Charity Registration Number: 223007 Company Number: 215695 (England and Wales)



TRUSTEES' ANNUAL REPORT & ACCOUNTS

YEAR ENDED 31 MARCH 2016

TRUSTEES' ANNUAL REPORT & ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016

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LEGAL AND ADMINISTRATIVE INFORMATION FOR THE YEAR ENDED 31 MARCH 2016

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Charity No: Company No: 215695

223007

VAT Reg No:

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Honorary officers:

Debbie Mathews

(Chair)

Nicola Smith

(Vice-Chair)

Alan Philips

(Vice-Chair)

Nell Booth

(Treasurer)

Other trustees:

Liz Ballard (retired December 2015)

Rachel Boyce

Andy Buck

Efe Eruero

Mubarak Hassan

James Locke

Uri Rennie

Mark Swales (co-opted July 2015)

Rob Walton

Sarah Williamson

'Observer' (non-voting) members of the Board:

Dawn Shaw

(Sheffield City Council)

Kevin Clifford

(NHS Sheffield)

Cllr Nikki Bond

(Sheffield City Council, until May 2015)

Clir Adam Hurst

(Sheffield City Council, from May 2015)

Chief executive and company secretary:

Sue White

LEGAL AND ADMINISTRATIVE INFORMATION - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

Committees and advisers:

Finance and General Purposes Committee

Nicola Smith (Chair for General Purposes section until June 2015), Alan Phillips (Chair for General Purposes section from June 2015), Neil Booth (Chair for Finance section), Debbie Mathews, Sue White, Sue James (until December 2015), Maddy Desforges (from January 2016), Liz Dingle, Philip Allsop (adviser Finance section).

Human Resources Committee

Alan Phillips (Chair), Uri Rennie (from July 2015), Nicola Smith(until July 2015), Sarah Williamson, Sue James(until December 2015), Sue White (from January 2016), Marge Wiltshire.

Auditors:

BHP, Chartered Accountants 2 Rutland Park Sheffield S10 2PD

Bankers:

Unity Trust Bank plc Nine Brindleyplace 4 Oozells Square Birmingham B1 2HB

Solicitors:

Taylor Bracewell (formerly Bhayani Bracewell)
Fountain Precinct
Balm Green
Sheffield S1 2JA

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

Foreword from the Chair

It has been an extremely busy yet productive year and for me, seeing staff, Trustees, volunteers and VCS partners working together to tackle the challenges we face in the City has reinforced VAS's role in encouraging and supporting collaboration and helping VCS organisations to be as effective and efficient as possible.

The VAS Board has benefited enormously from fresh perspectives and ideas brought by new Trustees who were appointed in 2014/15, and at the same time, experienced Trustees have played a key role in recruiting 3 new senior staff including the new CEO. Particular thanks go to Liz Ballard who retired from the Board in December 2015; and we welcomed Mark Swales who was co-opted in the summer and is bringing special expertise in building and estate management. I am really grateful to all Board members for their commitment and enthusiasm.

The highlights over the last year include:

- Continuing to provide high quality volunteering support to refugees and asylum seekers when the Northern Refugee Centre, our Lottery project delivery partner, went into liquidation in the autumn. We have since been successful in applying to the Lottery for continuation funding to run the entire project.
- Achieving national Volunteer Centre Quality Assurance Accredited Status; giving us the credibility to roll out the Volunteer Best Practice Standard locally.
- Staff survey results were very positive morale and commitment being generally very high. Sick absence rate was 0.09% - an extremely positive position.
- A comprehensive succession plan was drawn up and delivered which resulted in recruitment of new senior managers including Marge Wiltshire as Professional Services Manager, Maddy Desforges, initially as Business Growth Manager but subsequently appointed as the new CEO. Maddy's previous role will be filled by Helen Sims. We have an extremely strong and experienced senior management team in place.
- Both office rental and conferencing/room hire targets were exceeded, meaning that for the first time since 2007, The Circle made a profit to be reinvested in our social purpose in line with the original business case for what was the new building at that time. The Circle was a truly vibrant hub for voluntary and community action in 2015/16.
- We galvanised Third Sector voice and influence via the Thriving Voluntary Community and Faith
 Leadership Group, and the Social Leaders Network both of which are brought together and led by
 VAS. We organised and delivered a successful sector-wide conference in February, "Working for
 Sheffield" identifying practical ways in which the sector can work together to tackle challenges in
 our City.

Looking ahead, we are celebrating our 90th Anniversary in 2016 including a Street Party to recognise the valuable role of volunteers, and an Awards Ceremony to recognise the fantastic work done by the VCS in our City.

We also have an exciting opportunity to join forces with Sheffield Cubed, the City's service delivery consortium, which has the potential to reinforce VAS's role as a key VCS infrastructure organisation in Sheffield.

Finally, I would like to thank Sue James, the Deputy Chief Executive, who retired in December after 20 years at VAS. Sue had a number of roles over the years and in all of them her professionalism and expertise shone through. As a result she made an extremely positive difference for staff, stakeholders and the Sector more broadly.

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

A big thank you goes to all staff and Trustees, past and present.

Debbie Mathews 7 July 2016

Strategic Framework

The Board and senior management team reviewed our strategic planning framework in 2014 and developed a 5-year strategy as the basis for business and work planning. This sets out our vision, purpose and values; the strategic aims we want to achieve and the underpinning strategic 'enablers' that will help make this happen. Each individual team or service work plan relates to achieving one or more of VAS's strategic aims or enablers, and managers report quarterly on these to VAS's Board, along with key issues and risks.

In summary, the framework is comprised of the following key elements:

Vision

People work together to make a vital and growing contribution to the quality of life in all of Sheffield's communities.

Purpose

To support the development of voluntary and community action in a professional way, so that it is sustainable and brings about positive social change.

Values

VAS is committed to promoting social justice, fairness and respect, valuing diversity, and empowering and enabling others.

Strategic aims and enablers

VAS has a number of strategic aims in each of 4 key areas: Voice, Leadership and Partnership; Supporting the Development of Organisations; Volunteering; and Opportunities for Growth. Underpinning this we have a number of strategic enablers relating to People, Money, and Facilities/The Circle.

Progress and achievements in 2015/16

VAS worked with 1,117 organisations and around 3500 individuals (volunteers, training course participants, Healthwatch Sheffield members) during the course of 2015/16 (these figures are drawn from monitoring information on VAS's database, VC Connect). Highlights of achievements against targets in the main service areas are outlined below.

1. Volunteering

Aims

The aims were to ensure high quality support for volunteers and hosts; develop an ambassador volunteering programme; develop a kite mark of volunteering good practice; establish a recognised centre

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

for supported volunteering programmes; and deliver a first class service for host organisations, making optimum use of technology.

Outcome

We successfully maintained NCVO Volunteer Centre Quality Assurance Accredited Status – indeed we met the standard to such a high level that the assessor said our application was a joy to read. We appointed 9 volunteer ambassadors and delivered 25 sessions promoting volunteering to approximately 600 people. An independent evaluation of the New Beginnings supported volunteering programmes for refugees and asylum seekers was extremely positive about the impact of volunteering on their lives. We have been successful with a Lottery bid for New Beginnings continuation funding with VAS taking the lead following Northern Refugee Centre liquidation. The Sheffield Volunteer Standard was launched and 10 organisations went through the process, demonstrating their commitment to high quality volunteering. Sheffield City Council and the CCG support the standard with the Council using it as evidence for the Early Years tender involving volunteers. The number of potential volunteers accessing our service recovered from an historic low in May and we ended the year exceeding our annual target by around 10%. We started using Volunteer Connect in February 2015 and have seen an 85% increase in people using our website since then. We also have figures of individuals registering online so for the first time know around 1600 people have registered online this year.

Plans for the future

We will develop a city-wide volunteering strategy, increase the use of the volunteer best practice kitemark, broaden the range of organisations and roles supported, and increase volunteer brokerage outreach activity. Sheffield City Council is reviewing voluntary sector grant fund arrangements and based on our track record and achievements we will make a strong case for continued financial support via this route. Anticipating a positive outcome to our application to the Lottery for extension of the New Beginnings project for refugees and asylum seekers we will extend the volunteering support we provide to include employability support.

2. Developing Third Sector organisations

<u>Aims</u>

The aims were to provide front line organisations with the strength and resilience to adapt and thrive; to deliver affordable high quality professional expertise and training to a greater number of Third Sector organisations; to promote the value of professionalism and sustainability in all the work we do with clients; and to remain honest with and responsive to clients.

<u>Outcome</u>

One of the key measures of success in this area was the annual customer survey. Unfortunately, due to changes in management arrangements and staff capacity constraints, we did not conduct a survey in 2015/16. However, we commissioned Sheffield Hallam University to carry out a State of the Sector survey to identify priorities for support. The survey results will inform detailed planning for 2016/17. We have delivered significant support to enable 82 new groups to set up and grow through our small groups service. Payroll services have remained stable and grown slightly and front line organisations have been supported to implement complex changes to new pension arrangements required by legislation. Training places booked have decreased slightly, but the main reduction in income is due to being unable to secure a new training contract. A review of training provision was launched to review the offer to improve effectiveness, efficiency and value for money going forward.

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

Three new staff appointments were made in-year – a dedicated Professional Services Manager (Marge Wiltshire) took up post in October and a senior community accountant, Kate Fallon, started in August. A new Business Growth Manager, Maddy Desforges, took up post in January. A cross-departmental marketing and communications group was established and in the light of these developments we expect improved performance next year. In terms of developing new products and services, we have had significant success, we now have 35 volunteer centres nationally using out new digital volunteer brokerage tool, Volunteer Connect, and it is poised to become the only national platform for volunteering in Jersey in April 2016.

Our Connect for Well Being social prescribing platform is now also being piloted across Essex in GP surgeries, pharmacies and within voluntary organisations. It is also being rolled out across Kent. VC Connect is continuing to build VAS' reputation nationally, as a forward thinking CVS, as 'the John Lewis of CVS's' to quote one customer. In order to meet customer need, we have invested significantly into developing these products this financial year; however we are expecting significant returns. This year Volunteer Connect has generated around 80k, against 20k investment. Income targets were met, although additional costs of software development reduced the potential positive effect on VAS's bottom line.

Plans for the future

We will take account of the findings of the State of the Sector survey and customer satisfaction surveys as well as softer feedback and intelligence, to develop our service offer so it remains relevant and up to date. We will provide development and specialist support (accountancy, payroll, HR, legal) to more than 300 organisations within our budget. We will implement the findings of the training review to ensure training meets the needs of VCS organisations. We will develop a wider offer to meet organisations' management and development needs by bringing in extra capacity and expertise via accredited Associates. We will also ensure we are relevant to a wider range of organisations including social enterprises. We will continue to provide digital and technological products which meet the diverse needs of the Sector and develop Volunteer Connect (volunteer matching software) and Connect for Wellbeing (social prescribing software) in response to customer needs. We will publish a social impact report describing the social impact of our role in developing Third Sector organisations.

3. Voice, Leadership and Partnership

Aims

The aims were to support the Third Sector to collaborate to strengthen its role in policy and planning; to make better use of national research and trend data in informing development and policy; to optimise Healthwatch's role; and to engage with the Local Enterprise Partnership to ensure Sheffield VCS benefits from European Funding for social inclusion.

Outcome

We were successful in galvanising Third Sector voice and influence via the Thriving Voluntary Community and Faith Leadership Group, and the Social Leaders Network both of which are chaired by VAS. We organised and delivered a successful sector-wide conference in February, "Working for Sheffield" identifying practical ways in which the sector can work together to tackle challenges in our City. We prepared joint position papers on devolution, and on the Council's budgetary plans. We led proactively the development of a social prescribing strategy, drawing on national evidence and best practice.

Links with the City's VCS Contract Delivery consortium, Sheffield Cubed, grew from strength to strength with both the VAS Chair and the CEO on the Cubed Board.

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

Healthwatch continued to meet all statutory obligations and has demonstrated innovative approaches to involving children and young people via the establishment of Young Healthwatch. We responded to the Healthwatch soft market test issued by the Council.

We continued to play an active part in the city's leadership partnership — the Sheffield Executive Board — where we championed the importance of socially inclusive growth and development in the City. VAS was an active participant in the Local Enterprise Partnership Social Inclusion Advisory Board and we held 2 extremely well attended information events for the Sector. Relationships with statutory agencies improved, particularly with the NHS. VAS secured a place on the Board of the new Business Improvement District which provides access to a wide range of potential corporate sector partners with whom we might collaborate to promote corporate social responsibility. We launched our 90th anniversary celebrations at the AGM and made plans for the anniversary year ahead.

Plans for the future

We will organise and deliver 90th Anniversary celebrations including a Street Party to celebrate the work of volunteers and an Awards Ceremony to recognise and showcase the work of Third Sector organisations in the City. We will extend social media activity and update our website so we are more effective in supporting collective voice and influence. We will support the Social Leaders Network and the Thriving VCF Partnership group to proactively develop constructive and innovative programmes of work which will make a positive difference to the communities and individuals we support. We will respond to changing democratic and governance arrangements as a result of the Devolution Deal, campaigning for a socially inclusive approach. We will promote health and wellbeing by working with VCS partners to develop and implement a social prescribing model for Sheffield which attracts investment from public sector partners. We will apply successfully to Sheffield City Council for the Healthwatch contract from 2017, building on existing strengths and experience. We will optimise use of a new Healthwatch engagement software system to listen to hidden voices including children and young people.

4. Opportunities for VAS Growth

<u>Aims</u>

The aims were to expand markets to include social enterprise; establish wider markets and partnership working to achieve economies of scale; develop new ICT products which are saleable; and establish a subscription service for professional services support.

Outcome

Success has been mixed. We did not make in-roads into social enterprise or broader SME markets, locally, regionally or nationally. Although a subscription model is in operation for HR services, this has not been extended to our broader professional services offer. This has been largely due to changes in personnel and capacity constraints, as well as reviewing the model in the wider context of looking at our services and how we charge for them. Appointments of both Professional Services and Business Growth Managers have started to identify new market opportunities including working with delivery partners. We have successfully marketed Volunteer Match software to 30 organisations, and we developed social prescribing system support software which has been tested in 2 areas if the country and is giving rise to customer interest. ICT income targets were broadly met (though note these were reduced by in year to reflect actual sales), but additional software development costs reduced the positive impact on VAS's bottom line.

Plans for the future

The existing Business Growth Manager will be taking up the CEO role in July and her replacement, a newly appointed Business Growth Manager will be supported in her new role. We will work with private sector

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

partners to develop corporate giving and employee supported volunteering programmes. We are considering a range of ways in which we can re-stimulate our offer to social enterprises and grow a new market. We will bring together partners in Sheffield City Region to identify opportunities for growth arising from devolution and put a collective offer forward. And we will identify opportunities to sell services to a wider SCR market. We will develop an investment proposal for social prescribing. We will respond to the review of Council grant funding, making the case for VAS and the Sector more broadly.

5. Our people

<u>Aim</u>

To build and develop staff capacity and skill base, including positive staff, volunteer and trustee morale; to maintain experienced staff in employment; and to support a high performing Board.

Outcome

Staff survey results were very positive – morale and commitment being generally very high. Sick absence rate was 0.09% - an extremely positive position. A comprehensive succession plan was drawn up and delivered to identify new senior managers including Professional Services Manager, Business Growth Manager and new CEO, and a high number of well qualified applicants indicated interest and confidence in the organisation and sector. We successfully recruited new Board members with specific expertise and regular Board and SMT Away-days made a positive and proactive difference to strategic planning and delivery. We have made improvements to internal communications following feedback from the staff survey.

Plans for the future

We will induct and support the new CEO and Business Growth Manager. We will review capacity and capability of the strategic HR function at VAS to ensure it is fit for purpose. We will act on outcomes from the staff survey. We will undertake a customer satisfaction survey and support our people to achieve successful Customer First Reaccreditation in January 2017. We will begin succession planning for key Board appointments.

6. Our money

<u>Aim</u>

The aim was to deliver a balanced budget and comply with bank covenants; deliver realistic income generation targets; diversify funding streams; and maintain proportionate reserves and core cost targets.

Outcome

We delivered a deficit of £61k at year end, £35k of which relates to additional provision for eliminating the deficit on the pension fund. Although we have accounted for this in 2015/16, the payments are to be spread over the next 10 years. The remaining £26k was due to a number of factors including Northern Refugee Centre's liquidation which delayed the timetable for securing continuation Lottery funding for the New Beginnings Project and left VAS with a £15k debt in respect of services we had delivered. We also made a one off redundancy payment. In addition income generation from the training service was affected by not being able to secure an external training contract. Some of these challenges were offset by an excellent performance by The Circle team who achieved £62k over target via tenancy and conferencing income.

Open discussions with the Bank led us to understand they would not take action on any breach of the covenant, particularly because there is a window for mortgage renegotiation in 2017/18.

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

The number of funding streams remained broadly static.

The reserves policy was reviewed and pragmatic decisions taken about the need for cash to shore up fluctuating income, and the overall reserves position given that VAS has shrunk in size. Senior Management Team monthly monitoring and scrutiny of management accounts against a realistic income and expenditure profile provided much better understanding and control of our financial position. We introduced robust credit control procedures which significantly reduced bad debt.

Plans for the future

The Board of Trustees has set a balanced budget for the year ahead. We will continue to improve budget monitoring, providing training for budget accountability; and we will improve delegated budget limit arrangements. The Board will review the reserves target. We will increase the range of funding streams over the 2015/16 position. We will prepare for a mortgage renegotiation window in 2017/18 in the light of decisions taken about community ownership models.

7. Our assets and facilities

Aims

The aims were to work towards paying off a part of the mortgage in 2018 in favour of a community ownership model; and to achieve conferencing and office rental targets so that The Circle is a net contributor to VAS's bottom line.

<u>Outcome</u>

Both office rental and conferencing/room hire targets were exceeded, meaning that for the first time since 2007, The Circle made a profit in line with the original business case for what was the new building at that time. The Circle was a truly vibrant hub for voluntary and community action in 2015/16. We made good progress in exploring the feasibility of community ownership for The Circle, involving a dedicated working group, the Board and SMT, expert consultancy, and the Bank. The feasibility study did not identify any potential deal-breakers which could stand in the way of this being achieved, should the Board and the senior management team decide to proceed in the year ahead.

Plans for the Future

We will complete the community ownership feasibility study and if appropriate, we will draw up plans to launch a community shares prospectus. We will achieve an improvement in the levels of Circle customers reporting a positive experience and explore different use of space for customers including hot-desking. We will develop an upgrading, cleaning and maintenance schedule to retain high quality standards of accommodation. We will achieve conference and office rental income targets and maintain a waiting list of prospective new tenants.

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

Representation and strategic collaboration

VAS continued to work closely with a range of organisations and partnerships throughout the year in pursuit of its strategic objectives. What follows is a list of those of which we were members or active participants (these are in addition to those that Healthwatch Sheffield is represented at):

Ageing Better Core Partnership*

Association of Chartered Certified Accountants Charities Panel

Common Purpose Advisory Group*

Community Accountants National Network (CANN)*

Drinkwise Agewell Stakeholder Group*

National Association of Voluntary and Community Action

National Centre for Sports and Exercise Medicine Sheffield Partnership Board*

National Council for Voluntary Organisations (NCVO)

Certa (formerly Open College Network Yorkshire & Humber)

Sheffield Business Improvement District

Sheffield Chamber of Commerce and Industry and the Junior Chamber

Sheffield City Region Councils for Voluntary Service

Sheffield Cubed*

Sheffield First Partnership/Sheffield Executive Board*

Sheffield Refugee Forum

Sheffield Social Enterprise Network*

Sheffield Social Leaders Network

Sheffield Teaching Hospitals Governing Council*

Thriving VCF Leadership Group*

Yorkshire & Humber Volunteer Centre Network (YAHCON)

Planning ahead

Our new CEO, Maddy Desforges, takes up post in July 2016. Maddy has a wealth of leadership experience and expertise, and as a result of her recent role as VAS Business Growth Manager, she already has a good understanding of VAS and has started to build strong relationships with stakeholders in the public, private, and VCS sectors.

The democratic and economic landscape of our City is changing rapidly and VAS will identify opportunities for the VCS to ensure that, for example, the devolution deal promotes equality and social inclusion as an integral part of economic growth. We will respond proactively to the development of the Sheffield City Region footprint, working with colleagues in other areas of the City Region to promote and support effective community and voluntary action.

Subject to Board decision, we will join forces with Sheffield Cubed, the City's service delivery consortium, combining contract and service delivery with capacity and capability building to ensure the skills and expertise of VCS organisations are developed and utilised for the benefit of the communities we support. In that context we will develop a compelling investment proposal for social prescribing.

We will respond proactively to the review of Council grant funding, making the case for VAS and the Sector more broadly. And based on Healthwatch Sheffield's strong track record and achievements we will submit a proposal to win the contract from 2017, should the Council go out to re-tender.

^{*} denotes Board membership

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

We will recruit 3 new staff to deliver the New Beginnings Refugee and Asylum Seeker volunteering and work readiness support project, tailoring our support to meet the needs of clients. We will extend coverage of the volunteer quality standard.

We will fine-tune professional service support for front line organisations in the light of the outcome of the State of the Sector survey and customer satisfaction surveys and we will implement the recommendations of the training review. We will achieve Customer First Reaccreditation in 2017.

We will continue to develop and promote bespoke ICT software products and support to meet the changing needs of the Sector, including Connect for Wellbeing, a software system which can support social prescribing.

We will look after our people – inducting new staff, and listening to staff views and ideas via a further staff survey. We will look after our building, implementing a comprehensive repair and maintenance programme to make sure it remains fit for purpose. We will prepare a plan for mortgage renegotiation in 2017/18 and consider the possibility of community share ownership. And we will deliver a balanced budget.

We will work with partners to develop a corporate giving programme to include employer supported volunteering.

And we will use our 90th Anniversary to celebrate the work of volunteers and to promote the value and impact of voluntary and community action via an Awards Ceremony.

Achieving all this will require the combined effort of staff, Trustees, volunteers and VCS partners and we will work hard to encourage and support collaborative approaches and partnership opportunities.

Governance, management and structure

Members of the Board of Trustees are nominated from and elected by the members. Each Trustee is elected at an Annual General Meeting to serve for a three-year term, with approximately one third retiring each year. Casual vacancies may be filled by appointment by the Board until the next AGM. Honorary Officers (Chair, two Vice-Chairs and Treasurer) are nominated and elected by Trustees annually, at the first Board Meeting to follow the AGM. The Board also has the power to admit observers, which is used to ensure close links with important partner organisations, such as the City Council and the NHS. Observers are not registered Trustees or Directors, and do not have voting rights.

The Board is also served by its sub-committees, each chaired by a member of the Board, which meet between three and five times per year. These are responsible for scrutinising specific areas of work, undertaking tasks delegated to them by the Board, and advising the Board on policy and strategy.

All new Board members receive an individual induction with the Chair and Chief Executive. In addition, there are annual or twice yearly away-days - development and planning events to enable Trustees to understand the organisation and their responsibilities.

The senior management team (SMT) is the executive decision-making body for VAS. This comprises the Chief Executive, Business Growth Manager, and Departmental Managers.

The link between the Trustee Board and the staff is maintained through the following mechanisms:-

- Line management of the Chief Executive by the Chair
- Senior staff attendance at meetings of the Board and Committees
- Annual joint away days of the Board and Senior Management Team

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

 VAS's Communications Cafe, a monthly meeting for staff and trustees to exchange information and discuss issues.

In 2015/16 VAS benefited from having a stable and experienced cadre of Trustees who brought constructive challenge and support to the Executive. Relationships between Trustees and the Senior Management Team developed productively and positively, largely via our joint Away-days. We recruited a new Board member in July 2015 with substantial experience of building and facilities management which is adding considerable value to our work. Board Members played a very proactive role in designing and implementing succession planning arrangements for senior staff including recruitment of the new CEO.

The organisational structure is set out in Appendix A. A list of VAS's member organisations is available on VAS's website: www.vas.org.uk

Objectives and activities for public benefit

The principal objects of the charity are "to promote any charitable purposes for the benefit of the public, principally but not exclusively in the local government area of the City of Sheffield and elsewhere and, in particular, build the capacity of third sector organisations and provide them with the necessary support, information and services to enable them to pursue or contribute to any charitable purpose" and "to promote, organise and facilitate co-operation and partnership working between third sector, statutory and other relevant bodies in the achievement of the above purposes with the area of benefit" (Articles 3 (1) & (2)).

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit and are satisfied that the organisation's strategic framework, which provides the template for all of its work, conforms to these requirements.

Risk management

An audit of the risks faced by the organisation was undertaken by senior managers and the Finance and General Purposes Committee during the year. A list of top ten risks was identified by weighting according to probability and impact, and these are regularly reviewed by the Finance & General Purposes Committee and then reported on to the Trustee Board.

The principle risks and associated mitigating actions were:

Failure to meet income targets, including ICT service sales, professional service and training provision, necessitating the use of reserves to cover operating costs. Mitigating actions include rigorous review of monthly income targets, controlling and benchmarking costs so that VAS is competitive, improving marketing, and reviewing our training offer to make it more cost effective.

Insufficient management and core services capability to effectively manage operational delivery and change programmes. Mitigating actions include managing staffing changes carefully, analysing impact on existing management and core services capacity; efficiency and effectiveness improvements; effective involvement of volunteers to add breadth and depth, and implementation of full-cost recovery into budgets to reflect changing core costs.

Development capacity insufficient to identify, develop and take full advantage of available opportunities. Mitigating actions include senior management restructure to create a business growth manager post,

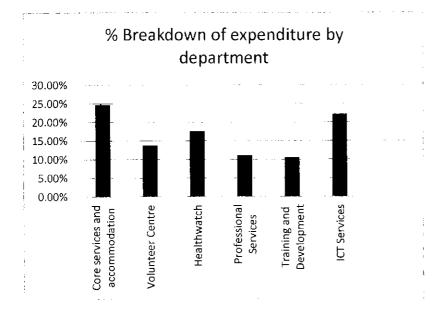
TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

buying in extra capacity for bid writing where feasible and necessary, extending partnership working with other voluntary organisations to share expertise and bid writing costs and capacity.

Reductions in public funding. Mitigating actions include scanning for new opportunities, diversifying our funding base, building constructive relationships with public and private sector partners, seeking opportunities arising as a result of the City Region Devolution Deal, and also improving efficiency and effectiveness.

Financial review

The % breakdown of charitable expenditure by department in 2015/16 (see note 7 in the accounts) was as follows:

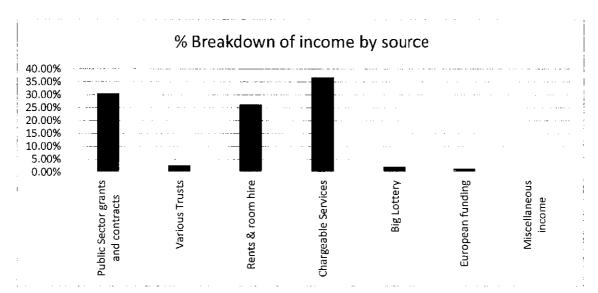


Income continues to be derived from many sources, including public sector funding bodies, charitable trusts and the Big Lottery (see notes 3 & 5 in the accounts). Of note is the amount of funds derived from fees and charges: in 2015/16 these increased by £107,198 to £886,130 and constituted 63% of total income (53% in 2014/15). This relates to income from renting office space and providing conference and meeting facilities in The Circle, plus sales and fees from IT and fees from services to other voluntary and community organisations, including training, HR, legal, accounting and payroll. The increase is due to a significant increase in sales of VC Connect and also improved bookings for room hire and conference facilities. In addition our rented office space was at 100% occupancy by the end of the year.

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

Financial review - continued

A summary of the principal sources of income is set out in the table below.



Net movement in funds was a £76,428 reduction or deficit, comprising a £60,683 deficit in unrestricted funds and a £15,745 deficit in restricted funds. The restricted fund deficit of £15,745 reflects timing differences of income and expenditure and restricted reserves have decreased to include this deficit.

£34,838 of the unrestricted deficit of £60,683 relates to an increase in provision for eliminating the deficit on the pension fund. This liability has been included in the accounts for the first time this year, in line with the new Statement of Recommended Practice (SORP) for charity accounts, and has been set against the designated funds. The remaining £25,845 is partly due to a loss incurred as a result of the Northern Refugee Centre going into administration and partly due to additional one-off costs associated with a management restructure.

In 2014/15, the impact of the above on the free reserves (that is the general reserve) is a £48,548 negative impact, reducing the general reserve balance to £214,143.

A budget has been agreed for 2016/17 by the Board which gives a small surplus. Whilst this doesn't immediately bring the free reserve in line with the value required by our Reserves Policy, the Board is confident that the reserves are sufficient for the on-going operation of the organisation (see below).

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

Reserves policy

The Board has determined:

(a) To maintain free reserves of at least £250,000, of which £170,000 is available to meet redundancy costs in case of wind-up, £40,000 is available to provide working capital (to be released against a business case) and a further £40,000 is available to manage risks and short-term year-on-year budget fluctuations.

To take a flexible approach to the precise amounts designated for each purpose if necessary.

At 31 March 2016, free reserves were £214,143, which is £35,857 short of the Board's target. £20,000 of this represents the investment in development of the Connect for Wellbeing platform that forms part of the VC Connect product. The remainder relates to budget fluctuations. It was felt that, in the current climate, it would be very difficult to restore the reserves to the full £250,000 this year. Given that the reserves are sufficient to cover the redundancy costs in case of wind-up, the Board agreed to set a break even budget. The level of reserve and any action required will be reviewed by the Board at their December meeting.

(b) That restricted funds must be kept in a risk-free and liquid form.

Designated funds totalled £1,125,003. This relates to The Circle building, less the outstanding mortgage and the amounts owing to eliminate the pension fund deficit. See note 22 of the accounts for further details.

TRUSTEES' REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

Trustees' responsibilities statement

The trustees (who are also directors of VAS for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

atheurs

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

On behalf of the Board

Debbie Mathews

Chair

Date: 7 July 2016

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF VOLUNTARY ACTION SHEFFIELD LIMITED

FOR THE YEAR ENDED 31 MARCH 2016

We have audited the financial statements of Voluntary Action Sheffield Ltd for the year ended 31 March 2015 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Generally Accepted Accounting Practice.

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Trustees' Responsibilities Statement (set out on page 16), the trustees (who are also the directors of Voluntary Action Sheffield Ltd for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of Voluntary Action Sheffield Ltd's affairs as at 31 March 2015, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF VOLUNTARY ACTION SHEFFIELD LIMITED

FOR THE YEAR ENDED 31 MARCH 2016

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Philip Allsop (Senior Statutory Auditor) for and on behalf of BHP, Chartered Accountants

2 Rutland Park Sheffield S10 2PD

Statutory Auditor

Date: 29 July 2016

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2016

	Note	Unrestricted Funds £	Restricted Funds £	Total 2016 £	Total 2015 £
Income:					
Donations and legacles	3	25,658	500	26,158	68,276
Income from charitable activities	4/5	886,130	482,407	1,368,537	1,410,179
Investment income		521	-	521	565
Total Income		912,309	482,907	1,395,216	1,479,020
Expenditure:					
Costs of raising funds Expenditure on charitable activities (Includes exceptional costs of £28,	6 7/9 345,	(3,952) (909,110)	(5 23,744)	(3,952) (1,432,854)	(5,502) (1,509,397)
as shown in note 10) Total expenditure		(913,062)	(523,744)	(1,436,806)	(1,514,899)
Net income/(expenditure)		(753)	(40,837)	(41,590)	(35,879)
Transfers between funds	21	(25,092)	25,092	-	-
Other recognised gains/(losses) Actuarial gains/(losses) on defined benefit pension scheme		(34,838)	-	(34,838)	
Net movement in funds		(60,683)	(15,745)	(76,428)	(35,879)
Reconciliation of funds:					
Funds brought forward as at 1 April 2015		1,399,829	38,326	1,438,155	1,474,034
Funds carried forward as at 31 March 2016		1,339,146	22,581	1,361,727	1,438,155

All of the above results are derived from continuing activities. The result for Companies Act purposes comprises the net movement in funds of £76,428 (2015: Net movement In funds of £35,879).

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

BALANCE SHEET
AS AT 31 MARCH 2016

<u></u>				
	Note	£	2016	2015
Fixed assets		£	£	£
Tangible assets	15		2,149,763	2,200,726
ntangible assets	16		20,000	
Current assets			2,169,763	2,200,726
N-64	4-			
ebtors ash at bank and in hand	17	137,663 301,109		280,533 225,416
reditors: amounts falling due		438,772		505,949
vithin one year	18	(268,058)		(259,053)
let current assets			<u>170,714</u>	246,896
otal assets less current liabilities			2,340,477	2,447,622
Creditors: amounts falling due in more than one year				
f ortgage	19		(843,350)	(894,208)
ension deficit	27		(135,400)	(115,259)
let assets			1,361,727	1,438,155
harity funds				
estricted	20		22,581	38,326
Inrestricted				
Designated General	22 24	1,125,003 214,143		1,137,138
iei iei di	24	<u> </u>		262,691
			1,339,146	1,399,829

These accounts were approved by the Board on 7 July 2016 and are signed on its behalf by:-

N Booth

Honorary Treasurer

D Mathews

Chair

Company Registration No.215695

BHP, Chartered Accountants

CASHFLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2016

	· · ·		
	2016 £		2015 £
Cash flows from operating activities: Net cash provided by/(used in) operating activities	143,7	17	35,712
Cash flows from investing activities: Purchase of fixed assets Interest on investments	(20,000) (521)	(3,428) (565)	
Net cash provided by/(used in) investing activities	(20,52	11)	(3,993)
Cash flows from financing activities: Repayment of borrowing	<u>(47,503)</u>	<u>(44,671)</u>	
Net cash provided by/(used in) financing activities	(47,50	93)	(44,671)
Net Increase/(decrease) in cash and cash equivalents	75,69		(12,952)
Cash and cash equivalents at 1 April 2015	225,41	1.6	238,368
Cash and cash equivalents at 31 March 2016	301,10		225,416
Cash and cash equivalents consists of:			
Cash at bank and in hand	301,10	09	225,416
Cash and cash equivalents at 31 March 2016	301,10	09 —	225,416
Reconciliation of net income/(expenditure) to net ca	sh flow from operating ac	tivities	
	2016	j	2015
Net Income/(expenditure) for the reporting period (as per the statement of financial activities)	(76,4:	£ 28)	£ (35,879)
Adjustments for:			F4 40F
Depreciation charges	50,9		54,495 565
Interest from investments	5 142,8	21 70	565 (40,741)
(Increase)/decrease in debtors	142,8 6,1		63,631
Increase/(decrease) in creditors Increase/(decrease) in pension deficit provision	19,6		(6,359)
		<u> </u>	
Net cash provided by/(used in) operating activities	143,7	17	35,712
			

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2016

1. Accounting policies

(a) General information and basis of preparation

Voluntary Action Sheffield is a registered charity in the United Kingdom and a company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 - 2 of these financial statements. The nature of the charity's operations and principal activities are detailed in the Trustees' report.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The charity adopted SORP (FRS 102) in the current year and an explanation of how transition to SORP (FRS 102) has affected the reported financial position and performance is given in note 28.

(b) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016

1. Accounting policies – continued

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity where it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

The charity receives government grants in respect of Healthwatch Sheffield, the Volunteer Centre and a Talent Match trainee post. Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Investment income is interest earned on the Charity's current account.

(d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds This relates to the cost of obtaining the grants referred to in note (c). It includes 25% of the Marketing & Communications Officer's salary together with related office costs.
- Expenditure on charitable activities These are the direct costs of VAS's work to meet its charitable
 activities plus governance costs. Governance includes the direct and indirect costs relating to external
 audit and to the constitutional and statutory requirements for managing the charity. The following
 costs have been allocated to governance:
 - One day per week of the Chief Executive, Deputy Chief Executive and Finance Manager together with related office costs.
 - Auditor costs.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Grants payable to third parties are within the charitable objectives. Where unconditional grants are offered, this is accrued as soon as the recipient is notified of the grant, as this gives rise to a reasonable expectation that the recipient will receive the grants. Where grants are conditional relating to performance then the grant is only accrued when any unfulfilled conditions are outside of the control of the charity.

(e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative and payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads have been allocated on a cost per square foot basis and other overheads have been allocated on a staff hours basis.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 6.

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016

1. Accounting policies - continued

(f) Intangible assets

Research expenditure is written off in expenditure in the SoFA in the year in which it is incurred. Identifiable development expenditure in relation to software products is capitalised to the extent that the technical, commercial and financial feasibility can be demonstrated.

Intangible assets are amortised on a straight line basis over their useful lives. The useful lives of intangible assets are as follows:

Туре

Useful life

Reason

Connect for Wellbeing

computer software

4 years

In line with the NHS 5 year Forward View

Provision is made for any impairment that is apparent.

(g) Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Leasehold land

Nii

Leasehold buildings

50 years straight line

Computer equipment

3 years straight line

Fixtures and fittings

10 years straight line

(h) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(i) Loans and borrowings

Loans and borrowings are initially recognised at the transaction price including transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method, less impairment. If an arrangement constitutes a finance transaction it is measured at present value.

(j) Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2016

Accounting policies — continued

(k) Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

(I) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

(m) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service, except for any holiday pay entitlement at the balance sheet date.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

The charity operates a defined benefit plan for the benefit of its employees. A liability for the charity's obligations under the plan is recognised net of plan assets. The net change in the net defined benefit liability is recognised as the cost of the defined benefit plan during the period. Pension plan assets are measured at fair value and the defined benefit obligation is measured on an actuarial basis using the projected unit method. Actuarial valuations are obtained at least triennially and are updated at each balance sheet date.

(n) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

(o) Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

2. Prior Year Statement of Financial Activities (restated) – for comparison							
	Note	Unrestricted Funds £	Restricted Funds £	Total 2015 £	Total 2014 £		
Incoming resources							
Donations and legacies		67,766	510	68,276	34,394		
Income from charltable activities		778,932	631,247	1,410,179	1,548,598		
Investment income		565		565	1,251		
Total incoming resources		847,263	631,757	1,479,020	1,584,243		
Resources expended							
Costs of raising funds Expenditure on charitable activities		(5,502) (804,093)	(705,304)	(5,502) (1,509,397)	(5,581) (1,743,348)		
Total resources expended		(809,595)	(705,304)	(1,514,899)	(1,787,640)		
Net income/(expenditure)		37,668	(73,547)	(35,879)	(203,397)		
Transfers		(48,292)	48,292	-	-		
Actuarial gains/(losses) on defined benefit pension scheme		•	-	-	(137,234)		
Net incoming/(outgoing) resources for the year after transfers		(10,624)	(25,255)	(35,879)	(340,631)		
Funds brought forward as at 1 April 2014		1,410,453	63,581	1,474,034	1,814,665		
Funds carried forward as at 31 March 2015		1,399,829	38,326	1,438,155	1,474,034		

All of the above results are derived from continuing activities. The result for Companies Act purposes comprises the net resources expended during the year of £35,879 (2014: Net resources expended of £340,631).

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

3.	Income: Donations and legacies				
•				Tot	al Tot
		Unrestrict	ed Rest	ricted 20	
		O'III CSCI ICC	£	£	£
	Marjorie Coote Old People's Charity	10,0	00	- 10,0)0 10,00
	Sheffield Town Trust	9,0		- 9,0	
	Hugh Nelll Charity	2,3	-	-	- 1,00
	James Neill Trust Fund	1,5	00	- 1,56	•
	Church Burgesses Trust	5,0		- 5,0	7 ,00
	Henry James Estate		-	-	- 38,00
	Sundry donations	1	58	500 6.	58 1,7
		25,6	58	510 26,1	68,2
4.	Income from charitable activities: analyse This income can be analysed over the fol				
		Unrestricted	Restricted	Total	Tot
		Funds	Funds	2016	20:
		£	£	£	
	Core services and accommodation	376,889	18,488	395,377	356,6
	Volunteer Centre	2,824	1 7 5,993	178,817	194,5
	Healthwatch	10,469	239,619	250,088	237,4
	Professional Services	110,390	21,750	132,140	178,7
	Training and Development	113,008	10,945	123,953	163,6
	ICT Support Services	272,550	15,612	288,162	279,1
		886,130	482,407	1,368,537	1,410,1
					
	An analysis of the sources of this income	is shown in note 4.			
5.	Income from charitable activities: analy	sis by funding source			
				2016 £	20
				_	
	Sheffield City Council – Voluntary Sector	/revenue grants		139,222	165,0
	Sheffield City Council – Other Funding			239,619	237,3
	- Healthwatch			233,013	237,3 11,4
	 Libraries support State of the Sector survey 			5,000	11,4
	CCG			25,000	25,0
	Talent Match			5,068	1,9
	Key Fund			-,	-,-
	1107 1 0110				_

750

442,186

750

414,659

University of Sheffield

Carried forward to next page

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

	Income from charitable activit	ties: analysis by fur	iding source –	continued		
					2016	2015
					£	£
	Brought forward from previou	is page			414,659	441,186
	Big Lottery - Lunch clubs – (Ref: Awards fo	or All – 0010237214) – Restricted F	und	_	5,800
	- NRC New Beginnings – (Ref. F	RC/5/010423756) –	Restricted Fund	t	30,751	37,477
	European Funding- Learning 2. Restricted Fund	0 gether – (Ref. UK,	/12/LLP-LdV/TC) -542) -	15,612	74,994
	ESF – Calderdale College Department for Energy and Cli	mate Change			3,885 8,000	65,790
	Santander	mate change			6,500	5,000 -
	Yorkshire Sport Foundation				3,000	-
	The Circle – Rental Income / ro		cing		366,734	315,294
	Chargeable services / sundry in	icome			519,396	463,638
					1,368,537	1,410,179
6.	Costs of raising funds				2016	2015
	•				£	£
	Staff costs				3,730	4,910
	Other costs				222	592
					3,952	5,502
7.	Expenditure on charitable acti	vities				
	Expenditure can be analysed o	ver the following ac	tivities:-			
	•	Activities	Grant			
		undertaken	funding of	Support	Total	Total
		directly £	activities £	costs £	2016 £	2015 £
	Core services and	_	_	_	_	-
	accommodation	471,028	-	173,605	644,633	733,508
	Less: Support costs					
	recharged to projects	(151,200)	-	(139,665)	(290,865)	(358,751)
		319,828		(139,665) ———————————————————————————————————	(290,865) ————————————————————————————————————	(358,751)
	recharged to proJects	319,828	- - - -	33,940	353,768	374,757
	recharged to projects Volunteer Centre	319,828 162,472	- - - - -	33,940 35,659	353,768 198,131	374,757 203,397
	recharged to projects Volunteer Centre Healthwatch	319,828 162,472 217,561	- - - - -	33,940 35,659 34,758	353,768 198,131 252,319	374,757 203,397 246,949
	recharged to projects Volunteer Centre Healthwatch Professional Services	319,828 162,472 217,561 133,893	- - - - - -	33,940 35,659 34,758 25,696	353,768 198,131 252,319 159,589	374,757 203,397 246,949 207,532

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

7. Expenditure on charitable activities - continued

Support costs totalling £173,605 (2015: £225,107) have been allocated across activities. Costs have been allocated either on the basis of time spent by the departments in supporting the activities, or other usage of the service

	the service.		
		2016	2015
		£	£
	Finance	31,713	43,835
	Personnel	16,368	8,778
	ICT internal services	36,596	48,284
	Implementation and training on new finance software	-	10,676
	Executive management and administration	88,928	113,534
		173,605	225,107
	Curuto sold	2016	2015
8.	Grants paid	£	£
		-	_
	South Yorkshire Community Foundation	_	8,506
	Amounts paid to other organisations under £1,000	-	16,634
	Ambuno para to other organisations areas. ==/		
		-	25,140
			
	The grants paid comprise monies from SCC Bursary Fund in 2015.		
		2015	2015
9.	Governance costs	2016	2015
		£	£
	O. W. carbo	26,781	29,574
	Staff costs Related office costs	1,748	1,647
	Audit	8,624	9,240
	Addit		
		37,153	40,461
,			
			2045
10.	Net income/(expenditure) for the year	2016	2015
	is stated after charging:	£	£
	a cultivariation of a succession of the successi	8,624	9,240
	Auditors' remuneration Other non-audit services	840	840
	Operating lease rentals in respect of equipment and vehicles	2,540	2,540
	Depreciation of fixed assets	50,963	54,496
	Bad debt provision re Northern Refugee Centre liquidation	15,045	-
	Redundancy costs	13,300	-
	neddinality costs	·	
10a.	Interest payable	2016	2015
	• •	£	£
	Bank loans/mortgage	60,039	62,872
внР,	Chartered Accountants		page 29

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

11.	Staff costs and employee benefits	2016	2015
		£	£
	Wages and salaries	687,566	729,242
	Social security costs	48,533	47,510
	Pension contributions – current service	37,323	38,333
	Pension contributions – scheme deficit (see note 12)	15,888	15,425
		789,310	830,510

Included in the wages and salarles total for 2016 are redundancy costs of £13,300.

The average number of employees during the year was 43 (2015: 42).

No employee earned more than £60,000 per annum (2015: nil).

12. Trustees and key management personnel remuneration and expenses

None of the trustees receive any remuneration in respect of their role as director/trustee of VAS. No travel expenses were paid during the year (2015: £79). No trustees received payment in respect of training and consultancy (2015: £1,825 and £390).

Several VAS trustees are also employees or trustees of VAS member organisations to which VAS provides various services including payroll and accountancy services. The charges for these services are relatively small and always on normal commercial terms. One trustee is an employee of Sheffield Citizens Advice that provided sub-contracted services to the Healthwatch contract with a value of £15,000 (2015: £45,000).

The total amount of employee benefits received by key management personnel is £238,975. (2015: £246,941). The Trustees consider key management personnel to comprise: Chief Executive Officer, Deputy Chief Executive Officer (to Dec 2015), Business Growth Manager (from Jan 2016), Finance Manager, ICT Manager, Buildings and Facilities Manager, Volunteer Centre Manager and Professional Services Manager.

13. Pension costs

VAS makes payments on behalf of employees into individuals defined contributions pension schemes. The assets of these schemes are held separately from those of VAS in independently administered funds. The pension cost charge in the statement of financial activities represents contributions payable by VAS to the funds and amounts to £53,211 (2015: £53,758). VAS also has an obligation to The Pensions Trust. £15,888 of the contributions in 2016 related to the deficit on this scheme (see note 27) (2015: £15,425). There were contributions of £4,297 payable at the year-end (2015: £4,133).

14. Taxation

As a charity, VAS is exempt from tax on income and gains falling within the available tax exemptions to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

15.	Tangible assets				
		Long	Computer		
		Leasehold	equipment		
		land and	and	Other	
		buildings	software	fixtures	Total
		£	£	£	£
	Cost				
	At 1 April 2015	4,305,888	1 16,89 9	188,203	4,610,990
	Additions	-	-	-	-
	At 31 March 2016	4,305,888	1 16,899	188,203	4,610,990
	Depreciation				
	At 1 April 2015	2,153,888	113,470	142,906	2,410,264
	Charge for the year	31,000	1,143	18,820	50,963
	Charge for the year	52,000	_,		
	At 31 March 2016	2,184,888	114,613	161,726	2,461,227
					
	Net Book Value			00.477	2 4 40 762
	At 31 March 2016	2,121,000	2,28 6	26,477	2,149,763
	At 31 March 2015	2,152,000	3,429	45,297	2,200,726
6.	Intangible assets	Co	mputer Software		
			Development £		
	Cost		r		
	At 1 April 2015		-		
	Additions		20,000		
	At 31 March 2016		20,000	•	
	Amortization				
	At 1 April 2015		-		
	Charge for the year		-		
	At 31 March 2016				
	Net Book Value				
	At 31 March 2016		20,000		
	At 31 March 2015				
					

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

17.	Debtors	2016	2015
		£	£
	Trade debtors	116,967	179,200
	Prepayments	20,696	25,308
	Grants receivable	-	74,923
	Other debtors	-	1,102
		137,663	280,533
l 8.	Creditors: amounts falling due within one year	2016	2015
	or curtors, amounts faming due within one year	2010 £	2013 f
	Amount held on behalf of other organisations and special	-	•
	projects (see note (a) below)	8,914	8,914
	Bank loan	50,860	47,505
	Contribution to pension scheme deficit	15,152	15,616
	Accruals	75,645	68,314
	Deferred income – Income received in advance	93,845	97,134
	Tax and social security	23,642	21,570
		268,058	259,053
			
	(a) Amounts held on behalf of other organisations and	2016	2015
	special projects:	£	f
	Help Yourself Directory	8,914	8,914
		8,914	8,914
.9.	Creditors: amounts falling due after more than one year	2016	2015
		£	£
	Bank loan	843,350	894,208
	Pension deficit contributions	135,400	115,259
		978,750	1,009,467
	Bank loan maturity analysis:		
	In less than one year	50,860	47,505
	In more than one year, but not more than two years	843,350	894,208

The bank loan is secured on freehold land and buildings of the company. The term of the loan currently runs to March 2018. It is intended to negotiate a further 10 years after this to repay the remainder of the loan. See note 27 for details of the pension deficit payments.

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

).	Restricted funds					
		Balance at	Incoming	Resources		Balance at
		01.04.15	resources £	expended £	Transfers £	31.03.16 £
	Core		E	£	L	_
	Big Energy Saving Network	-	8,000	(8,000)	-	-
	Thriving VCF Group	2,469	-	(2,511)	42	-
	Talent Match	-	5,068	(5,068)	-	-
	State of the Sector Survey funding	=	5,000	-	-	5,000
	Apprenticeship Grant	-	420	(420)	-	-
		2,469	18,488	(15,999)	42	5,000
	Volunteer Centre Volunteer Centre	-	55,140	(63,401)	8,261	-
	Refugee & Asylum Seekers		55,515	(23,,	-, -	
	New Beginnings	3,153	51,151	(66,778)	15,514	3,000
	Luncheon Clubs	4,764	45,202	(44,428)	-	5,538
	Lunch Club Referral Service	917	25,000	(20,635)	-	5,282
		8,834	176,493	(195,282)	23,775	13,820
	Partnership and Engagement Healthwatch	7,797	239,619	(247,416)	-	-
		7,797	239,619	(247,416)		
	Professional Services					
	University of Sheffield	-	750	(750)	-	-
	Small Group Services	329	21,000	(20,818)		511
		329	21,750	(21,568)	-	511
	Training and Development					
	Skills Enhancement Fund	-	3,885	(3,885)	-	
	Santander	-	6,500	(3,250)	-	3,250
	Apprenticeship Grant	-	560	(560)	-	
			10,945	(7,695)		3,250
						
	ICT Services -Learning 2.0 gether – VAS	_	_	(444)	444	
	-Learning 2.0 gether – Partners	18,897	15,612	(35,340)	831	
		18,897	15,612	(35,784)	1,275	
	Total	38,326	482,907	(523,744)	25,092	22,581

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

20. Restricted funds - continued

Project

Core - Funding to support core running costs.

Service

All of the other restricted funds relate to specific projects being undertaken by VAS. The projects are shown separately, but categorised into the main activities of VAS. Details of many of these projects are given in the Trustees' Report.

Those restricted projects that are believed to need further narrative to explain what services they provide are detailed below.

<u> </u>	<u>ve</u>
Healthwatch Sheffield	Established 1 April 2013 as part of the Government health reforms, to strengthen the patient, service user and public voice in shaping health and social care services. Gives citizens and communities a stronger voice to influence and challenge how health and social care services are provided in their locality.
Small Group Services	Support for emerging and small groups with finding funding, planning, governance, charity registration and Articles of Association.
Skills Enhancement Fund	European funding (via Calderdale College) enabling VAS to deliver subsidised workforce training to support employers.
Learning 2.0gether	European start up trial programme for transfer of innovation between 18-25 unemployed who have social network IT expertise to teach those skills to the over 50's. In return, the young trainers will learn softer skills in time management, communication and training skills to give them better opportunities in the job market.

21. Transfers between funds

There were transfers totalling £25,092 between funds during the year. This represents unrestricted funds applied to restricted projects, in particular the Volunteer Centre.

22. Designated funds

The unrestricted funds of the Charity include the following designated funds which have been set aside out of unrestricted funds by the Board of Trustees for specific purposes:-

	Balance at 01.04.15 £	Transfers £	Utilised/ realised £	New Designations £	Balance at 31.03.16 £
Fixed assets and pension deficit	1,128,138	-	(38,296)	35,161	1,125,003
Provision for mortgage interest payments	9,000	-	(9,000)	-	•
	1,137,138		(47,296)	35,161	1,125,003

The fund for **Fixed assets and pension deficit** represents the net book value of the fixed assets (£2,169,763) less the amount outstanding on the mortgage relating to the building (£894,208) and the amount committed to eliminating the deficit on the pension fund (£150,552). See note 27 for more details of the pension deficit payments.

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

22. Designated funds - continued

Provision for mortgage interest payments are funds set aside to support mortgage interest payments in the future.

23. Analysis of accumulated funds balances between net assets as at 31 March 2016

	Unrestricted Funds	Designated Funds	Restricted Funds	Total Funds
	£	£	£	r
Fixed assets	-	2,169,763	-	2,169,763
Current assets	343,122	-	95,650	438,772
Current liabilities	(128,979)	(66,010)	(73,069)	(268,058)
Creditors: amounts falling due in more than one year	-	(978,750)	-	(978,750)
	214,143	1,125,003	22,581	1,361,727

24. Statement of movement on unrestricted reserves

Statement of movement on unrestricted reserves	General reserve £	Designated reserves £
Balance at 1 April 2015 Net movement in fund	262,691 (48,548)	1,137,138 (12,135)
Balance at 31 March 2016	214,143	1,125,003

25. Obligations under operating leases

At 31 March 2016, the total of future minimum lease payments under non-cancellable operating leases for each of the following periods are as follows:-

	2016	2015
	£	£
not later than one year	2,540	2,540
later than one year and not later than five years	2,540	5,080

These payments relate to two photocoplers at The Circle.

26. Commitments

As at the year end, VAS had capital commitments outstanding of £nil (2015: £nil).

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

27. Pension liabilities

The company participates in the scheme, a multi-employer scheme which provides benefits to some 1,300 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2011. This valuation showed assets of £780m, liabilities of £928m and a deficit of £148m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2013 to 31 March 2023: £13.9m per annum (payable monthly and increasing by 3% each on 1st April)

VAS' share of these contributions were £14,976 per annum, increasing by 3% each year on 1st April.

A full actuarial valuation for the scheme was carried out at 30 September 2014. This valuation showed assets of £793m, liabilities of £970m and a deficit of £177m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025:	£12,945,440 per annum
	(payable monthly and increasing by 3% each on 1st April)
From 1 April 2016 to 30 September 2028:	£54,560 per annum
77077 27978 2010 to 30 September 2020.	(payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities. VAS' share of these revised contributions in £15,466 per annum, increasing by 3% each year on 1st April.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

VAS paid contributions at the rate of 9% and 6% during the accounting period. Members paid contributions at the rates between 0% and 11% during the accounting period.

As at the balance sheet date there were 33 (2015: 29) active members of the Plan employed by VAS. VAS continues to offer membership of the Plan to its employees.

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

27. Pension liabilities - continued

When an employer withdraws from a multi-employer defined benefit pension scheme which is in deficit, the employer is required by law to pay its share of the deficit, calculated on a statutory basis (known as the buyout basis). The calculation basis that applies to the Growth Plan was amended due to a change in the definition of money purchase contained in the Pensions Act 2011 and therefore Series 3 liabilities have to be included in the calculation of an employer's debt on withdrawal.

VAS has been notified by the Pensions Trust of the estimated employer debt on withdrawal from the Plan based on the financial position of the Plan as at 30 September 2015. As of this date, the estimated employer debt for VAS was £280,933 (2014: £315,840). The decrease in the estimated debt liability is due to greater than expected investment returns, at a time of reduced government bonds yields, which increase liabilities in the scheme.

The present value of the deficit repayment provision and the rates of discount used are as follows:

	31 March 2016	31 March 2015	31 March 2014
Present value of provision (£)	150,552	130,875	137,234
Rate of discount (% per annum)	2.07	1.74	2.82

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

Reconciliation	of o	pening	and :	closing	provisions
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Reconcination of opening and closing provisions	Period ending 31 March 2016 £	Period ending 31 March 2015 £
Provision at start of period	130,875	137,234
Unwinding of the discount factor/ impact of any change in assumptions Deficit contributions pald Amendments to contribution schedule – revised recovery plan	727 (15,888) 34,838	9,066 (15,425)
Provision at end of period	150,552	130,875

NOTES TO THE ACCOUNTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

28. First-time adoption of SORP (FRS 102)

The charity has adopted the SORP (FRS 102) for the first time in the year ended 31 March 2016.

The effect of transition from SORP (2005) to SORP (FRS 102) is outlined below.

a) Changes in accounting policies

Consequential changes in accounting policies resulting from adoption of SORP (FRS 102) were as follows:

Payments agreed to reduce the Pension Scheme deficit have been included as a long term creditor in the balance sheet. See note 27 for more details of the payments.

b) Reconciliation of total charity funds

Adjustments to previously reported total charity funds at the date of transition to SORP (FRS 102) were as follows:

Total charity funds at 1 April 2014 under SORP (2005)	1,611,268
Provision for pension deficit payments	(137,234)
Total charity funds at 1 April 2014 under SORP (FRS 102)	1,474,034
Adjustments to previously reported total charity funds at the end of the comparative period were	e as follows:
	£
Total charity funds at 31 March 2015 under SORP (2005)	1,569,030
Provision for pension deficit payments	(130,875)
Total charity funds at 31 March 2015 under SORP (FRS 102)	1,438,155

c) Reconciliation of comparative period net expenditure

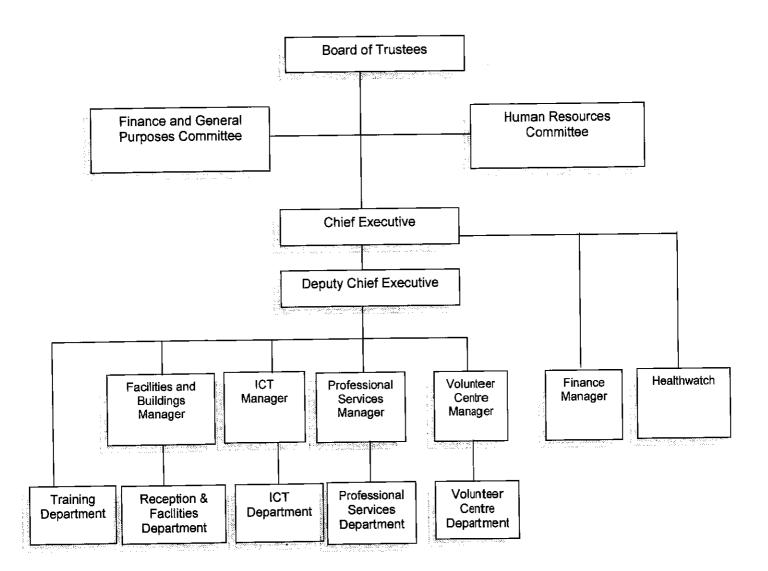
Adjustments to previously reported net expenditure in the comparative period were as follows:

	£
Net expenditure for the period ended 31 March 2015 under SORP (2005)	42,238
Payments made to pension deficit	(15,425)
Changes to assumptions and rollback of discounted value on pension deficit	9,066
Net expenditure for the period ended 31 March 2015 under SORP (FRS 102)	35,879

£

TRUSTEES' ANNUAL REPORT & ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016

APPENDIX A - ORGANISATIONAL STRUCTURE 2015/16



TRUSTEES' ANNUAL REPORT & ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016

APPENDIX B - STAFF & VOLUNTEERS 2015/16

Staff (including new starts and leavers)

Staff (including new starts and leave	/ers)
Rackesh Adinarayanan Pandiya	Bank Support Staff (The Circle)
Julie Beechill	Cleaner
Gill Bell	Reception and Administration Worker
Jill Bentley	Cleaner
Sirinda Bhandal	ICT Manager
Maximillian Bloomfield	Bank Support Staff (The Circle)
Matthew Broughton	Reception and Administration Worker
Carron Charlesworth	Training Administration and Marketing Officer
Laura Cook	Healthwatch Support Worker
Vicky Cooper	Healthwatch Information and Evidence Co-ordinator
Stephanie Davidson	Bank Support Staff (The Circle)
Maddy Desforges	Business Growth Manager
Liz Dingle	Finance Manager
Alishaan Ditta	Community Accountancy Apprentice
Sophia Fara	Payroll Assistant
Pauline Flint	Healthwatch Administration Assistant
Maria Flude	Lunch Clubs Development Worker
Kate Follon	Senior Community Accountant
Eva Glendinning	Bank Support Staff (The Circle)
Sarah Grindrod	Marketing & Communications Officer
Paul Harvey	Volunteer Centre Manager
Christine Healey	Training Support Officer
Susan Herrick	Lunch Clubs Development Officer
Phillip Howarth	Reception & Administration Worker
Gisele Infield Solar	Bank Support Staff (The Circle)
Sue James	Deputy Chief Executive
Justine Jansone	Business Administrator (apprentice)
Colin Jenkinson	Bank Support Staff (The Circle)
Mike Lazenby	ICT Apprentice
Judith Lennox	ICT Officer
Keith Levy	Small Groups Advisor
Moses Lutakome	Volunteer Co-ordinator(New Beginnings)
Roozbeh Mahmid	Volunteering Co-ordinator
Alison McCrave	Payroll Manager/PA to CEO
Carrie McKenzle	Healthwatch Policy and Engagement Co-ordinator
Sayad Mirreh	Cleaning & Facilities Supervisor
Omer Mohammedalamin	Bank Support Staff (The Circle)
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TRUSTEES' ANNUAL REPORT & ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016

Naeid Sh <u>azia Nabi</u>	Healthwatch Engagement Worker	
Jasmine Nelson	Bank Support Staff (The Circle)	
Hannah Norris	Training Administrator	
Hardeep Pabla	Healthwatch Engagement Worker	
Janet Paske	Marketing & Communications Worker	
Myrtle Pritchard	Healthwatch Administrator	
Damian Sackett	Reception and Administration Worker	
Elizabeth Searle	VC Administrator	
Jonathan Stray	Reception and Facilities Administrator	
Bev Webb	Healthwatch Communications Officer	
Rachael West	Building & Facilities Manager	
Sue White	Chief Executive	
Bernard Wilson	ICT Technician	
Marge Wiltshire	Professional Services Manager/ HR Advisor	
Patrick Wood	Lunch Clubs Referral Service	
Adam Wragg	Facilities/Administration	
Trevor Wright	Morning Cleaner	
Tinsay Weldegiorgis	Morning Cleaner	
Volunteers		
Lunch Clubs Support Service		
Heather Hughes		
New Beginnings Project		
Charlotte Carter		
Marlama Dibba		
Anltha Grimes		
Ngale Mkumba		
Abdulbaset Ahmad B Mohamed		
Hawa Mshana		
Mohamed Altayeb Musaad Mustafa		
Mehwish Noreen		
Suha Yass		

TRUSTEES' ANNUAL REPORT & ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016

Volunteer Centre Ambassado	
Najma Amjed	Lynne Hinchliff
Irene Ibanda	Natalie Jackson
Catherine Kenny	Richard Knighton
John McWilliam	Sean Morgan
Maggle O'Neill	Jonathan Stray
Joe Toner	
Healthwatch	
Helen Rowe	Arbaz Kapaldi
Tony Blackbourn	Natasha Wilson
Hazel Blackbourn	Penny Lewis
Laura Cook	Nicolas Bennett
Susan Kirkman	Tim Hanstock
Phillippa Hedley Takhar	Jian Jiana
Nighat Khan	Ryan Stuchbury
Jasmine Warwick	Annabel Wood
Maggie Campbell	Rebecca Batley
Eleni Chambers	Sana Javed
Alice Riddell	Summa Ahmed
Tony Clarke	James Armstrong
Pam Enderby	Liam Whiteman
Lucy Evans	Amethyst Saynor
Hamza Ismail	Hansa Javed
Jean Critchlow	Lee Harker
Linda Gregory	Chris Sterry
Stacey Hanson	Mike Smith
Mohammed Al Riadh	Trisha Wangari
Martin Barrett	