

LIVES.



ANNUAL REPORT 2019/2020

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INTRODUCTION

Lincolnshire Integrated Voluntary Emergency Service (LIVES) is the charity that delivers an emergency response to the people of Lincolnshire when they are suffering a 999 medical emergency.

The geography and infrastructure of the greater Lincolnshire area creates challenges for delivering a timely and skilled response to medical emergencies that reduces suffering and saves lives. LIVES exists to help address these challenges.

We bring people, skills, equipment and knowledge to people suffering a medical emergency in Lincolnshire, be they ill or suffering traumatic injuries.

LIVES exists because our county is rural, our infrastructure is sparse, and yet our people suffer the same medical and traumatic emergencies every day as those living in cities or urban areas. We believe that no one in our county should suffer poorer outcomes from a medical emergency just because they live or work far from the healthcare facilities they need.

Last year, LIVES' emergency responders attended nearly 13,000 medical emergencies. For more than 83%, we arrived before the ambulance. 176 LIVES first responders completed nationally-recognised triennial qualifications in life-saving skills and LIVES volunteers dedicated more than 6,000 hours to supporting the Lincolnshire community during flood emergencies.

The service is provided free at the point of need, to anyone and everyone in Lincolnshire, resident or visitor based on clinical need.

PUBLIC BENEFIT

Charities are required to demonstrate how they provide a benefit to the public.

LIVES delivers benefit to the public in the relief of injury or illness by facilitating and delivering rapid response and treatment of those suffering a medical emergency or traumatic injury. This benefit is available to any member of the public in Lincolnshire and areas nearby whether they are residents or visitors, and access to the service is based solely on patient need.

The Trustees have complied with their duty in accordance with the Charities Act and the Charity Commission's guidance on public benefit in exercising their powers and duties to consider it in all aspects of the company's activities



VISION, MISSION AND CHARITABLE AIMS

Our vision is that no person should suffer unnecessarily as a result of their illness, injury or their rural location.

Our mission is to provide equality and excellence of care to any person who suffers an emergency medical problem or injury within Lincolnshire.

Our charitable aims as set out in our Articles of Association are to:

- Provide immediate medical care to any person injured in any accident or involved in any medical emergency in the area of Lincolnshire, North Lincolnshire, North East Lincolnshire or any area reasonably close thereto
- Advance the principles of Pre-Hospital Emergency Care on a national basis; providing advice and guidance in all aspects of such care; including delivery of training and provision of approved emergency equipment when required to do so
- Obtain, collect and receive money and funds that arise from the national furtherance of LIVES objects

Our LIVES Values

Our values drive the way we act as individuals and as a charity. They are much more than a collection of words that we put on a poster or the walls of our headquarters.

Our LIVES values are unique to us. They help us make good decisions and remind us of our aspirations for our charity, our community and ourselves.

Integrity – Our strength comes from working together and with a commitment to do the right thing, even when it's difficult.

Community – We are a community of people united around a common purpose to support the communities in which we live.

Excellence – We strive to be the very best that we can be in whatever we do and to give all of our people the opportunity to flourish.

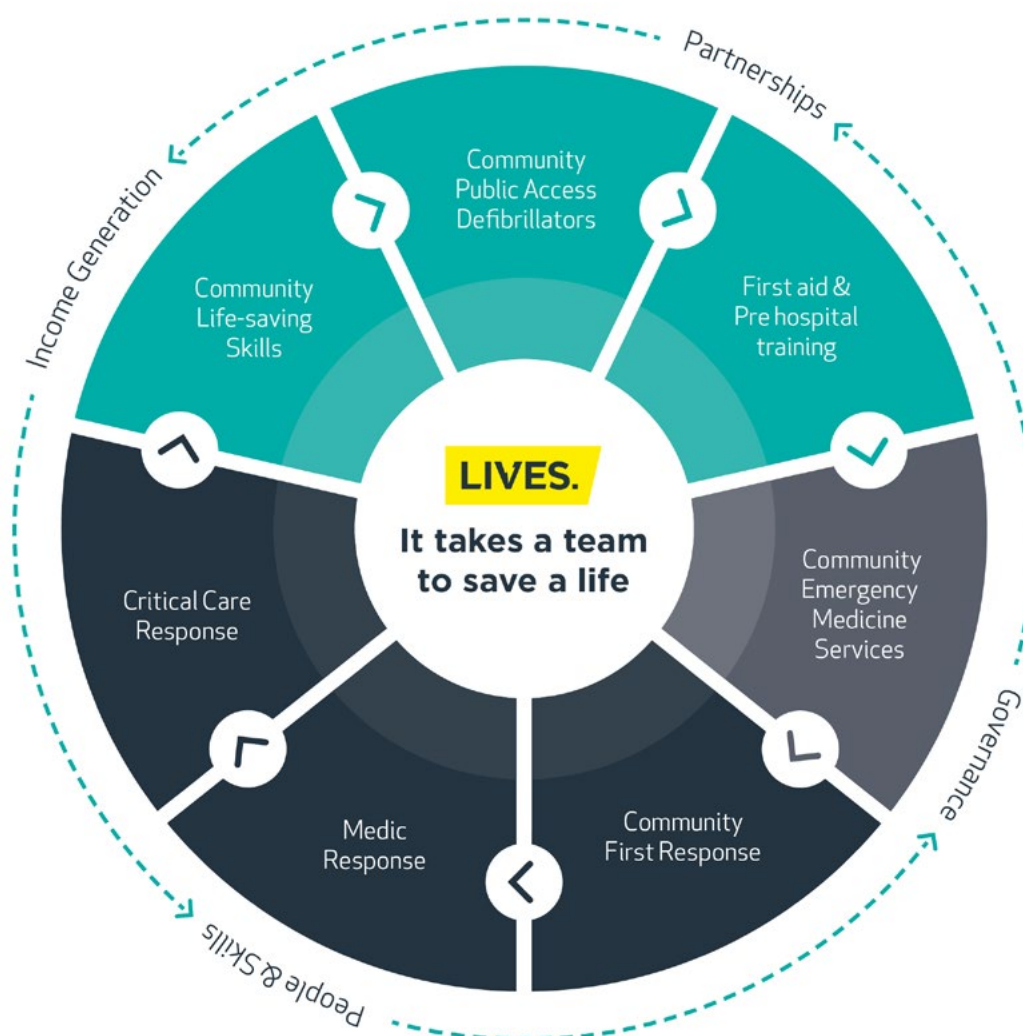
IT TAKES A TEAM TO SAVE A LIFE – OUR FIVE YEAR STRATEGY

It takes a team to save a life. And every member of that team is vital to delivering the best outcome for patients. That could be the bystander that witnesses a member of the public collapse in the street and calls for help, or an ambulance crew who back up a LIVES community first responder and take over the patient's care, or a fire crew who work alongside colleagues from LIVES and the ambulance service to extricate a seriously injured patient from a road traffic collision.

No one person, service or organisation has all of the skills to meet the needs of our most unwell or injured patients. Teamwork and collaboration are vital.

The charity brings together people in our communities right across Lincolnshire – in our villages and towns, our schools and universities, our businesses and industry – to give them the confidence and the competence to be able to respond quickly and skilfully when someone in their vicinity suffers a medical emergency.

Our strategy sets out plans and aspirations for all elements of lifesaving skills and response that LIVES delivers across education, response and the emerging world of community emergency medicine.



STRATEGIC OBJECTIVES

Lincolnshire should be a safe place to suffer a medical emergency. No one in our county should suffer unnecessarily just because they live in a rural area where the geography makes it more difficult to access emergency health care. Our contribution is to deliver excellent pre-hospital emergency medicine to our communities.

LIVES strategy was agreed in 2020 and sets out our key strategic objectives that the charity will deliver over the following five years.

1. Understand our impact

We know we make a difference but measuring that is sometimes difficult. We will improve our data collection and adopt new measures to demonstrate the difference that we make. We will work with research partners to build an evidence base for the effectiveness of our emergency response activity. We will use this information to continuously improve the quality of care that we deliver to people in our communities.

2. Grow our impact

We want every community in Lincolnshire to have access to our response. We will increase the number of LIVES responders in operation across Lincolnshire with targeted recruitment in areas where there is less coverage. We will invest in the skills of these responders so they can meet the needs of their community. We will invest in the skills of these responders so they can meet the needs of their community. And we will identify opportunities to use our skills in different ways to support people in medical need.

3. Focus on quality

We strive to be the very best at everything that we do. Our work is always based on evidence and we focus on delivering quality service and care – in our clinical activity, our training, and the knowledge that we provide. We inspire and encourage all of our people to be the very best that they can be at their chosen level.

4. Financial sustainability

We will develop and consolidate income streams that support the charity to deliver our aims. We will ensure that we have adequate reserves to weather unpredictable circumstances. And we will be transparent with our supporters, customers and funders so they are clear on how we spend the funds that they trust us with.

5. Excellence in governance

Doing the right thing is important to us, even when that is difficult. We will maintain robust and structured processes in both clinical and charity governance. We will ensure that we are compliant with all regulatory requirements and that we are a model of best practice in both leading volunteers and delivering pre-hospital emergency medicine.



OUR 50TH BIRTHDAY

LIVES is 50 in 2020.

In 1970 two Lincolnshire doctors, Dr Michael Cooper from Nettleham and Dr Richard Harper-Smith of Tetford, separately were considering setting up a volunteer doctors group in Lincolnshire to respond to road traffic accidents and other traumatic injuries. They recognised that there were people dying and suffering pain and trauma unnecessarily for a lack of skill and equipment to deliver life-saving care before they got to hospital.

The two doctors joined forces and an open meeting was convened, attended by over one hundred local doctors enthused by the idea of the service. As a result of this meeting, Lincolnshire Integrated Voluntary Emergency Service, or LIVES was born.

In the intervening 50 years LIVES has continued to grow. Our community first responders were established in 1999 at the invitation of the then Lincolnshire Ambulance Service and now attend a wide range of emergencies. Our doctors have been joined by paramedics and nurses in responding to emergencies and delivering many skills including critical care interventions that could not have been envisaged by the original LIVES doctors 50 years ago.

True to our charitable aim of sharing our knowledge, LIVES now delivers education programmes to schools, communities and professionals, and attends a wide range of events providing medical support. In 2012 the charity



moved to its own headquarters in Horncastle and in 2013 gained registration with the Care Quality Commission. During 2019 the charity took another step forward when it was commissioned to deliver one of the first community emergency medicine services in the country.

However LIVES remains true to the same principles that were held by Drs Cooper and Harper-Smith back in 1970. We bring skills to the scene that save lives in our rural county.



Thank you

Unfortunately the COVID pandemic has put paid to many of the plans that we had to celebrate our 50th birthday in 2020 including fundraising and celebration events with our volunteers and supporters.

50 years of saving lives in Lincolnshire is a noteworthy achievement and so we would like to take the opportunity to recognise the contribution of many people who have made LIVES what it is through their efforts, enthusiasm and commitment over the decades. Be they founding doctors who attended that first meeting that led to the formation of LIVES, those who have responded over the years, former trustees, responders, fundraisers, administrators and HQ staff and trainers. Each individual has played their part and we thank them wholeheartedly and sincerely for their contribution to LIVES and to Lincolnshire.

OPERATIONS AND ACTIVITY

Delivering an emergency response

LIVES exists because our county is rural, our infrastructure is sparse, and yet our people suffer the same medical and traumatic emergencies every day as those living in cities or urban areas. We believe that no one in our county should suffer poorer outcomes from a medical emergency just because they live or work far from the healthcare facilities they need.

LIVES Responders have two key purposes.

- Community First Responders get to patients quickly within their own communities and focus on doing the 'basics' well. Our responders are trained and equipped to respond to life-threatening emergencies that are time critical. Although doing the basics ensures the patient is alive by the time the rest of the wider team arrives, our responders go well beyond the simple basics.

Medic Responders have the same skills as carried by a typical ambulance paramedic but due to being embedded in their community can often deliver these skills more quickly such as providing advanced patient assessment, pain relief and discharge on scene where appropriate.

- A small cohort of highly trained and experienced Critical Care Responders bring the skills of the Emergency Department or Intensive Care Unit to the patient's side. These responders deliver time-critical, life-saving interventions at scene and often supporting the patient during their journey to hospital. Often their clinical leadership and decision-making on scene makes a difference for the patient's journey and outcomes.

In a large rural county like Lincolnshire all of these interventions can and do save lives.



Responding to 999 emergencies

The LIVES First Responder scheme is the largest independent scheme in the UK under a single governance and management structure and is recognised nationally as a model of excellence in both the scope and the scale of the activity delivered by LIVES responders.

Delivering quality clinical care is fundamental to our charity. LIVES responders need to be both current and competent in their clinical practice and confident to use their skills. Although our responders may be volunteers they are highly professional and hold nationally recognised qualifications. Every responder is encouraged and supported to respond at a level at which they feel comfortable and to facilitate this we offer opportunities for our community first responders at four skill levels.

During the 2019/20 year 125 responders completed training at Level 2, 77 of them for the first time as new responders within the organisation. 47 of our more experienced responders have undertaken the Quasafe First Responder Emergency Care (FREC3) qualification to respond at Level 3, with 11 of those completing the course for the first time. Those responders keen to progress to Level 4, our most senior level of responding for lay people, undertake a selection day to determine their experience and enthusiasm for the transition. During the latter part of 2019/20 we introduced the FREC4 course for these most experienced community first responders and the first four individuals undertook this course. This cohort will grow throughout 2020/21 as we roll out this professional qualification to all Level 4 responders.

LIVES intends to expand its Community First Responder scheme membership over the next five years. A review of membership in 2019 has identified that whilst there is high levels of interest in becoming a volunteer responder, retention rates amongst new recruits are lower than expected. As a result we have introduced recruitment events during 2019 to ensure that all new members are clear on the requirements of the volunteer role and are supported through their LIVES career. We know that it takes a special kind of person to become a LIVES responder and recruitment events are an important vehicle for those interested in joining to understand whether they are likely to enjoy the role. We undertake limited promotional activity to specifically recruit responders with most new recruits identifying us via our website or presence at events.

During 2019/20 we have limited recruitment of new first responders as we have reviewed the education pathways to ensure that every individual has a supportive experience and is both competent and confident in their role. We paused recruitment activity during the year while these new pathways were implemented which has resulted in a reduction in new members to the charity during this year. We received 219 enquiries about membership which resulted in 87 applications to become a First Responder. 77 completed their level 2 training to become a first responder although training of new responders was put on hold in March 2020 in response to the coronavirus pandemic. We continue to focus recruitment on areas of the county that currently have few LIVES resources, very rural areas and areas where there is a high rate of medical emergency.

Volunteers

Volunteers are at the core of LIVES and without their skills, enthusiasm and dedication we could not provide an emergency response and life-saving care to the people of Lincolnshire.

We would like to express our thanks and gratitude to all LIVES responders and volunteers and acknowledge the significant impact that they have in the care of acutely ill and injured persons in Lincolnshire.

LIVES depends on the goodwill and enthusiasm of its volunteers, be they in clinical responding, training and educating, fundraising or administrative roles, for the successful operation of the organisation. We recognise our volunteers as our greatest asset and without them we could not provide our services which are vital to so many people in Lincolnshire.

Since the 1970s, volunteer medics living in Lincolnshire communities have saved lives by attending life-threatening emergencies, often bringing skills to the scene that are not possessed by a regular ambulance crew. LIVES, has 47 highly skilled volunteer doctors, nurses and paramedics who typically are in full or part time paid employment, usually in the NHS or military. They volunteer with LIVES in their spare time between shifts.

In 2019/20 we introduced the Medic 50 programme for all LIVES medics. This is an agreement between the charity and the medic in which it is clear what we offer and what they gain from membership. A key feature is the introduction of an annual revalidation of the individual medics skills and contribution and the need to renew membership each year. This significant change in the relationship between LIVES and its medic members has been positively received although it did result in the resignation of two members who did not feel able to make the contribution required to meet revalidation standards.

Of our medic cadre, 16 form our Critical Care response, responding individually or as teams to emergencies across the county where their advanced skills are required. These dedicated and highly-skilled individuals bring aspects of hospital-level care to the roadside or wherever the patient may be, delivering complex procedures and treatments at the scene of the accident that are usually only found in an emergency department, operating theatre or Intensive Care Unit. This may range from putting a patient into a “medical coma” at the roadside, through aligning severe fractures under sedation, and even to performing roadside amputation or opening the chest in traumatic cardiac arrest. All of these complex procedures can be performed within minutes of arrival. LIVES volunteer medics bring the hospital to the patient, wherever they may be, whenever they need it, meaning we minimise the delay in getting life-saving treatment underway and improve the chances of the patient having a positive outcome.

The ongoing development of our members is vital to providing pre-hospital care across Lincolnshire. We support our medics with ongoing training including accessing advanced courses in paediatric emergencies, advanced trauma management and surgical skills. During 2019/20 six medics undertook the LIVES Level 6 skills day, with two medics progressing to the critical care response team and the remaining four continuing to work through the competencies at this level. An annual continuing professional development programme has been implemented for all LIVES medic and Level 4 community first responders which gives an opportunity to share cases and learning.

People

LIVES understands that our members volunteer for a wide variety of reasons and we aim to provide an inclusive environment with a place for all volunteers and that recognises and rewards the good work of all our members. We strive to continuously develop our education programmes to ensure that we recognise and optimise the skills and interests of all volunteers and create opportunities for volunteers to contribute to their communities at a level that is appropriate for each individual. We also recognise that this contribution may extend beyond their clinical skills and include those with an interest and aptitude in training, administration or leadership. All provide a valuable and worthwhile contribution to LIVES and to their communities.



During 19/20 we introduced a number of new development opportunities for LIVES responders to increase their skills and knowledge and support them to undertake their volunteer roles. Wherever possible and relevant we have ensured that these are nationally recognised qualifications that are transferrable outside the organisation. This allows us both to demonstrate the quality of learning and rewards the efforts of our volunteers with qualifications with a currency outside of the charity.

The first cohort of 18 members are undertaking the LIVES Leadership Academy programme, a bespoke 12 month course delivered to support them to develop the skills needed to lead their local teams. This is a programme delivered via a variety of media including face to face and remote learning and including practical and reflective exercises to give the participants a variety of opportunities and skills.

LIVES is also committed to developing the skills of those who deliver training to our Responders. We recognise that these individuals play a vital role in ensuring that LIVES members have the skills and confidence to respond to a wide variety of emergencies. During 2019/20 nine LIVES trainers undertook the nationally-recognised Level 3 Award in Education and Training with three completing in year and the remainder continuing to progress in their training careers.

The charity introduced the mental health first aid training and awareness programme from Mental Health First Aid England during the 19/20 year including training an instructor to deliver the programme. An initial cohort of six Responders and two staff members undertook the two day Mental Health First Aider programme for evaluation. This training will form the basis of the Responder welfare programme to be rolled out in 20/21.

It has been recognised that responders who need welfare support often need a mentor or 'buddy' to help rebuild their confidence following a difficult job. We have therefore recruited the first cohort of experienced Responders who will be undertaking a formal qualification in clinical mentorship to equip them with the skills to support both new members and colleagues who need additional input for a variety of reasons. It is our intention to recruit and train 20 volunteer mentors in the 20/21 year.

LIVES Advisory Group

2019 saw the establishment of the LIVES Advisory Group, a representative group of 14 LIVES members from across the county. Advisory Group members are both medics and community first responders who meet quarterly and act both as a sounding board for the Headquarters team to understand the impact of the future plans or projects, and as a voice for LIVES members to raise questions or concerns with the management team. Advisory Group representatives also attend each of the board committees - clinical governance, risk management, finance & performance, and people & organisation where they have full committee member rights.

We'd like to take the opportunity to thank these dedicated people who give so freely of their time and expertise to support the charity and their responder colleagues.



**I FEEL VERY HAPPY
TO HAVE LIVES ON
MY DOORSTEP AND
THOSE VOLUNTEERS
WHO DEVOTE
THEIR TIME DOING
A WONDERFUL
JOB. MY SINCERE
THANKS**

The emerging world of community emergency medicine

The Community Emergency Medicine Service has been formally commissioned following a successful pilot during 2019. The LIVES CEMS team are deployed in three vehicles across the county crewed by a doctor/practitioner with a skillset in community emergency medicine, usually from a primary care or emergency medicine background, and an associate with advanced skills, usually a paramedic or specialist nurse. They have access to systems and patients records and to allow the crews to identify patients who are most likely to benefit from their skills and intervene early to ensure that the patient accesses the most appropriate care for their needs.

In addition to the skillset of the crew, CEMS carries a range of diagnostic capabilities including a range of point of care testing - blood testing, blood gases and ultrasound. This means that a number of conditions that would normally only be diagnosed at hospital can be identified and managed in the community.

Importantly, the experience of the CEMS team allows them to take safe decisions regarding alternative destinations for an individual patient, including leaving the patient at home. To date 62% of patients ended their episode of care with a visit from the CEMS crew and needed no further interventions and only 12% attended the emergency department as a result of their 999 call.



"Absolutely amazed at the treatment, what a great idea! I was in agony and I felt pretty helpless, I was told there would be a wait, and almost had to drive to the hospital, the doctor and his EMT, diagnosed me on the spot, and once the pain was under control I felt better, so I decided against going to hospital, instead I opted for outpatient route for now. I expected to be in hospital for hours, but instead it was diagnosed and treated in my house, I even had fluids as I was dehydrated. I hope this continues, because the service is amazing! Highly recommended, and the time spent with me was as long as was required."

CEMS patient

The Falls Response Partnership has continued to operate during 2019/20 as an extended pilot following its launch in December 2018. This service is a collaboration between LIVES, East Midlands Ambulance Service, Lincolnshire County Council and Lincolnshire Community Health Services NHS Trust to respond to patients who have fallen, assist them to remobilise and refer them to appropriate other services for assessment or treatment. The Falls team has three crewed vehicles on the road seven days per week and works closely with the CEMS team to ensure that patients receive the appropriate care and referrals onto other services as required. The service is subject to an academic evaluation of its effectiveness by the University of Lincoln and a decision about its ongoing commissioning is expected in 2020.



Not every volunteer is an emergency responder

LIVES relies very much on the support of a committed and active group of volunteer coordinators, trainers, fundraisers and administrators that support community first responder groups. These dedicated individuals volunteer, often over and above their responding activity, to coordinate responders in their area, manage the local rota, provide local training, raise funds and distribute equipment and supplies to local responders. We are immensely grateful to these volunteers who undertake such vital functions, often in the background and without recognition. LIVES would like to express their thanks to these volunteers and acknowledge the significant impact that they have in overall success of the organisation.

We would also like to express our thanks to the many LIVES responders who give up their time to provide professional medical support for community, commercial and sporting events in their area. LIVES provides event medical support for community events to raise funds to support the emergency response activities of the charity. The time and expertise that is freely given by these volunteers is an important source of income for the charity and we thank them for their dedication, commitment and enthusiasm in providing this service.



Transforming communication across the LIVES community

Our volunteers told us that their preferred method of communication was no longer through email and they preferred to get information via social media. We also knew that they liked to 'chat' amongst themselves and needed a safe place to do this rather than public social media platforms or secret chat groups.

In 2019 we adopted Workplace, a business version of Facebook. This has built a wider community amongst our volunteers and facilitated communication, learning and sharing across the whole organisation that was previously restricted to local groups. As almost all of our volunteers were familiar with the platform the implementation as very easy and no additional training was required. This is a significant advantage in rolling out technology to a dispersed workforce.

This is a very quick form of communicating and a message can reach people much more quickly than via email or traditional methods. We can also use a wide variety of methods including graphics and photos, messages and videos as well as taking polls and seeking feedback.

One of the key advantages of implementing Workplace has been flattening the communication structure and allowing direct communication between the leadership team and dispersed volunteers and staff. This has been invaluable particularly in addressing uncertainty during the coronavirus pandemic.

ACTIVITY AND PERFORMANCE

Emergency Responding Activity

This year has been another active year for LIVES volunteers. LIVES responders attended 12,612 emergency response jobs during the 19/20 year, a reduction on the previous year as the onset of the coronavirus pandemic began to impact activity towards the year end and into the 20/21 year.

A core aim for LIVES responders is to get to the patient quickly to deliver potentially life-saving care to patients in our large rural county. In 83% of all calls in 2019/20 the LIVES volunteer arrived in advance of the statutory ambulance service.

A key quality indicator that we measure is the outcome of patients that we attend who suffer a cardiac arrest. These are truly time-critical emergencies where the swift attendance of a LIVES community first responder followed by the advanced interventions of a LIVES medic can have a significant impact on the outcomes for the patient. In 2019/20 LIVES responders attended 637 incidents in which the primary complaint was identified as a cardiac arrest.

Other typical jobs attended include chest pain (1,571), breathing difficulties (1,856), road traffic collisions (891) and suspected strokes (552).

A new measure introduced during 2019/20 is the availability of LIVES responders to attend calls. We know that in some communities, particularly in rural areas, there may not be a large volume of emergencies for a responder to attend but this in no way makes their contribution in giving up their time to attend calls any less significant. Data from 2019/20 shows that on an average day there was 230 hours of cover provided by LIVES responders and indications are that this is growing.

Responding during COVID-19

As early reports of a new virus began to be received from January 2020 the LIVES management team began planning to enact our business continuity plan and for any additional provisions that would be required to keep our responders safe and active during a potential pandemic.

Responding during the COVID-19 pandemic has brought many challenges to LIVES and our volunteers. Extraordinary efforts were made by the Headquarters team to source personal protective equipment (PPE) for our responders and we are very grateful to the local companies that supported these efforts in the early days of the response. We are also very grateful to our Education team who, following a suspension of face to face group training sessions, very quickly transitioned responder education to online platforms. And we particularly thank those LIVES responders who have continued to respond during this challenging time to support those in their communities.

During the response we have worked with the Local Resilience Forum providing additional support to communities including carrying out 'safe and well' visits and delivering food and medications to vulnerable members of our communities. Although not our usual response, it is another demonstration of the commitment and dedication of LIVES responders. During the first three months of the pandemic LIVES responders gave nearly 30,000 hours to support their communities.

**WE DO THIS BECAUSE WE WANT TO,
NOT BECAUSE WE HAVE TO**

LIVES Responder

LIVES. IN NUMBERS

2019-20

PEOPLE

584 RESPONDERS



46 MEDICS



72
NEW MEMBERS



12,612

Total number of patients helped

82
APPLICATIONS



FIRST ON SCENE

83%

of the time



INCIDENTS

1,571
Chest Pain



1,856
Breathing
Difficulties



510
Falls



891
Road
Traffic Collisions



552
Stroke



637
Cardiac
Arrest



EST. 50 YEARS

OVERNIGHT JOBS

5,410

callouts between
7pm - 7am



GOOD SAM APP USERS



EXTENDED SKILLS

1,462

callouts by
specialist
medics



230

HOURS PER DAY

average on-call time

FIRST AID TRAINING

296

COURSES
DELIVERED



4,030

TRAINED IN CPR



SOLE RESPONSE

655

ambulances saved

BUSIEST MONTH

APRIL



ROSC RATE

49%

National
average 27%



6,000

HOURS

responding
to Wainfleet
flooding

Event medical
support for

157

EVENTS



GDPR

On the 25th May 2018, the General Data Protection Regulation (GDPR) came into statute. This new regulation – which is part of the Data Protection Act 2018 – was implemented to consolidate data privacy laws as well as enhance the protection and rights of individuals. The new legislation looks at the collection, use, storage, management and deletion processes of all personal data it holds to ensure it is managed in a controlled, risk-free way to protect it effectively and efficiently.

As with many charities, LIVES holds a large quantity of personal data relating to our volunteers, patients and supporters. While the charity does not disclose or sell any of the personal data in its possession, it is important to ensure our current systems are robust and compliant with the new GDPR legislation. Our team carried out an assessment and 'health check' of our existing data management systems and policies to ensure they are compliant with the regulations. New databases have been implemented for responder, patient and donor data and a policy for dealing with data breaches and subject access requests implemented.

Information governance and ensuring we comply with our GDPR obligations is an ongoing process, with all staff and volunteers having to complete a training package to ensure that we continue to be focused on our obligations to protect data. Our marketing and communications team has ensured all literature is compliant in terms of the necessity for supporters to 'opt in' and that our website is also fully compliant.

Care Quality Commission

The quality of the care we deliver is vitally important to all at LIVES. We recognise the importance of appropriate regulation and aim not just to meet the minimum standards required by the Care Quality Commission but to exceed these in all domains. LIVES has been registered as a health care provider with the CQC since August 2011 and are regulated under the framework for independent ambulances services. LIVES was inspected by the CQC in January 2018 with the inspection focused on the provision of services using our ambulance, both patient transport and event first aid provision. The report was very positive, identifying areas of good and outstanding practice and with no recommendations or actions. LIVES values our CQC registration highly and continue to adhere to the standards required to ensure we remain compliant.



**YOUR WORK GIVES US ALL STRENGTH IN
THE SPIRIT OF HUMAN GOODNESS.
A MILLION THANKS, ONCE AGAIN**

Family member of a LIVES patient

Partnerships

Partnership is key to LIVES delivery of services to the communities that we serve.

LIVES works in close partnership with East Midlands Ambulance Service NHS Trust (EMAS) and this partnership is key to the deployment of LIVES responders to medical emergencies across the county. LIVES responds to patients at the invitation of EMAS and volunteers are deployed by a dedicated team of dispatchers within the EMAS control room. Cooperation between EMAS crews and LIVES teams on the front line with patients is overwhelmingly positive and contributes to improved experience and outcomes for patients. The relationship between the organisations is governed by a service level agreement which has been renewed in 2020 for a further three year term.

LIVES has worked in partnership with Lincolnshire Fire and Rescue (LFR) since the start of the Community First Responder Scheme in 1999. LFR volunteer fire fighters are trained as co-responders and attend medical emergencies in their communities under the training and clinical governance structure provided by LIVES. These co-responders make a significant contribution both to the charity and to their communities and we thank them for their dedication and commitment. In October 2019 we joined with LFR and EMAS colleagues to celebrate 20 years of co-responding in Lincolnshire. An event was held at the newly commissioned joint fire and ambulance station in Sleaford and was attended by representatives of all 26 co-responding stations in the county to celebrate their contribution over this time.

LIVES skilled Responders are often called upon in emergency response situations and work closely with the Lincolnshire Resilience Forum to support communities in disaster relief or other situations. During these times we work very closely with colleagues from other organisations such as British Red Cross and St John Ambulance as well as local rescue groups to ensure that those in need have the support they need. During June 2019 LIVES Responders provided first aid and care at emergency evacuation centres for those affected by flooding in Wainfleet. Over 11 days LIVES responders volunteered more than 6000 hours of time in staffing evacuation centres and we are immensely thankful to all Responders who either attended the centres or ensured that emergency cover was in place in their own communities during this time.

Sharing our skills with our communities

Every year there are around 30,000 out of hospital cardiac arrests across the UK, but sadly less than 1 in 10 people survive. For every minute defibrillation is delayed, the chances of survival fall by approximately 10%. (Resuscitation Council UK, 2015) The rurality of Lincolnshire means that achieving early defibrillation needs public involvement, this is where minutes really do matter.

A population widely trained in CPR has the potential to double survival rates. Evidence from other countries suggests that providing training in CPR to members of the public makes a significant impact and improves patient outcomes for those who suffer a cardiac arrest. Training in CPR and how to use a defibrillator has been included in the school curriculum in Scandinavian countries such as Norway and Denmark for over 10 years and there has been a steady improvement in patient outcomes (Global Resuscitation Alliance, 2018).

Therefore, knowing how to deliver safe and effective CPR is a basic skill that can save lives and one which is already taught to school-aged children in many parts of the world



At LIVES we believe that every young person in Lincolnshire should have the opportunity to learn lifesaving skills before they leave school. In 2019/20 we launched our schools partnership programme to enable every school in Lincolnshire to access this life-saving education for their students. During the first year of the programme we have worked with 25 schools and look forward to growing this programme over the coming years.

We also know that learning doesn't finish when you leave school. We continue to work with community groups, sports clubs, faith groups and other organisations, as well as at community events to give every person who lives in Lincolnshire the opportunity to learn lifesaving skills. During the year LIVES volunteers trained 4,030 people in CPR at community events around the county. An evaluation of earlier programmes found that 85% of those who took part in a community training session reported that their confidence in performing CPR had improved following the training. Furthermore, 8% reported that they had actively used their CPR training, either in a medical emergency or to show others what to do.

Some people will want or need more than the basic skills so we will provide formal first aid and pre-hospital training with nationally recognised qualifications to business, industry and education facilities. In 2019/20 we delivered 277 first aid courses and trained 3,197 people in life-saving first aid skills at a variety of levels.

We recognise that health is about more than just physical health and so have also begun delivering mental health first aid training in our communities in from September 2019. After an initial pilot programme we have now trained 44 individuals to be mental health first aiders and there is significant interest in this area of healthcare. We expect that this will continue to grow in the coming years and particularly note that the response to the COVID-19 pandemic appears to have heightened awareness of the importance of mental health first aid.



Early defibrillation is an important part of the Chain of Survival in cardiac arrest. We will support communities to acquire community public access defibrillators (CPADs) including advising on the best location to ensure availability and access. During 2019/20 we worked with communities and businesses to provide an additional 58 defibrillators across Lincolnshire. We also work with communities and CPAD guardians to maintain these defibrillators and ensure that they are available for use when they are needed.

We could not deliver this without our LIVES members and we thank all for the significant contribution they make to the success of this important campaign. It takes a team to save a life.

Responding in your local community

LIVES responders attend medical emergencies in their local communities.

"Being a LIVES responder can be traumatic. We attend patients who unfortunately, despite the best efforts of all medical professionals, it is not enough to sustain life. My role then is to be there for the bereaved."

When my work is finished and I clear from the call, LIVES are there for me. There is exceptional aftercare support for responders.

Because we live and respond in our community we find ourselves attending people that we know, including our own families and friends. This is never easy, but in true responder spirit I do what we are trained to do..... respond to medical emergencies."



RAISING MONEY AND LOOKING AFTER OUR SUPPORTERS

Through 2019/20 LIVES has continued to implement its strategy of diversifying income streams to improve financial performance and sustainability. Historically the charity was dependent on traditional fundraising sources but over recent years this has diversified to include fundraising events, challenges, grants and regular giving.

We actively promote a wide range of fundraising activities, such as providing help and support to individual or community fundraising events and attending events and shows across the county to raise both our profile and funds.

Our volunteers are crucial to the delivery of our fundraising activities and provide support across a range of activities in the community such as servicing our collection boxes, talking to local schools and community groups in order to raise the profile of the charity, attending local shows and events to support our stands. We are immensely grateful to the support that these volunteers give to our responders and their communities.



Community Fundraising

Community fundraising continues to be an important source of charitable funds and we extend our thanks to all LIVES volunteers and members of our communities who give up their time to raise funds for us.

During 2019/20 we attended a wide variety of community events from the large such as the Lincolnshire Show and Woodhall Spa 1940s Festival, to sporting and community events in towns and villages across the county.

We were able to display our new mobile education unit at a number of community events throughout the year. This trailer provides us with a safe environment in which we can teach CPR to communities as well as a base for promotional activities.

Community fundraising will always be an important part of our activities. LIVES is a community based organisation but our work often goes unseen unless you are unfortunate enough to be a patient. Our presence at community events and fundraising activities are an important way to raise awareness of our work.



Everyday Heroes Campaign

We held our fourth Everyday Heroes campaign in July 2019. This has grown from a three day event in 2016 to a month long focus on the work of our volunteers – our ‘everyday heroes’ with joint objectives of raising the profile of LIVES and generating income. Activities are focused around our superhero mascot, Defib Dan and a growing number of schools and businesses have raised funds for us through a Superhero Dress Up day and other Hero related events.



Local business supporters

In 2019/20 we worked closely with a wide variety of local Lincolnshire businesses and sports clubs who actively raised funds for the charity, many by nominating us as their ‘Charity of the Year’. We thank all those who have supported us this year, either through raising funds, donating items or by inviting LIVES to teach your employees and members life-saving skills. We particularly thank those very generous businesses who donated personal protective equipment (otherwise known as PPE) during the early days of the coronavirus pandemic which allowed our responders to safely respond to emergencies. Your generosity, enthusiasm and commitment has been very much appreciated.

We value and continue to nurture our relationships with many local businesses and organisations to raise awareness of our service. During 2019/20 we have appointed a corporate fundraising manager to focus on developing larger and ongoing opportunities for LIVES to work together with business supporters for the good of all. Unfortunately many plans for the coming year have been curtailed by the COVID pandemic but we look forward to rekindling these in 2021.



Friends of LIVES

In September 2018 LIVES launched a regular giving programme, Friends of LIVES. The programme has proved popular with donors and supporters and has exceeded forecasts for the year with 1,450 regular donors supporting the charity. The income has also proved to be resilient given the challenges to fundraising posed by COVID. We continue to engage the services of a professional fundraising organisation for the sole purpose to canvassing for our Friends of LIVES programme. We undertake quality control checks on their work on a regular basis and carefully monitor

their performance against our agreement. We ensure that all canvassers have had training in CPR and basic life-saving skills before representing the charity and that they represent LIVES in a way that is aligned with our values.

We continue to live by the promise that we make to our supporters. We value and respect every individual that donates to our charity and our promise sets out clearly what they should expect from us and those who we work with.

Fundraising promise

LIVES continues to be totally committed to our 'Fundraising Promise'. We have never been, and will never be, involved in cold calling, direct mailing or any form of pressure selling. We take the protection of the personal data of all our supporters and donors extremely seriously and constantly monitor and review our fundraising policies and procedures to ensure we deliver 'best practice' within the sector.

- We will never share your data with any other organisation for marketing purposes
- We always aim to send you a personal thank you for your donation
- We only send marketing communications to those who have explicitly given us consent to do so
- We promise to provide information about our work so you can see how your money is being spent and the difference you're making. To do this though, we need your permission to send you marketing communications
- If you tell us that you don't want us to contact you in a particular way, we won't
- If you sign up to give us a regular monthly gift by direct debit, we won't ask you to increase that monthly gift for at least a year
- We work to best practice, and will take appropriate action promptly if we fail to meet our standards

Grants and trusts

During 2019/20 we have continued to build on the grants and trusts programme that we launched in the previous year. We have identified grant funders who have an interest in our work and are extremely grateful to those who have supported our charity this year. Their funding has allowed us to target recruitment of both community first responders and medic responders into areas that need additional LIVES support, purchase specialist equipment for our medic responders, deliver more training in life-saving skills in our communities and schools, and acquire the facilities to be able to reach more communities. Our thanks go to the following organisations.

BNA Charitable Incorporated Organisation

CDS Action

Coastal Community Challenge

Co-op Local Community Fund

Gay & Peter Hartley's Hillards Charitable Trust

Lacey Solar Farm

Len Pick Charitable Trust

Louth Town Council

North Lincolnshire Council Sustainable Development Fund

Robert Wright Charity

Rugby Group Benevolent Fund

Souter Charitable Trust

Sutton St James United Charities

Tesco Centenary grant

Worth Waynefflete Foundation

We are also grateful to the following parish councils who provided donations during the early days of coronavirus response.

Billinghay Parish Council

Horncastle Town Council

Mavis Enderby Parish Council

Scrivelsby Parish Council

Wrawby Parish Council



Legacies

We are immensely grateful to those donors who have been generous enough to remember LIVES in their will and very thankful for the contribution that they make to our ongoing charitable work.

Historically legacies have formed a very small income stream for the charity. Although we have started to see some growth in this income stream in the current year it remains a relatively small and unpredictable contributor at 8% of our total income for 19/20.

During 19/20 we have begun to promote LIVES as a potential beneficiary of legacy donations including providing information on our website. This is a new area for us and we understand it will be many years before we see the benefits of work done today.

Simon Shingler, volunteer LIVES critical care paramedic

"There was a lady aged around 30 who had recently given birth and had a seizure upstairs in a small cottage. This lady was not known to have ever had a seizure and the ambulance crew on scene had been unable to terminate the lady's seizure with the medication they had available to them.

When I arrived, I noted that it would be difficult to extricate the lady from the house due to a narrow and winding stair case. The lady was going to need to be sedated with a drug called midazolam in an effort to terminate the seizure she had been having for over 30 minutes.

Although the ambulance service were on scene, they are unable to provide this treatment, and their equipment was too bulky and heavy to be able to carry while attached to the patient while extricating her from the house. My capnograph unit however was a perfect size and weight to apply to the patient and leave on the patient's lap.

The medication was successful in terminating this lady's seizure and we were then able to carry the lady downstairs and into the waiting ambulance. I was able to use the capnography unit to ensure that the lady's heart rate, respiratory rate, oxygen saturations and ventilation were all within normal limits throughout the extrication period.

Without the unit being available, it would not have been possible to monitor this patient at all times. This would have made the administration of midazolam for sedation very unsafe.

If I had not have attended this incident, the lady may well have continued to have a seizure which could have irretrievably starved the brain of oxygen. The ambulance crew would have been forced to extricate the lady from the house without terminating the seizure, which would have been unsafe for them and the patient.

By the time we arrived at the hospital, the patient was awake and although confused, was able to talk to us quite coherently. I understand that she went for further investigations into the cause of her seizure."

In the last year Simon has attended 157 incidents as a LIVES volunteer and estimates that he uses this equipment in around half of the incidents he attends.

We are very grateful to the grant funders who have very generously enabled us to provide critical care paramedics like Simon with lifesaving equipment this year.



MARKETING AND COMMUNICATIONS

Sharing the story of our LIVES responders and their activity is an important part of raising the profile of LIVES across the county and encouraging communities to support our work.

Website

The current LIVES website was designed and built during 2016 but due to technological developments and user trends, the website was in need of an update. In February 2020 we began working with a new partner to redevelop the website. The initial focus is the coding of data and integration with our databases and developing new content regarding training activities. Our website is an important window into our charity for our supporters and those want to learn more about us. It should also be a source of income generation so we are pleased to report a 34% increase in the value of website donations in the year and a doubling of the number of donations received via the website each month

Social media

Social media remains a key focus of our brand awareness and fundraising growth through 2019-20. Each social media channel – Facebook, Twitter, Instagram and LinkedIn - has grown both number of followers and engagement since the previous year. While focusing on our organic growth, we also launched a number of new initiatives to identify and encourage new supporters.

f 7,897 Facebook likes (39% increase)

9,053 Twitter followers (6% increase)

1071 Instagram followers (246% increase)

Throughout the year LIVES has made limited and targeted use of Facebook advertising as a way to increase awareness of our impact in Lincolnshire. We have tested different types of content and calls-to-action to see what our target audience responds to. Through this method of advertising we have been able to target specific groups of supporters and tailor our content to them.

Newsletter Subscribers

We want to offer our supporters a quick and simple way to find out more about LIVES and keep up to date with any other opportunities to support the charity. We do this through a subscription option on the website so that anyone can opt-in to receive our newsletter and marketing emails. Since the implementation of GDPR in April 2018 we've audited our mailing lists and reviewed our privacy policy and subscription methods. Around 1,000 subscribers receive regular email updates from LIVES and 2,500 copies of our new magazine, On Scene were distributed to LIVES supporters.

Telling our stories

LIVES responders often go about their work quietly and are 'invisible' to those who they help who assume we are part of the ambulance service. Therefore it is vitally important that we tell their stories and the story of those who benefit from our services.



During the year we have made a number of short videos promoting our work and made more extensive use of video clips and messages across all channels. This was particularly helpful in the early days of the response to the coronavirus pandemic where we were able to communicate quickly with large numbers of people via video messages on social media channels.

We also launched our first edition of our new LIVES magazine, On Scene. This twice-annual publication features stories of responders, patients and events as well as promoting fundraising and supporter opportunities. The first edition was distributed to 2,500 supporters during Spring 2020.

FUTURE PLANS

As we celebrate our 50th year we believe that LIVES remains as relevant to Lincolnshire as when we were founded in 1970.

LIVES exists because our county is rural, our infrastructure is sparse, and yet our people suffer the same medical and traumatic emergencies every day as those living in cities or urban areas. We believe that no one in our county should suffer poorer outcomes from a medical emergency just because they live or work far from the healthcare facilities they need.

Through 2019 we have developed a five year strategy - 'It takes a team to save a life' - which sets out a vision for the charity and guides our future plans. These plans are aligned to our five strategic objectives

- **Understand our impact**
- **Grow our impact**
- **Focus on quality**
- **Financial sustainability**
- **Excellence in governance**

As an organisation we collect a significant amount of data about every aspect of our operation, from the clinical interventions that we undertake with patients to the interactions that we have with our donors and supporters. However we are less good at understanding this data and what it tells us about the difference that we make. During the next three years we will work to ensure that our collection of data is streamlined and the quality of the data is assured. We will be developing key performance indicators that inform the whole organisation about performance and give early insights into emerging issues.

To support this work we will be recruiting a systems and information manager to ensure we have the expertise to deliver this objective. Our intention is to deliver relevant and pertinent data to individual Responders and teams across the charity as we know that when people have information available to them they use it to make good decisions. When this project is completed we will be able to clearly demonstrate the impact of all of the activities that we deliver. We will be working with partners at the University of Lincoln as they undertake research to establish the evidence for both community first responding and falls responding activity.

Our aspiration is to ensure that every person in Lincolnshire who suffers a medical emergency has access to a LIVES response. We know that we are some way off this target and will need continued and targeted recruitment and adequate levels of funding to reach this goal. This year we will increase the number of community first responders by 100 and ensure they are spread strategically across the whole county. We will increase the skills of our medic responders to deliver a critical care or enhanced response across the county and work with educational establishments to deliver enhanced care development opportunities for healthcare professionals. Longer term we plan to introduce a new Level 1 community responder who is trained for response to cardiac arrests in their immediate vicinity using public access defibrillators.

LIVES continued focus will be on the development of skills of volunteers to better equip them to address a wide variety of medical emergencies. We are committed to ensuring that all responders are both competent and confident to attend emergencies that they are called to. During 2020/21 we will build on the development pathway review undertaken and implement new online learning and face to face opportunities for Responders at all levels to access continuing education (CPD). We will also introduce a more formal mentoring and welfare structures to support the mental health and wellbeing of our staff and volunteers.

We will also begin a five year programme to replace our defibrillators for community responders and advance life support monitors for our critical care responders. These life-saving devices will be wifi enabled so the rescue data they capture can be analysed for individual learning and audited. We will also source diagnostic and treatment equipment for our community emergency medicine service to allow them to safely assess and treat patients out of hospital.



LIVES is aware of the challenges facing the healthcare community with increasing demands on their diminishing resources. We will continue to work with our partners in healthcare to develop innovative ways of enabling First Responder volunteers to help people in Lincolnshire, both saving lives and improving outcomes. We will proactively identify opportunities where the skills and interests of our volunteers can support communities and the wider health system. We will continue to work with partners across health and local government to develop models for delivering new emergency interventions and models of care that suit our rural environment.

LIVES Education Centre

LIVES responders choose to put themselves in difficult, often 'life or death' situations and they train hard to deliver the very best care to patients every time they respond. Delivering training in life-saving skills, be it first aid or specialist pre-hospital emergency medicine is fundamental to our principles.

To do this safely and effectively the charity needs to have access to the best training facilities to ensure our responders and other participants can learn and rehearse in high-pressure but safe scenarios. Many of the most challenging scenarios pre-hospital responders find themselves in happen infrequently, maybe only a few times during a long career, but training for these situations means we can give patients the best possible chance. But how do we train for them safely and in as life-like a scenario as possible?

LIVES is exploring opportunities to create a purpose-built pre-hospital education centre in Lincolnshire. The centre will deploy state of the art digital technology and 'real' stage settings to create a wide variety of challenging scenarios to test responders, healthcare professionals and a wide variety of community groups in life-saving skills. It will provide opportunities for partners to work together both in person and virtually to deliver industry-leading education opportunities in Lincolnshire and beyond.

The facility will also provide an operational base for LIVES crews and offices for the charity administrative teams.



We will be implementing a number of technology improvements including updating systems at headquarters to support virtual and collaborative working and improve network resilience. We will be deploying smartphones to Responders across all roles in preparation for the deployment of a new dispatch app by the Ambulance Service. We will use these smartphones to deploy further data capture and workflow tools including electronic patient records and real-time activity monitoring.

We will be strengthening our clinical governance function both for our own and clients by the recruitment of a governance manager to join the team in 2020.

LIVES' ability to deliver an emergency response needs to be funded and generating the income to support our emergency response and education is a core activity for the charity. We will continue to implement our strategy of developing a variety of diverse income streams that will allow us to mitigate some of the risks associated with income generation and provide a sustainable and predictable income to support our charitable activity. This strategy has contributed to our sustainability during the coronavirus pandemic where fundraising activity and income from training has been significantly reduced but offset by other streams including grants and regular giving. Our goal is to retain a strong financial position and provide greater financial security for the charity by increasing our reserves in line with charity policy.

We will continue to develop and support a wide range of fundraising opportunities that will generate income to support our responding activity. Community fundraising continues to be an important source of income and promotes awareness of LIVES. A full programme of community events will continue through the year. We have seen an increase in the number of businesses that have chosen to support LIVES in the last year and we continue to develop this new income stream for the organisation. We will continue to invest resource in the Friends of LIVES regular giving programme.

Looking after our supporters is just as important as looking after our volunteers. We aspire to nurture long term relationships with supporters in which they understand how we use their money for the benefit of our communities. During the coming year we will continue to develop our stewardship programme that will give our supporters the opportunity to understand the difference that their donation makes and demonstrate our thanks and appreciation. This will include improved communications and the development of further issues of the LIVES magazine, On Scene which will be distributed twice each year. We will focus on telling the story of the charity and our people across multiple platforms so that those who benefit from or support our services know the difference that we make to the people of Lincolnshire.

LIVES has significant skills and capability in delivering advanced and bespoke clinical training and regulated first aid training, both to our own volunteers and to members of the public. We also have the capability to deliver clinical governance services to both public sector and commercial clients. We will continue to pursue opportunities to deliver services to businesses, education establishments and community groups.

We will work with NHS and local authority colleagues and partners to identify opportunities for developing the community emergency medicine platform and impact, and particularly securing long-term commissioning of the Falls Response partnership.

We will implement our online and digital strategy to develop awareness raising and income generation campaigns through social media and other online channels. Over the last 12 months we have seen growth in donations and commercial income generated from online channels and we will continue to develop this important revenue stream. We will have a particular emphasis increasing our supporter database and ensuring we have a range of supporters across different demographics and that we understand the ways in which they give and why.



FINANCIAL REVIEW

Financial sustainability is a key strategic objective for the charity. We can only deliver care to patients, education to our own responders and communities and plan for future growth if our income is secure and we understand and control our costs.

Historically LIVES relied on community fundraising to generate income to support the delivery of charitable activity. For the last three years our strategy has been to diversify our income streams, develop new sources of funding and mitigate some of the risks associated with income generation. Key activities have included developing a grant funding programme and commercial relationships and ensuring the success of existing fundraising sources. A regular giving programme 'Friends of LIVES' was introduced in September 2018 to give supporters the opportunity to make a small but regular donation to LIVES. The programme has exceeded original forecasts and is a stable and growing source of fundraised income.

Ongoing work to mitigate costs and ensure appropriate expenditure continues. Costs have been predictable through 2019/20 with increases in expenditure directly related to funded programmes of work. Whilst cost control is important it should be noted that cost reductions will not be made if they compromise clinical quality.

The reserves policy has been reviewed by the trustees in recognition of the growth of the charity and changes in both income and risk profile. The charity's policy is to hold six months of non-commissioned service costs and a provision for covering the costs of winding up the charity if new income sources had not been found at that time.

During the year total expenditure increased to £2,172,037. The largest increase in expenditure is attributed to the costs of delivering the new Community Emergency Medicine service. Delivery costs for emergency response services and community engagement has remained stable over the year.

Total income increased to £2,488,404 largely due to the establishment of the Community Emergency Medicine Service. Legacies and regular giving have also contributed more to income than was forecast.

**I CAN SAFELY SAY
THAT BECOMING
A RESPONDER IS
ONE OF THE BEST
THINGS I'VE DONE.
HELPING PEOPLE
IN THEIR HOUR OF
NEED IS SUCH A
SPECIAL FEELING**

LIVES Responder

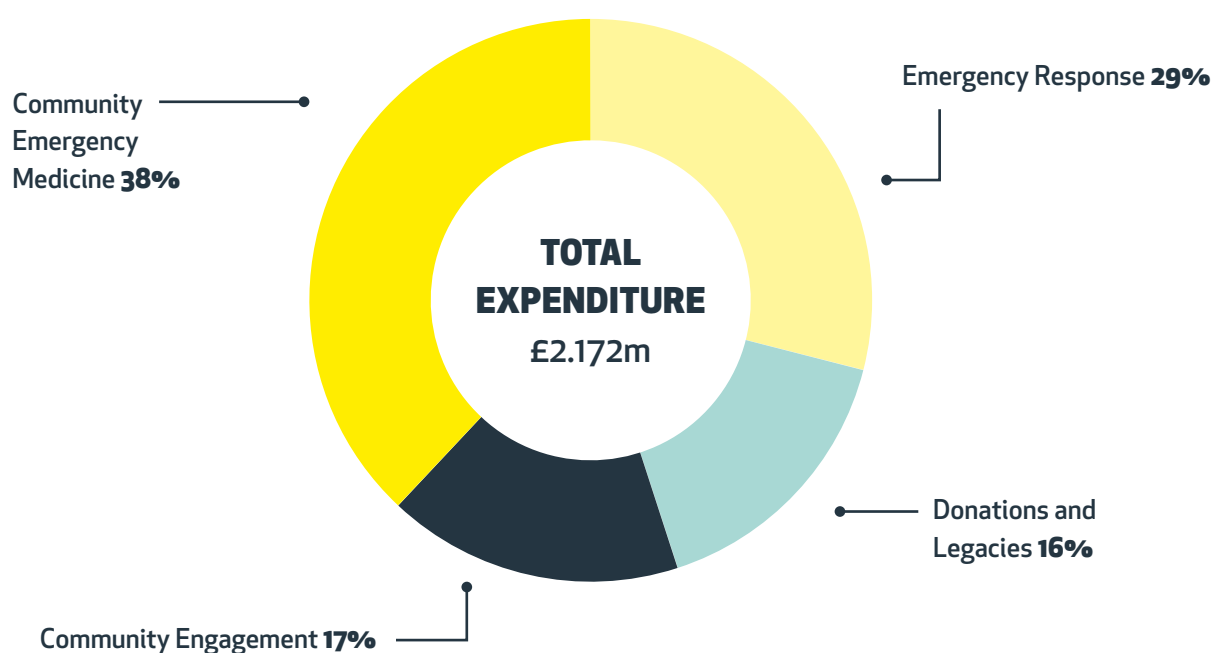
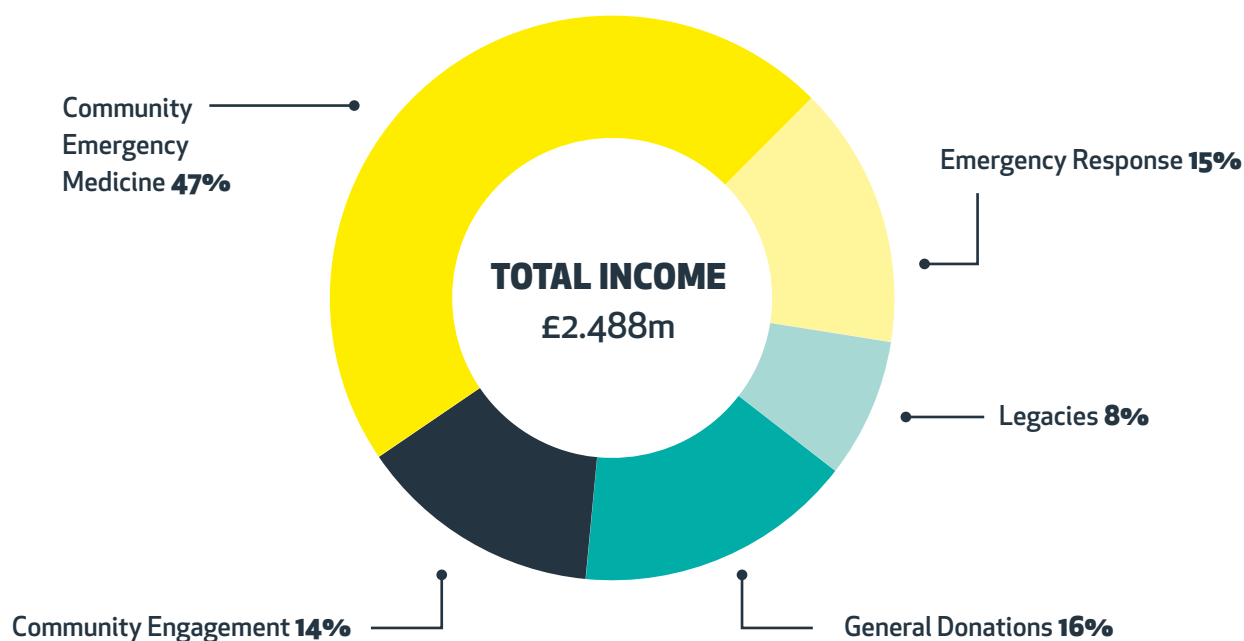
Principal funding sources

The strategy of diversifying funding sources has continued during 2019/20. Traditional income sources of fundraising and public donations, as well as a grant received from NHS clinical commissioning groups for the provision of the emergency response have become a smaller proportion of overall income during this year.

Income generated from sales of emergency equipment and the provision of first aid and pre-hospital training to business, industry and education partners continues to make a positive contribution to the organisation. The new offering of consultative services for clinical governance begun in 18/19 has continued to grow through the current year. The provision of event medical support continues to be a small but profitable income stream which also encourages the support and engagement of community groups across the county. The income generated through the provision of services to NHS organisations and the local authority remains a significant income source, accounting for 47.3% of income generated in the year.

Grant income of £57,138 has been obtained for a number of projects including the recruitment of new responders in targeted areas, recruitment and equipping of medics and for the support of local responder groups. This is a reduction from the previous year and represented 2.3% of income generated in the year. We are very grateful to all grant funders who have supported our work during 2019/20.

The Friends of LIVES regular giving programme has generated a growing and predictable income stream during 2019/20. Face to face recruitment of donors has been suspended since March 2020 due to the coronavirus pandemic although this income stream has remained relatively stable.



Fundraising approach

LIVES takes a responsible approach to fundraising and is both grateful and respectful towards all who support or donate to our charity. We hold ourselves to high standards and ensure that we meet or exceed the requirements of the fundraising regulations. Fundraising activities are predominantly carried out at public events and venues, static collection tins or through unsolicited donations.

The charity has employed the services of professional fundraisers during 2019/20 who undertake the recruitment of regular donors to the Friends of LIVES programme. The contract with a professional organisation that administered grant and trust applications was ended in December 2019. LIVES does not undertake door to door collections or telephone marketing campaigns to raise funds. The organisation works closely with its fundraising partners to ensure that best practice is adhered to at all times. LIVES has voluntarily registered with the Fundraising Regulator and is a member of the Institute of Fundraising. Our employed fundraising team regularly undertake training opportunities through the Institute to ensure they remain current with best practice and guidelines.



Investment and reserves policy

A) General objectives

The investments must be managed in such a way as to fulfil Charity Commission requirements to obtain a reasonable return on those investments without excessive risk to the capital.

B) Capital growth and income requirements

The investments need only to provide capital growth; there is no requirement for them to generate income.

C) Acceptable risk

A "moderate" approach is to be adopted in the management of the charity's assets. Further definition of this can be found in the JCH Investment Management document, "Attitude to Risk."

D) Functions delegated to the trustees' agent (investment manager)

The investments are to be managed on an "advisory" basis within the bounds of the declared acceptable risk.

E) Ethical restrictions

The investments must avoid areas that might be in conflict with the overall aims of LIVES wherever possible and taking into account the large diversification of underlying holdings within the Investment Portfolio.

Reserves policy and going concern

The total funds of the charity as at 31st March 2020 are £670,502 (2018/19 restated £371,371) of which £30,500 are restricted and not available for general purpose.

The reserves the charity holds as at 31 March 2020 are £467,425 (2018/19 restated £228,505).

The trustees have reviewed the reserves policy during 2019/20 in recognition of the growth of the charity and changes in both income and risk profile. The charity's policy is to hold six months of non-commissioned service costs and a provision for covering the costs of winding up the charity if new income sources had not been found at that time. This will equate to £900,000 of unrestricted reserves and will in the view of trustees provide a secure financial footing for LIVES and protect against any significant reduction in its normal income or any significant unforeseen expenditures.

Qualifying Third Party Indemnity Provisions

Qualifying third party provisions made by the charity are in force for the benefit of the trustees.

RISK MANAGEMENT

LIVES is aware that the charity operates in an environment with inherent risks both to the charity and in the delivery of its core charitable activities. The charity takes proactive steps to evaluate and mitigate these risks and this process is monitored through the Risk Management subcommittee which meets quarterly.

Key risks faced by the organisation are categorised as:

- Breakdown of relationships with key operational partners including East Midlands Ambulance Service, Lincolnshire Fire and Rescue, or with NHS commissioning organisations making it difficult for LIVES to deliver services
- A reduction in income through the loss of NHS funding, decline in fundraising, or a sustained failure in one or more income streams
- Risks associated with the delivery of clinical services and with the provision of event medical support services
- A reduction in operational capacity due to a significant reduction in volunteer membership or staffing; or risks associated with the unplanned growth of activity or membership

- Threats to the health and safety of volunteers and staff through the predominance of lone working and the new threat from the coronavirus pandemic
- Competitive threats from other CFR schemes or similar and commercial services

The impact of the coronavirus pandemic on the charity and the wider economy is a significant risk that is under constant review given the emerging and evolving situation.

The organisation maintains a risk register and takes appropriate actions to mitigate risks wherever possible. During 2019/20 a separate clinical risk register was developed and is jointly overseen by Risk Management and Clinical Governance committees. This ensures that these specialist risks have adequate oversight and clinical input.

These risks as well as other risks identified by the board continue to be monitored and mitigated against, both in terms of likelihood of these situations occurring and the impact on LIVES if they were to happen.



STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

LIVES is a charitable company limited by guarantee, incorporated on 27 February 2003 and registered as a charity on 4 July 2003. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. A special resolution was passed at the Annual General Meeting held in October 2019 to adopt updated Articles in line with the current recommendations of the Charity Commission. In the event of the company being wound up, members are required to contribute an amount not exceeding £10.

Recruitment and appointment of new trustees

The charity at the time of this report has five trustees. Dr Alan Sagar retired from the board in April 2020 having served more than 30 years as a trustee and a LIVES doctor responding on the east coast. Mr Peter Carlsson also retired after more than 11 years of service. We wish them both well in their retirements and thank them for their many years of service to the charity and to Lincolnshire.

A board governance review undertaken in 2019 confirmed that further trustee recruitment was required both to ensure the continuing skills of the board and to plan for anticipated future retirements. In October 2019 four new trustees were appointed with a variety of backgrounds including a chartered accountant, practicing pre-hospital doctor, an organisational psychologist and an property finance advisor with a background as a former LIVES responder. We welcome them to the board and thank them for their commitment. Further recruitment will be undertaken in 2020 to implement the recommendations of the governance review.

Three further trustees resigned from the board during 2020. We thank Dr Yvonne Owen, Mr Andy Hill and Dr Ben Coyle for the contributions they have made to the charity during their time as trustees. In particular, Dr Owen has been involved with the charity for many years, originally as a responding doctor before becoming clinical director and a trustee following her standing down from the clinical director role. We wish her every success and thank her for the contribution she has made.



All LIVES trustees undergo an induction process which in addition to familiarisation with the objectives and operational activities of LIVES also includes formal training in the role of a trustee.

Governance Review

A comprehensive board governance review was undertaken during 2019. A number of areas of good practice were identified along with recommendations for strengthening governance to reflect the growth of the organisation. A number of these recommendations have been implemented including recruitment of additional trustees, a review of committee structure and the establishment of a LIVES Advisory Group consisting of representatives of the wider membership.

Governance structure

The board delegates responsibility to subcommittees in the areas of Risk Management, Clinical Governance, Finance & Performance and People & Organisation in order to strengthen the governance structure of LIVES, ensure informed effective decision making and mitigate risk. These committees are tasked with reviewing, monitoring and evaluating key areas of the organisation and its activities and making proposals or recommendations to the trustee board based on their findings. Membership of the subcommittees is drawn from the trustee board and management team. In 2020 a member of the LIVES Advisory Group has also joined each subcommittee to provide a members perspective. All subcommittees operate within terms of reference approved by the board.

The trustees are responsible for:

- Delivery of LIVES Objects, as stated in the Articles of Association
- Setting the strategic direction of LIVES
- Upholding the core values of LIVES
- Monitoring performance and financial solvency
- Ensuring that LIVES complies with all relevant law and regulatory legislation
- Ensuring that policies, procedures and internal controls are effective and fit for purpose
- Protection of the assets and property of LIVES
- Reviewing and managing risk
- Upholding and applying the principles of equality and diversity and ensuring that LIVES is fair and open to all sections of the community in its activities

There is a robust clinical governance framework in place within LIVES to ensure a consistent quality of delivery for all operational aspects of the organisation. These procedures are regularly reviewed by the Medical Director and the Clinical Governance committee to ensure that they continue to meet the needs of the charity. LIVES is registered with the Care Quality Commission which oversees the quality of clinical services delivered. An Equipment Group is specifically established to review the suitability of all clinical equipment in use or proposed and make recommendations to this committee.

The Finance & Performance committee ensures close financial monitoring and effective budgeting in LIVES within terms of reference approved by the trustees. This committee also scrutinises performance data from across the charity and is responsible for contract monitoring and delivery. There are robust internal systems within LIVES to ensure appropriate authorisation of all large financial transactions and projects and to guard against fraud.

LIVES is aware that it faces a number of risks in the delivery of its activities and takes active steps to evaluate and mitigate these risks. These risks are monitored through the Risk Management committee and an organisational risk register is maintained with risks stratified and regularly reviewed based on their risk rating.

People are of fundamental importance to LIVES. Our delivery model is focused on skilling and equipping volunteers to deliver in their communities and it is of utmost importance that these people are supported to be the very best that they can be, whether they be volunteers or employees. The People & Organisation committee monitors recruitment, retention and development of both volunteers and staff and oversees the annual volunteer survey and action plans.



Management Structure

The LIVES organisation is supported by a small headquarters team of 21 people. The headquarters staff provide leadership and support services to ensure that the organisation is managed safely, complies with all regulations, generates income and that volunteers are supported in training, development and provision of equipment.

The organisation is led by a Chief Executive who works alongside the Medical Director and reports directly to the board of trustees.

The Head of Operations is responsible for the quality and efficiency of all activity delivered by LIVES. This includes the activity of First Responder districts and Medics, Community Emergency Medicine services, the delivery of training, provision of equipment and for event first aid provision.

The Head of Fundraising is responsible for all marketing, fundraising, community engagement and communications activities. This includes the development and delivery of the fundraising strategy, development of new sources of income including a grant strategy and the delivery of effective communications campaigns.

The Head of Sales is responsible for the development of commercial activities as a source of income. This is predominantly through the sale of training and clinical governance services, and equipment to business, community and public sector clients. This function continues to grow and provide a sustainable income stream for the charity.

The Head of Finance & Performance is responsible for ensuring the effective financial management of the organisation. This individual also has responsibility for the production of management and performance information across the charity.

Key management remuneration

All directors give their time freely and no director received remuneration in the year. Details of directors' expenses and related party transactions are disclosed in note 13 to the accounts.

The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the charity, the directors benchmark against pay levels in other charitable organisations of a similar size.



STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Lincolnshire Integrated Voluntary Emergency Service (LIVES) for the purposes of company law) are responsible for preparing the Report of the Trustees 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 that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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; and
- 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:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

Auditors

The auditors, Nicholsons, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 15 October 2020 and signed on its behalf by:

Mr MV Adie - Trustee

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
04680981 (England and Wales)

Registered Charity number
1098364

Registered office
LIVES Headquarters
Units 5 - 8 Birch Court
Boston Road Industrial Estate
HORNCastle
Lincolnshire
LN9 6SB

Trustees

Mr M V Adie
Mr P Carlsson (resigned 30 April 2020)
Dr B Coyle (resigned 29 July 2020)
Mr T Downing
Mr A Hill (resigned 31 July 2020)
Ms T Nicholds (appointed 1 October 2019)
Dr Y Owen (resigned 2 September 2020)
Dr A Sagar (resigned 30 April 2020)
Mr J Teer (appointed 1 October 2019)
Mr A Wilson (appointed 1 October 2019)

All of the above trustees (who are also the directors of the charity for the purposes of company law) held office during the year under review.

Company Secretary
Mr M V Adie

Senior Statutory Auditor
Joanne Brown

Auditors
Nicholsons
Statutory Auditors
Newland House
The Point
Weaver Road
LINCOLN
Lincolnshire
LN6 3QN

Bankers

Natwest
27 High Street
HORNCastle
Lincolnshire
LN9 5XB

Investment managers

JCH Investment Managers
1 Henley Way
Doddington Road
Lincoln
LN6 3QR

Key management personnel

Mrs N Cooke, Chief Executive Officer
Dr S Topham, Medical Director
Mr A Bateman, Head of Finance (resigned 30 April 2020)
Mrs S Gibson, Head of Finance (appointed 1 April 2020)
Mr C Keeble, Head of Operations (resigned 4 April 2020)
Mr C Cole, Head of Education
Mrs K Raywood, Head of Sales
Mrs G Shaw, Head of Fundraising (appointed 12 August 2019)

Report of the Independent Auditors to the Members of
Lincolnshire Integrated Voluntary
Emergency Service (Registered number: 04680981)

Opinion

We have audited the financial statements of Lincolnshire Integrated Voluntary Emergency Service (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Report of the Independent Auditors to the Members of
Lincolnshire Integrated Voluntary
Emergency Service (Registered number: 04680981)

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Report of the Independent Auditors to the Members of
Lincolnshire Integrated Voluntary
Emergency Service (Registered number: 04680981)

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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 auditors' 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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Joanne Brown (Senior Statutory Auditor)
for and on behalf of Nicholson
Statutory Auditors
Newland House
The Point
Weaver Road
LINCOLN
Lincolnshire
LN6 3QN

16 October 2020

**Lincolnshire Integrated Voluntary
Emergency Service**

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2020**

| | | Unrestricted fund | Restricted funds | 31/3/20 Total funds | 31/3/19 Total funds as restated |
|-----------------------------------|-------|----------------------|---------------------|---------------------------|--|
| | Notes | £ | £ | £ | £ |
| INCOME AND ENDOWMENTS FROM | | | | | |
| Donations and legacies | 3 | 534,563 | 47,432 | 581,995 | 482,081 |
| Charitable activities | 6 | | | | |
| Emergency response | | - | 379,715 | 379,715 | 371,447 |
| Community emergency medicine | | 1,177,481 | - | 1,177,481 | 348,366 |
| Community engagement | | 344,864 | - | 344,864 | 327,814 |
| Other trading activities | 4 | 2,470 | - | 2,470 | 11,411 |
| Investment income | 5 | 32 | - | 32 | 38 |
| Other income | 7 | 1,847 | - | 1,847 | 8,713 |
| Total | | 2,061,257 | 427,147 | 2,488,404 | 1,549,870 |
| EXPENDITURE ON | | | | | |
| Raising funds | 8 | 338,621 | - | 338,621 | 286,797 |
| Charitable activities | 9 | | | | |
| Emergency response | | - | 623,389 | 623,389 | 485,413 |
| Community emergency medicine | | 827,390 | - | 827,390 | 204,666 |
| Community engagement | | 376,963 | 3,000 | 379,963 | 506,177 |
| Investment management costs | | 2,674 | - | 2,674 | 1,915 |
| Total | | 1,545,648 | 626,389 | 2,172,037 | 1,484,968 |
| Net gains/(losses) on investments | | (17,236) | - | (17,236) | 7,342 |
| NET INCOME/(EXPENDITURE) | | 498,373 | (199,242) | 299,131 | 72,244 |
| Transfers between funds | 24 | (212,021) | 212,021 | - | - |
| Net movement in funds | | 286,352 | 12,779 | 299,131 | 72,244 |
| RECONCILIATION OF FUNDS | | | | | |
| Total funds brought forward | | | | | |
| As previously reported | | 433,911 | 17,721 | 451,632 | 361,290 |
| Prior year adjustment | 15 | (80,261) | - | (80,261) | (62,163) |
| As restated | | 353,650 | 17,721 | 371,371 | 299,127 |

The notes form part of these financial statements

**Lincolnshire Integrated Voluntary
Emergency Service**

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2020**

| | Notes | Unrestricted fund £ | Restricted funds £ | 31/3/20 Total funds £ | 31/3/19 Total funds as restated £ |
|-----------------------------|-------|---------------------------|--------------------------|--------------------------------|---|
| TOTAL FUNDS CARRIED FORWARD | | 640,002 | 30,500 | 670,502 | 371,371 |

The notes form part of these financial statements

**Lincolnshire Integrated Voluntary
Emergency Service (Registered number: 04680981)**

**Statement of Financial Position
31 March 2020**

| | Notes | Unrestricted fund £ | Restricted funds £ | 31/3/20 Total funds £ | 31/3/19 Total funds as restated £ |
|--|-------|---------------------------|--------------------------|--------------------------------|---|
| FIXED ASSETS | | | | | |
| Tangible assets | 18 | 172,577 | - | 172,577 | 125,145 |
| Investments | 19 | 240,695 | - | 240,695 | 257,931 |
| | | <u>413,272</u> | <u>-</u> | <u>413,272</u> | <u>383,076</u> |
| CURRENT ASSETS | | | | | |
| Stocks | 20 | 24,923 | - | 24,923 | 16,349 |
| Debtors | 21 | 125,908 | - | 125,908 | 141,625 |
| Cash at bank and in hand | | 430,214 | 30,500 | 460,714 | 87,128 |
| | | <u>581,045</u> | <u>30,500</u> | <u>611,545</u> | <u>245,102</u> |
| CREDITORS | | | | | |
| Amounts falling due within one year | 22 | (354,315) | - | (354,315) | (256,807) |
| | | <u>226,730</u> | <u>30,500</u> | <u>257,230</u> | <u>(11,705)</u> |
| NET CURRENT ASSETS | | | | | |
| | | <u>226,730</u> | <u>30,500</u> | <u>257,230</u> | <u>(11,705)</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | <u>640,002</u> | <u>30,500</u> | <u>670,502</u> | <u>371,371</u> |
| NET ASSETS | | <u>640,002</u> | <u>30,500</u> | <u>670,502</u> | <u>371,371</u> |
| FUNDS | 24 | | | | |
| Unrestricted funds: | | | | | |
| General | | | | 640,002 | 353,650 |
| Restricted funds: | | | | | |
| Community Grant | | | | - | 9,750 |
| Groundwork UK Grant | | | | 7,500 | - |
| TSB Local Community Fund Grant | | | | - | 3,000 |
| Help for Health Grant | | | | - | 4,971 |
| BNA Charitable Organisation Grant | | | | 23,000 | - |
| | | | | <u>30,500</u> | <u>17,721</u> |
| TOTAL FUNDS | | | | <u>670,502</u> | <u>371,371</u> |

The notes form part of these financial statements

**Lincolnshire Integrated Voluntary
Emergency Service (Registered number: 04680981)**

Statement of Financial Position - continued
31 March 2020

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 15 October 2020 and were signed on its behalf by:

Mr M V Adie - Trustee

The notes form part of these financial statements

**Lincolnshire Integrated Voluntary
Emergency Service**

**Statement of Cash Flows
for the Year Ended 31 March 2020**

| | 31/3/20 | 31/3/19 as restated £ |
|---|-----------------------|--------------------------------|
| Notes | £ | |
| Cash flows from operating activities | | |
| Cash generated from operations 1 | 464,720 | 28,383 |
| | <u>464,720</u> | <u>28,383</u> |
| Net cash provided by operating activities | <u>464,720</u> | <u>28,383</u> |
| Cash flows from investing activities | | |
| Purchase of tangible fixed assets | (277,188) | (71,713) |
| Sale of tangible fixed assets | 186,054 | 14,145 |
| | <u>(91,134)</u> | <u>(57,568)</u> |
| Change in cash and cash equivalents in the reporting period | 373,586 | (29,185) |
| Cash and cash equivalents at the beginning of the reporting period | <u>87,128</u> | <u>116,313</u> |
| Cash and cash equivalents at the end of the reporting period | <u><u>460,714</u></u> | <u><u>87,128</u></u> |

The notes form part of these financial statements

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Statement of Cash Flows
for the Year Ended 31 March 2020**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

| | 31/3/20 | 31/3/19 as restated |
|--|----------------|---------------------------|
| | £ | £ |
| Net income for the reporting period (as per the Statement of Financial Activities) | 299,131 | 72,244 |
| Adjustments for: | | |
| Depreciation charges | 44,889 | 37,678 |
| Losses/(gain) on investments | 17,236 | (7,342) |
| Profit on disposal of fixed assets | (1,187) | (8,713) |
| Increase in stocks | (8,574) | (3,606) |
| Decrease/(increase) in debtors | 15,717 | (45,033) |
| Increase/(decrease) in creditors | 97,508 | (16,845) |
| Net cash provided by operations | <u>464,720</u> | <u>28,383</u> |

2. ANALYSIS OF CHANGES IN NET FUNDS

| | At 1.4.19 £ | Cash flow £ | At 31.3.20 £ |
|--------------------------|----------------|----------------|-----------------|
| Net cash | | | |
| Cash at bank and in hand | 87,128 | 373,586 | 460,714 |
| | <u>87,128</u> | <u>373,586</u> | <u>460,714</u> |
| Total | <u>87,128</u> | <u>373,586</u> | <u>460,714</u> |

The notes form part of these financial statements

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements
for the Year Ended 31 March 2020**

1. INCOME AND EXPENDITURE ALLOCATION

Income and expenditure in the current year and comparative year has changed format to align sources of income and costs more clearly to activities. Overall income and expenditure remains unchanged.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, 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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

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 when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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.

Allocation and apportionment of costs

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis e.g. floor areas, estimated usage, staff time. Where costs cannot be directly attributed to particular headings they have been allocated to an activity on a basis consistent with the use of resources.

Investments

Listed investments are stated at market value at the end of the year. Any gain or loss resulting from revaluation is included in the Statement of Financial Activities.

Fixed assets for use by the charity

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

Short leasehold - Straight line over the life of the lease

continued...

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

2. ACCOUNTING POLICIES - continued

Fixed assets for use by the charity

- | | |
|-----------------------|--|
| Motor vehicles | - 33% on reducing balance and 25% on reducing balance |
| Fixtures and fittings | - 33% on cost, 33% on reducing balance and 20% on reducing balance |

Fixed assets are stated at cost less depreciation, or in cases where fixed assets have been donated, at valuation at the time of acquisition.

Stocks

Stock is valued at the lower of cost and net realisable value.

Financial instruments

Only basic financial instruments as defined in FRS 102 are held. Financial assets and financial liabilities are recognised in the accounts only when the entity becomes party to the contractual provisions of the instrument and their measurement basis is as follows:

Financial assets - trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments.

Cash at bank is classified as a basic financial instrument and is measured at transaction price.

Financial liabilities - trade creditors, accruals and other creditors are basic financial instruments, and are measured at amortised cost. Where a financial liability constitutes a financing transaction it is initially and subsequently measures at the present value of future payments, discounted at a market rate of interest.

Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

Value added tax

The charity is in the process of registering for VAT and its income and expenditure are shown net of VAT to the extent it is recoverable.

Fund accounting

Unrestricted funds are incoming resources receivable or generated for the objects of the charity which are available as general funds.

Restricted funds are amounts receivable by the charity where the use is specified by the donor, or where funds have been internally generated for a specific purpose relating to the objects of the charity. Full details relating to the restricted funds of the charity are included within the notes to the accounts.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the term of the lease.

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

2. ACCOUNTING POLICIES - continued

Voluntary help and gifts in kind

No value has been put on the help received by LIVES during the period. Individual gifts of significant value are valued at estimated cost to the donor and included in voluntary donations; however, there are numerous small gifts that cannot be quantified.

Going concern

LIVES are able to settle all operating costs as they arise.

Accordingly the trustees consider that it is appropriate for the Financial Statements to be prepared on the Going Concern basis.

3. DONATIONS AND LEGACIES

| | 31/3/20 | 31/3/19 as restated |
|------------------------|----------------|---------------------------|
| | £ | £ |
| Legacies and bequests | 198,811 | 46,482 |
| Donations | 217,983 | 266,245 |
| Regular giving schemes | 72,679 | 13,534 |
| Collection tins | 8,859 | 4,049 |
| Grants | 57,138 | 139,438 |
| Statutory giving | 5,286 | 3,699 |
| Corporate | 21,239 | 8,634 |
| | <u>581,995</u> | <u>482,081</u> |

Grants received, included in the above, are as follows:

| | 31/3/20 | 31/3/19 as restated |
|--------------|---------------|---------------------------|
| | £ | £ |
| Other grants | <u>57,138</u> | <u>139,438</u> |

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

4. OTHER TRADING ACTIVITIES

| | 31/3/20 | 31/3/19 as restated |
|--------------------------|--------------|---------------------------|
| | £ | £ |
| Fundraising events | 1,693 | 9,399 |
| Other trading activities | 777 | 2,012 |
| | <u>2,470</u> | <u>11,411</u> |

In 2020 income from other trading activities related to £1,693 relating to fundraising events (2019: £9,399) and £777 relating to merchandise sales (2019: £2,012).

5. INVESTMENT INCOME

Incoming resources from investments represents interest receivable on bank deposits and dividends on investments.

Investment income for 2020 relates to £32 interest received (2019: £38).

6. INCOME FROM CHARITABLE ACTIVITIES

| | | | | 31/3/20 | 31/3/19 as restated |
|--|----------------------------|---|------------------------------|--------------------------|---------------------------|
| | Emergency response £ | Community emergency medicine £ | Community engagement £ | Total activities £ | Total activities £ |
| Event medical support | - | - | 21,520 | 21,520 | 24,758 |
| Commissioned | - | 1,177,481 | - | 1,177,481 | 348,366 |
| services | - | - | 199,716 | 199,716 | 200,648 |
| Training | - | - | 123,628 | 123,628 | 102,408 |
| Sale of goods | 379,715 | - | - | 379,715 | 371,447 |
| Grants | | | | | |
| | <u>379,715</u> | <u>1,177,481</u> | <u>344,864</u> | <u>1,902,060</u> | <u>1,047,627</u> |
| | | | | | |
| Deferred incoming resources | | | | 2020 | 2019 as restated |
| | | | | £ | £ |
| Deferred income brought forward and released during the year | | | | 25,319 | 70,099 |
| Income received during the period | | | | 2,507,411 | 1,505,090 |
| Deferred income carried forward | | | | (44,326) | (25,319) |
| | | | | | |
| Income recognised in year to 31 March 2020 | | | | 2,488,404 | 1,549,870 |

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

7. OTHER INCOME

| | 31/3/20 | 31/3/19 as restated |
|-------------------------------|--------------|---------------------------|
| | £ | £ |
| Profit on sale of fixed asset | 1,187 | 8,713 |
| Miscellaneous income | 660 | - |
| | <u>1,847</u> | <u>8,713</u> |

Other income for 2020 includes £1,187 profit on sale of tangible fixed assets (2019: £8,713).

8. RAISING FUNDS

Raising donations and legacies

| | 31/3/20 | 31/3/19 as restated |
|-----------------------------------|----------------|---------------------------|
| | £ | £ |
| Staff costs | 120,467 | 135,385 |
| IT costs | 11,924 | - |
| Subscriptions | 857 | - |
| Training | 570 | - |
| Premises | 2,567 | - |
| Vehicle costs and travel expenses | 2,405 | 3,229 |
| Telephone | 600 | - |
| Advertising | 4,482 | 30,101 |
| General expenses | 272 | - |
| Fundraising expenses | 99,851 | 71,220 |
| Support costs | 94,626 | 46,862 |
| | <u>338,621</u> | <u>286,797</u> |

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

9. CHARITABLE ACTIVITIES COSTS

| | Direct Costs (see note 10) £ | Support costs (see note 11) £ | Totals £ |
|------------------------------|---------------------------------------|--|------------------|
| Emergency response | 477,506 | 145,883 | 623,389 |
| Community emergency medicine | 618,742 | 208,648 | 827,390 |
| Community engagement | 295,683 | 84,280 | 379,963 |
| Investment management costs | - | 2,674 | 2,674 |
| | <u>1,391,931</u> | <u>441,485</u> | <u>1,833,416</u> |

10. DIRECT COSTS OF CHARITABLE ACTIVITIES

| | 31/3/20 £ | 31/3/19 as restated £ |
|--------------------------------------|------------------|--------------------------------|
| Staff costs | 569,030 | 266,170 |
| Insurance | 26,612 | - |
| Telephone | 18,499 | 25,132 |
| Consumables and repairs to equipment | 194,226 | 165,902 |
| Provision of training | 62,388 | 87,023 |
| Purchases for resale | 92,481 | 86,455 |
| Training expenses | 82,394 | 72,318 |
| Premises | 2,694 | - |
| Vehicle costs and travel expenses | 79,375 | 47,652 |
| Subscriptions | 997 | - |
| IT costs | 1,181 | - |
| Professional fees | 1,365 | - |
| Advertising | 8,371 | 1,491 |
| Fundraising expenses | 55 | - |
| Medics fees | 236,763 | 7,489 |
| Staff recruitment expenses | 420 | - |
| General expenses | 1,790 | - |
| Bad debts | 13,290 | - |
| | <u>1,391,931</u> | <u>759,632</u> |

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

11. SUPPORT COSTS

| | Other £ | Governance costs £ | Totals £ |
|--------------------------------|----------------|--------------------------|----------------|
| Raising donations and legacies | 92,949 | 1,677 | 94,626 |
| Emergency response | 142,529 | 3,354 | 145,883 |
| Community emergency medicine | 204,177 | 4,471 | 208,648 |
| Community engagement | 82,603 | 1,677 | 84,280 |
| Investment management costs | 2,674 | - | 2,674 |
| | <u>524,932</u> | <u>11,179</u> | <u>536,111</u> |

Support costs, included in the above, are as follows:

Other

| | Raising donations and legacies £ | Emergency response £ | Community emergency medicine £ |
|---------------------------------------|--|----------------------------|---|
| Wages | 53,795 | 63,753 | 99,710 |
| Staff related expenses | 3,052 | 6,572 | 8,195 |
| Insurance | 1,695 | 3,391 | 4,522 |
| HQ premises | 6,032 | 12,063 | 16,083 |
| IT costs | 3,234 | 6,469 | 8,626 |
| Vehicle costs | 666 | 1,332 | 1,776 |
| Legal and professional fees | 6,197 | 12,393 | 16,525 |
| Finance costs | 399 | 798 | 1,064 |
| Advertising | 558 | 1,117 | 1,490 |
| General office expenses | 10,587 | 21,174 | 28,232 |
| Depreciation of tangible fixed assets | 6,734 | 13,467 | 17,954 |
| | <u>92,949</u> | <u>142,529</u> | <u>204,177</u> |

31/3/20

31/3/19
as
restated

| | Community engagement £ | Investment management costs £ | Total activities £ | Total activities £ |
|------------------------|------------------------------|--|--------------------------|--------------------------|
| Wages | 42,938 | - | 260,196 | 238,821 |
| Staff related expenses | 3,562 | - | 21,381 | 23,890 |
| Insurance | 1,696 | - | 11,304 | 17,129 |
| HQ premises | 6,031 | - | 40,209 | 37,275 |
| IT costs | 3,235 | - | 21,564 | 15,373 |
| Vehicle costs | 666 | - | 4,440 | 9,409 |
| Carried forward | 58,128 | - | 359,094 | 341,897 |

continued...

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

11. SUPPORT COSTS - continued

Other - continued

| | | | 31/3/20 | 31/3/19 as restated |
|--|------------------------------|--|----------------------------|---|
| | Community engagement £ | Investment management costs £ | Total activities £ | Total activities £ |
| Brought forward | 58,128 | - | 359,094 | 341,897 |
| Legal and professional fees | 6,197 | - | 41,312 | 53,708 |
| Finance costs | 399 | 2,674 | 5,334 | 3,893 |
| Advertising | 559 | - | 3,724 | - |
| General office expenses | 10,586 | - | 70,579 | 32,380 |
| Depreciation of tangible fixed assets | <u>6,734</u> | <u>-</u> | <u>44,889</u> | <u>37,678</u> |
| | <u>82,603</u> | <u>2,674</u> | <u>524,932</u> | <u>469,556</u> |
| Governance costs | | | | |
| | | Raising donations and legacies £ | Emergency response £ | Community emergency medicine £ |
| Auditors' remuneration | | 585 | 1,170 | 1,560 |
| Auditors' remuneration for non audit work | | 989 | 1,980 | 2,639 |
| Trustees indemnity insurance | | <u>103</u> | <u>204</u> | <u>272</u> |
| | | <u>1,677</u> | <u>3,354</u> | <u>4,471</u> |
| | | | 31/3/20 | 31/3/19 as restated |
| | Community engagement £ | | Total activities £ | Total activities £ |
| Auditors' remuneration | 585 | | 3,900 | 3,900 |
| Auditors' remuneration for non audit work | 990 | | 6,598 | 11,721 |
| Trustees indemnity insurance | <u>102</u> | | <u>681</u> | <u>224</u> |
| | <u>1,677</u> | | <u>11,179</u> | <u>15,845</u> |

continued...

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

12. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

| | 31/3/20 | 31/3/19 as restated |
|-------------------------------------|----------------|---------------------------|
| | £ | £ |
| Auditors' remuneration | 3,900 | 3,900 |
| Other non-audit services | 6,598 | 11,721 |
| Depreciation - owned assets | 44,889 | 37,678 |
| Operating leases | 67,318 | 17,500 |
| Surplus on disposal of fixed assets | <u>(1,187)</u> | <u>(8,713)</u> |

13. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2020 nor for the year ended 31 March 2019.

14. STAFF COSTS

| | 2020 | 2019 |
|-----------------------|----------------|----------------|
| | £ | £ |
| Wages and salaries | 841,177 | 536,297 |
| Social security costs | 77,607 | 36,479 |
| Other pension costs | <u>30,909</u> | <u>21,648</u> |
| | <u>949,693</u> | <u>594,424</u> |

The average monthly headcount was 35 staff (2019: 18 staff).

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

14. STAFF COSTS - continued

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

| | 31/3/20 | 31/3/19 as restated |
|------------------------------|-----------|---------------------------|
| Administration | 8 | 8 |
| Fundraising | 4 | 4 |
| Emergency Response | 3 | 3 |
| Community Emergency Medicine | 8 | - |
| Community Engagement | <u>3</u> | <u>2</u> |
| | <u>26</u> | <u>17</u> |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

| | 31/3/20 | 31/3/19 as restated |
|-------------------|----------|---------------------------|
| £60,001 - £70,000 | 1 | 1 |
| £70,001 - £80,000 | <u>1</u> | <u>-</u> |
| | <u>2</u> | <u>1</u> |

The key management personnel, as listed in the Trustees' Annual Report, received employee benefits totalling £273,715 (2019: £248,639) and consultancy fees of £48,438 (2019: £45,000).

15. PRIOR YEAR ADJUSTMENT

A review has been completed of the charity's activities and as a result of this the charity is in the process of registering for VAT which will include historic matters. The impact has been reflected in these accounts and the result will be a decrease to sales of goods, event medical and merchandise income in total of £18,098 in the financial year to 31 March 2019 and £62,163 in total in the period pre 31 March 2019 with a corresponding impact on reserves and liabilities.

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

16. TAXATION

Analysis of the tax charge

No liability to UK corporation tax arose on ordinary activities for the year ended 31 March 2020 nor for the year ended 31 March 2019.

17. DIRECTORS EMOLUMENTS

The charity has purchased professional indemnity insurance on behalf of the trustees for claims made by third parties arising from:

Fidelity loss
Loss of or damage to documents
Pollution

The cost of this insurance is £681 (2019 - £224).

18. TANGIBLE FIXED ASSETS

| | Short leasehold £ | Motor vehicles £ | Fixtures and fittings £ | Totals £ |
|---------------------------|-------------------------|------------------------|----------------------------------|-------------|
| COST | | | | |
| At 1 April 2019 | 29,820 | 33,825 | 1,155,547 | 1,219,192 |
| Additions | 7,599 | 150,316 | 119,273 | 277,188 |
| Disposals | - | (153,244) | (33,312) | (186,556) |
| Reclassification | (2) | - | (156) | (158) |
| At 31 March 2020 | 37,417 | 30,897 | 1,241,352 | 1,309,666 |
| DEPRECIATION | | | | |
| At 1 April 2019 | 10,064 | 27,358 | 1,056,625 | 1,094,047 |
| Charge for year | 1,501 | 1,046 | 42,342 | 44,889 |
| Eliminated on disposal | - | (1,689) | - | (1,689) |
| Reclassification/transfer | (2) | - | (156) | (158) |
| At 31 March 2020 | 11,563 | 26,715 | 1,098,811 | 1,137,089 |
| NET BOOK VALUE | | | | |
| At 31 March 2020 | 25,854 | 4,182 | 142,541 | 172,577 |
| At 31 March 2019 | 19,756 | 6,467 | 98,922 | 125,145 |

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

19. FIXED ASSET INVESTMENTS

| | Listed investment £ |
|------------------|---------------------------|
| MARKET VALUE | |
| At 1 April 2019 | 257,931 |
| Revaluations | (17,236) |
| | <hr/> |
| At 31 March 2020 | 240,695 |
| | <hr/> |
| NET BOOK VALUE | |
| At 31 March 2020 | 240,695 |
| | <hr/> <hr/> |
| At 31 March 2019 | 257,931 |
| | <hr/> <hr/> |

There were no investment assets outside the UK.

20. STOCKS

| | 31/3/20 | 31/3/19 as restated |
|--------|-------------|---------------------------|
| | £ | £ |
| Stocks | 24,923 | 16,349 |
| | <hr/> <hr/> | <hr/> <hr/> |

21. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 31/3/20 | 31/3/19 as restated |
|--------------------------------|-------------|---------------------------|
| | £ | £ |
| Trade debtors | 27,562 | 127,403 |
| Other debtors | 3,886 | 8,900 |
| Prepayments and accrued income | 94,460 | 5,322 |
| | <hr/> | <hr/> |
| | 125,908 | 141,625 |
| | <hr/> <hr/> | <hr/> <hr/> |

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

22. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 31/3/20 | 31/3/19 as restated |
|---------------------------------|----------------|---------------------------|
| | £ | £ |
| Trade creditors | 102,996 | 94,594 |
| Social security and other taxes | 29,323 | 12,695 |
| VAT | 113,306 | 80,261 |
| Other creditors | 5,481 | 3,152 |
| Accruals and deferred income | 103,209 | 66,105 |
| | <u>354,315</u> | <u>256,807</u> |

23. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | 31/3/20 | 31/3/19 as restated |
|----------------------------|----------------|---------------------------|
| | £ | £ |
| Within one year | 65,211 | 21,811 |
| Between one and five years | 190,469 | 52,371 |
| In more than five years | 384 | - |
| | <u>256,064</u> | <u>74,182</u> |

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

24. MOVEMENT IN FUNDS

| | At 1.4.19 £ | Prior year adjustment £ | Net movement in funds £ | Transfers between funds £ | At 31.3.20 £ |
|--------------------------------------|-----------------------|----------------------------------|----------------------------------|------------------------------------|-----------------------|
| Unrestricted funds | | | | | |
| General | 433,911 | (80,261) | 498,373 | (212,021) | 640,002 |
| Restricted funds | | | | | |
| First Responder | - | - | (232,703) | 232,703 | - |
| Community Grant | 9,750 | - | - | (9,750) | - |
| CDS Action Grant | - | - | 3,152 | (3,152) | - |
| Groundwork UK Grant | - | - | 7,500 | - | 7,500 |
| TSB Local Community Fund Grant | 3,000 | - | (3,000) | - | - |
| Help for Health Grant | 4,971 | - | (4,971) | - | - |
| BNA Charitable Organisation Grant | - | - | 23,000 | - | 23,000 |
| Rugby Group Benevolent Fund | - | - | 7,780 | (7,780) | - |
| | <u>17,721</u> | <u>-</u> | <u>(199,242)</u> | <u>212,021</u> | <u>30,500</u> |
| TOTAL FUNDS | <u>451,632</u> | <u>(80,261)</u> | <u>299,131</u> | <u>-</u> | <u>670,502</u> |

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

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|---|----------------------------|----------------------------|--------------------------|---------------------------|
| Unrestricted funds | | | | |
| General | 2,061,257 | (1,545,648) | (17,236) | 498,373 |
| Restricted funds | | | | |
| First Responder | 379,715 | (612,418) | - | (232,703) |
| CDS Action Grant | 3,152 | - | - | 3,152 |
| Groundwork UK Grant | 7,500 | - | - | 7,500 |
| TSB Local Community Fund Grant | - | (3,000) | - | (3,000) |
| Help for Health Grant | - | (4,971) | - | (4,971) |
| BNA Charitable Organisation Grant | 23,000 | - | - | 23,000 |
| Rugby Group Benevolent Fund | 7,780 | - | - | 7,780 |
| Gay and Peter Hartley's Charitable Trust | 1,000 | (1,000) | - | - |
| North Lincs County Council | 5,000 | (5,000) | - | - |
| | <u>427,147</u> | <u>(626,389)</u> | <u>-</u> | <u>(199,242)</u> |
| TOTAL FUNDS | <u>2,488,404</u> | <u>(2,172,037)</u> | <u>(17,236)</u> | <u>299,131</u> |

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

24. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

| | At 1.4.18 £ | Prior year adjustment £ | Net movement in funds £ | Transfers between funds £ | At 31.3.19 £ |
|--------------------------------------|----------------|----------------------------------|----------------------------------|------------------------------------|--------------------|
| Unrestricted funds | | | | | |
| General | 344,176 | (62,163) | 115,691 | (44,054) | 353,650 |
| Restricted funds | | | | | |
| First Responder | - | - | (44,054) | 44,054 | - |
| Community Grant East Coast | - | - | 9,750 | - | 9,750 |
| Community Fund | 14,234 | - | (14,234) | - | - |
| Groundwork UK Grant | 2,880 | - | (2,880) | - | - |
| TSB Local Community Fund Grant | - | - | 3,000 | - | 3,000 |
| Help for Health Grant | - | - | 4,971 | - | 4,971 |
| | <u>17,114</u> | <u>-</u> | <u>(43,447)</u> | <u>44,054</u> | <u>17,721</u> |
| TOTAL FUNDS | <u>361,290</u> | <u>(62,163)</u> | <u>72,244</u> | <u>-</u> | <u>371,371</u> |

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

24. MOVEMENT IN FUNDS - continued

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

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|--------------------------------|----------------------------|----------------------------|--------------------------|---------------------------|
| Unrestricted funds | | | | |
| General | 1,077,498 | (969,149) | 7,342 | 115,691 |
| Restricted funds | | | | |
| First Responder | 376,914 | (420,968) | - | (44,054) |
| Community Grant | 9,750 | - | - | 9,750 |
| East Coast Community Fund | - | (14,234) | - | (14,234) |
| Groundwork UK Grant | 4,960 | (7,840) | - | (2,880) |
| Morrisons Foundation | 21,905 | (21,905) | - | - |
| iGas Community Fund | 3,500 | (3,500) | - | - |
| Bromhead Medical Charity | 24,996 | (24,996) | - | - |
| Trust Grant | 20,000 | (20,000) | - | - |
| TSB Local Community Fund Grant | 3,000 | - | - | 3,000 |
| Help for Health Grant | 4,971 | - | - | 4,971 |
| James Tudor Foundation Gant | 1,276 | (1,276) | - | - |
| ELDC Councillors' Grant | 1,100 | (1,100) | - | - |
| | <u>472,372</u> | <u>(515,819)</u> | <u>-</u> | <u>(43,447)</u> |
| TOTAL FUNDS | <u>1,549,870</u> | <u>(1,484,968)</u> | <u>7,342</u> | <u>72,244</u> |

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

24. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

| | At 1.4.18 £ | Prior year adjustment £ | Net movement in funds £ | Transfers between funds £ | At 31.3.20 £ |
|--------------------|----------------|----------------------------------|----------------------------------|------------------------------------|--------------------|
| Unrestricted funds | | | | | |
| General | 344,176 | (62,163) | 614,064 | (256,075) | 640,002 |
| Restricted funds | | | | | |
| First Responder | - | - | (276,757) | 276,757 | - |
| Community Grant | - | - | 9,750 | (9,750) | - |
| CDS Action Grant | - | - | 3,152 | (3,152) | - |
| East Coast | | | | | |
| Community Fund | 14,234 | - | (14,234) | - | - |
| Groundwork UK | | | | | |
| Grant | 2,880 | - | 4,620 | - | 7,500 |
| BNA Charitable | | | | | |
| Organisation Grant | - | - | 23,000 | - | 23,000 |
| Rugby Group | | | | | |
| Benevolent Fund | - | - | 7,780 | (7,780) | - |
| | <u>17,114</u> | <u>-</u> | <u>(242,689)</u> | <u>256,075</u> | <u>30,500</u> |
| TOTAL FUNDS | <u>361,290</u> | <u>(62,163)</u> | <u>371,375</u> | <u>-</u> | <u>670,502</u> |

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

24. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|---|----------------------------|----------------------------|--------------------------|---------------------------|
| Unrestricted funds | | | | |
| General | 3,138,755 | (2,514,797) | (9,894) | 614,064 |
| Restricted funds | | | | |
| First Responder | 756,629 | (1,033,386) | - | (276,757) |
| Community Grant | 9,750 | - | - | 9,750 |
| CDS Action Grant | 3,152 | - | - | 3,152 |
| East Coast Community Fund | - | (14,234) | - | (14,234) |
| Groundwork UK Grant | 12,460 | (7,840) | - | 4,620 |
| Morrisons Foundation | 21,905 | (21,905) | - | - |
| iGas Community Fund | 3,500 | (3,500) | - | - |
| Bromhead Medical Charity | 24,996 | (24,996) | - | - |
| Trust Grant | 20,000 | (20,000) | - | - |
| TSB Local Community Fund Grant | 3,000 | (3,000) | - | - |
| Help for Health Grant | 4,971 | (4,971) | - | - |
| James Tudor Foundation Gant | 1,276 | (1,276) | - | - |
| ELDC Councillors' Grant | 1,100 | (1,100) | - | - |
| BNA Charitable Organisation Grant | 23,000 | - | - | 23,000 |
| Rugby Group Benevolent Fund | 7,780 | - | - | 7,780 |
| Gay and Peter Hartley's Charitable Trust | 1,000 | (1,000) | - | - |
| North Lincs County Council | 5,000 | (5,000) | - | - |
| | 899,519 | (1,142,208) | - | (242,689) |
| TOTAL FUNDS | 4,038,274 | (3,657,005) | (9,894) | 371,375 |

Funds carried forward

First Responder

The First Responder Scheme was established in December 1998 by LIVES (Charity number 501354) in order to assist local communities to provide emergency assistance in support of the ambulance service. In addition First Responders are to be recruited from paramedics, fire fighters, police and nurses. This scheme has continued to operate in the same way within the charitable company.

Working groups are trained to provide local defibrillator response to heart attack victims within communities maintaining support to the victim pending arrival of the ambulance.

Community grant £9,750
For the re-placement of defibrillators

Help for Health grant £4,971

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

24. MOVEMENT IN FUNDS - continued

Funds carried forward - continued

Recruitment and training of Responder.

TSB Local Community Fund grant £3,000
Teach CPR in Louth area schools.

BNA Charitable Organisation grant £23,000
For the purchase of defibrillators.

Groundwork UK Tesco grant £7,500
For the purchase of defibrillators.

Rugby Group Benevolent fund grant £7,780
For the purchase of capnographs.

CDS Action grant £3,152
For the purchase of capnographs.

Gay and Peter Hartley's Hillards Charitable Trust grant £1,000
Recruitment and training of Medic Responders.

North Lincs County Council grant £5,000
Recruitment and training of Responder.

Transfer between funds

Several of the major grants received by the charity require matched funding to be found. Sometimes the match is provided from the charity's Unrestricted Funds so that a transfer will be shown from General Fund.

25. RELATED PARTY DISCLOSURES

Consultancy fees amounting to £48,438 (2019: £45,000) were paid to Doctor Simon Topham during the year, he is part of the key management personnel as listed in the Trustee's Annual Report.

26. POST BALANCE SHEET EVENTS

The charity recognises the impact of COVID-19 Coronavirus upon its activities and financial position and this has been fully considered in the strategic report.

The main impact on the charity has been in relation to the community engagement activities where events have been cancelled and then re-booked where possible; this has had no impact on the accounts for the year ended 31 March 2020 as none of this income had been recognised at this point. A review has taken place of any income which was deferred at the year end and in most instances this will be recognised at a future point with only a small proportion of invoices requiring crediting which is not material or significant to the accounts. All other areas have been able to continue with some changing focus but being able to maintain income and develop other income streams.

**Lincolnshire Integrated Voluntary
Emergency Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

26. POST BALANCE SHEET EVENTS - continued

The investments held by the charity did, as expected, reduce post year end but are now back to pre-COVID levels and as such no adjustment is required in relation to this in the accounts.

The charity has a strong balance sheet and reserves and has responded well during COVID with the financial position not being significantly impacted and with a surplus being forecast for the year 2020-2021. At the time of approving the accounts, based on this and consideration of the position over the next 12 months, the trustees have concluded that the charity is a going concern.

27. ULTIMATE CONTROLLING PARTY

There is no ultimate controlling party.

28. CONTINGENT LIABILITY

Subsequent to the year end the charity has commenced the process of registering for VAT. Due to the complex nature of the various income streams, whilst some of the liability can be readily quantified (see note 15) the registration process may result in a further VAT liability in relation to some of the activities of the charity which at this point is unable to be quantified and as such is considered to be a contingent liability of the charity.

29. LEGAL STATUS OF THE CHARITY

LIVES is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £10.

“

I can safely say that becoming a responder is one of best things I've done. Helping people in their hour of need is such a special feeling.

”



“

Your work gives us all strength in the spirit of human goodness. A million thanks, once again.

”

Family member of LIVES patient



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The Community First Responders provided fantastic care for my daughter until the ambulance could arrive. They were amazing in every way. They cared for her and relaxed her. I was astounded to find out they were volunteers.

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Mother of LIVES patient



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We're doing this because we want to, not because we have to.

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- LIVES Responder

