Charity Registration No. 1054322

Company Registration No. 3132487 (England and Wales)

NEWVOL

OPERATING AS DENBIGHSHIRE VOLUNTARY SERVICES COUNCIL

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2019

NEWVOL
OPERATING AS DENBIGHSHIRE VOLUNTARY SERVICES COUNCIL
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs Beth Taylor - Chair	
	Mr Les Starling	
	Mrs Alison Hill	(Appointed 4 March 2019)
	Mrs S Donoghue	(Appointed 4 March 2019)
	Ms Pam Boyd	(Resigned 1 November 2018)
	Mrs H E Ward-Hughes	(Resigned 15 March 2019)
Charity number	1054322	
Company number	3132487	
Registered office	Naylor Leyland Centre Well Street Ruthin LL15 1AF	
Auditor	Sage & Company Business Advisors Ltd 102 Bowen Court St Asaph Business Park St Asaph Denbighshire LL17 0JE	
Solicitors	Gamlins Solicitors Rhyl 33-37 Russell Road Rhyl LL18 3DB	

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OPERATING AS DENBIGHSHIRE VOLUNTARY SERVICES COUNCIL
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NEWVOL
OPERATING AS DENBIGHSHIRE VOLUNTARY SERVICES COUNCIL
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2019

The trustees present their report and financial statements for the year ended 31 March 2019.

NEWVOL is a charity registered in the United Kingdom. The Charity Registration Number is 1054322.

NEWVOL is incorporated as a company limited by guarantee and registered in the United Kingdom, number 3132487.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's constitution, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2016)

Objectives and activities
We aim to build resilient communities through voluntary action and social enterprise; enhancing individual and collective wellbeing in the process.

DVSC is a partner in Third Sector Support Wales; a consortium of the 19 County Voluntary Councils and Wales Council for Voluntary Action.

Thanks to core funding from Welsh Government, we deliver Third Sector Support in Denbighshire, across four pillars of activity:

- Volunteering
- Good Governance
- Sustainable Funding
- Influencing & Engagement

All our work and projects align with this strategic framework of support and aim to meet the Future Generation and Wellbeing Act test - the 7 principles, and 5 ways of working.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance
The charity's activities are aimed at developing and sustaining a strong and successful voluntary and community sector within Denbighshire, focused on volunteering, training, funding advice, sector development, and influencing and engagement.

Achievements to note in this financial year include:

Investment in Infrastructure

DVSC, like other Third Sector Support Wales partners, managed a big change agenda in 2018-2019 with the introduction of new shared services and systems including:

- new digital tools for volunteer recruitment, management and promotion
- the launch of the infoengine digital platform
- the launch of Funding Wales digital platform
- a new approach to Impact Measurement
- a new Customer Relationship Management (CRM)

2018-2019 was a year of transition for Third Sector Support Wales as the new systems and processes were tested and embedded whilst maintaining business as usual. The CRM was introduced in the final six months of the year, providing snapshot results of the data the system will capture in years to come.

Volunteering

DVSC is the leadership body in Denbighshire for celebrating, promoting and supporting Denbighshire Volunteers and we join forces with our partners in third Sector Support Wales to inspire voluntary action throughout Wales.

Our base in Ruthin is the hub for promoting volunteering and voluntary action in Denbighshire but we work throughout Denbighshire supported by outreach events, our digital hub, and ongoing public engagement campaigns to celebrate and inspire Denbighshire Volunteers.

Our Volunteer Hub promotes and enhances individual and community wellbeing through voluntary action, and we have 6 core functions:

- Promoting and celebrating volunteering
- Developing good practice through networking, learning and training opportunities
- Developing volunteering opportunities
- Policy and campaigning
- Strategic development of volunteering
- Brokerage

Our digital hub, www.DenbighshireVolunteers.net now has an enhanced digital platform which empowers members of the public to register their interest in volunteering, find opportunities for themselves and to record their volunteer hours. Volunteer involving organisations can also register volunteer placement opportunities and post information about events, activities and training available.

Our mission in respect of volunteering is to provide excellent support to volunteers, volunteer involving organisations and the third sector and to be an influential voice in the County for Denbighshire Volunteers. Our Denbighshire Volunteers Third Sector Network is peer based and focusses on sharing best practice and strengthening the sector's collective voice. We take the learning and messages from that network out to our public service partners and stakeholders.

Volunteer recruitment and placement

DVSC's internal referral process and team working has been strengthened to ensure volunteer enquiries are responded to quickly and efficiently and that we regularly promote and publicise Denbighshire based volunteering opportunities through social media, networks and stakeholders.

Volunteering is promoted via the www.denbighshirevolunteers.net website, including volunteer stories. The website acts as a gateway for getting involved in volunteer opportunities and registering opportunities in Denbighshire. People in need of more support can also use the website to contact DVSC directly to request support to find volunteering placements. Key events in the corporate calendar such as Volunteers Week and Trustees Week are promoted on the site, and on our corporate website too.

The launch of new digital tools working with our partners in Third Sector Support Wales has enhanced the www.denbighshirevolunteers.net/get-involved digital offer empowering individuals and volunteer involving organisations to register their interest and opportunities directly with each other.

During this year DVSC brokered 40 people with additional support needs into volunteering opportunities.

Our work on this scale was enabled and funded by our Active Inclusion Fund projects allowing us to work with and provide dedicated support to people that need additional advice and support. The Active Inclusion projects were challenging in this year due to the scale of Denbighshire County Council's Working Denbighshire offer, and the perception of competition which impacted on referrals to our projects.

As a result, the decision was made not to seek follow on funding through the Active Inclusion Fund at the year-end, given the strong degree of overlap with DCC's European funded Working Denbighshire' customer base and the challenges of gaining referrals.

That said, we are extremely proud that our Active Inclusion team supported 95 unemployed people to participate in programmes and activities that improved their employability with 70 people achieving accredited qualifications. These projects have provided incredible opportunities to raise awareness of inclusion and to be life changing for the people involved. In the year ahead we hope to look at the lessons from this project and will explore the potential for funding innovation in this area through trusts and foundations, without the restrictions of European funding.

DVSC's Open Doors peer-based network where people who might have additional support needs, support each other with facilitation by DVSC, to develop new skills and potentially take up volunteer opportunities is well established and takes place every Friday.

This weekly drop in providing advice and support about volunteering opportunities remains our main route for supporting, and placing people interested in volunteering opportunities.

Open Doors promotes independence and wellbeing and provides information and assistance to the community with regular attendance by a range of third sector and partner organisations, including the Integrated Autism Service. We have started to invite external colleagues to provide services to the community at the club – all advertised through our networks and social media.

Open Doors is volunteer led, with DVSC facilitating the space, and providing support to our volunteer peer mentors and others on an as needs basis. 45 sessions were delivered by volunteers amounting to over 180 volunteer hours delivered by Open Doors peer mentors with 81 people participating in Open Doors sessions.

The Open Doors model is volunteer led, and therefore sustainable. This year, we have been exploring the viability and need for the model elsewhere in Denbighshire. Consideration was given to the potential of rolling out Open Doors throughout the County subject to evidence of need and raising funds through Trusts and Foundations.

Volunteer management

As more and more organisations seek to recruit volunteers themselves, our focus is increasingly on embedding best practice in volunteer involving organisations in Denbighshire. This puts a greater emphasis on our role as enablers for volunteer recruitment and placement, (as opposed to providers of it). It also means that there is a clear role for us to champion and enable best practice, and good governance in volunteering.

Considerable time and energy were expended on the working relationship with Denbighshire County Council whose strategic interest in volunteering continues, in view of the Working Denbighshire programme outcomes for volunteer placement. The aim of these discussions has been to ensure more effective partnership working, and collaboration in the year ahead with DVSC recognised as the leadership body for Denbighshire Volunteers and promoting best practice in volunteering the County.

As part of future proofing and modernising our volunteer offer, both as a partner of Third Sector Support Wales, and in reaction to an increasingly crowded volunteer marketplace, DVSC has invested considerable time reflecting on its core offer and how we can make most effective and efficient use of public funds in line with our Articles of Association and strategic objectives to support those most in need.

We provide access to an online suite of information sheets, offering advice and guidance about volunteering and good practice, and promote the Volunteering Code of Best Practice.

DVSC like other Third Sector Support Wales partners launched our new digital tools for volunteer management in Volunteers Week 2018.

The digital tools available through the www.DenbighshireVolunteers.net/get-involved platform equip volunteer involving organisations with tools to recruit and manage their volunteers and engage them.

DVSC held a number of digital drop ins throughout the year to raise awareness and upskill the public, members and our stakeholders about these new tools for volunteer management and volunteer empowerment. We responded to one to one enquiries about how to use the platform and benefit from the tools available and supported these enquiries. 45 organisations have benefitted from face to face support since the platform was launched.

DVSC continues to provide a comprehensive learning and development offer to volunteers, and DVSC members in 2018-2019 providing 20 training courses, with 131 participants benefitting from a wide range of subjects.

DVSC also continues to work with voluntary community groups to upskill volunteers.

The Open Doors Social Club (developed and run by DVSC) has two trained volunteers supporting it. The 2 volunteers were on a previous Active Inclusion programme and have since undertaken Making Every Contact Count (MECC) training and collect information on Health & Social Care projects to be able to signpost individuals that attend Open Doors where appropriate.

Recognition and reward

DVSC recognises the important contribution volunteers make to the well-being agenda, and DVSC works to highlight and support the work of volunteers and champions their achievements through social media and events held during Volunteers Week and Trustees Week and on an ongoing basis throughout the year. Many of our volunteer stories make reference to enhanced individual wellbeing – self- esteem, confidence, etc – and talks about the benefits to the wider community as well from volunteer activity.

In 2018-2019 we published 48 volunteer blogs and digital stories and published 5 editions of the Denbighshire Volunteers Bulletin. (The Bulletin was also redesigned this year in line with our new brand identity to be easy read, and more accessible for the audience we were seeking to engage).

During Volunteers Week itself we ran 6 county wide events, published 4 press release raising awareness of volunteering activities, and directly engaged with 153 volunteers. We also reached over 10,000 people through social media. 478 volunteer hours were generated through our sessions.

Good Governance

Good governance in charities is fundamental to their success. It enables and supports a charity's compliance with the law and relevant regulations. It also promotes a culture where everything works towards fulfilling the charity's vision.

DVSC's Sector Support provides information and advice, training and networking opportunities to help ensure third sector organisations are governed effectively.

We provide access to an online suite of information sheets, offering advice and guidance for trustees and leadership teams or senior managers, including a Trustee Code of Conduct.

This year we offered a range of training opportunities to strengthen the governance of charities and promoted the NCVO Code of Charity governance.

194 people increased capacity through face to face training with 20 training courses delivered and 50 organisations were supported with direct or specialist advice. 7 specialist digital training courses were delivered.

We introduced a governance health check, with forms and one to one advice, and strengthened the links with individuals and organisations making funding enquiries or applying for community grants to raise awareness of the importance of good governance.

We hosted two events in Trustees Week, 14-17 November providing the third sector with the skills and knowledge necessary to operate their organisations sustainably, fairly, legally and safely and ran a social media campaign thanking Denbighshire Trustees for their volunteer commitment.

We also responded to enquiries about governance, and made a real difference to those we helped, as the case studies in our Impact Report 2018-2019 highlight.

Key achievements this year included:

- Updating DVSC webpages to provide access to model governing documents, information sheets, and other good practice guides
- Introducing a Good Governance Check – 'Starting out properly' – providing advice and support and a check on whether new organisations have organisational building blocks in place re: issues such as Good governance, Data Protection, Risk Management, Procurement, Welsh Language Standards, Safeguarding, Quality Assurance
- Promoting a template Code of Trustee practice and the NCVO Governance Code of Practice to our members and service users
- Continuing our involvement in Mantell Gwynedd's Social Value Cymru Project; a 3-year programme aimed at measuring the social value of a number of organisations across North Wales and aimed at upskilling Trustees across the third sector in social value methodology
- Relaunching the DVSC website with current information about training, events, workshops, funding opportunities

Towards the end of Q3/Q4 DVSC was actively developing its own capacity and approach to impact measurement building on the TSSW impact framework, and the social value expertise we have developed. This work has been enabled by Welsh Government funding and we are developing an Impact framework that will add to DVSCs expertise and approach in this area.

This impact framework is being trialled through our Welsh Government funded Dementia Aware Community Led programme and is enabling DVSC to build capacity and in-house expertise with the appointment of an Impact lead. The intention is that the impact framework will inform all our work and allow us to evidence our impact in the months and years ahead.

Sustainable Funding

We provide information, advice and guidance about Sustainable funding based on enquiries, and host Funding and Sector Support events, and specific outreach events linked to community grants programmes.

This year DVSC undertook a funding event to support third sector organisations to increase their sustainability and viability. 22 organisations received support through our funding fair and 21 organisations benefitted from one to one funding support. Through our events and referrals, we connected our members and stakeholders with trusts and foundations like the National Lottery Community Fund and Unltd.

One to one support was available throughout the year, based on enquiries with our grant distribution programmes providing another opportunity for engaging grant applicants and recipients in discussions about good governance and follow on sources of funding.

As a partner of Third Sector Support Wales, we also launched our Funding Wales portal, which like the enhanced digital offer for volunteers and volunteer involving organisations, enables individuals, community groups, third sector organisations, and social enterprises to find out about funding sources at the click of a finger.

45 organisations benefitted from our digital drop in sessions to get the best out of Funding Wales, DenbighshireVolunteers.net and InfoEngine.

Grant distribution

We manage grant distribution for the Welsh Church Act and for Youth Led Grants to voluntary and community groups and the Third Sector in Denbighshire.

These opportunities are advertised widely through our networks and on our websites, www.dvsc.co.uk/sustainable-funding and www.denbighshirevolunteers.net.

This year we also managed grant distribution for our Dementia Aware Community Led Grants enabled through Welsh Government funding and the Autism Awareness Community Grants enabled through funding from the Integrated Autism Service.

Key achievements to note in this year include:

- DVSC continued to manage and distribute Welsh Church Act funding with funding priorities aligned to the 5 ways to wellbeing. This approach has ensured greater transparency, a decision-making process which has a strategic fit to the Future Generations and Wellbeing Act, greater reach and communication through regular mail outs to a broad stakeholder list and use of social media channels to reach as many potential applicants as possible.
- We refreshed members of our volunteer Grant Decision Making panel, which now includes people with lived experience of dementia and their carers as part of our mainstreaming Dementia Awareness in the organisation as we prepare to become an accredited Dementia Friendly Organisation with the Alzheimer's Society.
- We worked with the Integrated Autism Service, to deliver an Autism Awareness campaign, which included a grant distribution programme for events and activities raising awareness about autism in the run up to World Autism Awareness day. We ran an Autism Awareness social media campaign with 2 outreach events, and a Celebration event for successful grant recipients.
- We took part in a Welsh Government pilot for Youth Led Grants, involving the formation of a Youth Panel, a new set of priorities (aligned to the wellbeing goals) and scrutinising funding proposals as to whether they were genuinely youth led.
- We launched and distributed the first round of our Dementia Aware Community grants programme. For the first time ever, we made the grant available to individuals in the community alongside voluntary and community groups, third sector organisations and social enterprises.

These examples show how DVSC's small, but agile team can react quickly, with great impact, using a tried and tested approach to grant fund distribution, underpinned by public engagement.

These grant opportunities were promoted to DVSC's stakeholders list on a number of occasions and actively promoted via social media with the potential to each a much wider audience.

In total we distributed £36,877 grants to 45 organisations and change makers, with varied events and activities, reaching a wide range of volunteers and supporting voluntary action.

We also sat on grant decision making panels for other grant funds including: Gwynt Y Mor, Burbo Bank, Education Fund for Denbigh and Surrounding Area, Denbighshire Community Endowment Fund, and the Landfill Disposals Tax Communities Scheme.

Influencing & Engagement

As the membership body for volunteers, voluntary and community groups, third sector organisations and social enterprises in Denbighshire, engagement and influencing is a core part of what we do. We receive core funding from Welsh Government to engage and influence our public service partners on behalf of the third sector.

We attend a range of networks and forums as part of Third Sector Support Wales to exchange intelligence and best practice at all levels of the third sector infrastructure.

We also work with the other County Voluntary Councils and the Wales Council for Voluntary Action through the third sector scheme to influence Ministers and ensure our views, and intelligence about the impact of policy in practice at the local, regional and national level is fully understood.

DVSC is invited to sit on a range of strategic groups and forums on behalf of the third sector. We also proactively facilitate the representation of the third sector on regional forums, working in partnership with other North Wales CVCs, our members and wider stakeholders to ensure the third sector's voice is recognised and represented where possible.

Networks

DVSC runs a number of networks and forums for our members to come together, share best practice, and raise issues of concern to them. These networks are by the sector for the sector and provide a space where the sector can come together and discuss issues and strengthen our collective voice.

We invite partners to these meetings based on member needs, or partner requests, to support collaboration and understanding cross sectors and to provide a space for our members and service beneficiaries to engage and influence public service partners on important issues in an environment that they are comfortable in. We also hold regular events and participate in partners' events and activities across the county.

Key networks and groups that we facilitated this year include:

- The DenbighshireVolunteers Third Sector Network meets quarterly and provides for face to face networking, knowledge sharing and partnership working. This year DVSC held 3 Denbighshire Volunteers Third Sector Network Meetings with 49 third sector organisations attending. The meeting in the final quarter being rescheduled to April due to staff being on annual leave
- DVSC's Membership Forum provides another opportunity for networking with members and has been a useful forum to gain input and advice from members on the support that is most useful to them. As a result, a decision was made at the year end to provide more workshops and specific events in the next financial year, rather than continue with the Forum, as it was felt the other networks met needs appropriately.
- The Wellbeing network continues to be popular and has met three times this year with 12 organisations regularly attending, with presentations from third sector organisations, BCUHB and Denbighshire County Council providing lots of opportunities for signposting to specialist services.
- The Denbighshire Learning Disability Forum met bi-monthly with 32 people regularly engaging at meetings.
- 4 meetings of the Third Sector Influencing Group were also held in 2018-2019 to discuss the sector's collective influencing agenda with Denbighshire County Council. Topics discussed included volunteering, Working Denbighshire and sustainable funding.

Representing and advocating for the third sector

DVSC was also an active and involved partner in the following strategic forums:

- Conwy and Denbighshire Public Services Board – being a key partner with Denbighshire County Council on the community empowerment priority
- BCUHB Area Integrated Services Board – advocating for the third sector's role in developing and delivering integrated services
- BCUHB Stakeholder Forum – ensuring third sector input into the Health Board's strategies and partnerships
- DCC Third Sector Liaison Group – refreshing the third sector compact and raising strategic areas of interest (Working Denbighshire, volunteering, and sustainable funding)
- Ageing Well Denbighshire group and the Dementia Friendly sub-group

Finally, we worked with BCUHB to tackle health inequalities and promote community resilience.

- We became a member of the North Wales Food Poverty Alliance and the CVC lead for this agenda in North Wales at the invitation of BCUHB and we developed the campaign website for the Alliance – www.nwfpa.org.uk
- We facilitated a discussion on health, homelessness and transformation in Rhyl in partnership with BCUHB; bringing third sector partners together to discuss strategic collaboration and engagement with our public service partners – one outcome was that DVSC was invited to join the Conwy and Denbighshire Housing First Project Board.
- DVSC working with Cymorth Cymru – advocated for and facilitated a third sector housing lead to sit on the Board in 2019-2020 to represent the sector moving forward

Further information about the impact of our work under these four pillars, individual and collective wellbeing outcomes we support can found in our 2018-2019 Impact Report, as can information about the added value of our other projects and activities fitting this strategic framework.

Communication and engagement

DVSC continues to make great strides in the area of communication with outreach events, and increased use of digital communication and social media channels.

- The DenbighshireVolunteers.net website is well established as a digital hub for gathering and promoting inspiring stories of DenbighshireVolunteers – 46 volunteer digital stories were published with an additional 6 case studies gathered for reporting to Welsh Government. The site was redesigned to be more customer focused and to bring together all the best practice resources for DenbighshireVolunteers and information for Volunteer Involving organisations in one place.
- The .net site has been used as another communication channel for promotion youth led grants and the Welsh Church Act grant funding to voluntary and community groups in an accessible way. The Learning Disability Forum information is promoted on www.denbighshirevolunteers.net as another means of reaching members of the community alongside DVSC's new corporate website. The .net website is considered more accessible to individuals accessing DVSC information.
- Our corporate website, www.dvsc.co.uk was also redesigned and relaunched this year with our new brand identity, which was aligned with our role in Third Sector Support Wales. This site is a major digital resource and clearing house for information about DVSC and its support. We published 191 blogs in 2018-2019, including from our members and partners and continued to develop our digital resources – including Autism resources, governance resources, etc.
- We also redesigned the Denbighshire Volunteers Bulletin to be in easy read format, making it more accessible and engaging to the public. This was published 5 times this year. We also redesigned in easy read format and published a refreshed Denbighshire Learning Disability Bulletin.
- In line with our core purpose, and our ambition to reach wider audiences, we introduced two new information products, the Sector Support (2 editions) and Wellbeing Bulletins (2 editions) in 2018-2019. These were promoted via email, our websites and social media and have enabled us to reach broader audiences. Both products have been well received by stakeholders.
- We regularly use Twitter and Facebook to support our member communications and face to face activities. Our Twitter following continues to grow at pace, as does the number of people liking our Facebook page.
- We also developed our Instagram and Linked in presence this year.
- In total, we have over 2,000 followers across our social media platforms.
- The appointment of a Marketing and Engagement Officer in Q3 of 2018-2019 has enabled us to continue to strengthen our marketing and engagement.

Co-production

DVSC has deepened its commitment to and practice of co-production this year and has been seeking to raise awareness and upskilling within the sector and challenging our public service partners to put in place meaningful co-production.

Specific examples and improvements in our co-production track record include:

- co-producing our Dementia Aware training programme based on stakeholder feedback about the training courses that were needed, and working with third sector partners to deliver these
- co-producing our community mapping for the Dementia Aware Community Led Programme with LifeStory Network/Together in Dementia Everyday (TIDE)
- co-producing our approach to impact working with Capacity Public Services Lab and our stakeholders to enhance the TSSW impact framework and develop a DVSC specific impact framework
- engaging and listening to our members and service users in how they want to see services progress and develop through the Membership Forum and a range of online surveys (5 in total) including: a Training Survey; Working Denbighshire and the Third Sector; DVSC Transport Survey; Dementia Aware training needs survey; and Dementia Aware Community Mapping.
- co-producing our Autism Awareness programme with people with lived experience of autism
- working with Co-Production Network Wales to host a co-production workshop
- working with Open Doors participants to get their views about what activities they wanted to inform our review and refresh of the Open Doors model
- engaging our members in the Denbighshire Volunteers Third Sector Network to co-produce the topics for our Autumn and Winter Denbighshire Volunteers campaign

Exploiting Business opportunities

We have continued to develop our service expertise in the area of wellbeing, active inclusion, enterprise development and as an affordable high quality learning and training provider, working in partnership with third sector providers and others.

Our service offer makes us an ideal partner for public service organisations wishing to engage the sector and communities in a way that facilitates community led conversations and inspires trust and confidence.

We also provide bespoke consultancy based on member and partner requests around our core areas of expertise underpinned by community engagement and facilitation and public engagement campaigns and marketed these services for the first time this year.

This year we have secured and delivered service level agreements with public sector funders in relation to health, community support, social care and wellbeing, and enterprise development and have considerable expertise in public engagement campaigns, and proactive sector support linked to grant fund distribution - getting the money out to voluntary and community groups and third sector organisations to enable Denbighshire Volunteers to keep on doing great things.

From small scale initiatives like our Autism Awareness campaign and grant distribution programmes such as the Welsh Church Act, Youth Led Grants, Autism Awareness and Dementia Aware Community grants through to larger scale ICF grant fund distribution to the third sector in Denbighshire and across North Wales, DVSC has a tried, tested, scalable and high impact model of service delivery, which has been well received by funders and the voluntary and community groups and third sector organisations benefitting from our support.

Funding partners

This year DVSC worked with the following funding partners:

- Welsh Government (with WCVA as the national lead administering the Third Sector Support Wales grant to partners)
- WCVA's Active Inclusion Fund (European funded)

- Integrated Autism Service
- Betsi Cadwaladr University Health Board (grant agreement for wellbeing engagement and facilitation with the third sector)
- Denbighshire County Council (grant agreements for Community Support Services, the Denbighshire Learning Disability Forum and a management fee for administering the Welsh Church Act)
- Welsh Government (with the North Wales Social Care and Wellbeing Services Improvement Collaborative) for our Dementia Aware Community Led programme

Strategic delivery partners

We also provided added value to our Sector Support offer through strategic working and co-production with other partners involved in delivering third sector infrastructure and support.

Key partners include:
- Development Trust Association Wales and their Enterprising Solutions and Renew Wales programmes
- Wales Cooperative Centre and their Digital Communities programme and Social Enterprise growth programme
- Co-Production Network Wales
- Learning and Work Institute's Adult Learners Week and Festival of Learning
- LifeStory Network and Together in Dementia in Everyday (TIDE) and Capacity on Impact
- Federation of Small Businesses with a member specific offer for joining

We signposted to and worked in partnership with a wide range of organisations, and where we could, invested in third sector partners through our Dementia Aware training programme.
- £9,474 was invested in training courses for the community with third sector providers including Alzheimer's Society and Dementia Engagement and Empowerment project (DEEP)
- £19,530 was invested in working with partners to support delivery of the first phase of our Dementia Aware Community Led programme.

Finally, DVSC sees great potential for engaging and working with community minded businesses and this year we partnered with the Federation of Small Business and Mingle for Enterprise to host two Jelly events to ask the business community their views about the use of the Naylor Leyland Centre building as part of our community engagement.

Organisational development

DVSC continued its organisational development this year.

As a Living Wage Employer with Living Wage Accreditation DVSC celebrates Living Wage Week through social media platforms and promotes the Living Wage as part of good governance.
DVSC is also a signatory to the Digital Inclusion Charter, an Autism Friendly/Autism Aware Employer and is working towards being a Dementia Friendly organisation.

Improvements to note include:
- A refresh of our Welsh Language Statement and Action plan for the second year running with significant improvement to our bi-lingual service - an increase in our translation budget of almost 43%, reflecting an increase in bi-lingual content linked to new information products and services developed
- Specific improvements in relation to Dementia Awareness include inviting people with lived experience of dementia and their carers to join our Grant Decision Making Panel
- Specific improvement in relation to co-production include consulting with and co-producing Dementia Aware training programme based on stakeholder feedback about the training courses that were needed, and working with third sector partners to deliver these
- Investment in a range of digital products supported by a commitment to digital inclusion by upskilling community members and the sector
- Investing in our staff by increasing the pension contribution to 8% as of 1 April 2019

Financial review

The Board approved a balanced budget in March 2018 before the start of the 2018-2019 financial year. This was a prudent response to the reduced reserves following DVSC's definitive exit from the Clwyd Pension Fund.

Financial performance this year significantly exceeded targets, with an increase of 36% in income earned; the charity ending the year with a surplus of just over £40,000, thanks to prudent cost reduction in overheads/running costs and winning new business. We did this whilst continuing to make health and safety improvements in line with our Health and Safety Action plan.

In this year, we also worked hard to make strategic choices about building third sector capacity through our own procurement practice; investing in third sector partners and providers to build capacity and strengthen the third sector economy in Denbighshire.

- Of the overall grant income secured in 2018-2019, 28% of DVSC income was invested directly in the sector through grant distribution and co-produced activity.
- 41% of new business secured in 2018-2019 was invested directly in the Sector.

New business in 2018-2019 included:

- £25,000 grant agreement to work with the North Wales Integrated Autism to raise awareness about autism, facilitate community led action and promote the North Wales Integrated Autism Service. Investing just under £12,000 through community grants to raise awareness about Autism in communities throughout Denbighshire and investing just over £900 in co-producing Autism Awareness Taster Sessions with people with lived experience of autism. 52% of the grant funding was directly invested in the sector.
- £27,072 ICF to manage and co-produce with DVSC stakeholders a training programme raising awareness about dementia – this training programme was co-produced by DVSC working with its stakeholders, with just under £9,500 invested in third sector organisations to deliver training for the local community with 68 beneficiaries. 35% of the grant funding was invested in the sector as delivery partners.
- £79,788 of Welsh Government funding to support local delivery of the Dementia Action Plan through DVSC's Dementia Aware Community Led Programme – this involved a community mapping exercise working with commissioned partners Life Story Network (£9,530) to work with us to establish the baseline in Denbighshire, commissioning Capacity Public Services Lab to work with DVSC to develop the Impact framework (£10,000), to measure and evaluate our activities and investing £10,000 through community grants to raise awareness about dementia in communities throughout Denbighshire. 37% of the grant funding was invested in the sector as delivery partners.

Progress in bringing in new business, with strategic fit to our four pillars – volunteering, good governance, sustainable funding and influencing and engagement – and our objective of enhancing individual and collective wellbeing has enabled DVSC to make strategic choices about which business to exit from at the end of the financial year.

Business we consciously decided to exit from this year included:

- Active Inclusion projects – we terminated our Active Inclusion Under 25 project early due to the impact of competition for referrals from other larger scale European funded projects (such as Opus, Adtrac) and took the decision not to seek follow on funding for the Active Inclusion Over 25s project, again due to changes in the external landscape and anticipated negative impact of Working Denbighshire on referrals. This led to a review and refresh of our core volunteering offer (which is ongoing) given the increasingly challenged and competitive volunteer marketplace that exists in Denbighshire.

- Denbighshire Learning Disability Forum - Towards the end of Q3 DVSC took the decision to manage its exit from its longstanding grant agreement with Denbighshire County Council to deliver the Denbighshire Learning Disability Forum on the grounds that a fresh approach was needed and that it was better delivered by a third sector provider with specialist experience. The service could not easily be sustained or delivered with the sum available and was not sufficiently central to DVSC's core business framework to sustain it without full cost recovery given the financial envelope we have to work within. We worked collaboratively with Denbighshire County Council to manage communications with Forum stakeholders during the transition.

It should be noted that:

- Since 2016, DVSC under new management has consistently exceeded the financial performance targets set, delivering better financial performance than expected, and outperforming the annual budget set for the last three years.
- DVSC is reporting the highest level of income earned over a four-year period following the Board decision to allow NEWCIS to spin out as an independent charity in its own right in 2015.
- This positive financial position is due to success in bringing in new business, underpinned by continued operational grip on running costs and identification of efficiencies whilst maintaining investment in health and safety improvements in 2018-2019 (including service upgrade of the lift) in line with the health and safety action plan.

Risk management

The DVSC Board discusses the organisation's risk appetite and scrutinises the risk register on an annual basis at the financial year end. This discussion informs the budget setting process, including the level of reserves. The Board are notified in the event of significant adverse variances to the risk register and any unexpected impact on the reserves outside of the annual reporting cycle.

A review and refresh of the Board of directors' approach to risk management and its risk register is facilitated by the Chief Executive in the last Board meeting of the financial year in preparation for the year ahead. This review takes place at the same time as the annual budget and reserves policy and funds to be set aside for the new financial year are approved.

The main identified risk facing the company at the start of the 2018-2019 financial year as identified by the Chief Executive and the Board was the low level of reserves following the charity's exit from the Clwyd Pension Fund in 2017-18. It was on this basis that a prudent approach was taken, with a balanced budget being approved at the start of the financial year.

At the year end, the main risks identified included:

- organisational dependence on senior staff to work long hours to meet business demands over a sustained period of time
- HR challenges due to rapid business growth, and reliance on senior staff to work beyond contracted hours to ensure robust delivery during delays in recruitment
- the need to review the Board's risk appetite due to the positive end of year position
- the risks of not investing in capacity and capability to sustain the growth of the business
- the need to invest in business and social enterprise development to diversify DVSC's income sources for medium to long term sustainability
- the need to strengthen Board skills, and diversity to support DVSC's growth and sustainability and to plan for succession

In view of the identified risks at the financial year end, the Board approved an investment budget for 2019-2020 on the basis that investing in business development capacity would pay dividends in the financial years ahead.

This decision was informed by the healthy year end surplus, which was used to rebuild reserves. It was also informed by the management team's track record in bringing in new business over the last 3 years and the Board's recognition of the new risks facing the charity; principally the risk of not investing in capacity and capability to deliver, and sustain the growth of the business.

This decision-making process was informed by the following funding considerations:

DVSC's core funding – without which the charity could not exist – is considered stable. The Board consider it unlikely that Welsh Government will withdraw its investment in Third Sector Support Wales, as infrastructure funding is an important part of the landscape in Wales and has been maintained on an ongoing basis since devolution. The third sector scheme within which infrastructure funding exists is a world first and it is unlikely that Welsh Government would disinvest from it any time soon.

The most likely scenario is that the funding levels will remain static, which in real terms means reduced income, but DVSC's budget profile and plan takes account of this and the organisation is committed to delivering support within the financial envelope that we have. The Board is therefore assured that the risk of losing core Welsh Government is low.

The second, and strategically significant source of core infrastructure funding, is DVSC's grant agreement with the Betsi Cadwaladr University Health Board. The grant agreement with BCUHB represents a strategic investment in engagement with the third sector through the North Wales County Voluntary Councils. That said, the financial position of BCUHB remains challenging and securing a renewal of this grant agreement remains a priority of the Chief Executive and Board. Loss of the grant agreement is noted as a risk but unlikely in the short to medium term given the emphasis on Care Closer to Home in Living Healthier, Staying Well and the prioritisation given to the third sector in co-delivering this.

The Chief Executive and Board are both of the view that if this grant agreement is withdrawn DVSC's position as a viable infrastructure enterprise is in question. This is not on account of financial sustainability but around core capacity to deliver infrastructure services against the expectations placed upon us, with such a small core team.

The position with the Welsh Government funded Dementia Aware Community Led Programme remains unknown at this stage. This was proposed as a three-year programme but approval for the third-year funding has not yet been confirmed. This is the case for all programmes in North Wales linked to this funding stream. Experience – based on past funded programmes of this nature - would suggest that the third-year funding will be approved. Performance on this programme has been good and risks in this respect are being actively managed as DVSC will revert to its core capacity based on the two grant agreements outlined above.

Reserves Policy

The Reserves Policy is reviewed every 3 years (or more frequently if circumstances require). In recent years (and under new management), the reserves policy has been reviewed and approved on an annual basis for the last two years, due to the level of financial risk DVSC has been running.

DVSC's Liquid Reserves policy at the start of the financial year increased the level of reserves to £80,146; an improvement on the previous year's level of reserves of £70,000 with an increase in the level of free reserves. This was in line with the Board approved policy to work towards increasing the level of free reserves following DVSC's exit from the Clwyd Pension Fund.

The positive end of year financial position has allowed DVSC to invest the surplus to increase the reserves to £127,767 for the 2019-2020 financial year with a significant increase in free reserves – to cover staff and running costs, and delays in funding.

The revised Reserves Policy was formally approved in March 2019 with £127,767 reserves to be set aside for the new financial year. This represents almost a 60% increase in the reserves set aside, compared to the start of 2018-19.

The table below charts the journey travelled and shows a positive position with a reduction in budget lines for liabilities and contingences and an increase in the free reserves – to cover staff and running costs, and delays in funding.

When we combine the working capital at our disposal with the increased level of free reserves, DVSC has over 6-month security in terms of operating costs. This represents a significant achievement from the starting point at the beginning of the year and signals a return to robust levels of free reserves.

DVSC's reserves policy for the new financial year (2019-2020), as agreed by the Board of directors was based on the following requirements:

- redundancy payments for eligible staff;
- salary in lieu of notice & other monies agreed as owed to staff;
- salary running costs (for the core team) ideally not less than 3 months;
- overheads/running costs ideally of not less than 3 months;
- funds set aside for servicing any long-term contracts (in event of company wind down) before expiry of contract terms;
- the cost of repairs to the building due to repairing lease;
- sufficient funds to cover any deficit in resources for restricted projects, or for core activity that may not be funded in future, and to provide for the potential risk of funding being reclaimed;
- grant funds (restricted income) held in reserve until the grants are approved and disbursed

	2017-2018	**2018-2019**	**2018-2019**	**2019-2020**
		Start of year	**End of year**	**Start of year**
Description	31/03/2018	01/04/2018	31/03/2019	01/04/2019
	£	£	£	£
Redundancy costs / Staff liabilities	13,438	10,776	4,462	12,144
Salaries – Core staff (CEO, BDL, MEO, OL, SDO, BSC) (circa 3 months)	3,086	3,086	3,086	40,326
Running costs (circa 3 months)	3,476	3,476	3,476	18,146
Building repairs		5,000	5,000	5,000
Computers/software		5,000	2,724	2,724
Payment of untaken toil	35,000	27,000	14,226	14,226
Wind down costs	5,000	5,000	5,000	5,000
Audit and legal fees	10,000	10,000	10,000	10,000
Restricted Funds for Grant Distribution				9,393
Fee for service contracts in event of company wind down		10,808	10,808	10,808
Total provision required	**70,000**	**80,146**	**58,782**	**127,767**

Budget setting

The financial position (surplus of £40,000, business growth of 36%, reserves increase of almost 60%) provided the Board with assurance that DVSC remains on a positive trajectory; and continues to deliver better business as usual with significantly enhanced free reserves.
With increased reserves, the Board of DVSC approved an investment budget for 2019-2020 to build capacity and capability in the core delivery team and build on solid foundations for 2019-2020.
This investment budget effectively meant that the Board of trustees approved an annual budget with a forecast deficit of £61,805 assuming no further business was secured throughout the year. This was considered unlikely based on the past three year's performance. The increased reserves were also considered to provide an additional financial cushion.

Looking to the future

This was another challenging year for DVSC.

Overall, the challenges were positive – of managing an ambitious Third Sector Support Wales change management agenda, whilst winning new business, and meeting the demands of business growth.
Notwithstanding significant capacity pressures felt by the team, due to bringing in new business in a short space of time, DVSC continued to deliver quality and impactful services and support.
The key highlights are captured in DVSC's Impact Report for 2018-2019.
The Board ended the year assured that business turnaround had been achieved, and with confidence to invest in capacity and capability to support ongoing business development and growth, and the delivery of high-quality services.

Achievements to be noted include:

- income growth of 36%
- a surplus of £40,000
- close to 60% increase in the level of reserves set aside for the 2019-2020 financial year;
- continued investment in health and safety upgrades to future proof the building and reduce costs in the next year;
- continued improvements to the service offer with enhanced digital services
- solid performance as part of core Third Sector Support Wales services during a year of transition to the new impact framework and trial implementation of the new customer relationship management system
- new business that has strategic fit with DVSC's core service pillars and wellbeing outcomes
- continued investment in bi-lingual services supported by our Welsh Language Statement and Acton Plan
- continued improvements in Board governance, risk awareness, and risk management;
- an approved investment budget for 2020-2021
- a resilient and committed senior management team.
- a strengthened Board with the appointment of two new trustees with skills in social enterprise and business development and a plan for managing succession

The Board remains committed to developing DVSC's support to the sector whilst managing risks, and finances prudently, in line with their trustee duties. The focus for the year ahead is on being outward focused, looking to maximise opportunities to grow whilst being open to partnership and other strategic opportunities.

Looking to the future, the directors' aim, working in partnership with the Chief Executive, is to ensure that DVSC provides a sustainable sector support service in Denbighshire, with staff resource proportionate to the funds provided, and with sufficient internal capacity and capability to exploit business opportunities in the external operating environment.

Management objectives for FY 2019-2020 will be on continued financial prudence, building HR capacity, and laying foundations for enhanced staff wellbeing, strong performance and programme delivery to secure follow on funding and proactive business development.

Both the Chief Executive and Board are alert to the challenges of being one of the smallest County Voluntary Councils in the Third Sector Support Wales infrastructure. A wind down plan exists, as part of risk management following the exit from the Clwyd Pension Fund; and the Chief Executive and Board are open to the positive potential from strategic mergers and collaborations whilst seeking to build and grow DVSC from a position of relative strength.

DVSC has security in terms of its core grant and activities until end of March 2020 and BCUHB grant funding has been confirmed to this same time period. The Dementia Aware Community Led programme has also been approved to the end of March 2020. Risks on these funding sources have been assessed and informed the budget setting process.

Early in the first quarter of the new financial year, DVSC was informed by Denbighshire County Council of their intention not to renew the Community Support Services grant agreement for 2019-2020. This grant agreement had been on DVSC's risk register for some time, and the budget laid before the Board for approval in March 2019 had not included the grant.

Notification of termination of this grant agreement therefore had no adverse variance on DVSC's finances as it had been seen as high risk and had not been accounted for during the annual budget setting process. It was also not considered strategically significant for DVSC's future.

Unlike other neighbouring CVCs, DVSC now has no grant funding from the local authority. This places us in a strong position – as we come to the table as a genuinely independent and equal partner with the authority. It also enables us to influence and engage on behalf of the third sector and communities from a position of independence.

As local statutory sources of funding come under challenge, the need for investment in business development capacity to develop alternative sources of income becomes more critical.

It is for all these reasons that the Board approved an investment budget to build capacity and aid business development whilst keeping alert to other strategic opportunities – partnerships, and mergers.

With continued improvements in business performance, governance, strategic planning and business development, underpinned by greater Board awareness of risk and more effective risk management (including the risk of not investing to grow the business) DVSC has the potential to continue its growth trajectory, capacity and capability from a small base.

Looking forward to the next 18 months, DVSC aims to continue to position itself as a community hub operating in the heart of Ruthin with community engagement and outreach across the county, supported by a significantly strengthened digital offer.

We continue to develop the facilities within the Naylor Leyland Centre, in particular our meeting, conference and training facilities. The organisation has a full repairing lease on its premises, and whilst the building is in a good state of repair there will be costs incurred in the longer-term future. This explains the importance of increasing the free reserves.

A plan is in development to secure the building as a community asset and to upgrade the facilities. DVSC in partnership with Denbighshire County Council are engaging the Charity Commission in a joint request for DVSC to become the custodian of the Trust Deed for the building, safeguarding its use for future generations. A feasibility study – co-financed by DVSC and Cadwyn Clwyd will be undertaken in the 2019-2020 financial year, with a business plan developed to support funding applications.

DVSC aims to continue marketing its services to a broader customer base, working collaboratively and synergistically with Ruthin Town Council, with its plans for the Old Courthouse, and the network of Town and Community Councils throughout Denbighshire and the local community businesses to develop and enhance the Ruthin offer in the context of our broader County footprint.

DVSC has agreed with DCC that DVSC will take over the licence to operate a community focused market in the old Town Hall as part of our social enterprise activities and positioning as a hub for social innovation. This will allow us to strengthen partnership working and collaboration with local community businesses, and the Town Council in the interests of the town, its residents and the Denbighshire foundational economy.

DVSC continues to utilise ICT to further develop our communication systems and at the year-end made the transition to Cloud based computing, increasing the scope for agile and flexible working, as we operate throughout the County.

We will continue our digital journey by using social media to reach out to and engage a wider stakeholder base, to support our broader engagement and physical outreach. We will continue to refine and improve the suite of websites and our social media to ensure we reach new audiences and provide a robust bilingual digital offer.

DVSC's membership strategy and the offer to our members, partners, and stakeholders has significantly increased our service offer, deepening our engagement with members and partners, and producing moderate income gains to reinvest in our services and infrastructure.

We will continue to support groups throughout Denbighshire through our volunteering and wellbeing activities, our Sector Support service and improved membership offer. We will also continue to build on the links we have developed between the voluntary and statutory sectors and will continue to use the networks we have set up as our engagement framework for this, as well as continuing to attend and participate in other stakeholder events and groups facilitated by the public sector, local business and other third sector organisations.

DVSC aims to grow our menu of existing services and develop new services to meet the needs of the voluntary and community sector and to provide a sector support offer as the partner for delivering Third Sector Support Wales in Denbighshire. This includes developing projects and bids around good governance to support and enhance our core service offer with project proposals which complement and enhance delivery enabled through our core funding.

In the face of continued cuts in public spending, DVSC will continue to follow a strategy of replacing lost funding by generating fee income (where possible), particularly management fees for managing grant funded services or contracts for fund distribution and as a strategic partner of other delivery bodies. This is an area where we secured and delivered service level agreements in 2018-2019, developing expertise and innovation in our community grants offer.

This remains an area that we hope to build on in the future now that we have consolidated our financial turnaround, delivered solid performance, developed innovative approaches and are on a growth trajectory, which we hope to sustain and if possible, continue.

We continue progress in learning and training, through partnership and collaboration. By partnering strategically with learning providers, we are able to provide and offer affordable (and on occasion free) training to our stakeholders. And where we identify community need and market gap we aim to source or co-produce relevant training.

We hope that over time our learning and development offer can produce some modest income in areas where we believe we have specific expertise – including digital marketing, impact and social value.

In the months ahead, DVSC will explore ways in which we can become more socially entrepreneurial to ensure our medium to long term sustainability. The Wales Cooperative Centre are providing support through their growth programme to support our strategic planning and development. Additional business development capacity internally – in place by the end of Q1 of 2019-2020 - is enabling the Chief Executive to accelerate plans in this area.

The call out for nominations to the Board of trustees has drawn expressions of interest from people active in the labour market with skills in business development, social enterprise, and areas where DVSC is wanting to strengthen its engagement (including young people, business and community networks).

The Board of DVSC has a back-up plan for an orderly wind down as part of improved risk management, but is confident that DVSC will continue to work to provide much needed services to the voluntary and community sector in Denbighshire, to play our role as part of Third Sector Support Wales and to develop new projects and initiatives that facilitate DVSC's longer term sustainability.

This has been a critical year when DVSC has risen to the challenge, showing resilience, and working hard to build legacy for future generations.

Structure, governance and management
The Charity is a private limited company by guarantee without share capital.

Advisers to the Company:

Solicitors: Gamlins, 31/37 Russell Road, Rhyl

Bankers: Barclays Bank

Auditors: Sage & Company Business Advisors Ltd, 102 Bowen Court, St Asaph Business Park, St Asaph, LL17 0JE

NEWVOL Registered Office: Naylor Leyland Centre, Well Street, Ruthin, LL15 1AF

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs Beth Taylor - Chair	
Mr Les Starling	
Mrs Pam Boyd	(Resigned 1 November 2018)
Mrs E Ward-Hughes	(Resigned 15 March 2019)
Mrs Alison Hill	(Appointed 4 March 2019)
Mrs S Donoghue	(Appointed 4 March 2019)

Chief Executive Officer: Ms Helen Wilkinson

Legal responsibility for the control of DVSC's activities and funds lies with the Board of Directors. Day to day leadership and management of the charity is delegated to the Chief Executive.

Directors are appointed and retire in accordance with the company's Articles of Association. The Articles were renewed in 2017 and Directors can serve a maximum of 2 terms and a total of 6 years. This Resolution was not to apply retrospectively; with the clock ticking from the date of implementation.

The Board of Directors collectively ensure that the income and property of the charity is applied for the purposes set out in the Memorandum and Articles of Association and for no other purposes.

The directors are responsible for all decisions in relation to strategy and budgets.

DVSC's Chief Executive Officer reports directly to the Board of Directors and is responsible for working with and supporting the Board in line with the principles and practice of good governance and providing day to day leadership and management of the organisation.

There are further lines of management/supervision within the organisation with senior staff reporting to the Chief Executive, including the Operations Lead, Impact and Business Development Lead and the Wellbeing Lead.

Transactions with related parties

There are no conflicts of interest to report in relation to transactions with related parties.

Auditor

In accordance with the company's articles, a resolution proposing that Sage & Company Business Advisors Ltd be reappointed as auditor of the company will be put at a General Meeting.

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.

Mrs Beth Taylor - Chair
Trustee
Dated: 17 July 2019

(E.J. TAYLOR)

NEWVOL
OPERATING AS DENBIGHSHIRE VOLUNTARY SERVICES COUNCIL
STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2019

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

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

TO THE TRUSTEES OF NEWVOL

Opinion
We have audited the financial statements of NEWVOL (the 'charity') for the year ended 31 March 2019 which comprise the statement of financial activities, the statement of financial position, the statement of cash flows and the 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, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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 2019 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 20 to the financial statements, 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 charity'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.

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 auditor's report thereon. Our opinion on the financial statements does not cover the other information and 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.

TO THE TRUSTEES OF NEWVOL

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity'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.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 an auditor's report 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.

As part of audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit.

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

TO THE TRUSTEES OF NEWVOL

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Chris Morgans

Christopher Morgans BA (Hons) ACA (Senior Statutory Auditor)
for and on behalf of Sage & Company Business Advisors Ltd

17/7/19.

Chartered Accountants
Statutory Auditor

102 Bowen Court
St Asaph Business Park
St Asaph
Denbighshire
LL17 0JE

Sage & Company Business Advisors Ltd is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006

NEWVOL
OPERATING AS DENBIGHSHIRE VOLUNTARY SERVICES COUNCIL
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2019

	Notes	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
Income from:					
Donations and legacies	3	155,140	254,941	410,081	300,263
Charitable activities	4	14,261	-	14,261	11,528
Investments	5	154	-	154	323
Total income		169,555	254,941	424,496	312,114
Expenditure on:					
Charitable activities	6	156,856	227,287	384,143	323,557
Net incoming/(outgoing) resources before transfers		12,699	27,654	40,353	(11,443)
Gross transfers between funds	11	30,652	(30,652)	-	-
Net income/(expenditure) for the year/ Net movement in funds		43,351	(2,998)	40,353	(11,443)
Fund balances at 1 April 2018		183,479	18,825	202,304	213,747
Fund balances at 31 March 2019		226,830	15,827	242,657	202,304

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

NEWVOL
OPERATING AS DENBIGHSHIRE VOLUNTARY SERVICES COUNCIL
STATEMENT OF FINANCIAL POSITION

AS AT 31 MARCH 2019

	Notes	2019 £	2019 £	2018 £	2018 £
Current assets					
Trade and other receivables	**13**	101,353		24,453	
Cash at bank and in hand		157,123		191,599	
		258,476		216,052	
Current liabilities	**14**	(15,819)		(13,748)	
Net current assets			242,657		202,304
Income funds					
Restricted funds	**15**		15,827		18,826
Unrestricted funds - general			226,830		183,478
			242,657		202,304

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2019, although an audit has been carried out under section 144 of the Charities Act 2011.

The trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

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

The financial statements were approved by the Trustees on 17 July 2019

Mrs Beth Taylor - Chair
Trustee

(E.J. TAYLOR)

Company Registration No. 3132487

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 £	2019 £	2018 £	2018 £
Cash flows from operating activities					
Cash absorbed by operations	21		(34,630)		(353,276)
Investing activities					
Interest received		154		323	
Net cash generated from investing activities			154		323
Net cash used in financing activities			-		-
Net decrease in cash and cash equivalents			(34,476)		(352,953)
Cash and cash equivalents at beginning of year			191,599		544,552
Cash and cash equivalents at end of year			157,123		191,599

1 Accounting policies

Charity information

NEWVOL is a private company limited by guarantee incorporated in England and Wales. The registered office is Naylor Leyland Centre, Well Street, Ruthin, LL15 1AF.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's constitution, the Companies Act 2006 and "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)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention.

1.2 Going concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income generated from charitable activities is recognised upon receipt. Investment, membership and other income are recognised on an accruals basis. Income is deferred only when income is received in advance at the year end and the performance criteria relates to a future accounting period.

In accordance with the Charities SORP (FRS 102), the economic contribution of volunteers is not recognised in the financial statements. Further details of the contribution made by volunteers can be found in the Trustees Report.

1.5 Resources expended

Expenditure on charitable activities is recognised once there is a legal or constructive obligation committing charity to the expenditure. Contractual arrangements are recognised as goods and services are supplied. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes all activities undertaken to further the purposes of the charity and their associated support costs.

- Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.

- Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources; this is done on the basis of staff time attributed to each activity cost category.

1 Accounting policies

1.6 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Basic financial assets

Basic financial assets, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including trade and other payables and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

1.8 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

The cost of providing benefits under defined benefit plans is determined separately for each plan using the projected unit credit method and is based on actuarial advice.

The change in the net defined benefit liability arising from employee service during the year is recognised as an employee cost. The cost of plan introductions, benefit changes, settlements and curtailments are recognised as incurred.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds general	Restricted funds	Total 2019	Total 2018
	£	£	£	£
Donations and gifts	3,712	52	3,764	4,037
Grants receivable	151,428	254,889	406,317	296,226
	155,140	254,941	410,081	300,263
For the year ended 31 March 2018	207,166	93,097		300,263

Donations and gifts				
Membership fees	3,418	-	3,418	-
Other	294	52	346	4,037
	3,712	52	3,764	4,037

Grants receivable for core activities				
WCVA infrastructure	148,648	-	148,648	151,791
Denbighshire CC	-	22,627	22,627	23,133
Betsi Cadwaladr	-	42,233	42,233	41,849
Gwirvol	-	9,124	9,124	6,145
IAS Autism	-	25,000	25,000	4,500
Welsh Churches grant	-	11,071	11,071	14,950
ICF	1,214	106,860	108,074	-
Other	1,566	-	1,566	-
Active Inclusion	-	37,974	37,974	44,564
Social Prescribing	-	-	-	4,000
Learning Promotion	-	-	-	750
Learning & Work Institute	-	-	-	1,444
Creative Textile	-	-	-	600
Earl Fitzwilliam	-	-	-	2,500
	151,428	254,889	406,317	296,226

4 Charitable activities

	General Activities 2019 £	General Activities 2018 £
Management fee	4,000	3,700
Other income	10,261	7,828
	14,261	11,528

5 Investments

	Unrestricted funds general 2019 £	Total 2018 £
Interest receivable	154	323

6 Charitable activities

	2019	2018
	£	£
Staff costs	171,152	135,470
Staff Travelling expenses	3,270	5,265
Printing, Stationery & photocopying	2,794	1,151
Postage	255	295
Computer running expenses	8,245	4,331
Telephone	5,195	4,139
Advertising/promotion	4,600	309
Insurance	1,250	2,504
Rent & premises	11,189	6,654
Subs & publications	626	1,121
Recruitment	618	-
Translation	3,594	2,093
Maintenance & repairs	2,078	5,943
HR & HS Support	773	2,123
Meeting/training/seminar expenses	13,141	2,597
Payments to CVC's	-	284
	238,780	174,280
Grant funding of activities (see note 7)	37,477	46,232
Share of support costs	103,146	98,245
Share of governance costs	4,740	4,800
	384,143	323,557
Analysis by fund		
Unrestricted funds - general	156,856	
Restricted funds	227,287	
	384,143	
For the year ended 31 March 2018		
Unrestricted funds - general		203,239
Restricted funds		120,318
		323,557

7 Grants payable

	2019	2018
	£	£
Grants to individuals (sorted by project):		
Gwirvol Youth	7,577	3,200
Welsh Churches Grant	7,940	5,536
ICF LD Grants	-	1,235
ICF Older People Grants	-	34,561
CAIS	11,999	1,700
DAC	9,961	-
	37,477	46,232

During the year, Denbighshire Voluntary Services Council was given the task of distributing grant monies on behalf of other organisations, as detailed above. The monies received for distribution is not income of Denbighshire Voluntary Services Council. A management charge was levied to the relevant organisation for this service.

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Support costs

	Support costs	Governance costs	2019	2018
	£	£	£	£
Staff costs	67,732	-	67,732	69,257
Consultancy fees	3,000	-	3,000	300
Accountancy fees	2,400	-	2,400	1,825
Book-keeping fees	3,841	-	3,841	810
Bank charges	26	-	26	25
Other support costs	26,147	-	26,147	26,028
Audit and accountancy fees	-	4,740	4,740	4,800
	103,146	4,740	107,886	103,045
Analysed between				
Charitable activities	103,146	4,740	107,886	103,045

Governance costs includes payments to the auditors of £4,740 (2018- £4,800) for audit and accountancy fees.

10 Employees

Number of employees

The average monthly number of employees/DVSC associates during the year was:

	2019 Number	2018 Number
	9	9

Employment costs	2019 £	2018 £
Wages and salaries	210,753	194,090
Other pension costs	28,131	10,638
	238,884	204,728

The balance between part time and full-time employees/associates shifted in 2018-19 compared to 2017-18, with more employees/associates working full time.

DVSC also has 7 regular volunteers (4 trustees, 1 office volunteer and 2 Open Doors volunteers).

11 Transfers

Transfers relate to:
- the transfer of the management fee from each restricted fund to the unrestricted, core fund
- the transfer of opening fund balances for funds that have now ceased.

12 Financial instruments

	2019 £	2018 £
Carrying amount of financial assets		
Debt instruments measured at amortised cost	97,265	20,861
Carrying amount of financial liabilities		
Measured at amortised cost	15,819	13,748

13 Trade and other receivables

Amounts falling due within one year:	2019 £	2018 £
Trade receivables	97,265	20,861
Prepayments and accrued income	4,088	3,592
	101,353	24,453

14 Current liabilities

	2019	2018
	£	£
Trade payables	3,386	3,776
Other payables	-	1,105
Accruals and deferred income	12,433	8,867
	15,819	13,748

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds			
	Balance at 1 April 2018	Incoming resources	Resources expended	Transfers	Balance at 31 March 2019
	£	£	£	£	£
Welsh Churches Act	10,893	11,070	(7,941)	(1,199)	12,823
Denbighshire LD Forum	-	16,458	(14,723)	(1,735)	-
Gwirvol Youth	683	9,124	(7,721)	(1,312)	774
ICF Older People	321	-	-	(321)	-
Lottery Young Dragons	1,345	-	-	(841)	504
Active Inclusion	3,857	37,974	(33,894)	(7,937)	-
Earl Fitzwilliam	1,726	-	-	-	1,726
DCC Wellbeing	-	9,570	(8,613)	(957)	-
BCU Health & Wellbeing	-	38,885	(34,996)	(3,889)	-
CAIS	-	25,000	(22,500)	(2,500)	-
ICF Dementia Training	-	27,072	(24,365)	(2,707)	-
ICF Dementia DAC	-	79,788	(72,534)	(7,254)	-
	18,825	254,941	(227,287)	(30,652)	15,827

Welsh Church Acts – Provision of grant funding for community groups in Denbighshire under the themes of: Relating to or based in church run premises, dementia, loneliness and isolation, Promoting wellbeing (Being aware, Connecting, Exercising, Learning, Giving Back) and Supporting people with learning disabilities.

Denbighshire LD Forum – To support the core functions of the Denbighshire Learning Disability Forum; to provide information and advice and to represent the views of adults with learning disabilities and their families.

Gwirvol Youth – Provision of youth led volunteering projects and activities in Denbighshire under the themes of: Early Years, Better Mental Health, Housing, Skills and Employability and Social Care.

ICF Older People – Enabled through Welsh Government funding to provide third sector grants to community groups and organisations to improve the health and wellbeing of older people in Denbighshire.

Lottery Young Dragons – Enabled by Awards for All funding to provide a better foundation to move Young Dragons Wales into the future by facilitating the creation of a new steering group and improving the networking opportunities across for Wales for the involvement of Young People.

Active Inclusion – To support those who are out of work due to being economically inactive/long term unemployed with low skills and/or low confidence or having health conditions by offering one to one support to access free training, gain qualifications, build skills and confidence and have support moving towards the labour market and support to access volunteering opportunities.

Earl Fitzwilliam – Improvements of the Naylor Leyland Centre building for the provision of community activities.

15 Restricted funds

DCC Wellbeing Engagement - Assist Denbighshire County Council Community Support Services (DCSS) to meet its obligations to develop partnerships with the voluntary sector, promoting and supporting the involvement of the voluntary sector in relation to Social Care and Well-being planning and by developing and facilitating mechanisms which enable the local voluntary sector to play a full and active part in the joint planning process

BCU Health & Wellbeing – To support the health board in a variety of projects, engaging in regular dialogue with the third sector, sharing health board objectives and strategic direction. To support Third Sector groups and organisations operating across the County to provide and influence the development of services that contribute to the improvement of health, social care and well-being of the local population. Promote third sector services and their added value to those working in health, social care and wellbeing. The overall objective is to facilitate effective working practices and relationships with Third Sector organisations, as part of the health and wellbeing agenda primarily in the Central Area but ensuring broader engagement where appropriate across North Wales.

CAIS – Integrated Autism Service – To coordinate a Denbighshire wide Autism Awareness Community Engagement campaign, involving social media and physical outreach, training & the provision of a community grant scheme enhancing and developing the scope and information made available to parent, carers, local businesses and communities

ICF Dementia Training – Provision of Dementia Training for the Third and voluntary sector delivered by third sector in partnership with DVSC as part of our core learning offer to the sector.

ICF Dementia DAC (Dementia Aware Community Led Programme) - Enabled through Welsh Government funding to support local delivery of the Dementia Action Plan, set up to support communities to generate and transfer awareness around dementia into community led action.

16 Retirement benefit schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £28,131 (2018 - £10,638).

17 Analysis of net assets between funds

	Core	Restricted	Total
	£	£	£
Fund balances at 31 March 2019 are represented by:			
Current assets/(liabilities)	226,830	15,827	242,657
	226,830	15,827	242,657

18 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2019	2018
	£	£
Aggregate compensation	47,816	47,556

The remuneration total includes National Insurance, pension and payments for additional hours worked in place of time off in lieu, over and above a base salary of £41,846 (2018 - £41,025).

18 Related party transactions

Transactions with related parties

Helen Wilkinson, Chief Executive of NEWVOL, is also an Independent Member of the Betsi Cadwaladr University Heath Board and the National Lottery Fund Wales Committee, under the public appointments process.

During the year, the transactions with the related parties were:

- Grants received from Betsi Cadwaladr University Health Board - £42,233 (2018 - £41,849)

In line with BCUHB's standing orders, Helen completes an annual declaration of interest for her position on the Health Board and is required to make any relevant declaration at each and every Board and committee meeting. Helen is not involved in the Health Board's grant decision making process in relation to DVSC's grant agreement and would exempt herself if these discussions arose.

Helen completes an annual declaration of interest for the National Lottery in line with governance requirements and is required to make any relevant declaration at each and every meeting of the Wales Committee. Helen would not be involved in the National Lottery Fund Wales' Committee's grant decision making process in relation to any application by DVSC for grants from the National Lottery Fund portfolio.

19 Operating lease commitments

At the reporting end date, the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2019	2018
	£	£
Within one year	5,500	5,500
Between two and five years	9,625	15,125
	15,125	20,625

20 Auditors Ethical Standards

The relevant circumstances requiring disclosure in accordance with the requirements of APB Ethical Standard - Provisions Available for Small Entities are that, in common with many charities of our size and nature we use our auditors to assist with the preparation of the accounts.

21 Cash generated from operations

	2019	2018
	£	£
Surplus/(deficit) for the year	40,353	(11,443)
Adjustments for:		
Investment income recognised in statement of financial activities	(154)	(323)
Difference between pension charge and cash contributions	-	(300,000)
Movements in working capital:		
(Increase)/decrease in trade and other receivables	(76,900)	29,723
Increase/(decrease) in trade and other payables	2,071	(64,288)
(Decrease) in deferred income	-	(6,945)
Cash absorbed by operations	(34,630)	(353,276)