	-	-	7,405	3,952
RENT/HIRE OF ROOMS	393	-	-	393	690
CLOTHING AND TRAINING	17,018	-	-	17,018	8,042
PROFESSIONAL FEES, DBS CHECKS AND INSURANCE	7,036	-	-	7,036	1,714
PRINTING, POSTAGE, STATIONERY AND COMPUTER SUPPLIES	122	-	-	122	508
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	31,974	-	-	31,974	14,906
A4 Asset and investment purchases, (see table)					
PURCHASE OF MOTORCAR	19,550	-	-	19,550	-
	-	-	-	-	-
Sub total	19,550	-	-	19,550	-
Total payments	51,524	-	-	51,524	14,906
Net of receipts/(payments)	- 4,593	-	-	- 4,593	13,945
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	38,553	-	-	38,553	24,608
Cash funds this year end	33,960	-	-	33,960	38,553

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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	5,114	-	-
	DEPOSIT ACCOUNT	28,846	-	-
		-	-	-
	Total cash funds	33,960	-	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	FOUR MOTORCYCLES		59,160	38,000
	ONE MOTORCAR		19,550	14,000
	COMPUTERS, PROJECTORS & OTHER EQUIPMENT		1,672	-
	JACKETS, BOX COVERS & STRAPS		3,136	-
	GAZEBOS & OTHER EQUIPMENT		3,388	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
		Ian Hunt	19-Mar-22	
		Nick Bailey	19-Mar-22	

CCXX R1 accounts (SS)

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14/03/2022



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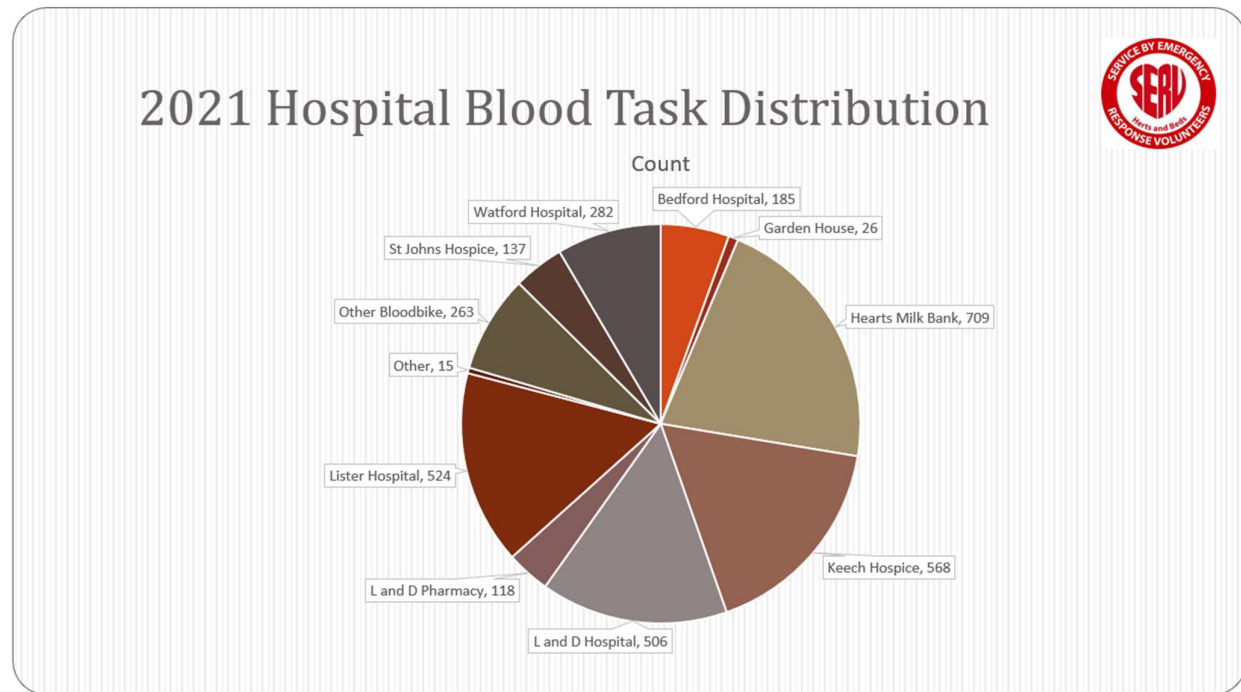
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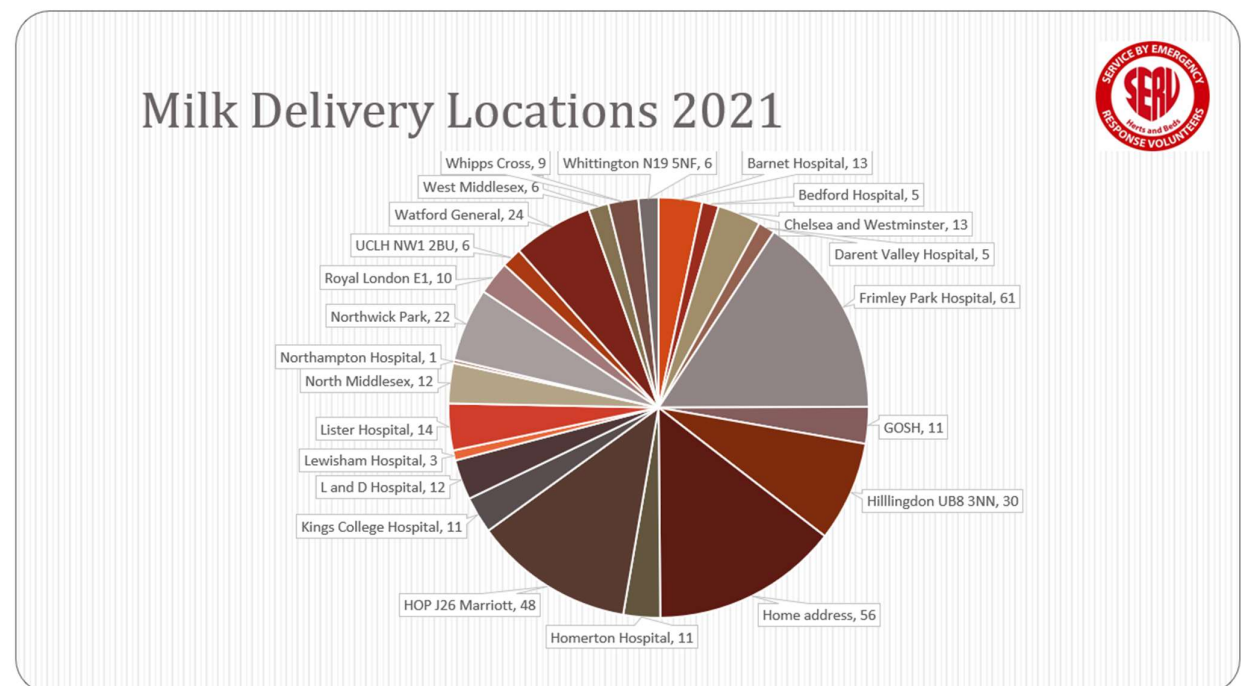
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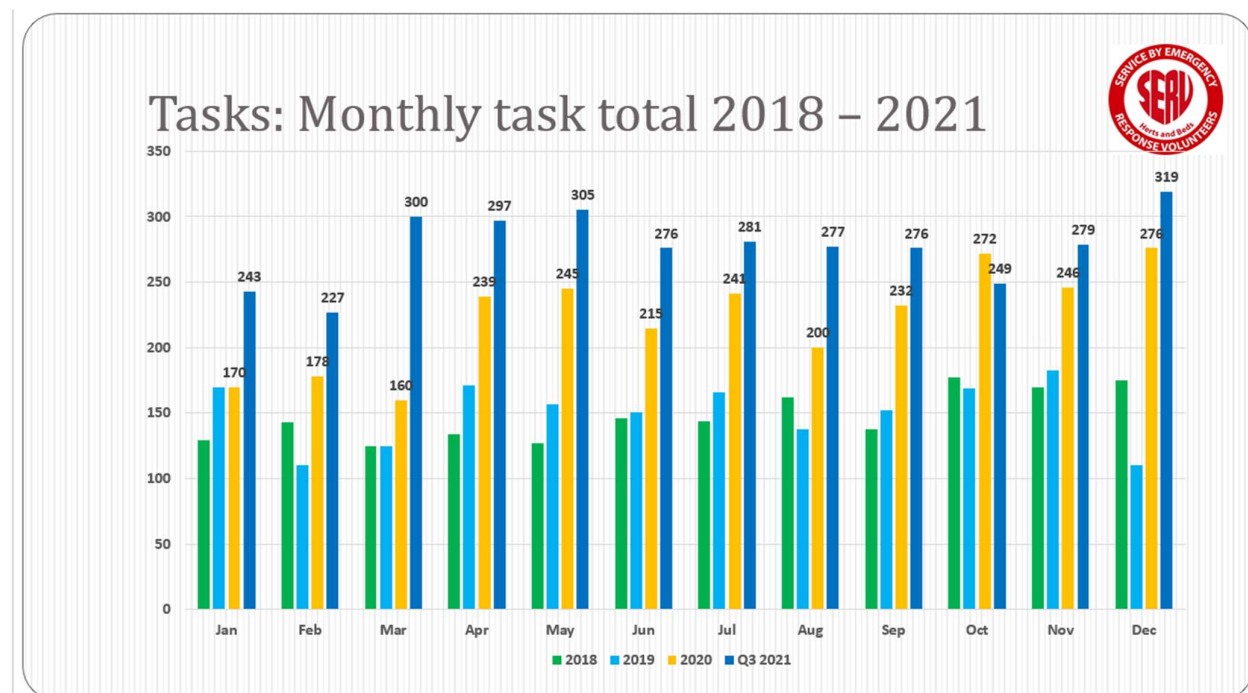
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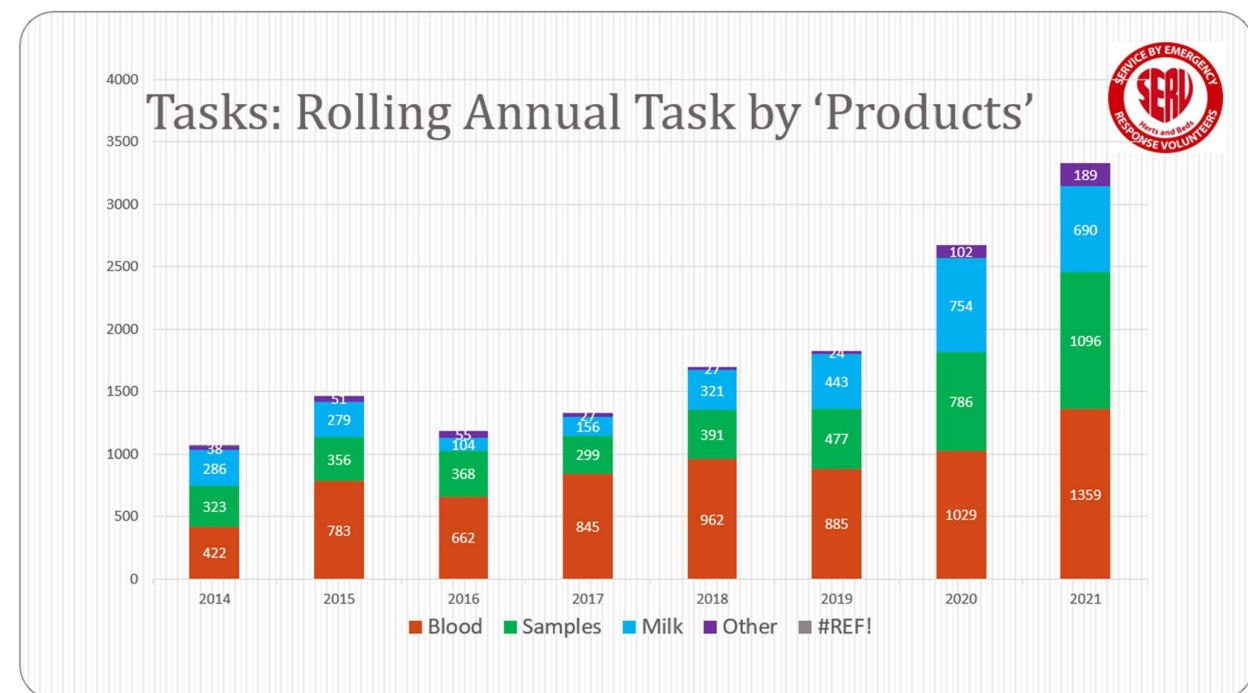
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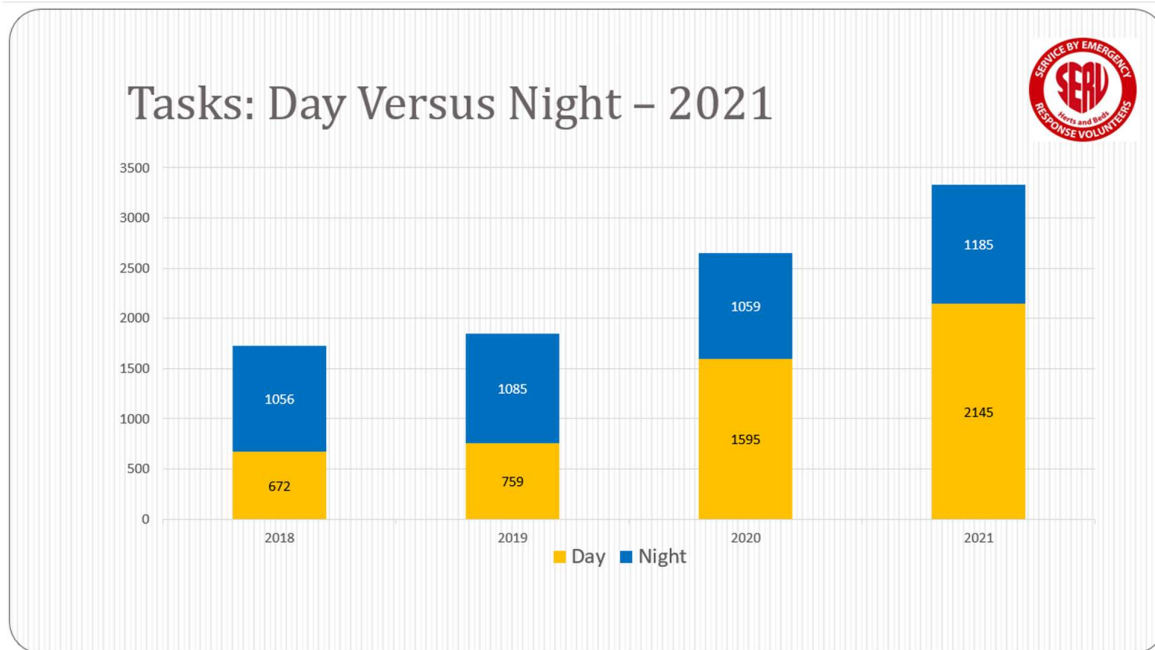
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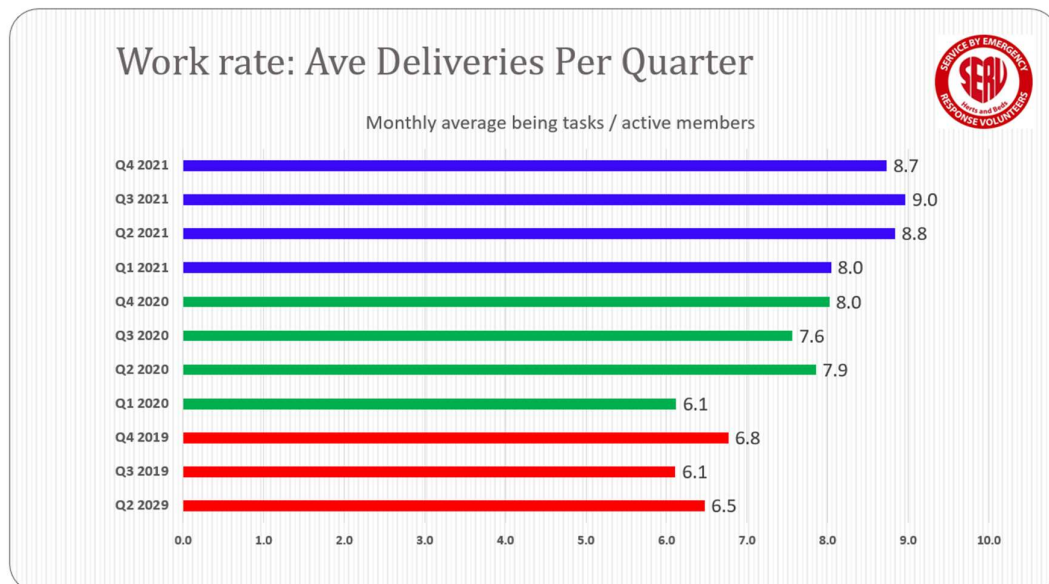
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The group saw as a consequence, the average work rates increase, putting extra pressure on the membership. Towards the end of the year, we have been successful recruiting new members and that increase in work load has started to level off.



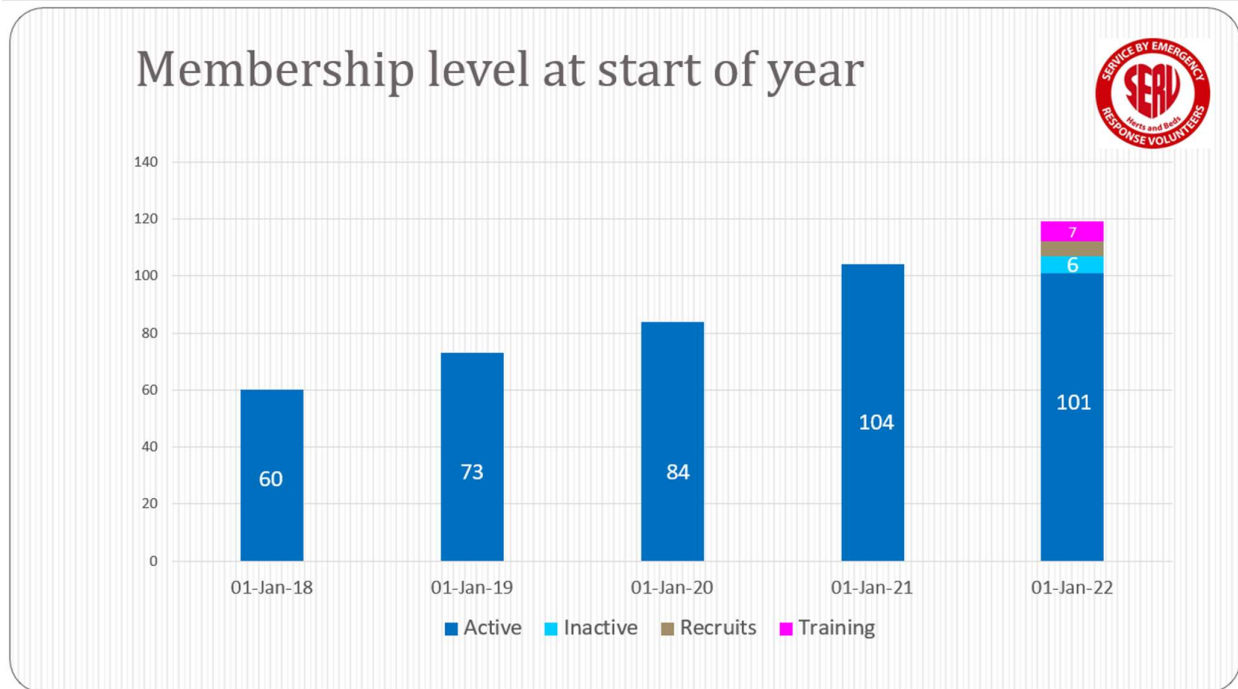
SERV Herts & Beds – The Bloodrunners

CHARITY NO: 1180326

Membership Levels

Membership levels have grown, during 2021 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 114 active people by the end of the year.



Landmarks and Committee Decisions for 2021

2021 was again 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 2021
 - Introduced project to utilise Airvest as an additional safety measure for bikers
 - Advanced Qualification training placed back on hold for a few riders due Covid
 - BP offer to supply free fuel till end March 2021
- February 2021
 - Introduce HOP at Royston to balance distances between Cambridge and Norfolk and London and thereby assist SERV Suffolk and Cambridge
 - Introduce use of 'What 3 Words' for location identification
- March 2021
 - Final agreement on car acquisition with funding from Masons
- April /May 2021

SERV Herts & Beds – The Bloodrunners

CHARITY NO: 1180326

- Introduce Fleet Custodians to optimise and maximise use of Fleet Vehicles by all membership
- Jun / Jul
 - Equipment finally moved from Access Storage, allowing SERV to end that agreement and save approximately £800 per annum
 - Request from Luton and Dunstable to assist with Pharmacy distributions to patients at home
- Aug / Sep
 - Review of workload for Keech Hospice as pressure grows on riders
 - Many of group join together in memory of John Warner, a long serving and very active member who passed away in July. Many bikes accompany John Hearse to his final service
- Oct
 - AGM and invitation to join Committee
 - Queens Award Voluntary Sector nomination received
- Nov / Dec
 - Major effort to review all SERV procedures and documentation in light of QAVS nomination
 - Registered with Fund Raising Regulator

Financial Statement

The following SERV Herts & Beds Receipts and Payments account reflects a financial period starting on 01/01/2021 and ending 31/12/2021

Fundraising in 2021 has been very successful despite the challenges around the pandemic. 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. In addition, this year we received a large single donation for the purchase of a car.

Regular expenditure comprises purchasing bespoke clothing (motorcycle jackets etc.), promotional material and vehicle running costs. In addition in 2021, we also purchased a number of Helite Air Vests to make available to all members at a discount. Day to day running expenditure in 2021 was slightly lower to that in the previous year, further demonstrating the thought that has gone in to all cost related matters.

SERV Herts & Beds – The Bloodrunners

CHARITY NO: 1180326



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
SERV HERTS & BEDS

No (if any)
1180326

Receipts and payments accounts

CC16a

For the period
from

Period start date
01/01/2021

To

Period end date
31/12/2021

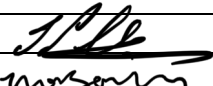

Section A Receipts and payments

	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 £
A1 Receipts					
DONATIONS	30,800	-	-	30,800	20,483
MEMBERS CLOTHING DONATIONS	11,850	-	-	11,850	-
FUNDRAISING EVENTS	2,835	-	-	2,835	2,710
VAT REFUNDS & INTEREST ON DEPOSIT A/C	1,446	-	-	1,446	5,158
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	46,931	-	-	46,931	28,351
A2 Asset and investment sales, (see table).					
SALE OF HONDA PAN EUROPEAN MOTORCYCLE (in 2020)	-	-	-	-	500
	-	-	-	-	-
Sub total	-	-	-	-	500
Total receipts	46,931	-	-	46,931	28,851
A3 Payments					
COST OF FUNDRAISING EVENTS AND VEHICLE RUNNING COSTS	7,405	-	-	7,405	3,952
RENT/HIRE OF ROOMS	393	-	-	393	690
CLOTHING AND TRAINING	17,018	-	-	17,018	8,042
PROFESSIONAL FEES, DBS CHECKS AND INSURANCE	7,036	-	-	7,036	1,714
PRINTING, POSTAGE, STATIONERY AND COMPUTER SUPPLIES	122	-	-	122	508
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	31,974	-	-	31,974	14,906
A4 Asset and investment purchases, (see table)					
PURCHASE OF MOTORCAR	19,550	-	-	19,550	-
	-	-	-	-	-
Sub total	19,550	-	-	19,550	-
Total payments	51,524	-	-	51,524	14,906
Net of receipts/(payments)	- 4,593	-	-	- 4,593	13,945
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	38,553	-	-	38,553	24,608
Cash funds this year end	33,960	-	-	33,960	38,553

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	5,114	-	-
	DEPOSIT ACCOUNT	28,846	-	-
		-	-	-
	Total cash funds	33,960	-	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	FOUR MOTORCYCLES		59,160	38,000
	ONE MOTORCAR		19,550	14,000
	COMPUTERS, PROJECTORS & OTHER EQUIPMENT		1,672	-
	JACKETS, BOX COVERS & STRAPS		3,136	-
	GAZEBOS & OTHER EQUIPMENT		3,388	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
		Ian Hunt	19-Mar-22	
		Nick Bailey	19-Mar-22	

CCXX R1 accounts (SS)

1

14/03/2022



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

Clarey House
SERV HERTS & BEDS

On accounts for the year
ended

31st December 2021

Charity no
(if any)

1180326

Set out on pages

10, 11 and 12 of the Annual Report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2021.

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:

19/03/2022

Name:

Mr. David Wildey

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

Accountant/Auditor (Retired)

Address:

9 Waverley Road

St. Albans

Hertfordshire AL3 5PB