

REGISTERED CHARITY NUMBER: 274225

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2020
FOR
HERTFORDSHIRE COUNTY GUIDE ASSOCIATION**

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

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HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 DECEMBER 2020

The trustees present their report with the financial statements of the charity for the year ended 31 December 2020. The trustees have adopted the provisions of 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 2015).

OBJECTIVES AND ACTIVITIES

Objectives and Aims

Hertfordshire County Guides Association known as Girlguiding Hertfordshire is registered with the Charity Commission (No: 274225) and is governed by Royal Charter dated 14 December 1922. As a Charity it is committed to promote Guiding within the County. Hertfordshire Guides adhere to the aims and objectives of The Guide Association as set out in the Policy Statement. The trustees confirm that they have referred to the guidance contained in the Charity Commission general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

Girlguiding - Policy Statement

Girlguiding Hertfordshire is an operating name of the Guide Association, Hertfordshire, and is part of Girlguiding, the operating name of the Guide Association.

Statement of Purpose

Girlguiding enables girls and young women to develop their potential and to make a difference to the world.

Aim of Guiding

Guiding offers girls and young women opportunities to:

- * be challenged by new adventures and experiences and achieve a sense of pride in accomplishment
- * develop self-awareness, self-respect and self-confidence
- * develop a personal faith and values to give life meaning and direction
- * think for themselves, govern themselves and make their own decisions
- * make friends and have fun in the family of Guiding
- * develop a sense of tolerance, justice, kindness and honour
- * learn teamwork and acquire leadership skills, working with and for others to appreciate the environment and how to live in it
- * understand about the world, its people and cultures

Method

Guiding uses a method with five distinct elements that interlink:

- * Guides work together in small groups
- * Guides are encouraged to govern themselves and make their own decisions
- * Guides have a balanced and varied programme
- * Guides care for the individual
- * Guides share a commitment to a common standard

Membership

Girlguiding is open and inclusive for girls and women from all faiths, cultures and races. The extensive, balanced and varied programme in all sections of Guiding, cover the five outcomes outlined in 'Every Child Matters'.

The Sections

Guiding takes place in four sections:

Rainbow: from fifth birthday

Brownie: from seventh Birthday

Guide: from tenth birthday

Ranger: from fourteenth to eighteenth birthday

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 DECEMBER 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes an unincorporated charity.

Recruitment and appointment of new trustees

Potential new Trustees are nominated by members of the County Guide Association to the County Commissioner whose duties include the appointment of new Trustees. Before making an appointment, consultation with senior members of the Association is undertaken. The nominee is then approached to ascertain their willingness to become a Trustee and the role and importance of the position is explained. Upon acceptance of the appointment, the nominee is offered Commissioner training.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number 274225

Principal address

County Office
Hertfordshire Guide Centre
Cottered
Buntingford
Hertfordshire
SG9 9QP

Trustees

Mrs J Maskrey
Mrs A Johns
Mrs L O'Bryan
Mrs P Hills
Mrs J North
Miss A Perry
Mrs J Smith
Mrs S Sayce
Mrs J Wheeler
Mrs K Hunter (appointed 14/3/2020)
Mrs R Ashdown (appointed 1/9/2020)
Mrs T Cornish (appointed 1/9/2020)
Mrs S Settle (appointed 1/9/2020)
Mrs C Hildrop (appointed 28/7/2020)
Ms S Hills (appointed 1/9/2020)
Mrs P Botten (appointed 1/9/2020)
Miss E Wilson (appointed 1/9/2020)
Mrs J Eavis (appointed 27/9/2020)
Mrs J Clark (retired 1/9/2020)
Mrs J Grahame (retired 2/4/2020)
Mrs P Johnson (retired 9/2/2020)
Miss C Noakes (retired 1/7/2020)

Independent examiner

Mercer & Hole
Accountants
72 London Road
St Albans
Hertfordshire
AL1 1NS

Approved by order of the board of trustees on 1 July 2021 and signed on its behalf by:

Mrs J Maskrey



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**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
HERTFORDSHIRE COUNTY GUIDE ASSOCIATION**

Independent examiner's report to the trustees of Hertfordshire County Guide Association

I report to the charity trustees on my examination of the accounts of the Hertfordshire County Guide Association (the Trust) for the year ended 31 December 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 Act and in carrying out my examination I have followed all 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 in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.



Steve Robinson FCA
Mercer & Hole Chartered Accountants
72 London Road
St Albans
Hertfordshire
AL1 1NS

Date: 7 July 2021

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 DECEMBER 2020

		Unrestricted Funds	Restricted funds	2020 Total funds	2019 Total funds
	Notes	£	£	£	£
INCOME AND ENDOWMENTS FROM					
Donations and legacies		12,160	36,521	48,681	24,521
Charitable activities					
Direct charitable activities		-	17,068	17,068	96,816
Other charitable activities		93,734	-	93,734	97,147
Other trading activities	2	17,411	-	17,411	83,782
Investment income	3	170	-	170	262
Total		123,475	53,589	177,064	302,528
EXPENDITURE ON					
Charitable activities					
Direct charitable activities		-	32,990	32,990	82,416
Other charitable activities		91,346	14,572	105,918	181,655
Other		6,315	-	6,315	1,160
Total		97,661	47,562	145,223	265,231
NET INCOME/(EXPENDITURE)		25,814	6,027	31,841	37,297
Transfers between funds		(600)	600	-	-
Net movement in funds		25,214	6,627	31,841	37,297
RECONCILIATION OF FUNDS					
As previously reported		<u>404,780</u>	<u>37,343</u>	<u>442,123</u>	<u>404,826</u>
TOTAL FUNDS CARRIED FORWARD		<u>429,994</u>	<u>43,970</u>	<u>473,964</u>	<u>442,123</u>

The notes form part of these financial statements

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

**BALANCE SHEET
AT 31 DECEMBER 2020**

		2020	2019
	Notes	£	£
FIXED ASSETS			
Tangible assets	8	197,627	206,202
CURRENT ASSETS			
Debtors	9	13,126	33,253
Cash at bank		281,048	223,622
		294,174	256,875
CREDITORS			
Amounts falling due within one year	10	(17,837)	(20,954)
NET CURRENT ASSETS		276,337	235,921
TOTAL ASSETS LESS CURRENT LIABILITIES		473,964	442,123
NET ASSETS		473,964	442,123
FUNDS	12		
Unrestricted funds:			
General Fund		352,331	327,117
Designated International Camp Fund		3,967	3,967
Designated Disabilities Fund		9,122	9,122
Designated Building Equipment Fund		-	-
Designated Activity Fund		64,574	64,574
Designated Adventure Fund		-	-
		429,994	404,780
Restricted funds:			
Flexible guiding Fund		4,460	-
Sustainability Fund		20,658	-
Restricted donations		508	508
International Fund		9,051	24,973
Growing Guides		-	500
Training Fund		-	11,362
Buildings Fund		9,293	-
		43,970	37,343
TOTAL FUNDS		473,964	442,123

The financial statements were approved by the Board of Trustees on 1 July 2021 and were signed on its behalf by:



Mrs J Maskrey -Trustee

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2020

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Financial reporting standard 102 - reduced disclosure exemptions

The charity has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of Section 3 Financial Statement Presentation paragraph 3.17(d); the requirements of Section 11 Financial Instruments paragraphs 11.41(b), 11.41(c), 11.41(e), 11.41(f), 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirement of Section 33 Related Party Disclosure paragraph 33.7.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Income from grants is recognised on a receivable basis.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 2% on cost
Fixtures and fittings	- 20% on cost

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when 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.

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 DECEMBER 2020

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Grants

Expenditure on grants is recorded once the Charity has made an unconditional commitment to pay the grant and this has been communicated to the beneficiary or the grant has been paid, whichever is the earlier. The Charity has not made any commitments of more than one year.

2. OTHER TRADING ACTIVITIES

	2020	2019
	£	£
Training	115	80
County Centre	8,701	37,134
Activities for members	3,709	39,622
Badges	4,887	6,940
Other merchandise	-	6
	17,411	83,782

3. INVESTMENT INCOME

	2020	2019
	£	£
Interest received	170	262

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 December 2020 nor for the year ended 31 December 2019.

Trustees' expenses

19 (2019 - 14) Trustees were reimbursed during the year for directly incurred expenditure totalling £6,690 (2019- £3,590).

5. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2020	2019
Accounting and secretarial	3	3

No employees received emoluments in excess of £60,000.

6. INDEPENDENT EXAMINERS' FEE

The fee for the independent examination was £3,000 (2019: £3,719).

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2020**

7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	13,159	11,362	24,521
Charitable activities			
Direct charitable activities	-	96,816	96,816
Other charitable activities	97,147	-	97,147
Other trading activities	83,782	-	83,782
Investment income	262	-	262
Total	194,350	108,178	302,528
 EXPENDITURE ON			
Charitable activities			
Direct charitable activities	-	82,416	82,416
Other charitable activities	172,940	8,715	181,655
Other	1,160	-	1,160
Total	174,100	91,131	265,231
 NET INCOME/(EXPENDITURE)	20,250	17,047	37,297
 Transfers between funds	-	-	-
 Net movement in funds	20,250	17,047	37,297
 RECONCILIATION OF FUNDS			
Total funds brought forward	384,530	20,296	404,826
 TOTAL FUNDS CARRIED FORWARD	404,780	37,343	442,123

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2020**

8. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Totals £
COST			
At 1 January 2020	339,703	38,593	378,296
Additions	-	-	-
At 31 December 2020	<u>339,703</u>	<u>38,593</u>	<u>378,296</u>
DEPRECIATION			
At 1 January 2020	137,265	34,829	172,094
Charge for year	<u>7,160</u>	<u>1,415</u>	<u>8,575</u>
At 31 December 2020	<u>144,425</u>	<u>36,244</u>	<u>180,669</u>
NET BOOK VALUE			
At 31 December 2020	<u>195,278</u>	<u>2,349</u>	<u>197,627</u>
At 31 December 2019	<u>202,438</u>	<u>3,764</u>	<u>206,202</u>

Included in cost or valuation of land and buildings is freehold land of £24,500 (2019 - £24,500) which is not depreciated.

Ownership of Cottered County Centre shown under the heading Freehold Land & Buildings above is registered with Guide Association Trust Corporation who hold the title as Custodian or Holding Trustees for the Hertfordshire County Guides or the Trusts of the Guide Association 1938 Trust Deed.

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2020**

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020	2019
Other debtors	-	-
Prepayments and accrued income	13,126	33,253
	13,126	33,253

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020	2019
Deferred income	11,350	24,225
Accrued expenses	6,487	3,271
	17,837	20,954

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds	Restricted funds	2020 Total funds	2019 Total funds
Fixed assets	197,627	-	197,627	206,202
Current assets	238,854	55,320	294,174	256,875
Current liabilities	(6,487)	(11,350)	(17,837)	(20,954)
	429,994	43,970	473,964	442,123

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2020**

12. MOVEMENT IN FUNDS

	1.1.20	Net movement in funds	Transfers between funds	At 31.12.20
	£	£	£	£
Unrestricted funds				
General Fund	327,117	25,814	(600)	352,331
Designated International Camp Fund	3,967	-	-	3,967
Designated Disabilities Fund	9,122	-	-	9,122
Designated Activity Fund	64,574	-	-	64,574
	404,780	25,814	(600)	429,994
Restricted funds				
Restricted donations	508	-		508
International Fund	24,973	(15,922)	-	9,051
Growing Guides	500	(500)	-	-
Training Fund	11,362	(11,362)	-	-
Flexible Guiding Fund	-	3,860	600	4,460
Sustainability Fund	-	20,658	-	20,658
Buildings Fund	-	9,293	-	9,293
	37,343	6,027	600	43,970
TOTAL FUNDS	442,123	31,841	-	473,964

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Fund	123,475	(97,661)	25,814
	123,475	(97,661)	25,814
Restricted funds			
International Fund	17,068	(32,990)	(15,922)
Growing Guides	-	(500)	(500)
Training Fund	-	(11,362)	(11,362)
Flexible Guiding Fund	3,860	-	3,860
Sustainability Fund	20,658	-	20,658
Buildings Fund	12,003	(2,710)	9,293
	53,589	(47,562)	6,027
TOTAL FUNDS	177,064	(145,223)	31,841

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2020**

12. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	As restated 1.1.19	Net Movement in funds	Transfers between funds	At 31.12.19
Unrestricted Funds				
General Fund	221,023	20,250	85,844	327,717
Designated International Camp Fund	3,967	-	-	3,967
Designated Disabilities Fund	9,122	-	-	9,122
Designated Building Equipment Fund	83,844	-	(83,844)	-
Designated Activity Fund	64,574	-	-	64,574
Designated Adventure Fund	2,000	-	(2,000)	-
	384,530	20,250	-	404,780
Restricted Funds				
Restricted legacy	2,995	(2,995)	-	-
New Programme	5,720	(5,720)	-	-
Restricted donations	508	-	-	508
International Fund	10,573	14,400	-	10,472
Growing Guides	500	-	-	500
Training Fund	-	11,362	-	11,362
	20,296	17,048	-	37,343
TOTAL FUNDS	404,826	37,298	-	442,124

Comparative net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
Unrestricted funds			
General Fund	194,350	(174,100)	20,250
Designated Adventure Fund	-	-	-
	194,350	(174,100)	20,250
Restricted funds			
Restricted legacy	-	(2,995)	(2,995)
New Programme	-	(5,720)	(5,720)
Restricted donations	-	-	-
International Fund	96,816	(82,416)	14,400
Growing Guides	-	-	-
Training Fund	11,362	-	11,362
	108,178	(91,131)	17,047
TOTAL FUNDS	302,528	(265,231)	37,297

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 DECEMBER 2020**

13. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 December 2020.

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2020

	2020	2019
	£	£
INCOME AND ENDOWMENTS		
Donations and legacies		
Legacies	-	10,000
Grants	25,678	11,362
Donations	23,003	3,158
	48,681	24,520
Other trading activities		
Training	115	7,545
County Centre	8,701	37,134
Activities for members	3,708	32,157
Badges	4,887	6,940
Other merchandise	-	6
	17,411	83,782
Investment income		
Interest received	170	262
Charitable activities		
Subscriptions	92,682	95,365
200 Club	1,052	1,782
International trip income	17,068	96,816
	110,802	193,963
Total incoming resources	177,064	302,257
EXPENDITURE		
Charitable activities		
Training	786	12,748
Members events	1,330	18,032
County centre	15,146	33,897
County centre repairs	15,851	8,193
Travelling	1,712	6,521
Postage, telephone, printing and stationery	4,900	11,089
Website and internet costs	1,982	2,535
Share magazine	3,330	12,981
Commissioners and Queens guide grants	-	1,260
Carried forward	45,037	107,256

This page does not form part of the statutory financial statements

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 DECEMBER 2020**

	2020	2019
	£	£
Charitable activities		
Brought forward	45,037	107,256
Grants	3,907	15,567
Presentations and awards	-	2,577
New programme costs	-	5,720
Sundry expenditure	9,940	5,426
International trip expenses	32,990	82,416
Badges	12,208	7,410
Depreciation	8,575	8,876
	112,657	235,248
Support costs		
Governance costs		
Wages	24,516	23,343
Social security	271	234
Pensions	211	210
Insurance	1,373	1,317
Independent examiner's fee	3,000	3,719
Secretarial and accounting	3,195	1,160
	32,566	29,983
Total resources expended	145,223	265,231
 Net income/(expenditure)	 <u>31,841</u>	 <u>37,297</u>

This page does not form part of the statutory financial statements

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

COUNTY TREASURER'S REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

The accounts show a net surplus of £31,841 for the year compared to a net deficit in 2019 of £37,297.

INCOME

Net subscription income was down at £92,682 compared to 2019 (£95,365) due to a decrease in the number of members from 11,112 to 10,329.

Other trading activities were considerably lower at £17,411 compared to 2019 (£83,782) largely due to a significant decrease in the income from the County Centre and Members Events. This was due to the Covid-19 pandemic where the Centre was closed and all events had to be postponed.

EXPENDITURE

Major expenses during 2020 were:-

- £32,990 (£82,416 in 2019) in International trip expenses — The decrease year on year was as a result of the Coronavirus pandemic where international travel was halted.
- £30,997 (£42,090 in 2019) for the Hertfordshire Guide Centre at Cottered. The decrease in the year was largely the result of events being halted due to the Coronavirus pandemic;
- £24,998 (£23,787 in 2019) on Staff costs — largely due to a pay rise for the staff members;
- £3,330 (£12,981 in 2019) for SHARE magazine. The decrease was due to the magazine being issued electronically rather than as a printed copy.;
- £4,900 (£11,089 in 2019) for Postage, Telephone, printing & stationery. The decrease is largely due to a decrease in the volume of items sent by post;
- £786 (£12,748 in 2019) for Training. The decrease in the year was due to the suspension of all face to face training activities
- £1,712 (£6,521 in 2019) on Travel expenses due to reduction in travel as a result of the Covid-19 pandemic.
- £nil (£5,720 in 2019) in costs associated with the introduction of the New programme introduced during 2018.

The Balance Sheet shows Girlguiding Hertfordshire's current worth as £473,964 an increase from 2019 (£442,123). Fixed assets decreased by £8,575 due to depreciation. The cash element of Current Assets increased while both Debtors and Creditors decreased. This resulted in Net Current Assets of £276,337 up £40,416 on 2019. Within the Unrestricted Funds the General fund increased by £25,214 while other funds remained as last year. The Restricted Funds increased from £37,343 in 2019 to £43,970 due to movements on a number of different funds.

HERTFORDSHIRE COUNTY GUIDE ASSOCIATION

REPORT OF THE COUNTY COMMISSIONER FOR THE YEAR ENDED 31 DECEMBER 2020

Our county in numbers

	Divisions 10	Districts 47	Units 501	Comparison to 2019
Young Members	7424	↓	1368	
Volunteers	1598	↓	359	
Rainbows	1495	↓	396	
Brownies	3769	↓	561	
Guides	1904	↓	405	
Rangers	256	↓	6	

Mission

As a county, we are committed to working in alignment with the mission statements from both Girlguiding UK and Girlguiding Anglia. We will provide a balanced programme full of fun, adventure and experiences to develop our members to grow and be the best that they can be in all elements of their lives.

Our Values

To be caring, challenging, empowering, fun, inclusive and inspiring. We recognise the importance of a strong county team demonstrating to all members how working together, sharing ideas, utilising skill sets and sharing the load will promote a healthy, friendly, supportive and loyal approach to guiding.

Girlguiding Themes

Access

Provide more girls and adults with the opportunity to access guiding

Excellence

Providing more support to our volunteers to enable them to deliver better guiding

Voice

Improving the way we listen to and promote our girls' and volunteers voices

Capacity

Enabling a better guiding experience to be delivered by working collaboratively to improve our structures, processes and capacity.

2020 Aims and Objectives

Unfortunately, the pandemic had a huge effect on guiding and prevented us from being able to offer our 'normal' guiding experiences. As a result, a lot of district, division and county events had to be cancelled or postponed and our members have been unable to take part in International trips. The commitment of our volunteers has been amazing and so many of them have adapted their unit meetings to be virtual where possible with leaders

being pro-active in keeping in contact with girls and their parents via WhatsApp, Facebook, email and posting activity packs out to girls to enable our members to continue to receive an amazing guiding experience.

The county strategy plan for the year ahead has been formulated which aims to be inclusive and impactful and hold many exciting opportunities for our girls, and a commitment to improve our volunteers' experience. Our strategy has been formed by bringing together advisers and commissioners from across the county. The document contains a detailed plan of action which will form roadmaps for each team within the County Operations Group (COG) to own and work towards and focuses on Girlguiding UK's themes of Access, Capacity, Excellence and Voice.

Structure

This year has seen the County Constitution updated which has resulted in new Trustees being appointed. The county made some positive changes during the academic year. To improve support to our members, new positions of safeguarding and wellbeing advisers were created and a youth opportunities team formed to help bring together a range of possibilities for members aged 13 and above.

The growth of the county membership is key and we are pleased two 18-30s advisers were appointed who will be looking to encourage this age group to continue in guiding and develop into the leaders we need. In addition, we have launched flexible guiding units for Brownies, Guides and Rangers which enables us to offer a guiding experience to those who we are struggling to reach due to lack of spaces and those who can't access guiding in the traditional form.

A leader from South West division was appointed as a Girlguiding Trustee, which is great to see grass root leaders influencing national decisions.

Supporting the Community

4th Welwyn Garden City Brownies were challenged to create a birthday card for Captain Tom Moore. One Brownie's design was included in an auction by Sworders to raise money for The Captain Tom Foundation, this resulted in the Brownie being interviewed on BBC Breakfast News and an article published in the Welwyn Hatfield Times.

Trish Hall, leader of 17th St Albans Brownies signed up to run her first ever marathon raising money for Up On Downs, a small local charity supporting children with Down Syndrome, inspired by one of her Brownies who benefits from the Charity. Unfortunately lockdown meant the Milton Keynes marathon was cancelled but she was given permission from the school where she works to run the marathon there. In May she ran 104 laps of the school running track in just under 5 hours raising £4,500.

Many fundraising activities have taken place. Guides from East division started a 'Grow a £' fundraising scheme for the charity Accuro. Hemel Hempstead South District set a challenge to complete 30 Kindness Challenges and raise funds for Charity. One Rainbow completed 19 of the 30 and raised £55.10. Rainbows from West division held a cake stall and raised £55.18. They agreed to donate £60 to the WWF. Brownies from Central division held a Macmillan fundraiser. Brownies from Berkhamsted held a Beetle Drive fundraiser for Australia. A 3rd Adeyfield Rainbow (5 years old) ran 5k in aid of the NHS raising £500 as part of her Helper badge.

A Brownie unit from St Albans division raised money for Guide Dogs for the Blind and got to meet the dogs before lockdown. The division held a competition to design a badge for Remembrance Day and 400 badges were sold with profits going to the British Legion.

West Division held an activity day to raise funds for Gaddesden Row Guide Centre. Leaders from South West division took part in a virtual sponsored walk for the Watford Peace Hospice and districts within South West division held an online pantomime event with donations going to Children in Need which will include the Girlguiding Pudsey 2020 badge.

Members of all sections have been out in the community raising awareness at village fetes across the county, litter picking, laying wreaths for Remembrance Day and taking part commemoration events. Guides from South West division did stone painting for Remembrance Day.

60 Brownies from Sawbridgeworth & High Wych district made cards for the elderly day centre (Hailey Centre) and posted them.

As random acts of kindness, Rainbows from East division decorated flower pots and delivered them to local people, 1st Adeyfield Brownies potted violas to give to people in the community. Brownies from St Albans division re-purposed Wagamama takeaway bowls as planters to create a pretty gift and wrote letters for residents of a nursing home during the first lockdown whilst others sent Christmas cards to residents of a local Care home that they would normally go and sing carols for.

Brownies from Harpenden & Redbourn division made Christmas cards to be given to those isolating in the community. Guides from St Albans division will be gifting items to the Hygiene Bank, a community led movement providing personal hygiene items to those living in hygiene poverty.

A District from South West division delivered bulbs planted before lockdown to Trefoil Guild members and one district in the division supported a local initiative supplying baked goods and thank you cards to local care homes, as a thank you to staff for their hard work during lockdown.

Rainbows

Rainbows have worked on their Stage 1 Skills Builders including First Aid, Innovate, Live Smart, Feel Good, Camp Explore, Network, Reflect and Communicate and achieving the Interest badges such as Agility, Book Lover, Construction, Drawing, Family Trees, Helper, Nature and Recycling.

Many Rainbows have gained their Bronze, Silver and Gold awards during lockdown. Rainbows in Central division and West division held unit meeting activities to celebrate the Chinese New Year.

Rainbows from Harpenden & Redbourn division have achieved their Guiding is Kind Challenge badge and the 1st Baldock Brownies 'It's Christmas' badge and Rainbows from West division did the Guiding Light Challenge via Zoom meetings.

Rainbows from many divisions have taken part in Parliament Week. 7th Ware district held a carol service and Rainbow disco in March which was well attended. Rainbows from Tring district celebrated Australia Day in January and girls brought anything Australian to their unit meetings. They had a video link with an Australian relative who was on the beach and chatted about the bush fires they were experiencing at that time.

Rainbows have learnt to make rockets and lanterns, junk modelling, playing games, Disney evenings and learning to sign the Promise in Makaton in unit meetings and during lockdown many units have continued to meet via Zoom with some units sending out activities to parents via WhatsApp, email and post and keeping in touch via closed Facebook pages. A Rainbow unit from South West division secured a Tesco Covid grant which the leaders used to make up activity bags for each girl to use during a Zoom unit meeting.

Brownies

Brownies worked on their Skills Builders such as Camp, Communicate, Explore, Feel Good, First Aid, Innovate, Live Smart, Make Change and Reflect and have completed Aviator, Baking, Charities, Grow Your Own, Jobs, Languages, Local History, Mindfulness, Network Stage 3, Painting, Performer, Pet Lover and Space Interest badges. Many Brownies achieved their Bronze, Silver and Gold awards.

Brownies in West division worked on their Google Digital Adventure badge. During the pandemic some unit leaders sent out activity packs to the girls filled with stationery, crafts and resources to enable them to complete Skills Builders and unit meeting activities.

Two Brownies from St Albans division ran a Zoom meeting about the Moon Festival to complete their Gold Award.

Brownies from Harpenden & Redbourn division took part in Parliament Week and were challenged to say what their favourite lockdown memory was.

Many Brownie units held virtual unit meetings during the pandemic with activities such as bingo, quizzes, escape rooms, scavenger hunts, musical statues, crafts, playing Pictionary, Scattergories, Guess Who, the knife, fork and

spoon game, having Disney princess evenings, baking, toasting marshmallows, making mug cakes and Christmas tree decorations and enjoying Christmas parties. Some Brownie units held virtual Promise ceremonies with parents stepping in to present Promise badges.

Guides

Many Guides achieved their Bronze and Silver awards and worked on their Skills Builders including Camp, Communicate, Explore, Feel Good, First Aid, Innovate, Network and Reflect Skills Builders.

Guides have been working on their Meditation badge, Confectioner badge, Geocaching badge, Upcycling badge, Plant Defenders badge, Craftivism badge, Savers badge and Mixology badge and Stage 4 Skills Builders.

Guides from Harpenden & Redbourn division achieved the Canal and Rivers Trust badge. In virtual unit meetings Guides have enjoyed word games, escape rooms, stargazing, learnt origami and sign language, scavenger hunts, cooking, making mug cakes, pamper evenings, learning how to knit, campfires, puppet making, craft activities, bingo and made para woggles.

When allowed, some units met outside following social distancing rules. Guides from Hertford district took part in The Royal British Legion Cup competition for Guides (and Scouts) with a virtual and in-person competition.

2nd Ware Guides sewed pouches to send to Australia in response to the bushfires there.

Five older Guides in St Albans division completed the Commonwealth badge during lockdown and as part of the badge ran Zoom sessions on Commonwealth countries.

Guides from South West division joined Thriftwood Scout Campsite's virtual campfires and Lancashire wild weekend.

Rangers

Rangers have done a mixture of indoor and outdoor face-to-face meetings and virtual meetings. Activities included cooking, quizzes and escape rooms.

Rangers from Central division worked on their Cooking badge and making a lockdown cookbook and in East division, Rangers worked on their First Aid Stage 5 Skills Builder and achieving their Costume and Self Care Interest badges.

Rangers from South West division took part in the region Under the Stars festival.

More fun...

Earlier in the year, prior to lockdown, there were trips ice skating, to pantomimes, libraries, DJs Jungle, Bayfordbury Observatory, RAF Hendon, bowling, the Pottery Project in Berkhamsted, Cassiobury Park and Cadbury World. Rainbows from East division visited Hertford food bank and made donations. Ware Rainbows celebrated 20 years by going to Paradise Wildlife Park in Broxbourne.

During the pandemic, virtual trips have been made to farms, zoos and pantomimes and a unit from South West division had a virtual trip on the Brownie Bus as part of a virtual tour of Watford.

Holidays, camps and sleepovers have taken place across the county with themes such as Around the World, Fruitastic, Camp and Halloween.

As well as campsites and residential centres, Brownies from St Albans had a sleepover at RAF Hendon and units from South West division had a sleepover at Flipout Park in Wandsworth.

Due to lockdown restrictions, virtual sleepovers and pack holidays have taken place with indoor den building or camping in the garden. Many units took part in the Anglia virtual Midsummer Sleepover, Under the Stars Festival and Northumberland Scouts World Record sleepover.

Ware district produced its own special badge to celebrate 110 years of guiding due to be awarded Bronze, Silver or Gold and Bishop's Stortford district produced their own Lockdown badge challenge.

Celebrating Thinking Day

Thinking Day events were held across the county in February.

A joint Pin Green and Stevenage East district Thinking Day event was held with just under 200 Rainbows, Brownies, Guides, Rangers & YL members taking part in various activities. Many Trefoil Guild members joined in offering support in activities and involving the girls in some 'campfire' singing and retaking of their Promises. Julie Bell - Deputy Chief Guide, Tracy Foster - Anglia Chief Commissioner and Jenny Maskrey - Hertfordshire County Commissioner, attended for the afternoon of activities. Berkhamsted district celebrated Thinking Day with Bollywood dancing, The Haka, African art, dream catchers and friendship bracelets.

Visits from the community

Some units have been fortunate to have visits earlier in the year from Hornbeam Wood Hedgehog Sanctuary and virtual visits from yoga teachers, cheerleading instructors, puppeteers, Zumba teachers, karate teachers, drumming workshops, slime workshops, guide dogs, the Blue Cross, RNLI, virtual entertainers, the Critter Keeper, the fire brigade, libraries, authors, and drama teachers, a worker from the charity Accuro.

Several Brownie units from St Albans division were joined virtually by Daisy Cooper MP for St Albans at their online meeting during Parliament Week to tell the girls about her job as an MP and how she helps people. The MP even tweeted about her visits!

1st Leverstock Green Rainbows received a visit from DENS and 1st Adeyfield Brownies received a visit from Easyjet. Units from South West division received a virtual talk from a CBBC actress.

Guiding Development

The training team continue to deliver excellence in everything they do to support leaders to keep up to date with delivering a quality programme. We now have 5 trainers who took the additional training required to enable us to run webinar training during the pandemic. This opens up opportunities and keeps training happening.

Many of our county trainers took part, and delivered sessions in the Anglia region training day, ROVE. Feedback from this has been fantastic.

Locally to Hertfordshire, we continued to deliver A Safe Space trainings and First Response refreshers to meet the compliance requirements of Girlguiding UK. We will also look to run some sessions on completing risk assessments and managing Gift Aid.

Around 100 Leadership Qualifications have been achieved.

Two of our current trainers have renewed their qualification and our prospective is working towards her trainer qualification. We have received interest from leaders in becoming trainers as we continue to grow the team.

Outdoor Activities

Sadly many of our planned activities have been shelved due to the pandemic.

The Walking Team have been great at encouraging our members and their families to get outside during this difficult time. The Herts Walking 100 badge was adapted to suit social distancing; participants simply had to walk 100km but there were diverse nature activities to maintain interest along the way. It proved extremely popular and almost 500 badges were sent out.

Two leaders will complete their level 2 walking scheme qualification by leading walks in the Peak District in November.

The walking team continues to look for and welcome innovative ways of getting our members outside and enjoying walking.

The team continues to meet on Zoom and plan for the better times ahead. In 2021, we look forward to being able to offer:

Water Day for all sections,
Come to Camp weekend
Badge Days outside
A walking event involving the WGC Centenary Walk

Residential

We started the year full of plans and optimism. We had the role out of the new Guide Camp permit and lead away for 14-18's and welcomed a new county outdoor activity adviser to our termly division residential advisers meeting and held a Going Away with Training in early March in Welwyn Garden City attended by 10 ladies.

Unfortunately, due to Government restrictions no camps or holidays have gone ahead since March. Our team of division advisers have been offering support for any leader planning for 2021 and held a Zoom advisers meeting in November.

In 2021, we will be holding either a Zoom Going Away with Training, or a face to face training day if restrictions allow and will be offering a weekend camp similar to that offered in 2020.

We are discussing the possible interest of a camping skills day/overnight for adult members. All Covid regulations permitted. Hopefully 2021 will be a very busy camping year, and we are very grateful to our team of division advisers for all their time, energy and support.

International

A year that started full of promise has unfortunately seen many challenges both in the UK and globally. The main international event, the European Jamboree in Poland, a gathering of over 10,000 Guides and Scouts from around the world for which Hertfordshire had secured 30 places was unfortunately postponed until 2021 and has now been sadly cancelled along with most large scale International events in 2021 due to the global pandemic.

We managed to hold our International Selection weekend on the last weekend before lockdown. This was a wonderful event held over a weekend at our County Centre in Cottered, attended not only by girls but adults hoping to run trips in 2021. It was a wonderful opportunity for the new International team to meet some of our amazing young members who took part in a number of challenges from this year's WAGGGS initiative.

In the true spirit of International Guiding we have not let current events dampen our spirits and there is currently a wealth of experiences being shared. The World Centres are offering virtual Zoom tours, you can join our friends at Sangam for Bollywood dance sessions and cookery courses and there was an opportunity to join Guiding volunteers at Our Cabana for their recent Day of the Dead celebrations.

Youth Opportunities

Following our initial Youth Opportunities team meeting, held centrally in St Albans, the majority of our ideas and plans have had to be rescheduled or adapted. The lead advisers continue to be experts in their field for leaders and commissioners to refer to.

Our termly newsletters have been well received and circulated around the county and via the county website. In particular the one dedicated to Young Leaders was filled with ideas on how to use your YL aimed at leaders and key points for being a great YL and obtaining your qualification for those of the YL age group. These newsletters celebrate successes and of note is the increase in girls achieving their Commonwealth award, a badge which has been useful to promote to girls during remote Girlguiding. Our next edition of the newsletter is due in Spring 2021 which will have an international theme.

The planned meet up for our 13+ age group had to be postponed until it is safe to meet in such a way but we hope this will be possible in 2021.

18-30s

Proceedings for 18-30 were effectively paused by Girlguiding Headquarters whilst waiting for a name to be decided, and then unfortunately due to the pandemic.

Virtual events have taken place in December following the new name launch of Girlguiding Inspire. Two meetings have been held with the Anglia 18-30 co-ordinators and other county 18-30 champions; and a face-to-face meeting in March.

As a region-wide team, the county 18-30 champions are looking to develop an optional regional 18-30 points based challenge, and are investigating running an residential / retreat (likely to be in 2022).

Trefoil Guild

The county Trefoil Service took place at Hertford Methodist Church on 23 February and county Annual Review was held via Zoom due to the pandemic.

A county Zoom talk was done by Mark Lewis on The Customs and Traditions of the City of London and Christmas Miscellany - an afternoon of music, poems, carols and readings by members across the county. Brenda Dove received recognition for 35 years managing Talking Trefoil for Hertfordshire and latterly Buckinghamshire as well.

Each Guild has been assigned a member of the county Trefoil Guild team who is responsible for 4-5 Guilds and keeps in touch by telephone and email providing support, advice and help. Regular meetings have taken place enabling the Guild Chairman to share concerns and experiences including activities they have organised.

The county Annual Report was emailed to all Guilds. Hard copies were also produced with the Guiding County Team and Vice Presidents receiving one each and each Guild having 5.

As a county we have done more this year than in a normal year as we were conscious of the need for our members, many of whom were shielding, to feel connected and entertained. We have many things planned in December and throughout 2021.

Inclusion

Leaders have done their best to keep in touch with the girls in their units but inevitably contact with some has been lost for the time being. There have been no recent requests for the support or advice from the Inclusion team as inevitably the units have not been meeting. It has been difficult to hold Zoom meetings due to the girls' inability to communicate and comprehend what is expected of them.

The Guiding light has been kept alive for the girls by sending out activities via Communicate in Print, a desktop publishing program for creating symbol supported resources, and adapting them to enable the girls to access them on a level appropriate to them. These have included a VE Day Challenge, Baking, Helper at Home, Grow your own, Booklover and Photography. Parents have sent photos, videos and emails of the girls' work.

Girls from the 6th Welwyn Garden City all sections units joined in a successful Singing Hands Zoom session singing and signing pop songs which was thoroughly enjoyed and 10th Goffs Oak all sections unit are hoping to hold a Zoom meeting and follow activities for the 'In it to win it' Challenge badge, with items posted to the girls beforehand to enable them to participate.

Membership Support

The Membership Systems team strives to offer best advice and to maintain the integrity of our membership database by continually monitoring data and keeping up to date with developments within Guiding.

GO support has been provided by email, telephone and Zoom to volunteers at all levels. Queries have been very varied, some simple, requiring no more than an email response, and others more complicated needing some investigation.

All new commissioners have been offered GO trainings relevant to their new role. These have been run on Zoom on a one-to-one basis. The ability to share a screen and go through the training using commissioners' own data

has been very effective. The pandemic has had a big impact and has highlighted means of communication that were little used previously.

At the beginning of the pandemic there was a huge learning curve while people adapted to new technology. The introduction of Microsoft Teams, Zoom and WhatsApp groups has transformed the way we communicate. Contact is easier and often responses can be given almost immediately. The use of Teams has also allowed the easy sharing of documents in a secure environment at county and division levels.

Safeguarding and Wellbeing

Safe Space has been the primary focus and all commissioners are working hard to ensure that volunteers have completed the required training for their role by the end of the year. Support has been available over the phone and online. If a difficult conversation is required the volunteer is given the choice of Zoom or telephone as they prefer. Support with risk assessments etc. is available to encourage leaders to return to face to face guiding when permitted.

A Wellbeing page has been created on the county website and has been fully updated as access has changed since lockdown, with resources including a number of ways to improve wellness including:

- Breathing techniques
- Give yourself a boost
 - Mindful activities
 - Self talk

The welfare of all our members is the primary concern of Safeguarding and Wellbeing. Each safeguarding concern has been dealt with in a sensitive yet swift and accurate manner in order to protect the people involved whilst understanding the cause of the problem to try and reduce the chance of the situation reoccurring in another area.

PR Team

We have recently recruited two new members to the PR team to support and highlight what is going on in the county and hold team meetings on Zoom every 2/3 months. We have also set up a WhatsApp group for sharing ideas and support in between meetings. The team bring a range of skills from social media to IT, branding to photography. We hope to have a contact person within each division for more effective communications in both directions.

Daily posts are made on Facebook which have been very well received it has boosted followers from 1,300 to nearly 1,800 in just 8 months. Posts have included crafts, activities and recipes for girls to do at home or in a virtual meeting, games to play on Zoom or with the family, updates from Girlguiding and Anglia, news from our Advocates, special virtual events.

The aim has been to show that guiding is continuing in a time of adversity, and to empower everyone to do their best and keep guiding going in whatever way they can as well as to inspire others to come and join us.

Growth and Retention

Due to the pandemic we created a new Flexible division within the county. The division has a Brownie, Guide and Ranger unit within it. The Flexible Guiding units have been created for anyone interested in Girlguiding, whether their regular unit isn't currently meeting or they are unable to commit to weekly meetings, within Hertfordshire.

Flexible guiding means we can offer all the benefits of being a Girlguiding member in a way that fits around the girls needs and schedule. It's fun, flexible and full of the same great opportunities. We are very excited to see these units grow in the next year.

The team have a representative as part of the Region Growth and Retention team, where as a team they created newsletters that came out every quarter. These newsletters were produced as an easy way to share activities with girls where units have not been able to meet online or face to face when it was allowed.

As a team we know how hard everyone has worked to keep guiding in Hertfordshire moving forward and we look forward to welcoming more volunteers and girls in 2021 to our amazing county.

We would like to say a massive thank you to the team and to all our volunteers in Hertfordshire with helping to promote and keep guiding moving forward. It has been a year of learning new skills and adapting and we look forward to running recruitment campaigns in 2021 with all the new skills we have learnt to help us grow in numbers and recover from the pandemic.

Awards

Due to the pandemic the awards were presented virtually this year during three sessions in the presence of family members:

Member and Long Service Brooch

50 years – 1
40 years – 5
30 years – 11

County Thanks Certificate

1

County Good Service Certificate

6

Good Service Brooch and Certificate

2

Queen's Guide Award

5

Gold Duke of Edinburgh Award

1

Anglia Brooch and Certificate

2

Anglia Youth Award

1

Laurel Award

1

Hertfordshire Good Guiding Badge and Certificate

21

Service Awards

22 x 20-year award
50 x 10-year award
70 x 5-year award

Archives

2020 started well with 4 days spent at the County Centre, Cottered sorting uniform, although this highlighted the desperate need to either cull our collection further or seek more storage space.

During the pandemic people have been busy in the lockdown periods tidying, sorting and clearing out, which has resulted in many offers of items for the archives. There will be lots to do when work can resume.

At an Archivists meeting there was a discussion as to whether archivists could do anything special to mark the 50th anniversary of the creation of Anglia region, in particular capturing the memories of those people who remember guiding pre-regionalisation. Progress on the National Heritage Centre project, being led by Julie MacDonald, has sadly been put on hold.

At the beginning of January, Girlguiding was invited to make a full submission for funding, but at the end of March was informed that NLHF (National Heritage Lottery Fund) would not be accepting any new applications for the time being.

Badges and Depots

Approximate number of badges sent out in 2020:

Rainbows:	Brownies:	Guides:	Rangers:
Gold – 65	Gold – 64	Gold – 40	Gold – 5
Silver – 128	Silver – 108	Silver – 36	Silver – 3
Bronze - 314	Bronze -366	Bronze – 69	Bronze - 8

Many shops/depots are running from home during the pandemic and are doing contactless collections/deliveries.

There have been a few able to open when it was allowed ensuring social distancing, one way systems, QR codes for track and trace were displayed, risk assessments and all other suggestions were taken on board and implemented where possible. By allowing collections and delivery where possible of goods leaders needed to keep meetings running, they have ensured leaders to continue to provide a guiding experience.

Conclusion

It has been a very challenging year for Girlguiding in general. In the county, we have managed to deliver some form of guiding to a large number of our units, whether it be by virtual online meetings, emailing activities or delivering packages of resources; our volunteers have excelled themselves in their commitment to our young members. Many planned activities, events and trainings have been adapted to be run virtually or postponed until we can be together again. When the short window of opportunity opened in the autumn of 2020, leaders couldn't wait to meet up with their girls and many did so on multiple nights in order to meet the girls in groups of 15, to meet with guidelines.

Safeguarding is a priority for Girlguiding and all but one of our active members in Hertfordshire met the deadline to complete their compulsory training. They were all rewarded for their efforts with a collection of badges. The time during the pandemic has seen us lose members but we hope that by opening our flexible units, we may be able to welcome more. It has highlighted to us the importance and strength of our guiding family as volunteers have looked out for and supported one another. When we are able to meet in person again, we plan to launch a recruitment campaign and encourage those who didn't want to participate in guiding, for their own individual reasons, to return. As we enter a new year, we look forward to the opportunity to run the events that we have planned and to meet together again in our units.