



VAST Services (1920)

Trustees' Report and Financial Statements

Year Ended 31st March 2017

Registered as a Charity No: 1049663. Company Registration No: 2000818



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Trustees Directors, Principal Officers & Advisors

VAST is a company limited by guarantee and a registered charity governed by its memorandum and articles of association, which were last amended in 2015.

Company No. 2000818
Charity No. 1049663

Trustees

The trustees presently serving are:

| | |
|-------------------|------------------------------|
| Neil Dawson | Chair |
| Mark Barnish | Treasurer |
| John Beech | |
| Peter Twilley | |
| David Holton | |
| Tim Edwards | |
| Dawn Wickham | |
| Susan Meredith | |
| Lesley Morrey | |
| Nick Maslen | (appointed 21 February 2017) |
| Helena Pilkington | (appointed 10 March 2017) |

Served during the year

Kate Young (appointed 9 May 2016 Resigned 15 August 2016)
Sophia Baker (resigned 9 May 2016)

Auditors

Moore Stephens, 1 Lakeside, Festival Way,
Festival Park, Stoke on Trent,
Staffordshire.
ST1 5RY

Bankers

Unity Bank Plc, Nine Brindleyplace,
Birmingham B1 2HB

Investment Managers

Brewin Dolphin, The Avenue, Spinningfields
Square, Manchester, M3 3AP

Company Secretary

Sajid Hashmi (to June 2016)
Lisa Healings (from December 2016)

Key Management Personnel

| | |
|-------------------------------------|---|
| Sajid Hashmi MBE (to June 2016) | Chief Executive |
| Andrew Thompson (from July 2016) | Chief Executive |
| Andrew Thompson (to June 2016) | Assistant Chief Executive |
| Lisa Healings FCCA | Finance Director |
| Peter Chell (to February 2017) | Head of Health Services |
| Alison Kirk (to April 2017) | Head of Marketing & Business Development |
| Sarah Carrington | Business Development Director |

Registered Office

Dudson Centre, Hope Street, Hanley, Stoke on
Trent ST1 5DD

Head Office

The Hub, 17 Eastgate Street, Stafford, ST16 2LZ

VAST is the trading name of VAST Services (1920)



Chair's Forward

This financial year has been more challenging than usual with difficulties for the whole voluntary sector. There is an even greater need for support for the third sector but this is increasingly difficult with less resources both in grants and commissioned work. VAST is an organisation dedicated to the betterment of the voluntary and community sectors locally and its core objectives remain to support the development of the local VCSE, and utilise all available opportunities to best achieve this. We have invested from our reserves to allow the organisation to redirect itself to meet our member's needs.



The Board and VAST staff with Andrew Thompson in his new position as Chief Executive have continued to appraise our position in order that we can best deliver to ensure our continued success. After a detailed skill analysis of Trustees, we have strengthened our Board with VCSE experience and HR skills.

As a development support organisation, VAST has a critical role to play in Stoke-on-Trent and Staffordshire's best and most attractive assets - Voluntary and Community Organisations - the life blood of local communities. To this end we work with all partners to maximise opportunities for our sector.

Our two managed support centres, the Dudson Centre in Stoke-on-Trent and the Hub in Stafford, are approaching full occupancy.

We are not complacent in the face of changing dynamics and trends, and have evolved to meet these new challenges. The Staffordshire Collective offer support to the local sector to participate in and benefit from contracting irrespective of the group's size or area of work. Our work around Social Prescribing is slowly reaping benefits for local people. We recognise the opportunities that tendering brings, but realise that the VCSE sector

will have to work even harder to stay relevant and to maintain a strong VCSE locally.

VAST ensures quality by continuously examining the value and impact of our work and this has been recognised by externally moderated awards. As the public sector shrinks due to austerity measures we need to build more effective relationships and partnerships with all sectors.

To ensure that we are on target to achieve our ambitions, the Board of Trustees will review our strategic approach again this year. We have recommitted to being an entrepreneurial service which will develop and create more value for the VCSE sector. We will also develop joint projects with like-minded partners to create more funding opportunities for our VCSE.

We have always been innovative and looked at developing solutions to emerging issues. I am confident that we can continue to deliver our passion for the VCSE and maintain VAST's position as a key provider of services to the sector.

I would like to thank my fellow trustees and the staff at VAST for their commitment, hard work and dedication and look forward to VAST continuing its invaluable work for the VCSE into the future.

Thank you,

Neil Dawson

Neil Dawson
Chair

6 November 2017

Chief Executive's Overview



This has been a truly challenging year (once again) for both VAST, and the wider VCSE, whom we seek to serve. Our Sector seems to have been besieged by problems of late; problems of funding, of relevance, and maybe most importantly of all, of public trust.

Austerity continues, and with it comes a myriad of issues that the entire Sector must contend with. Set against a backdrop of turmoil, restructure and perpetual change within the local economic and political landscape, it is within this environment that we try to deliver our work to the highest of standards, whilst shield our beneficiaries from the chaos.

I have real concerns that cuts to key VCSE services such as those provided by many of our members will have a detrimental effect, not only on some of our most vulnerable residents, but also on a fragile and over-subscribed VCSE Sector, who at a time of continuing austerity are seeing funding reduced and withdrawn, whilst demand for their services rockets.

There is a real danger that those organisations and services left to 'pick up the pieces' will have neither the resources nor the specialisms to do so, especially for the vulnerable, and those with complex needs as resources are stretched beyond capacity, resulting in greater call on the very services we, as a City, are trying to reduce.

VAST suffers these effects in the same way that our members do. Austerity has meant reduced funding to both the Sector, and to ourselves. The last year has seen the end of 2 key contracts (Lifestyle Service and County Infrastructure

Support). Both contracts were successfully delivered by very dedicated teams whose skills, experience and friendship are sorely missed by the organisation and the remaining team.

With great challenge comes the space for reflection and review, out of which comes great opportunity. VAST is not an organisation to sit on its laurels and lick its wounds (which would have been easy to do). Instead, both our Trustees Board and our marvellous staff team have seized the opportunity to review the organisation, clarify our purpose and our offer and identify new and efficient ways to deliver our services without diminishing the quality of our work.

In essence, we are now a leaner organisation with a cleaner offer;

- VAST Community Accounts
- VAST Business Development
- VAST Facilities
- VAST Contracting Services
- VAST Project Development

Such reflection has also enabled us to review our function, and how we wish to add value to the work of the VCSE with whom we work and support. VAST's key functions in the delivery of our work are to;

- Enable
- Collaborate
- Innovate

I would like to thank my Trustees, and dedicated staff team for their support and resilience during a very trying period in our history. However, with a renewed sense of purpose, we relish the challenges ahead, and are excited by the opportunities that the coming year holds. VAST has suffered a very difficult year, but is in shape to emerge refreshed, and deliver high quality and relevant services and support for the VCSE in an ever-changing and uncertain future.

Andrew Thompson

Chief Executive
6 November 2017

Strategic Report

The trustees who are the directors for the purposes of company law present their strategic report for the year ended 31 March 2017 in compliance with S414C of the Companies Act 2006.

Fair Review of the Business

The year to 31st March 2017 was one of considerable challenge. The year saw the end of a couple of significant contracts, namely the County Infrastructure Support & Volunteering Contract and the Lifestyle Service. Both services performed well until their respective end dates, achieving their identified performance indicators and outcomes. The end of these contracts and the associated income resulted in the loss of 36 valued friends and colleagues.

The year also held a number of uncertainties, including an abandoned tender exercise concerning Healthwatch Stoke-on-Trent (which was ultimately extended for a further 12 months) and very late decisions to continue to fund two further services - the Social Prescribing VCSE Hub and our Strategic Liaison Service.

Due to such uncertainties, VAST's Trustees and Executive Team invested considerable time and effort in reviewing our core offer as an organisation, resulting in a robust forward plan to take us forward to the end of March 2018. The forward plan led to an internal reorganisation of departments and services, and identified appropriate projects built around VAST's priorities and aims, that will also ensure VAST's future sustainability whilst supporting the VCSE.

In line with the wider VCSE, the end of key contracts and the economic impact of the wider socio-political environment, VAST has had to rationalise resources and create efficiencies to be fit-for-purpose and ensure delivery of the forward plan. The net result is a leaner organisation with clear services, projects and work areas to take us forward and continue to support the VCSE.

Achievements and Performance

County Infrastructure Support and Volunteering Contract - 538 1-2-1 sessions held with VCSE Organisations and 3 dedicated funding events were held during the final quarter of the contract. In addition, 531 new volunteer registrations took place during this period.

Lifestyle Service – The service has worked with 1286 clients over a 6-month period only this year and have found the results to be much better. Adherence to the service has improved from that of a 12-month period. The service identified designated coaches specialising in supporting 3 key patient groups, patients with Diabetes or pre -diabetic, Cardiac rehabilitation and Ante-Post natal clients. This service provides direct positive impact upon the lives of its clients, promoting positive lifestyle choices, healthy eating, weight loss, increased exercise and increased mental and general wellbeing, as well as providing savings to the public purse by reducing admittance to hospital and GP services. This is in line with VAST's objects to further the health and education of the residents of Stoke-on-Trent.

Social Prescribing VCSE Hub - VAST's Social Prescribing Project was set up as a pilot to establish the potential value of the service. Social prescribing is defined as "a means of enabling health & social care services to refer patients with social, emotional or practical needs to a range of local, non-clinical services, often provided by the voluntary and community sector." The project aims to be:

'A single point of referral for health and social care professionals to use to enable easier referral route into voluntary & community sector support for patients'. During the year, the Project managed 772 referrals into 52 VCSE organisations.

Healthwatch Stoke-on-Trent -During the year, Healthwatch gained over 1700 followers on Social Media and continue to increase this daily, visited 18 local services and produced associated reports, established a Transgender Health and Social Care listening group called New Leaf, hosted STP Case for Change events in Stoke-on-Trent, and reports have tackled local issues ranging from Community Hospital Beds to Homeless Access to GP's. Again, these outcomes are in line with our objects to further the health of our residents.

How we performed against our plans

| What we said we would do this year | What we did | How successful we were |
|---|--|---|
| Build income from sales of services to £500k per annum | Our chargeable income covering our business support service, creative services, café and refreshment income and income from rentals and room lettings totalled £576, 000 in the year | Our support services continue to provide a value for money option for the VCS and we want to continue to build our potential to offer these services more widely |
| Develop marketing to achieve greater market penetration | We are working on developing a marketing plan | We had limited success in developing marketing in the year however it is a priority for the coming year to get this in place |
| 200 members purchasing multiple services from VAST by improved cross-selling | At March 2017 we had 224 clients recorded as accessing our business services | We have continued to increase our business services client base however there are still many opportunities to increase the number of clients who access multiple services. |
| Demonstrate social return on investment for VAST services, and support our members to do the same | This was not achieved in the timescale as we were unsuccessful in obtaining the necessary funding | This is an area that we will continue to work on in the future |
| Development of the Dudson Centre and the Hub | Occupancy levels at the Hub have continued to increase throughout the period. All walkways at the Dudson Centre were replaced during the year and the car park was redeveloped | Attracting tenants to the Hub was slow at first but interest has continued to grow. Room bookings are still not as high as we had anticipated, however we are continuing to market the venue and are looking at alternatives such as hot desk suites for the future |

Investment Performance Against Objectives Set

The policy of VAST has been to invest surplus funds in the growth of the business. VAST aims to carry sufficient cash of up to £100,000 in bank current or higher interest deposit accounts to fund its predicted working capital requirement.

Surplus funds over £100,000 are deposited in a higher interest deposit account, in a high interest fixed term bond or within our investment portfolio managed by Brewin Dolphin. This meets the objective of a higher return than average deposit accounts, without risking the funds, while maintaining maximum flexibility to fund new projects. The trustees are mindful of the current low interest rate return on cash deposits and their potential to fall below inflation levels thereby eroding reserves.

Objectives set for investment managers

The portfolio asset allocation will fall within the following broad planning ranges and the performance will be measured against a target of inflation plus 5% annually measured over a period of 5 – 10 years.

The investment holdings are to be oriented towards the long term (five years or more) and should involve a spread of investment exposures based in the UK and wider global markets where appropriate. Investments will be in an appropriate spread in a range of investment vehicles.

The objectives are to be achieved by investing prudently in a broad range of fixed interest securities and equities which are quoted on a Recognised Investment Exchange and unit trusts and OEICs (open ended investment companies) which are authorised under the Financial Services and Markets Act 2000.

Performance against objectives

During the year the stock market has improved, and assessed over a longer term the target is being met.

Factors Relevant to the Achievement of Objectives

VAST's objectives and the activities derived thereof, have been carried out in an extended and increasingly turbulent and unpredictable environment, both locally and nationally. Ongoing austerity has seen funding for the Sector further reduced, and funding for services provided by our statutory partners also further reduced, leading to a net increase in demand for services provided by the VCSE, with fewer resources available to fund and develop them.

The local political environment has also been under enormous amounts of continual change, upheaval and review, with many of our statutory partners across a range of thematic areas shrinking, reviewing key strategies and working towards greater co-production and co-commissioning. The transformation agenda sweeping across Staffordshire is certainly welcome, but is proving to be an incredibly protracted and complicated process, bringing with it enormous uncertainty, which makes planning during this difficult time quite precarious.

Key Performance Indicators

During the year the main key performance indicators used by management to assess performance against objectives were as follows:

Chargeable Services

Income against budget for chargeable services

| | Budget | Actual |
|-------------------------------|----------|----------|
| Accounts and payroll services | £141,000 | £125,000 |
| Creative services | £74,500 | £40,744 |

The budgets set were challenging and due to continued austerity organisations are only spending on necessities. We are continuing to look at ways to promote and expand our services.

Facilities

Occupancy levels for our office space against a target of 80% for the Hub and 85% for The Dudson Centre.

At March 2017 based on income received against total possible income the Hub was 81% occupied and The Dudson Centre was 91% occupied.

Overall income from the Dudson Centre and The Hub

| | Budget | Actual |
|-------------------|----------|----------|
| The Hub | £150,000 | £141,000 |
| The Dudson Centre | £239,000 | £241,000 |

Despite office space being occupied as expected ad hoc room hire at The Hub is still not at the desired levels, however this is slowly improving.

Financial Review

VAST's finances continued to be healthy during 2016/2017.

Overall our income has fallen slightly to £1.8million due to the ending of the County Infrastructure contract during the year. We are continuing to develop ways to generate funds in line with our strategic plan in order to maintain the long term sustainability of the organisation.

The unrestricted activities for 2016/2017 show an income of £731,842 (£1,045,742 2015/2016) with outgoing resources of £861,713 for the year (£1,166,752 for 2015/2016).

VAST's restricted funds had a brought forward balance of £91,681 and received income within the year of £1,094,535 (£992,956 2015/2016). Expenditure for the year was £1,022,254 (£1,042,572 2015/16) with transfers between funds of £105,385 (2015/16 £nil) leaving a carry forward balance of £58,577 all of which is committed to be spent on project activity.

After taking into account the gains and losses on investments the net movement in the year was £4,021 deficit in unrestricted funds and £33,104 deficit on restricted funds. When the brought forward balances are considered the final position shows unrestricted reserves of £490,099 and restricted reserves to carry forward of £58,577. This deficit was budgeted as part of a strategy to invest in the long term sustainability of the organisation and to give the premises in Stafford time to become fully occupied and utilised following its official opening.

Of these unrestricted reserves £220,750 are designated for specific expenditure in line with VAST's strategic plan.

£170,750 is set aside for increased business development. This money is due to be spent over the coming two to three years and will help VAST's saleable services achieve recognition in the private sector, as well as strengthening and growing our market share within the VCS, alongside allowing the organisation to explore and develop new sources of income.

£50,000 is designated for use in further developing our Community Accountancy arm by increasing capacity by recruiting a further member of the team and thereby ensuring we have capacity to fulfil clients' deadlines and develop our training arm. This will be expended during the next two years.

Funding Sources

VAST's principle funding sources for 2016/17 are Staffordshire County Council, who funded our countywide development and volunteering project and Stoke on Trent City Council, which fund our Lifestyle programme and Healthwatch Stoke on Trent.

A large amount of VAST funding comes from our chargeable services, which in 2016/17 accounted for 30% of income.

The charity acts as custodian trustees over cash held for the following not for profit organisations:

- RSPCA – *Royal Society for the Prevention of Cruelty to Animals*.
- Trentham Pre School
- Stoke on Trent Foodbank
- Haregate Community Centre.
- ASHA
- Bentilee Volunteers
- RubyGirl UK
- Blurton Community Hub
- NSAAA
- Disability Solutions
- South Staffs Citizens Advice Bureau
- Project House
- Olive Tree Campaign
- Blurton Community Hub
- St Johns Community Church
- Uttoxeter Gateway

This money is held in order that invoices can be paid on behalf of these organisations, enabling them to achieve their charitable objectives.

These monies are held in the charity's bank account and a separate nominal code kept to record any transactions on the balance sheet, which appears in other creditors and does not form part of the charity's own funds.

VAST's annual report and financial statements for the year ended 31 March 2017 have been prepared by the trustees in accordance with the Charities Act 2011.

The trustees have adopted the provisions of the Statement of Recommended Practice FRS102 in preparing the annual report and financial statements of the charity.

The overall objectives of VAST are to enhance the quality of life of local residents through the development of the social economy by developing the local community and voluntary sectors.

Policy on Reserves

The VAST trustees aim to maintain sufficient free reserves in unrestricted funds to ensure the charity remains sustainable in the event of a significant loss of funding or other unforeseen financial difficulties arising.

The trustees have carried out a review of the level of reserves necessary, taking into account the key risks identified, to ensure the sustainability of the organisation. This review indicated the need for free reserves in the range of £153,000 to £328,000.

Currently we hold £165,260 in free reserves. Total reserves stand at £548,676 of which £490,099 is unrestricted, and of this £220,750 is designated.

The long-term aim of the trustees is to be able to set budgets which can increase the level of free reserves to the required level.

Plans for Future Periods
Aims and Key Objectives

Short Term – 12-18 months

- Build income from sales of services to £600k per annum
- Develop an integrated marketing and communication plan to achieve greater market penetration and increase sales of services
- Review and reinvigorate saleable services to increase income to overturn deficit and achieve surplus
- Demonstrate social return on investment for VAST services, and support our members to do the same

Medium Term – 18 - 36 months

- Develop an external funding unit with the task of identifying and securing funds
- Develop and extend reach of existing successful projects
- Build on our portfolio of projects to support VCSE needs

Long Term – 3 – 5 years

- Build VAST's investment portfolio providing regular income

Activities Planned to Achieve Aims

The SMT have undertaken a review of every facet of our organisational delivery, including existing projects and services, and pipeline projects. We have identified that we are not making the most of our existing projects and services, and are putting measures in place to enable these to reach their full potential and ensure a fit-for-purpose portfolio of services for the future.

We have identified the need to repackage and redefine areas of the business, for example, instead of thinking of 'Accounts', that includes payroll and bookkeeping services, we redefine this as 'Governance & Start-Up Services' further supplemented by advice and wrap-around support pertaining to the structural and financial management of every constituted organisation.

Therefore, we have reorganised the internal elements that make up the entirety of VAST into the following 'work areas' that form VAST's planned activities to achieve our aims:

- VAST Governance & Start Up – includes Community Accounts & Governance Services
- VAST Business Development – includes Creative Services
- VAST Facilities – includes Dudson Centre & The Hub
- VAST Contracting Services – includes Healthwatch Stoke-on-Trent
- VAST Project Development – includes Vintage Volunteers, Social Prescribing VCSE Hub, Door-to-Door, VAST Bursary Fund, STEM Project, Strategic Health Liaison, Project Evaluation Services, Social Enterprise Support, Social Finance Project, Young Trustees Project

- VAST Partnership Development – includes Strategic Partnerships and Staffordshire Collective

Principle Risks and Uncertainties

The major risks to which the charity is exposed, as identified by the trustees, have been reviewed, and systems or procedures have been established to manage those risks.

The principle risk is considered to be the loss of a major funding stream, however sources of income have been diversified over recent years and a significant portion of income is generated through chargeable service to mitigate this risk.

This strategic report was approved by the trustees on 6 November 2017 and signed on its behalf by:



Neil Dawson

Chair

Our Purpose

The Objects for which the Charity is established are to promote any charitable purposes for the benefit of the community within Staffordshire and the West Midlands with particular reference to Stoke-on-Trent; and in particular the advancement of education, the furtherance of health and the relief of poverty, distress and sickness.

In furtherance of the above purposes, but not further or otherwise, the Charity may:

- (i) promote and organise co-operation in the achievement of the objects and to that end to bring together in Council representatives of the statutory authorities and voluntary organisations engaged in the furtherance of the above;
- (ii) assist anybody or bodies financially or otherwise;
- (iii) obtain, collect and receive moneys and funds by way of contributions, donations, affiliation fees, subscriptions, legacies, grants and other lawful method, and accept or receive gifts of property of any description (whether subject to any special trusts or not);
- (iv) procure and provide information;
- (v) procure to be written and print, publish, issue and circulate gratuitously or otherwise any reports or periodicals, books, pamphlets, leaflets or any other documents;
- (vi) arrange and provide for or join in arranging and providing for the holding of exhibitions, meetings, lectures and classes;
- (vii) promote, encourage or undertake experimental work.

Our Values

VAST is a social enterprise that specialises in providing Volunteering and Development support to the VCS¹ in Staffordshire² enabling them to deliver high quality services to local communities and civil society. VAST also promotes the VCS sector and advocates on their behalf at a strategic level with other stakeholders – a “One Stop Support Shop for VCS”.

¹ Voluntary and Community Sector (VCS) - charities, voluntary organisations, community groups, social enterprises, faith organisations, community interest companies, housing associations and mutuals and co-operatives.

² The Geographical entity of Staffordshire which includes Stoke on Trent

| Valued | Adaptable | Sustainable | Thriving |
|--|---|--|--|
| We strive to consistently deliver very high quality and valued services to help our clients achieve outcomes | We listen, adapt and improve our services to rapidly meet the changing needs of our clients | We endeavour to be sustainable through income generation | We undertake to be meticulous in ensuring a thriving VCS |



Mission Statement

Develop a vibrant and thriving VCS to improve the quality of life of local residents.

Role

VAST assists the VCS with a wide range of professional development, volunteering & support initiatives and advocates on their behalf.

Key Deliverables

VAST will work to:

- Support a vibrant & thriving local VCS to enhance the lives of local communities
- Support the VCS interests and advocate on their behalf with stakeholders
- Maintain, innovate and continue supporting the local VCS in service delivery
- Provide quality business services, engagement and enterprise

Objectives for the reporting period

Objective 1 – Enhance and improve the sustainability of VAST

Objective 2 – Provide high quality services

Objective 3 – Support the Development of a vibrant & thriving local Civil Society

Objective 4 – Represent CSO's interests and advocate on their behalf

Objective 5 – Support Public Sector and Civil Society Engagement

These objectives are key to the organisations ethos and remain the same for short, medium and long term planning of our activities.

Objective 1 - Enhance and improve the sustainability of VAST

Business Services

Enhancing and improving the sustainability of VAST through selling of back office services to Voluntary organisations, Community groups, Social Enterprises and Registered Charities in Staffordshire (VCSE) has a twofold advantage. Firstly, it generates income for VAST thus reducing our grant dependency, secondly, and more importantly, it provides high quality services which are professionally delivered by qualified professionals. Our services are extremely competitive compared to private sector organisations providing a similar service with the added advantage of our staff being experts in the requirements of the sector.

1. Governance & Start-Up Services

Services include bookkeeping, annual accounts preparation, independent examinations, forecasting, governance support and training and payroll services to the VCSE. The regulations affecting the VCSE can seem complicated but our staff make this easy through support, mentoring & training whilst providing the service. We are specialists in our field and work with our clients to produce accounts that are relevant to their charity and tailored to their needs, providing guidance and explanations where required. Ensuring groups meet regulatory obligations and project the right image to donors and beneficiaries whilst keeping an eye on efficiency.

2. Business Development - Databases

VAST has a qualified Database developer in-house providing bespoke CRM databases to the local VCS so that they can easily and effectively manage their database contacts. We provide ongoing mentoring and support for all of the CRM databases that we design and build.

Our databases enable VCS groups to easily and effectively monitor work, capture outcomes and demonstrate effectiveness through report tools that provide efficient and accurate data.

In addition to this database we have developed an on-line Volunteer Matching System for organisations to find volunteers and for volunteers to search for applicable opportunities. This system is currently being used by Chester CVS.

3. Business Development - Graphic Design

Our comprehensive and highly professional graphic design service enables even the smallest VCS group to portray a professional image through a one stop shop for all marketing requirements including the design and production of business stationery, leaflets, brochures, newsletters, posters, manual reports, exhibition stands and much more.

4. Business Development - Website Design

VAST has designed and built a number and variety of different websites to individual budgets and requirements. We can build everything from a simple one-page website to a complex CMS (Content Management System) that organisations edit and update themselves. We designed and built our very own website which will give you a flavour of some of the features available. www.vast.org.uk

5. Business Development - Printing & Print Sourcing

VAST offers a quality and cost-effective printing service. We print: Flyers, Leaflets, Brochures, Letterheads, Business Cards, Compliments Slips, Pull-up Banners, PVC Vinyl Banners etc.

VAST Bursary Fund

VAST introduced its' own bursary fund in 2015 to support and increase the capacity of the voluntary sector in Staffordshire. Voluntary sector organisations can access VAST business services using a VAST Community Support bursary. The scheme has been a great success with c.£25k being awarded to groups at the time of this report being written. This Bursary Fund is available to those groups that meet the criteria to use against any of our business services, and enables VCS organisations to access professional support and training to enhance their independence and sustainability, whilst freeing up more of their resources to apply to their core work.

Objective 2

Provide high quality services

Quality Accreditations

PQASSO (Practical Quality Assurance System for Small Organisation)

VAST are pleased to report that they hold Level 3 in the following areas of PQASSO: Governance, Finance and Leadership and Management. This has enabled VAST to identify areas where we are doing well, and not so well, and decide exactly where improvements are needed. The impact of this has enabled VAST to have more effective and efficient organisational systems and procedures with the benefit of providing better quality of service for our members as well as greater creditability and legitimacy with our funders. VAST will continue to monitor and evaluate the information gathered and recorded to ensure these three areas of PQASSO are kept up to date.

IIP (Investors in People)

VAST was successful in meeting all the requirements of the Investors in People (IIP) Standard at Silver Level. The feedback we received was summed up with 'great people with a positive 'can-do' mindset that have created a friendly and conducive working environment'. Skill levels amongst staff was considered high and a management development programme was undertaken during the year with all levels of management to further enhance this.

NAVCA Quality Award

VAST holds the NAVCA Quality Award using case studies of work within the voluntary sector in Staffordshire and Stoke on Trent to show how the support we provide to a wide range of organisations is valued by them enabling organisations to grow in confidence as well as capacity. VAST are able to show how we gave the sector a voice with the organisation of consultations and information events enabling the sector to influence Local Authority Commissioner Agreements and Schemes.

Lifestyle Service

Overview

- Since 1st April 2016 the team have worked with 1286 number of clients over a 6-month period only this year and have found the results much better. Adherence to the service has improved from that of a 12-month period.
- We worked with the new criteria from June 2016 and therefore were refusing any re-referrals into the service from practices unless they had not had any coach time previously. Refusals during this contract year is 218.
- We found the quota levels reduced and were receiving more patients who were ready to access the service.
- We streamlined the ante-natal referrals to receive an automated text to offer support post-partum with the same coach which improved uptake and support.
- We had designated coaches specialising in supporting 3 key patient groups, patients with Diabetes or pre-diabetic, Cardiac rehabilitation and Ante-Post natal clients.
- We have continued to work well with our providers to engage clients in activities at the gyms, walking, Cook and Eat and Think well courses.
- Commencing October 2016, we implemented our Exit strategy and the last referrals into the service were 31st December 2016.

Activities

In September, we supported Michelin, a large employer in Stoke on Trent to provide all their staff with a Health and well-being day. This was well attended and we received several referrals from local practices from this event. We followed this up in November by attending the launch of their staff initiative to lose weight where Michelin sponsored their staff £ for a LB.

Between October and December, we also provided a team of 5 coaches to provide a 10-week course (2 hours per week, every Tuesday morning) for the Able Project at Heron Cross, Fenton, for users with learning difficulties. The course called "Your health in Your Hands", covers healthy eating and exercise and topics around this each week. We obtained good results in the short period. The feedback on this was that it was excellent but needed to be sustained long term to keep the users on track as they forget easily what they have learnt and so more of a regular item in their weekly curriculum would be more beneficial.

We have continued to provide quarterly Newsletters showcasing our successes, any relevant updates, figures and a league of the best referring practices, these and the sign off logs were hand delivered by the designated coaches.

Exit Strategy

We began to manage the final stages of the programme in October, following the information release from the Commissioning team, by including information in our newsletter regarding the end of the service and when we

will be accepting the last referrals. This was followed up again early December. The coaches continued to see clients as normal with the final sign offs being completed by 21st March.

The VCS Hub – Social Prescribing Project

Background

The VCS Hub project was launched as a six-month pilot in February 2015. **Social prescribing** is defined as “a means of enabling primary care services to refer patients with **social**, emotional or practical needs to a range of local, non-clinical services, often provided by the voluntary and community sector.” Therefore, the aim of the VCS Hub project is to support capacity challenged health and social care services to ensure that there is information and guidance available to access appropriate support from within the community and to promote the VCS as a viable option.

Total referrals received to end of March 2017 were 772. We are receiving greater numbers of self-referrals from individuals that have been signposted from Health & Social Care and increased referrals from GP practices. We have had confirmation that the project has been granted continuation funding for another year until March 2018 and are seeking other funding avenues to enable development of the project and its resources and its ability to impact on the health and social care environment.

The initial evaluation conducted indicated a clear need for this **single referral point** service with 65% of health and social care professionals reporting limited knowledge of the voluntary sector and what it could offer patients. Over 75% were unsure of what support could be offered by the voluntary sector. Consequently, the initial strategy of making sure we were visible to teams, so as to contribute and build that relationship has continued to be of value. A physical presence is maintained at several locations across the local health economy to build confidence and understanding of the voluntary sector and this has worked well and with the high numbers of staff turnover and team changes this is a constant need.

Recent developments

It was identified that there is still work to be done to ensure that all health & social care professionals conduct more holistic needs assessments which include VCSE provision as part of the options that are available to offer their patients as this would reflect true integration.

Recent developments have helped the VCS Hub to make progress with this. Over half of GP surgeries in North Staffordshire/Stoke are taking part in Care Navigation training and implementation, – to be rolled out in September 2017. The aim is for front line practice staff to work towards providing **options** to patients who ring for a GP appointment. They will be trained to ask questions and depending on response offer alternative options, **where appropriate**. The VCS Hub will be one of these options and will be embedded within health's MIDOS data search engine linked to practices so that referrals can be made directly to the service.

Within Social Care, the VCS Hub has been given access to the Social Care 'Care First' database to ensure that all information that is needed to facilitate the referral can be gained. This is on a read only basis, and has proved very valuable. The project has been widely promoted to all social care teams throughout Stoke and North Staffordshire and front line 'First Contact' staff are aware that there is an option to refer to the VCS Hub should it be appropriate on first contact with a client.

Future Developments

Further work and resources are required to track individual progress to demonstrate health & social care outcomes for individuals supported by the project. The VCS Hub is registered onto the national Social Prescribing Network. This network has been set up to support social prescribing projects and can support with disseminating good practice and any innovations or ways to improve services. The network has

developed an evaluation tool which they will make available once NHSE have had oversight of it. There is also some indication that the BBC are hoping to put together a piece on Social Prescribing in the Midlands.

We are keen to develop to the next stage and ensure that we are tracking individual outcomes directly with patients and work with partner VCSE to determine outcomes. This will fully demonstrate the value and impact of the VCSE and the outcomes that can be delivered, but in order to do so we will require more resource.

We are working hard to integrate the service into the developing Multi-Specialist Community Providers in the area. Our inclusion within Care Navigation should help with this as practices form their locality hubs and put this process in place.

We are recording the referrals and gaps and issues identified. Thus far where gaps are identified and reported on there has not been an outcome in terms of further commissioning to enable bottlenecks to be removed or support services helped to expand their delivery. Clearly, the VCS Hub will need to have a vibrant VCSE environment with support services available for the sector to play its part in delivering outcomes and it is hoped that ongoing work with the CCG's and the sector will lead to this achieving this aim.

The Hub, Stafford

During this year 4 tenants vacated the Hub due to lack of funding or no longer delivering in the area, within the same time frame 5 new tenants signed up for new licences, there are now 16 tenants at the Hub. The ground floor offices are all taken there is one office available on the first floor and three on the second floor. The Royal British Legion made an enquiry about office space and will be moving into the hub later in the year.

Visitors to the Hub has increased considerably this year and is a lot busier than the previous year. The meeting room bookings have started to increase and the same organisations are returning to use them. There were very few bookings in the evenings, the decision was taken to close the Hub in the evening and make the evening caretaker redundant. Access control has been installed and access is now available to the tenants 24 hours a day, 7 days a week. Planning of networking events has started to take place which will be held at the Hub.



VAST are still looking to see if any funding becomes available to install a lift at the Hub as this would make the Hub accessible to everyone.

The Dudson Centre, Stoke-on-Trent



The Dudson Centre has been very busy this year, 5 new tenants have moved into the building and an existing tenant has taken on a small office to use as a meeting room. The second floor is now fully occupied again after the departure of a previous tenant. Relate vacated unit 30 as Relate Shropshire went into liquidation,

however the counsellors who worked for Relate continued to use the counselling rooms on an hourly basis and have since gone on to enter a lease. The Dudson Centre is currently at a 98% occupancy level.

Stand Guide have continued to use the meeting rooms on a regular basis for the second year running and are a welcome addition to the daily activity at the centre. Meeting room hire has increased during the day, however decreased in the evening, a decision was therefore made to close the Dudson Centre at 5.30 pm and the evening caretaker was made redundant. Access control was installed on the 3 doors onto the walkway, which automatically lock at 5.15pm to secure the building.

The buffets in the café have increased throughout the year and we are now doing more breakfast buffets. We are currently looking at re launching a new menu and will be promoting throughout the City.

Over the past 12 months VAST has worked with the architect to renovate the walkways. The walkways have been replaced with anti-slip boards and the steel work has been rubbed down and repainted with anti-rust protector to protect them from the weather, in addition, the bottle kiln has been repaired and re-rendered. Visitors are still on the increase to the museum in the bottle kiln and a local school visited with the children to take part in activities and look around the museum.

In July 2016 Steelite and VAST worked together on the Steelite Give Away event. This was held within the courtyard of the Dudson Centre and Steelite donated over 33,000 pieces of crockery to local charities. It was a very successful event and was well organised. Over 150 organisations attended the event.

Feedback from Clients

"SSAFA Staffordshire are very happy here at The Hub. The service provided by VAST and in particular the administration staff on-site is excellent. We make regular use of the on-site facilities such as the meeting rooms, which are always very well organised and easy to book."

Zoë Davis
SSAFA Staffordshire

"Queries/problems dealt with efficiently, cannot fault the service once again. Calls always returned, excellent service, friendly, efficient, professional, accommodating. Always made to feel welcome at VAST."

Headway North Staffs

"More than happy with the service provided to date, it has been professional and prompt. Thank you."

Hannah Dean
Our Space (Staffs) Limited

"As an organisation we have used the Vast print service over the last 2 years and have found it to be well designed, great print quality, good value for money and the team are always ready to help with either making alterations or giving their professional creative input. The standard of service really is first class"

Alex Major
Business Development and Marketing Manager
The Dove Service

Case Study

Nottingham Music Service

VAST was approached by Nottingham Music Service who had heard about our services through their local CVS.

Nottingham Music Service had been working with their local CVS since becoming a charity in April 2014. Unfortunately, this service was disbanded due to a reduction in the CVS funding. They were given a few alternatives but chose to go with VAST as their payroll provider as they seemed to have the most experience in the voluntary and charity sector.

Another factor in choosing VAST was the cost. Of the bureaux approached, VAST was also the most competitively priced.

Nottingham Music Service was relatively new to running a payroll as they had only become independent from the local authority 12 months previously. Once the correct systems were in place it became a fairly painless and straightforward process with support from Deb Hefferon and VAST with any queries that have arisen.

"As stated , we are happy with the payroll we receive. VAST staff have been incredibly patient with us as we work through (new to us) world of employer responsibilities. We have been given advice on auto-enrolment and will be looking forward to our next challenge there!"

Janet Wallace
Operations manager

Objective 3

Support the Development of a vibrant & thriving local Civil Society

Volunteering

Support the Development of a vibrant & thriving local Civil Society

Volunteering

Volunteering Highlights

- Teams of young people completed fundraising and decorating at Halmer End Community Centre & One Recovery Hub in Stafford
- Homestart Stafford were supported with the successful brokerage of a volunteer family worker
- Walton Hall Academy were supported with the brokerage of 3 volunteers to support them with teaching and activities at the special school outside of Stafford

Volunteer Recruitment Events

VAST continued to strengthen our partnerships with Staffordshire's Colleges with volunteer recruitment events being held at South Staffs College network, Stafford College and Leek College. The events, which promote youth volunteering to students with varied abilities and interests, returned healthy engagement numbers and allowed VAST to once again promote the benefits of volunteering for young people.

Community Outreach

In addition to the volunteer recruitment events, VAST continued to promote volunteering across communities in Staffordshire. In Stafford, VAST attended the SCVYS live event promoting volunteering to young people and establishing relationships and offering support to VIO's from across the county.

Following on from the success of the volunteer recruitment events held last year at Newcastle College, VAST held regular drop in sessions at the College. VAST also explored the development of a peer mentoring programme for students to support other students into volunteering.

A well-attended VAST Volunteer Management training session was held in Leek, with 18 local delegates attending. The day returned some positive feedback from those concerned and proved to be a useful networking and information sharing opportunity.

Presentation to over 40 students at Burton College drove more students to the Volunteer in Staffs site and generated interest in opportunities at Age UK and the Citizens Advice Bureau.

Feedback from volunteers

"It gives me a purpose to get out and about and I don't feel ridiculed for my learning difficulties" – volunteer placed at RVS

" Since being unable to work due to ill health volunteering has enabled me to meet new friends and fill a void."- Volunteer placed Hanley Restoration Project

" I'm putting together the pieces of my life, like a jigsaw. Volunteering is a big part of that jigsaw" – Volunteer placed at Oxfam

Development and Funding Support

Delivery of the County Infrastructure Support contract only covered the first quarter of the year, and during this time 538 engagement sessions took place, almost 200 of which were with organisations requiring funding searches, advice on completing grant applications and tenders or support with developing funding strategies that explore sustainability.

Three funding events were held providing training and advice for local organisations on how to access funding.

Objective 4

Represent CSO's interests and advocate on their behalf

Until July 2016 the majority of VAST's advocacy and representation work was carried out as part of the Countywide Infrastructure contract which supported mechanisms such as Staffordshire Voice- which linked the voluntary and Public Sectors in Staffordshire and helped to shape responses to key strategic issues and Voluntary Sector Forums. This allowed commissioners and other key personnel from our statutory partners to talk with sector organisations around key issues affecting the communities of Staffordshire.

Following the end of the contract these mechanisms no longer exist, however VAST has continued to seek meetings with key commissioners and representatives of Public Bodies to advocate on behalf of the sector as a whole.

Key to this work has been advocating for the VCSE with regards to the STP. VAST provides representation on a number of STP sub groups including the EPCC. In these arena's, VAST has been able to inform statutory partners of the key role and function the VCSE can play in our evolving health economy, and has contributed to the creation of a VCSE 'Plan on a Page', which discuss how the VCSE can play an integral part in the STP process as it moves forward, particularly in the key areas of;

- Social Prescribing
- Collaborative approaches to service delivery
- Task group input to commissioning challenges

Objective 5

Support Public Sector & Civil Society Engagement

Strategic Liaison Manager for Health

During the year VAST's Strategic Liaison Manager for Health has supported Public Sector and Civil Society Engagement in a number of ways;

- VAST have taken on strategic liaison support for North Staffordshire CCG with the agreement of Support Staffordshire
- VAST are now fully involved with the Enhanced Community Care Programme of the Together We're Better Programme, including membership of the Steering Group. VAST has provided Sector representation at the EPCC, promoting and advocating for the Sector, presenting the VCSE's 'Plan on a Page' in line with STP requirements; and presenting on the Social Prescribing model
- VAST provide sector representation on Mental Health work stream of the Together We're Better Programme
- VAST are involved and named as partner in all the localities developing Multispecialty Community Provider in Northern Staffordshire, including representation on the Steering Group and Delivery Group
- Full integration beginning to develop with VCS HUB into care teams across Northern Staffordshire and presence developing within GP practices. Full integration with Community Wellbeing Teams in Stoke
- At the request of the CCG, VAST pulled together the 'Surviving Winter' partnership, which we designed, co-produced, and managed funding secured through the Joint Operations Group
- 2 workshops held re VCSE strategy – strategy written & co-produced with CCG & Support Staffordshire
- Engagement & support around My Care My Way Home first & ensuring VCSE part of consultation & their users voice represented within this
- Support to Age UK around development of the navigator model. Supported to collaborate to reach wider target group & ensure LTC also an option to model
- Engagement with SSOPT around development of MCP but also wider to encourage & promote their involvement & inclusion of VCSE & their ability to commission with the sector promoted to support delivery of care pathways
- Engagement & facilitation of workshop with Extra Care Housing Schemes & Stoke City council & opportunity to work with VCS

- Strategic Engagement with CCGs within County to share good practice & support and develop Pan Staffordshire Agenda & challenge around integrating sector
- Work with Community Wellbeing Teams & VCS HUB to ensure VCSE services integrated within Social Care teams to enable reablement & build resilience for Frail elderly & those with LTCs in particular
- Support provided to local Homeless health needs audit to ensure physical health questions included in audit
- Engagement in Housing & Wellbeing Group to ensure activity around Warm Homes in particular was coordinated

Healthwatch Stoke-on-Trent

This has been a busy and challenging year and our primary objective has been to speak to as many people as possible about their views of health and social care services in our City.

A local concern this year has been and continues to be the temporary closure of community hospital beds and the provision of adequate community services if these beds are not available in the future. In response to this concern we carried out an independent survey and put your concerns to Stoke-on-Trent Clinical Commissioning Group (CCG) who provided a written response to questions raised.

Our conversation with the CCG about the importance of engagement and consultation about the future of community hospitals is ongoing.

The development of the Sustainability and Transformation Plan (STP) across the country continues and Stoke-on-Trent is no exception. We have a seat on the Health and Care Transformation Board and the Communications and Engagement workstream. Sitting in these meetings has allowed us to raise the need to talk to people about what the STP means on the ground. In response to this need we held Conversation Stoke events which gave the public opportunity to speak to clinicians, raise concerns and participate in discussions about what future services should look like.

The STP continues and in the coming year we will promote the need for further inclusion of the public and patient voice in the development of what future options for services may be.

This year we have continued to raise awareness about the role of Healthwatch in our communities, with our partners and stakeholders. We have spoken to a diverse range of people from about their experiences of health and social care. The number of people contacting us to share their stories has increased and we have been able to share these anonymously with commissioners, providers and other relevant organisations.

This year it came to our attention that homeless individuals in our City were finding it difficult to access GP services and receive the treatment that they required. The effect of this difficulty was that their health was deteriorating and they were likely to find themselves attending their local A&E with a much more severe condition.

We worked with Voices of Stoke and Expert Citizens and found that many GP Practices were refusing to register homeless individuals unless they have proof of identity. We raised this with Stoke-on-Trent Clinical Commissioning Group (CCG) and communications have been sent to all GP Practices in the City informing them that proof of identity is not requirement of registration. We continue to work on this important issue this year too.

Key highlights 2016/17;

- We have over 1700 followers on Social Media and continue to increase this daily
- We have visited 18 local services and carried out reviews
- We have established a Transgender Health and Social Care listening group called New Leaf
- We have hosted STP Case for Change events in Stoke-on-Trent
- Our reports have tackled local issues ranging from Community Hospital Beds to Homeless Access to GP's
- We have joined our local Dementia Action Alliance and have delivered Dementia Friends sessions in our community

Organisation Structure

VAST is governed by a Board of up not less than three Trustees who are appointed by the board based upon a skills matrix to ensure a range of skills and representation from all communities. This is achieved in one of three ways:-


- Any voluntary organisation or community group either based in or operating in Staffordshire is eligible for membership, on becoming members they may nominate trustees.
- Trustees try to ensure an ongoing and appropriate skills and gender balance, where any gaps are noted they seek to appoint appropriate skills through an application process.
- Occasionally the trustees may co-opt individuals with relevant skills to strengthen the Board.






All of these appointments are then ratified by members at the AGM.

The day to day management and running of the charity has been delegated to the Chief Executive supported by the senior management team via a written scheme of delegation, which is reviewed and updated annually.

The Board meets quarterly and also has a finance and General Purpose sub-committee which also meets quarterly. Task and finish working groups are set up and meet as required to deal with specific issues.

Current Serving Trustees:

| | |
|---|-----------------------------|
|  | Neil Dawson <i>Chair</i> |
|---|-----------------------------|

| | | | |
|---|---|--|---|
|  | Mark Barnish <i>Treasurer</i> <i>Sub-committees</i> <i>Finance</i> |  | Susan Meredith <i>Sub-committees</i> <i>Finance</i> |
|  | John Beech |  | Lesley Morrey |
|  | Tim Edwards |  | Peter Twilley |
|  | David Holton <i>Sub-committees</i> <i>Finance</i> |  | Dawn Wickham |
|  | Nick Maslen |  | Helena Pilkington |

Governance

Governing Document

VAST is a company limited by guarantee and a registered charity governed by its memorandum and articles of association, last amended in 2015.

Trustee Induction and Training

All trustees receive an induction into VAST and receive a handbook. In addition, we have embarked on a programme of development including a series of away days for trustees. These sessions focus on governance issues for trustees including finance, structure and strategic planning.

Public Benefit

The trustees confirm that they have referred to the Charity Commission guidance on Public Benefit when planning the activities of the charity.

Statement of Trustees Roles & Responsibilities

The trustees (who are also directors of VAST for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations. Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
 - Observe the methods and principles in the Charities SORP.
 - Make judgements and accounting estimates that are reasonable and prudent.
 - Prepare the financial statements on the going concern basis unless it is inappropriate to
-
- presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that are sufficient to

show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

Pay Policy for Senior Staff

The trustees consider that the board of trustees and senior management team comprise the key management personnel of the charity. All trustees give their time freely and no trustee received remuneration for their services in the year. Details of any related party transactions are disclosed in note 9 & 19 to the accounts.

The pay scales for senior staff are set by the trustees and are benchmarked against other similar size organisations operating in the area. Pay of individual members of the management team are reviewed annually as part of the organisation's appraisal system and this review takes into account performance and any additional responsibilities as well as increases in average earnings.

Related Parties, Partnership Working and Networks

The Charity continues to support and participate in several key and strategic partnerships representing the interests of the VCS.

VAST is affiliated to NAVCA (National Association of Voluntary and Community Action) and is also extensively involved in several networks and partnerships including – Staffordshire Voice and VSCOG (Voluntary Sector Chief Officers Group).

Related or connected charities:-

The Dudson Centre is an independent charity (reg. No. 1059186), the trustees of the Dudson Centre have subcontracted the management of The

Dudson Centre to VAST. VAST is a member of this charity.

Healthwatch Stoke-on-Trent CIO is a separate charity (reg no: 1151423) whose accounts are consolidated within these financial statements on the basis that VAST exercises dominant influence

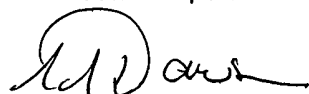
and control over its activities. Further information can be found in note 19 to the accounts.

Newcastle-Under-Lyme Community and Voluntary Support is a separate charity (reg no: 1094444) of which VAST is one of two members. The charity was dormant throughout the period.

VAST's annual report and financial statements for the year ended 31 March 2017 have been prepared by the trustees in accordance with the Charities Act 2011.

The trustees have adopted the provisions of the Statement of Recommended Practice FRS102 in preparing the annual report and financial statements of the charity.

This trustees report was approved by the board on 6 November 2017 and signed on their behalf by:



Neil Dawson
Chair

INDEPENDENT AUDITORS REPORT TO THE MEMBERS AND TRUSTEES OF VAST SERVICES (1920) FOR THE YEAR ENDED 31 MARCH 2017 (REGISTRATION NO:1049663)

We have audited the financial statements of VAST Services (1920) for the year ended 31 March 2017 which are set out on pages 29 to 51. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charity's trustees, as a body, in accordance with Chapter 3 of Part 8 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's members and the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body, and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement set out on page 25, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the Financial Reporting Council's website at www.frc.org.uk/auditscopeukprivate.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2017 and of the groups incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

**INDEPENDENT AUDITORS REPORT TO THE MEMBERS AND TRUSTEES OF VAST SERVICES (1920)
FOR THE YEAR ENDED 31 MARCH 2017 (REGISTRATION NO: 1049663)**

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

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

Moore Stephens

Ashley M Conway, Senior Statutory Auditor
For and on behalf of Moore Stephens, Statutory Auditor

Moore Stephens is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

1 Lakeside
Festival Way
Festival Park
Stoke on Trent
Staffordshire
ST1 5RY

Date: *10 November 2017*

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES INCLUDING THE INCOME AND EXPENDITURE
ACCOUNT FOR THE YEAR ENDED 31 MARCH 2017

| | Notes | Unrestricted Funds £ | Restricted Funds £ | Total 2017 £ |
|--|-------|----------------------------|--------------------------|--------------------|
| <u>Income and endowments from</u> | | | | |
| Other trading activities | 3 | 25,073 | - | 25,073 |
| Investments | | 4,723 | 5 | 4,728 |
| Charitable activities | | | | |
| -Chargeable services | 4 | 550,915 | - | 550,915 |
| -Grants & Contracts | 4 | 151,131 | 1,094,530 | 1,245,661 |
| Total | | 731,842 | 1,094,535 | 1,826,377 |
| <u>Expenditure on</u> | | | | |
| Raising funds | 5 | 63,027 | - | 63,027 |
| Charitable Activities | 5 | 798,686 | 1,022,254 | 1,820,940 |
| Total | 5 | 861,713 | 1,022,254 | 1,883,967 |
| Net gains/ (losses) on investments | | 20,465 | - | 20,465 |
| Net income/ (expenditure) | | (109,406) | 72,281 | (37,125) |
| Transfers between funds | | 105,385 | (105,385) | - |
| Net Movement in Funds | 15 | (4,021) | (33,104) | (37,125) |
| Reconciliation of Funds | | | | |
| Total funds brought forward | 15-17 | 494,120 | 91,681 | 585,801 |
| Total funds carried forward | | 490,099 | 58,577 | 548,676 |

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

All incoming resources and resources expended derive from continuing operations.

The notes on pages 33-51 form part of these financial statements.

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES INCLUDING THE INCOME AND EXPENDITURE
ACCOUNT FOR THE YEAR ENDED 31 MARCH 2016

| | Notes | as restated Unrestricted Funds £ | as restated Restricted Funds £ | as restated Total 2016 £ |
|--|-------|---|---|-----------------------------------|
| <u>Income and endowments from</u> | | | | |
| Other trading activities | 3 | 23,433 | - | 23,433 |
| Investments | | 6,799 | - | 6,799 |
| <u>Charitable activities</u> | | | | |
| -Chargeable services | 4 | 538,328 | - | 538,328 |
| -Grants & Contracts | 4 | 477,182 | 992,956 | 1,470,138 |
| Total | | 1,045,742 | 992,956 | 2,038,698 |
| <u>Expenditure on</u> | | | | |
| Raising funds | 5 | 55,587 | - | 55,587 |
| Charitable Activities | 5 | 1,111,165 | 1,042,572 | 2,153,737 |
| Total | 5 | 1,166,752 | 1,042,572 | 2,209,324 |
| Net gains/ (losses) on investments | | (14,366) | - | (14,366) |
| Net income/ (expenditure) | | (135,376) | (49,616) | (184,992) |
| Transfers between funds | | - | - | - |
| Net Movement in Funds | | (135,376) | (49,616) | (184,992) |
| <u>Reconciliation of Funds</u> | | | | |
| Total funds brought forward | 16-17 | 629,496 | 141,297 | 770,793 |
| Total funds carried forward | | 494,120 | 91,681 | 585,801 |

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

All incoming resources and resources expended derive from continuing operations.

The notes on pages 33-51 form part of these financial statements.

CONSOLIDATED AND CHARITY BALANCE SHEET AS AT 31ST MARCH 2017

| | | Group | | Charity | |
|-------------------------------------|-------|------------------|------------------|------------------|------------------|
| | Notes | 2017 £ | 2016 £ | 2017 £ | 2016 £ |
| Fixed Assets | | | | | |
| Tangible assets | 11 | 324,845 | 356,719 | 324,845 | 356,719 |
| Investments | 12 | 148,727 | 225,186 | 148,727 | 225,186 |
| | | <u>473,572</u> | <u>581,905</u> | <u>473,572</u> | <u>581,905</u> |
| Current Assets | | | | | |
| Debtors | 13 | 124,590 | 62,376 | 137,855 | 93,263 |
| Cafe Stock | | 681 | 805 | 681 | 805 |
| Cash at bank and in hand | | <u>156,929</u> | <u>260,418</u> | <u>156,929</u> | <u>260,418</u> |
| Total Current Assets | | 282,200 | 323,599 | 295,465 | 354,486 |
| Creditors: | | | | | |
| Amounts falling due within one year | 14 | <u>(207,096)</u> | <u>(319,703)</u> | <u>(236,489)</u> | <u>(375,777)</u> |
| Net current assets | | 75,104 | 3,896 | 58,976 | (21,291) |
| Net Assets | | <u>548,676</u> | <u>585,801</u> | <u>532,548</u> | <u>560,614</u> |
| Funds | | | | | |
| Capital funds | | 6 | 6 | 6 | 6 |
| Unrestricted funds - General | 16 | 269,349 | 273,370 | 269,349 | 273,370 |
| Unrestricted funds - Designated | 16 | 220,750 | 220,750 | 220,750 | 220,750 |
| Restricted funds | 17 | <u>58,571</u> | <u>91,675</u> | <u>42,443</u> | <u>66,488</u> |
| | | <u>548,676</u> | <u>585,801</u> | <u>532,548</u> | <u>560,614</u> |

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities FRS102 and in accordance with the provisions applicable to companies subject to the small companies regime under the Companies Act 2006.

The financial statements on pages 29-51 were approved by the Board on 6 November 2017 and signed on its behalf by

Mark Barnish

Treasurer



Statement of Consolidated Cash Flows for the year ending 31 March 2017

| | Notes | 2017 £ | 2016 £ |
|---|-------|------------------|-----------------|
| Cash flows from operating activities: | | | |
| Net cash provided by/ (used in) operating activities | 21 | <u>(205,141)</u> | <u>(94,263)</u> |
| Cash flows from investing activities | | | |
| Dividends and interest from investments | | 4,728 | 6,799 |
| Purchase of investments | | (45,431) | (46,900) |
| Proceeds from sale of investments | | 142,355 | 140,514 |
| Purchase of property, plant and equipment | | - | (1,685) |
| Net cash provided by/ (used in) investing activities | | <u>101,652</u> | <u>98,728</u> |
| Change in cash and cash equivalents in the year | | <u>(103,489)</u> | <u>4,465</u> |
| Cash and cash equivalents at the beginning of the year | | <u>260,418</u> | <u>255,953</u> |
| Cash and cash equivalents at the end of the year | | <u>156,929</u> | <u>260,418</u> |

NOTES TO THE FINANCIAL STATEMENTS

1. ACCOUNTING POLICIES

Summary of significant accounting policies and key estimates

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

1.1 Accounting convention

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standards in the UK and Republic of Ireland (FRS102) (effective January 2015) – (Charities SORP (FRS102) and the Companies Act 2006.

VAST Services (1920) meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

In preparing the financial statements no judgements have been made apart from those involving estimates in the process of applying the charity's accounting policies. No assumptions concerning the future have a significant risk of causing material adjustment to the carrying value of assets and liabilities within the next reporting period.

1.2 Restatement of Comparatives

In the prior period all chargeable services were shown as other trading activities. The majority of chargeable services income is from activities that are fully in line with our charitable objectives. As a result the nature of the transactions is better reflected by including these items as income and expenditure from charitable activities. The effect of this change is shown in note 22.

1.3 Going Concern

The accounts have been prepared on a going concern basis. The trustees have reviewed

budgets and cash flow forecasts for the next 12 months and consider that the charity will be able to meet all obligations as they fall due for the foreseeable future.

1.4 Group financial statements

These financial statements consolidate the results of the charitable company and its subsidiary Healthwatch Stoke-on-Trent CIO on a line by line basis. A summary of the financial activities of the charity itself is included in note 2.

1.5 Income

Income is credited to the Consolidated Statement of Financial Activities in the period in which it is receivable.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

Income from investments is included in the year in which it is receivable.

Income from chargeable services and facilities management are recognised at the point at which the service is completed.

Trading income is recognised at the point of sale.

In addition to the income disclosed in the financial statements VAST also receives help and support in the form of voluntary assistance. This help and support is not included in the financial statements. This voluntary assistance is very much appreciated.

1.6 Fund accounting

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds. Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure that meets these criteria is charged to the fund

together with a fair allocation of management and support costs.

1.7 Stock accounting

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete items.

1.8 Expenditure

Expenditure is recognised in the year in which it is incurred.

Direct charitable expenditure is identified as cost incurred directly as a result of running the various projects, supporting voluntary groups that are members of VAST and delivering our chargeable services.

Costs of raising funds are those incurred in seeking voluntary contributions, and the costs of running the Dudson Centre café. They do not include the costs of disseminating information in support of the charitable activities.

Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

Expenditure is allocated to the particular activity where the cost relates to the activity. However, management, administration and finance staff costs are apportioned on the basis of time spent on each activity.

Irrecoverable VAT is charged against the category of resources expended for which it is incurred.

1.9 Tangible fixed assets and depreciation

Fixed assets over the value of £1,000 are capitalised with all assets valued at historic cost.

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

| | |
|--------------------------------|-------------------------------|
| Computers | - 25% straight line |
| Office furniture and equipment | - 25% straight line |
| Telephone System | - 10% straight line |
| Leasehold Improvements | - over the term of the lease. |

1.10 Leasing

Rentals payable under operating leases are charged on a straight-line basis over the lease term to the statement of financial activities.

1.11 Investments

Investments held as Fixed Assets are revalued at mid-market value at the Balance Sheet date and the gain or loss taken to the Statement of Financial Activities.

Gains and Losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sale proceeds and opening market values (purchase date if later). Unrealised gains and losses are calculated as the difference between the market value at year end and the opening market value (or purchase date if later).

1.12 Pensions

The pension costs charged in the financial statements represent the contribution by the charity on behalf of the employees to a Stakeholder Pension Scheme or other designated Personal Pension Scheme payable by the charity during the year.

1.13 Deferred income

Amounts held as deferred income refer to funds received in the reporting period but specifically held for use in the following financial year due to either:

- a) Project activity not commencing until the following financial year.
- b) Funds being restricted for use in a future period.
- c) Invoiced amounts for services to be provided in the following financial year.

All amounts held as deferred income in the prior year have been released and are recorded within the total incoming resources figure for the current year.

1.14 Trade debtors

Trade debtors are amounts due from customers for services performed in the ordinary course of business. Trade debtors are recognised initially at the transaction price. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

1.15 Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and other short term highly liquid investments that are readily convertible to a known amount of cash and are subject to insignificant risk of change in value.

1.16 Trade creditors

Trade creditors are obligations to pay for goods and services that have been acquired in the ordinary course of business from suppliers.

Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least 12 months after the reporting date. If there is an unconditional right to defer settlement for at least 12 months after the reporting date they are presented as non-current liabilities.

1.17 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.18 Termination benefits

Termination benefits are payable when employment is terminated by the charity before the normal retirement date, or whenever the employee accepts voluntary redundancy in exchange for these benefits.

The charity recognises termination benefits in the statement of financial activities when it is demonstrably committed to either (i) terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal, or (ii) providing termination benefits as a result of an offer made to encourage voluntary redundancy. Benefits falling due more than twelve months after the end of the reporting period are discounted to their present value.

2. FINANCIAL ACTIVITIES OF THE CHARITY

The financial activities shown in the consolidated statement includes those of the charity's subsidiary, Healthwatch Stoke-on-Trent CIO.

A summary of the financial activities undertaken by the charity is set out below, in the format of the charity's own SOFA.

| | Notes | Unrestricted Funds £ | Restricted Funds £ | Total 2017 £ |
|--|-------|----------------------------|--------------------------|--------------------|
| <u>Income and endowments from</u> | | | | |
| Other trading activities | 3 | 25,073 | - | 25,073 |
| Investments | | 4,723 | - | 4,723 |
| Charitable activities | | | | |
| -Chargeable Services | | 610,945 | - | 610,945 |
| -Grants & contracts | | 151,131 | 894,130 | 1,045,261 |
| Total | | 791,872 | 894,130 | 1,686,002 |
| <u>Expenditure on</u> | | | | |
| Raising funds | | 63,027 | - | 63,027 |
| Charitable Activities | | 798,686 | 872,820 | 1,671,506 |
| Total | | 861,713 | 872,820 | 1,734,533 |
| Net gains/ (losses) on investments | | 20,465 | - | 20,465 |
| Net income/ (expenditure) | | (49,376) | 21,310 | (28,066) |
| Transfers between funds | | 45,355 | (45,355) | - |
| Net Movement in Funds | 15 | (4,021) | (24,045) | (28,066) |
| Reconciliation of Funds | | | | |
| Total funds brought forward | 15-17 | 494,120 | 66,494 | 560,614 |
| Total funds carried forward | | 490,099 | 42,449 | 532,548 |

2. FINANCIAL ACTIVITIES OF THE CHARITY (continued)

| | Notes | Unrestricted Funds (as restated) £ | Restricted Funds £ | Total 2016 (as restated) £ |
|--|-------|--|-----------------------|-------------------------------------|
| <u>Income and endowments from</u> | | | | |
| Other trading activities | 3 | 23,433 | - | 23,433 |
| Investments | | 6,748 | - | 6,748 |
| <u>Charitable activities</u> | | | | |
| -Chargeable Services | | 561,228 | - | 561,228 |
| -Grants & contracts | | 477,182 | 776,221 | 1,253,403 |
| Total | | 1,068,591 | 776,221 | 1,844,812 |
| <u>Expenditure on</u> | | | | |
| Raising funds | | 55,587 | - | 55,587 |
| Charitable Activities | | 1,133,980 | 828,685 | 1,962,665 |
| Total | | 1,189,567 | 828,685 | 2,018,252 |
| Net gains/ (losses) on investments | | (14,366) | - | (14,366) |
| Net income/ (expenditure) | | (135,342) | (52,464) | (187,806) |
| Transfers between funds | | - | - | - |
| Net Movement in Funds | | (135,342) | (52,464) | (187,806) |
| <u>Reconciliation of Funds</u> | | | | |
| Total funds brought forward | 16-17 | 629,462 | 118,958 | 748,420 |
| Total funds carried forward | | 494,120 | 66,494 | 560,614 |

3. OTHER TRADING ACTIVITIES

| | Unrestricted Funds £ | Restricted Funds £ | 2017 £ | as restated 2016 £ |
|---------------------|----------------------------|--------------------------|---------------|--------------------------|
| Café income | 25,073 | - | 25,073 | 23,433 |
| Total Income | 25,073 | - | 25,073 | 23,433 |

4. CHARITABLE ACTIVITIES

CHARGEABLE SERVICES

| | Unrestricted Funds £ | Restricted Funds £ | 2017 £ | as restated 2016 £ |
|--|----------------------------|--------------------------|----------------|--------------------------|
| Facilities Management & Rechargeable Services | 550,915 | - | 550,915 | 538,328 |
| Total Income | 550,915 | - | 550,915 | 538,328 |

GRANTS AND CONTRACTS

| | Unrestricted Funds £ | Restricted Funds £ | 2017 £ | 2016 £ |
|------------------------------|----------------------------|--------------------------|------------------|------------------|
| Health | - | 264,996 | 264,996 | 96,116 |
| Local Authority | - | 572,050 | 572,050 | 640,117 |
| Staffordshire County Council | 151,131 | - | 151,131 | 477,182 |
| Stoke on Trent City Council | - | 195,000 | 195,000 | 216,000 |
| Other | - | 62,484 | 62,484 | 40,723 |
| Total Income | 151,131 | 1,094,530 | 1,245,661 | 1,470,138 |

5. RESOURCES EXPENDED**Analysis of expenditure on charitable activities**

| | | | | | 2017 Total | 2016 Total |
|----------------------------|----------------------------------|----------------------------------|----------------------------|--------------------|-----------------------|-----------------------|
| | Facilities Management | Rechargeable Services | Health Projects | Development | | |
| | £ | £ | £ | £ | £ | £ |
| Staff Costs | 166,049 | 140,827 | 614,344 | 111,345 | 1,032,565 | 1,193,663 |
| Travel Costs | 737 | 1,280 | 13,996 | 1,898 | 17,911 | 38,292 |
| Training | - | 1,291 | 1,487 | 360 | 3,138 | 18,931 |
| Cafe Supplies | - | - | - | - | - | - |
| Office Costs | 24,937 | 46,797 | 43,397 | 8,036 | 123,167 | 164,993 |
| Legal and Professional | 1,529 | 8,912 | 5,968 | 1,159 | 17,568 | 9,020 |
| Advertising & Publicity | 709 | - | 5,623 | - | 6,332 | 17,010 |
| Premises Costs | 102,430 | - | 3,700 | - | 106,130 | 159,832 |
| Development Costs | - | - | 150,000 | - | 150,000 | 57,774 |
| Insurance | 6,588 | 427 | 5,966 | 400 | 13,381 | 12,564 |
| Sundry | 189 | - | 4,799 | - | 4,988 | 236 |
| Depreciation | 28,783 | - | - | - | 28,783 | 18,149 |
| AGM Costs | - | - | - | - | - | 1,706 |
| Bursary | - | 12,000 | - | - | 12,000 | - |
| Commissioning outcomes | - | - | 9,000 | 13,575 | 22,575 | 10,000 |
| Events | 2,365 | 723 | 1,430 | 845 | 5,363 | 27,625 |
| Auditors | - | - | - | - | - | - |
| Remuneration | - | - | 1,470 | - | 1,470 | - |
| Bank Charges | - | - | - | - | - | - |
| Support Costs | 40,658 | 40,658 | 140,043 | 54,210 | 275,569 | 423,942 |
| | 374,974 | 252,915 | 1,001,223 | 191,828 | 1,820,940 | 2,153,737 |

Support Costs are allocated on a per capita basis

5. RESOURCES EXPENDED (continued)

Analysis of expenditure on raising funds

| | | 2017 Total | 2016 Total |
|-------------------------|---------------|---------------|---------------|
| | Café | | |
| | £ | £ | £ |
| Staff Costs | 31,156 | 31,156 | 33,926 |
| Travel Costs | 8 | 8 | 75 |
| Training | - | - | - |
| Cafe Supplies | 14,720 | 14,720 | 17,243 |
| Office Costs | 93 | 93 | 147 |
| Legal and Professional | 383 | 383 | 260 |
| Advertising & Publicity | 505 | 505 | 640 |
| Premises Costs | 2,609 | 2,609 | 3,296 |
| Support Costs | 13,553 | 13,553 | - |
| | 63,027 | 63,027 | 55,587 |

Support Costs are allocated on a per capita basis

Allocation of Support Costs in expenditure on Charitable Activities

| | Total | Facilities Management | Rechargeable Services | Health Projects | Development |
|-------------------------|----------------|--------------------------|--------------------------|--------------------|---------------|
| Number of Staff | | 9 | 9 | 31 | 12 |
| | £ | £ | £ | £ | £ |
| Staff Costs | 179,867 | 26,538 | 26,538 | 91,408 | 35,383 |
| Premises Costs | 1,743 | 257 | 257 | 886 | 343 |
| Depreciation | 3,106 | 458 | 458 | 1,579 | 611 |
| Legal & Professional | 16,401 | 2,420 | 2,420 | 8,334 | 3,227 |
| Insurance | (2,651) | (391) | (391) | (1,348) | (521) |
| Advertising & Publicity | 1,092 | 161 | 161 | 555 | 215 |
| Events | 4,928 | 727 | 727 | 2,505 | 969 |
| Office Costs | 37,109 | 5,475 | 5,475 | 18,859 | 7,300 |
| Sundry | 25,992 | 3,835 | 3,835 | 13,209 | 5,113 |
| Governance Costs | 7,982 | 1,178 | 1,178 | 4,056 | 1,570 |
| | 275,569 | 40,658 | 40,658 | 140,043 | 54,210 |

5. RESOURCES EXPENDED (continued)

Allocation of Support Costs in expenditure on Raising Funds

| | Total | Café |
|-------------------------|---------------|---------------|
| Number of Staff | | 3 |
| | £ | £ |
| Staff Costs | 8,846 | 8,846 |
| Premises Costs | 86 | 86 |
| Depreciation | 153 | 153 |
| Legal & Professional | 807 | 807 |
| Insurance | (130) | (130) |
| Advertising & Publicity | 54 | 54 |
| Events | 242 | 242 |
| Office Costs | 1,825 | 1,825 |
| Sundry | 1,278 | 1,278 |
| Governance Costs | 392 | 392 |
| | <u>13,553</u> | <u>13,553</u> |

6. NET INCOMING/OUTGOING RESOURCES

| | Group | | Charity | |
|--|---------------|---------------|---------------|---------------|
| | 2017 | 2016 | 2017 | 2016 |
| | £ | £ | £ | £ |
| Net incoming/outgoing resources are stated after charging; | | | | |
| Depreciation and other amounts written off | | | | |
| tangible assets | 31,874 | 19,195 | 32,042 | 19,195 |
| Auditor's remuneration | 7,720 | 9,000 | 6,250 | 7,500 |
| Operating lease rentals - Land & buildings | 3,592 | 17,475 | 3,592 | 17,475 |
| - Other | 19,443 | 18,933 | 19,443 | 18,933 |
| | <u>62,629</u> | <u>64,603</u> | <u>61,327</u> | <u>63,103</u> |

7. EMPLOYEES

| | Group | | Charity | |
|--|-----------|-----------|-----------|-----------|
| | 2017 | 2016 | 2017 | 2016 |
| | No | No | No | No |
| The average monthly numbers of employees during the year were: | | | | |
| Direct charitable activities | 48 | 61 | 43 | 57 |
| Generating Funds | 3 | 3 | 3 | 3 |
| Management and administration | 4 | 7 | 4 | 7 |
| | <u>55</u> | <u>71</u> | <u>50</u> | <u>67</u> |

7. EMPLOYEES (continued)

| | Group | | Charity | |
|--|-----------|-----------|-----------|-----------|
| | 2017 | 2016 | 2017 | 2016 |
| | No | No | No | No |
| The average monthly numbers of FTE employees during the year were: | | | | |
| Direct charitable activities | 44 | 58 | 39 | 53 |
| Generating Funds | 2 | 2 | 2 | 2 |
| Management and administration | 5 | 6 | 5 | 6 |
| | <u>51</u> | <u>66</u> | <u>46</u> | <u>61</u> |

8. EMPLOYMENT COSTS

| | Group | | Charity | |
|------------------------------|------------------|------------------|------------------|------------------|
| | 2017 | 2016 | 2017 | 2016 |
| | £ | £ | £ | £ |
| Wages and Salaries | 1,100,193 | 1,409,217 | 1,004,755 | 1,294,244 |
| Social Security Costs | 78,074 | 110,464 | 72,979 | 101,391 |
| Pension Costs | 65,702 | 80,753 | 60,486 | 74,523 |
| Temporary and Seconded Staff | 1,296 | 9,923 | 1,296 | 9,923 |
| | <u>1,245,265</u> | <u>1,610,357</u> | <u>1,139,516</u> | <u>1,480,081</u> |

No employee earned more than £60,000 per annum.

The total employee benefits of the key management personnel of the charity were £292,172 (2016 £314,864)

Total redundancy payments during the year amounted to £74,410 (2016 £nil). The amount of funding for redundancy at 31 March 2017 was £nil (2016 £nil)

9. TRUSTEES' EMOLUMENTS**VAST Services (1920)**

Neither trustees nor any person connected with them has received or is due to receive any remuneration for the year directly or indirectly from the charity's funds. No trustee expenses were paid during the year. (2016 £nil).

Healthwatch Stoke-on-Trent CIO

Saltbox received a total of £9,000 (2016 £10,000) in relation to the time spent by their Chief Executive undertaking Healthwatch related activities.

10. PENSION COSTS

The group contributes to defined contribution pension schemes. The assets of the schemes are held separately from those of the charity in independently administered funds. The pension charge contributions payable by the group are £65,702 (2016: £80,753). Group contributions totalling £4,414 (2016: £7,331), including employees' contributions and amounts in respect of previous years were payable to funds at the end of the year and are included in creditors.

Trustees' Report and Consolidated Financial Statements for the Year Ended 31st March 2017**11. FIXED ASSETS**

| Group and charity | Telephone System | Computers | Office Furniture & Equipment | Leasehold Improvements | Total |
|--------------------------|-----------------------------|------------------|---|-----------------------------------|----------------|
| Cost | £ | £ | £ | £ | £ |
| At 1 April 2016 | 96,941 | 209,475 | 151,595 | 284,169 | 742,180 |
| At 31 March 2017 | 96,941 | 209,475 | 151,595 | 284,169 | 742,180 |
| Depreciation | | | | | |
| At 1 April 2016 | 39,304 | 188,755 | 143,690 | 13,712 | 385,461 |
| Charge for the year | 7,615 | 6,911 | 3,303 | 14,045 | 31,874 |
| At 31 March 2017 | 46,919 | 195,666 | 146,993 | 27,757 | 417,335 |
| Net book values | | | | | |
| At 31 March 2017 | 50,022 | 13,809 | 4,602 | 256,412 | 324,845 |
| At 31 March 2016 | 57,637 | 20,720 | 7,905 | 270,457 | 356,719 |

12. FIXED ASSET INVESTMENTS

| Group and Charity | Fixed Interest £ | Cash £ | Listed Investments £ | 2017 Total £ | 2016 Total £ |
|--|---------------------------------|-------------------|-------------------------------------|--------------------------------|-----------------------------|
| Market value brought forward | 50,988 | 4,397 | 169,801 | 225,186 | 333,166 |
| Add: additions to investments at cost | - | 144,809 | 45,431 | 190,240 | 194,445 |
| Less: disposals at carrying value | (24,963) | (146,911) | (112,377) | (284,251) | (292,017) |
| Add/(less): net gain/(loss) on revaluation | 3,147 | - | 14,405 | 17,552 | (10,408) |
| Market value as at 31 March 2017 | 29,172 | 2,295 | 117,260 | 148,727 | 225,186 |
| Historic cost at 31 March 2017 | 30,412 | 2,295 | 85,371 | 118,078 | 252,902 |
| | | | Held in UK | Held Outside UK | 2017 Total |
| Investments listed on the stock exchange | | | 57,759 | 50,220 | 107,979 |
| Other investments | | | 35,109 | 5,639 | 40,748 |
| | | | 92,868 | 55,859 | 148,727 |

12 FIXED ASSET INVESTMENTS (CONTINUED)**Investment in subsidiary**

Healthwatch Stoke-on-Trent CIO is a separate charity (reg no: 1151423) whose accounts are consolidated within these financial statements on the basis that VAST exercises dominant influence.

During the year Healthwatch Stoke-on-Trent CIO have generated total income of £200,405 (2016 £216,786) and total expenditure of £209,464 (2016 £213,972) resulting in net movement in funds of £9,059 expenditure (2016 £2,814 income). At 31 March 2017 Healthwatch Stoke-on-Trent CIO had current assets of £34,310 (2016 £62,972), current liabilities £18,182 (2016 £37,785) and unrestricted income funds of £16,128 (2016 £25,187).

| | Group | | Charity | |
|------------------------------------|----------------|---------------|----------------|---------------|
| | 2017 | 2016 | 2017 | 2016 |
| | | | £ | £ |
| 13. DEBTORS | | | | |
| Trade debtors | 101,842 | 48,965 | 101,842 | 48,965 |
| Amounts owed by group undertakings | - | - | 14,842 | 31,271 |
| Other debtors | 3,639 | - | 3,639 | - |
| Prepayments and deferred income | 19,109 | 13,411 | 17,532 | 13,027 |
| | 124,590 | 62,376 | 137,855 | 93,263 |

| | Group | | Charity | |
|---|----------------|----------------|----------------|----------------|
| | 2017 | 2016 | 2017 | 2016 |
| | | | £ | £ |
| 14. CREDITORS: amounts falling due within one year | | | | |
| Trade creditors | 47,697 | 67,250 | 47,358 | 63,907 |
| Other taxes and social security costs | 17,037 | 36,295 | 15,868 | 36,295 |
| Other creditors | 68,877 | 119,096 | 68,877 | 119,096 |
| Accruals | 66,430 | 50,792 | 64,598 | 47,621 |
| Held for Healthwatch Stoke-on-Trent CIO | - | - | 32,733 | 62,588 |
| Deferred income | 7,055 | 46,270 | 7,055 | 46,270 |
| | 207,096 | 319,703 | 236,489 | 375,777 |

Creditors include £7,055 (2016 £46,270) of income deferred into the following year due to the timing of the charity's entitlement to the income. There are no unfulfilled conditions attached to this income at the balance sheet date. This includes the following balances in respect of restricted funds:

-Other Restricted Projects £7,055.

14. CREDITORS: amounts falling due within one year (continued)**Analysis of movement:**

| | £ |
|--------------------------------------|--------------|
| Deferred income at 1 April 2016 | 46,270 |
| Resources deferred during the year | 7,055 |
| Amounts released from previous years | (46,270) |
| Deferred income at 31 March 2017 | <u>7,055</u> |

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS**Group**

| | Unrestricted Funds £ | Restricted Funds £ | Capital Funds £ | Total Funds £ |
|---------------------------------|----------------------------|--------------------------|-----------------------|---------------------|
| Fund Balance at 31st March 2016 | 494,120 | 91,675 | 6 | 585,801 |
| Net Movement in Funds | (4,021) | (33,104) | - | (37,125) |
| Fund Balance at 31st March 2017 | <u>490,099</u> | <u>58,571</u> | <u>6</u> | <u>548,676</u> |
| as represented by: | | | | |
| Tangible fixed assets | 324,845 | - | - | 324,845 |
| Investments | 148,727 | - | - | 148,727 |
| Net current assets | 16,527 | 58,571 | 6 | 75,104 |
| | <u>490,099</u> | <u>58,571</u> | <u>6</u> | <u>548,676</u> |

Charity

| | Unrestricted Funds £ | Restricted Funds £ | Capital Funds £ | Total Funds £ |
|---------------------------------|----------------------------|--------------------------|-----------------------|---------------------|
| Fund Balance at 31st March 2016 | 494,120 | 66,488 | 6 | 560,614 |
| Net Movement in Funds | (4,021) | (24,045) | - | (28,066) |
| Fund Balance at 31st March 2017 | <u>490,099</u> | <u>42,443</u> | <u>6</u> | <u>532,548</u> |
| as represented by: | | | | |
| Tangible fixed assets | 324,845 | - | - | 324,845 |
| Investments | 148,727 | - | - | 148,727 |
| Net current assets | 16,527 | 42,443 | 6 | 58,976 |
| | <u>490,099</u> | <u>42,443</u> | <u>6</u> | <u>532,548</u> |

16. UNRESTRICTED FUNDS

| Group | Funds Balances Brought Forward £ | Income £ | Expenditure £ | Transfers & Gains £ | Funds Balances Carried Forward £ |
|--------------------------------------|---|---------------------|--------------------------|--|---|
| General Fund | 273,370 | 731,842 | 861,713 | 125,850 | 269,349 |
| Designated Funds: | | | | | |
| Business Development Role | 135,750 | - | - | (135,750) | - |
| Community Accountancy | 50,000 | - | - | - | 50,000 |
| Development & Sustainability Fund | 35,000 | - | - | 135,750 | 170,750 |
| | 494,120 | 731,842 | 861,713 | 125,850 | 490,099 |

| Charity | Fund Balances Brought Forward £ | Income £ | Expenditure £ | Transfers & Gains £ | Fund Balances Carried Forward £ |
|--------------------------------------|--|---------------------|--------------------------|--|--|
| General Fund | 273,370 | 791,872 | 861,713 | 65,820 | 269,349 |
| Designated Funds: | | | | | |
| Business Development Role | 135,750 | - | - | (135,750) | - |
| Community Accountancy | 50,000 | - | - | - | 50,000 |
| Development & Sustainability Fund | 35,000 | - | - | 135,750 | 170,750 |
| | 494,120 | 791,872 | 861,713 | 65,820 | 490,099 |

Purpose of Designated Unrestricted Funds:

The Business Development Role Fund was designated to allow for the recruitment of a Sales Person plus publicity and events to increase the number of organisations using VAST's income generating services. In the current economic environment this is no longer considered the best use of these funds and this amount has now been re-designated for the general development and sustainability of the organisation.

The Community Accountancy designation is to develop and expand accountancy services both geographically and financially.

The Development & Sustainability Fund is a reserve designated to fund new sources of income and the development of services to replace areas of funding which are diminishing.

| 17. RESTRICTED FUNDS | Fund Balances | Income | Expenditure | Transfers | Fund Balances |
|-----------------------------|------------------------|------------------|--------------------|------------------|------------------------|
| Group | Brought Forward | | | | Carried Forward |
| | £ | £ | £ | £ | £ |
| Health | 1,774 | 264,996 | 254,221 | - | 12,549 |
| Healthwatch | 25,187 | 200,405 | 149,434 | (60,030) | 16,128 |
| Local Authority | 39,208 | 572,050 | 565,903 | (45,355) | - |
| Other Restricted Projects | 25,506 | 57,084 | 52,696 | - | 29,894 |
| | 91,675 | 1,094,535 | 1,022,254 | (105,385) | 58,571 |

| Charity | Fund Balances | Income | Expenditure | Transfers | Fund Balances |
|---------------------------|------------------------|----------------|--------------------|------------------|------------------------|
| | Brought Forward | | | | Carried Forward |
| | £ | £ | £ | £ | £ |
| Health | 1,774 | 264,996 | 254,221 | - | 12,549 |
| Local Authority | 39,208 | 572,050 | 565,903 | (45,355) | - |
| Other Restricted Projects | 25,506 | 57,084 | 52,696 | - | 29,894 |
| | 66,488 | 894,130 | 872,820 | (45,355) | 42,443 |

Purpose of restricted funds:

The Health related projects use money from the PCT to fund the Strategic Development Worker for Health and the Single Point of Access.

The Local Authority fund pertains to the Lifestyle Programme which VAST run on behalf of the city council to encourage awareness and improvements in lifestyle, and the Stoke development fund. This funding ceased on 31 March 2017. All conditions of the funding were met and therefore the remaining surplus is now available to use as unrestricted funds.

The Healthwatch fund relates to specific delivery of services by Healthwatch Stoke-on-Trent CIO.

The Other Restricted Projects Funds pertain to a variety of development services including social enterprise.

18. FINANCIAL COMMITMENTS

Capital Commitments

There were no capital commitments at the balance sheet date.

Operating lease commitments

At 31 March 2017 the total of the group and charity's future minimum lease payments under non-cancellable operating leases as follows:

Group and charity

| Land and Buildings | 2017 | 2016 |
|------------------------------------|---------------|---------------|
| | £ | £ |
| Payable within one year | 2,400 | 2,400 |
| Payable between one and five years | 5,900 | 8,300 |
| | 8,300 | 10,700 |
| Other assets | | |
| Payable within one year | 13,090 | 13,174 |
| Payable between one and five years | 45,815 | 14,856 |
| | 58,905 | 28,030 |

19. RELATED PARTY TRANSACTIONS

VAST is one of two trustees of Healthwatch Stoke-on-Trent CIO. The activities of Healthwatch are consolidated into these financial statements.

During the year the following transactions took place between VAST and Healthwatch:

Healthwatch incurred recharge costs of £129,659 (2016: £152,563) from VAST in respect of staff costs, promotional costs, premises costs and other charitable activities. Healthwatch paid VAST a management fee of £23,328 (2016: £21,600) as per the contract with Stoke-on-Trent City Council. At 31 March 2017 Healthwatch owed VAST £14,842 (2016: £23,434) in respect of these services and VAST owed Healthwatch £32,733 (2016 £79,016) in respect of monies held on their behalf.

Saltbox are a trustee of Healthwatch Stoke on Trent. During the year Saltbox were paid £13,586 (2016 £72,225) in relation to work carried out for VAST.

Helen Russell (a trustee of VAST (resigned 31/8/15)) provided the project management for Eastgate Street through her Organisation "Projects Alive Ltd". The contract was awarded on an arms length basis after a tender process and payments were made to Projects Alive Ltd on commercial terms by way of invoice.

In total for the year the charges from Projects Alive was £nil (2016 £10,337) and the balance due to Projects Alive Ltd by VAST at 31st March 2017 was £nil (2016 £1,340).

20. CONTROL RELATIONSHIP

The charity is controlled by the trustees.

21. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

| | 2017 | 2016 |
|---|------------------|-----------------|
| | £ | £ |
| Income/ (expenditure) for the year (as per the statement of financial activities) | (37,125) | (184,992) |
| Adjustments for: | | |
| Depreciaton charges | 31,874 | 19,195 |
| Interest and dividends from investments | (4,728) | (6,799) |
| Decrease/ (increase) in stock | 124 | (21) |
| Decrease/ (increase) in debtors | (62,214) | 133,311 |
| Increase/ (decrease) in creditors | (112,607) | (69,323) |
| (Gains)/ losses on investments | (20,465) | 14,366 |
| Net cash provided by/ (used in) operating activities | (205,141) | (94,263) |

22. PRIOR YEAR ADJUSTMENT**Group**

| | original | | restated | |
|--------------------------|------------------|------------------|------------------|------------------|
| | Unrestricted | Restricted | Unrestricted | Restricted |
| | £ | | £ | |
| Income | | | | |
| Other trading activities | 561,761 | - | 23,433 | - |
| Investments | 6,799 | - | 6,799 | - |
| Charitable Activities | | | | |
| - Chargeable Services | - | - | 538,328 | - |
| - Grants and Contracts | 477,182 | 992,956 | 477,182 | 992,956 |
| Total | 1,045,742 | 992,956 | 1,045,742 | 992,956 |
| Expenditure | | | | |
| Raising funds | 725,141 | - | 55,587 | - |
| Charitable Activities | 441,611 | 1,042,572 | 1,111,165 | 1,042,572 |
| Total | 1,166,752 | 1,042,572 | 1,166,752 | 1,042,572 |

Company

| | original | | restated | |
|--------------------------|------------------|----------------|------------------|----------------|
| | Unrestricted | Restricted | Unrestricted | Restricted |
| | £ | | £ | |
| Income | | | | |
| Other trading activities | 584,661 | - | 23,433 | - |
| Investments | 6,748 | - | 6,748 | - |
| Charitable Activities | | | | |
| - Chargeable Services | - | - | 561,228 | - |
| - Grants and Contracts | 477,182 | 776,221 | 477,182 | 776,221 |
| Total | 1,068,591 | 776,221 | 1,068,591 | 776,221 |
| Expenditure | | | | |
| Raising funds | 725,141 | - | 55,587 | - |
| Charitable Activities | 464,426 | 828,685 | 1,133,980 | 828,685 |
| Total | 1,189,567 | 828,685 | 1,189,567 | 828,685 |

22. PRIOR YEAR ADJUSTMENT (continued)

Chargeable services were originally a small part of the organisations income and were a means to generate an income stream to supplement other activities. Under the 2005 SORP they were classified as activities for generating funds.

Over the years this income stream has grown to become a larger part of the income and the services delivered meet the charitable objectives of the organisation. As described in note 1.2, following the changes brought in by SORP FRS102 it is now considered more representative to show the income and related expenditure of these activities under charitable activities.

23. FINANCIAL INSTRUMENTS

| Group and Charity | Group | | Charity | |
|---|-----------------|-----------------|-----------------|------------------|
| | 2017 | 2016 | 2017 | 2016 |
| | £ | £ | £ | £ |
| Financial Assets | | | | |
| Financial assets that are debt instruments measured at amortised cost | <u>101,842</u> | <u>48,965</u> | <u>116,684</u> | <u>80,236</u> |
| Financial Liabilities | | | | |
| Financial liabilities measured at amortised cost | <u>(47,697)</u> | <u>(67,250)</u> | <u>(80,091)</u> | <u>(126,495)</u> |

24. CHARITY STATUS

The charity is a private company limited by guarantee registered in England (registered number 02000818). The address of the registered office is The Dudson Centre, Hope Street, Stoke on Trent. ST1 5DD.