



herefordshire voluntary organisations support service

Annual Report 2024/2025



Charity Number - 1096451
Company Number - 04625595

Legal and Administrative information

Trustees

Mrs L P Wilcox (Chair)
Mr R S Kelly
Mrs A C Robinson
Mrs J Faux
Mrs S Penny
Mr J Argent
Mr D Tristram
Mr C Farmer (resigned 26th July 2024)

**Company Secretary
and Chief Executive**

Mr W D Lindesay DL

Charity number

1096451

Company number

04625595

Registered office

52 Broad Street
Hereford
HR4 9RB

Auditors

Kendall Wadley LLP
Granta Lodge
71 Graham Road
Malvern
Worcestershire
WR14 2JS

Bankers

CAF Bank
25 Kings Hill
West Malling
Kent
ME19 4JQ

A vibrant and effective Community Sector in Herefordshire

To support local organisations with their development needs, providing services needed to pursue charitable activity for public benefit

To promote, organise and facilitate co-operation, co-design & co-production through effective partnership working between the local VCSE sector and public bodies

Be Inspired

5 Participants gained employment

14 Engaged with training and education

76 People engaged with the project

38 Were supported into volunteering

76 Young people 16-25 (NEET)

60 Achieved employability and life skills

"Very useful, time was appreciated, advice given spot on and range of funders excellent." Meet the Funders' delegate feedback

103 charities, community groups and funders attended 'Meet the Funder'

425 volunteers placed by hvooss

13 language cafés supported by volunteers to help conversational English

24 jobs advertised on behalf of VCSE organisations

Community Development and Volunteering

57 hvooss events, training or network meetings

1056 people attend our events

591 organisations supported with funding & income generation

300+ new volunteer opportunities advertised

156 organisations supported with development and governance

"I wanted to take a moment to thank you for your support in providing a placement for our T Level student. Your guidance and mentorship are invaluable in shaping the next generation of professionals, and it's greatly appreciated."

Feedback from H&L College tutor

UKSPF – People and Skills A timely community response

202 participants over both E33 and E35 projects

25 organisations in Herefordshire partnered with hvooss

243 training courses First Aid, Mental Health, Digital Skills & more

13 laptops purchased for the VCSE groups

"When I joined the project, I wasn't sure I would ever get a job again, but now I have secured employment and I am so excited. I have gained knowledge about the community sector and met new people, which was the most valuable thing I've gained. I don't feel lonely anymore or socially isolated. My wellbeing and confidence has increased and I feel totally blessed"

"I think hvooss has helped me a lot, in many different ways: this service helped me apply and get into college, get my first CV, get a national insurance number and generally support me. I am now enjoying college and looking forward to the future."

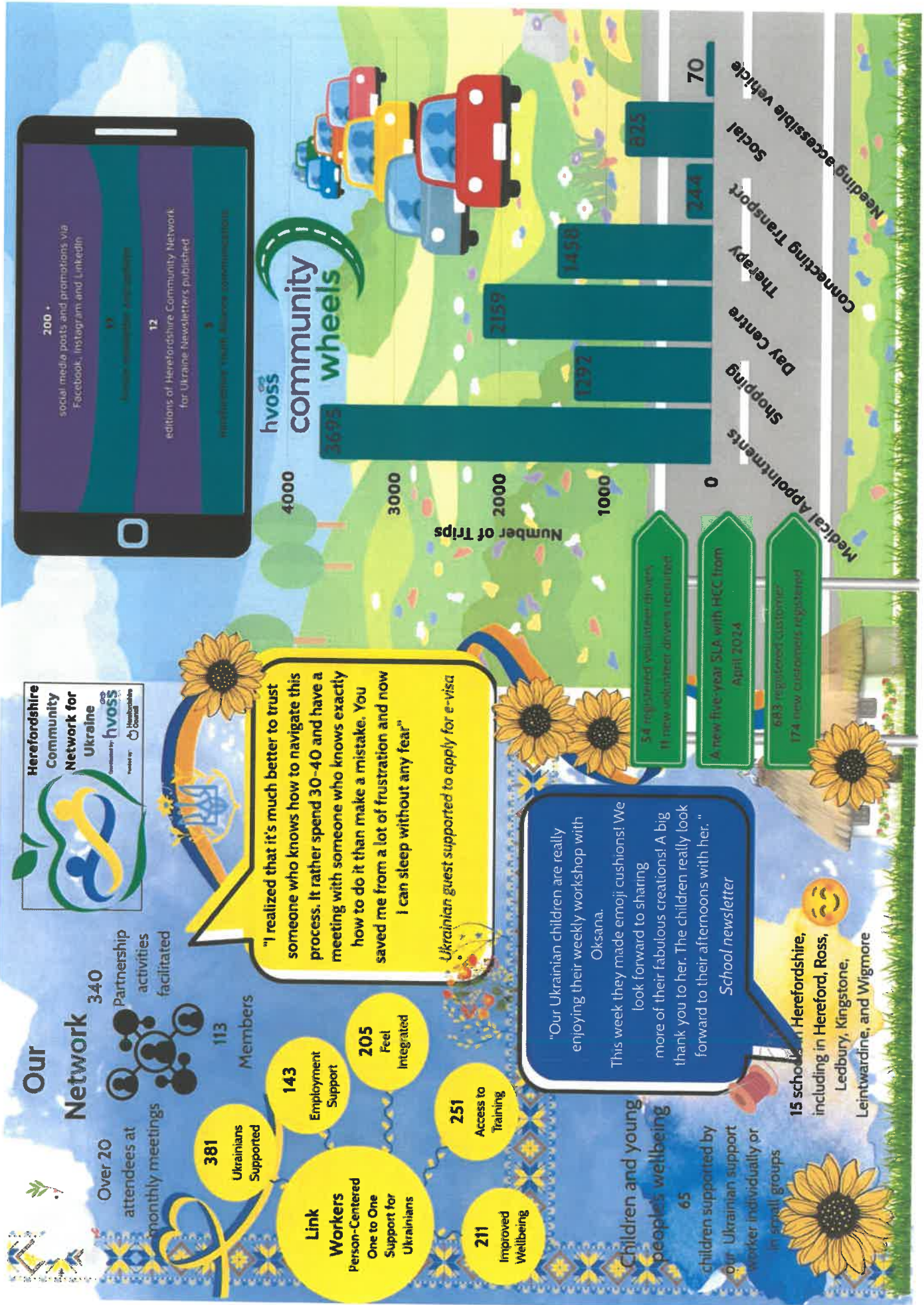
Be Inspired participant



"Volunteering gives me new skills and I can make friends" hvooss Volunteer

We are fortunate in Herefordshire to have, in hvooss, such a brilliant, knowledgeable and supportive organisation, and I would like to stress to you all that if you need help with any aspect of your work, please do not hesitate to seek their guidance. I'm so glad that we did, and the Courtyard Board are extremely grateful for all the help that they have given us.

hvooss Volunteer Team, Courtyard Food Store



Herefordshire Voluntary Organisations Support Service
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees of hvoss, who are also directors for the purposes of the Companies Act, have pleasure in presenting the Annual Report and Financial Statements for the charity for the year ended 31 March 2025. The financial statements have been prepared in accordance with the accounting policies set out in note 1 of the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1st January 2019). This report satisfies the requirements for a directors' report under the Companies Act 2006.

hvoss (Herefordshire Voluntary Organisations Support Service) is an independent umbrella support charity for the Voluntary, Community and Social Enterprise (VCSE) sector in Herefordshire.

Our vision is:

"A vibrant and effective Community Sector in Herefordshire"

Driving the services available from hvoss are the incredible contributions that local volunteers, voluntary and community groups, charities and not for profit organisations make in the county.

hvoss is an independent local infrastructure, support and development organisation providing information, assistance, guidance, communication, facilitation and networking opportunities. hvoss membership is currently free, and open to any organisation or individual furthering charitable and not for profit aims and activities in the local community. hvoss remains led by, and accountable to, the local VCSE and other key stakeholders.

The charity has two key strategic aims: -

1. To support local organisations with their development needs, providing services needed to pursue charitable activity for public benefit.
2. To promote, organise and facilitate co-operation, co-design and co-production through effective partnership working between the local VCSE sector and public bodies.

As the charity approaches the final few years of the current Strategic Plan, our priorities this year were:

- Developing volunteering services for individuals, and organisations that involve them.
- Promoting co-operation and partnership work across all sectors of the local community.
- Improving the lives of children and young people aged 8 – 21, including helping the organisations that work with, and support them.
- Furthering community, health and social care activities across Herefordshire.

The following principles and values informed activities of, and decisions taken by, the charity:

- Championing equity, with particular support for under-represented groups and need.
- Only deliver projects that are self-funding and contribute to our objectives.
- Promote active governance – utilising all skills, resource, assets and capacity.
- Be member-led, maintaining links with the local community.
- Always be flexible, nimble, and responsive to change.
- Be a model employer for staff and support all hvoss volunteers.
- Diversify our funding base, reducing reliance on key projects for future sustainability.
- Develop capacity building services, including local access to support in rural areas.
- Be open to future collaboration and new ways of supporting key areas of work.

Herefordshire Funders Network

During the last year, the charity provided co-ordination support to establish a **Herefordshire Funders Network**, a quarterly meeting of prominent Herefordshire funders.

In September 2024 hvoss was pleased to be part of the organisation of “**Meet the Funders**” which **103 charities, community groups and funders attended**. The event offered delegates a sound understanding of grant making organisations’ criteria, the funding available and what they should include in an application as well as an invaluable and unique opportunity to meet in person all prominent Herefordshire funders in one place.

Fantastic feedback from funders and the sector was received, and hvoss is part of the planning for another similar event on 30th April 2025.

“Very useful, time was appreciated,
advice given spot on and range of
funders excellent.”

Meet the Funders’ delegate feedback

Community development

Partnership with Herefordshire Council and Talk Community

hvoss VCSE support services have been grant-funded by Herefordshire Council Talk Community since the onset of the Covid-19 pandemic in 2020. Since this time, the charity has played a key leadership co-ordination role in local planning and action regarding the VCSE and responses to the needs of the community in Herefordshire.

March 2025 marks the end of this contract with the Council. It has been a good partnership that has achieved many shared outcomes for the local community. This year the charity provided:

- **Volunteering services** - Brokering opportunities for people who wish to volunteer with the organisations that need them. We supported **over 500** requests for this input during the year.
- **Help to set up new organisations** - (unincorporated groups, constitutional options, and suitable legal forms such as Charitable Incorporated Organisation (CIO) and Community Interest Company (CIC). We supported **over 40** different support requests from new and emerging volunteer led groups during the last twelve months.
- **Governance support** – Providing guidance on policy development, setting up and running a group, meeting or committee, including running training and board development sessions for members and trustees on their legal duties and responsibilities. We have supported **over 150 governance** ‘running our group or organisation’ support requests during the year. The charity also routinely assisted with general support and advice enquiries ranging from governance requests to ‘running your group or activity’. 30 – 45 mins can routinely be spent on each initial enquiry, ensuring that we have sound information on which to base our support, and we met over half of these organisations subsequently either in their community or the hvoss city centre office. Many resulted in several further meetings and visits.
- **Training** - The charity ran **5 board development** sessions for local charitable groups in roles and responsibilities of trustees, legal requirement, charitable structures, business and strategic planning. Consistently positive feedback was received from all sessions.
- **Fundraising and sustainability** – The ‘Meet the Funders’ event and resources benefited **over 200 people** from organisations all over the county who attended or directly requested fundraising advice.
- **45 other funding requests** were supported during 2024/25, including advice on sources of funding, guidance on and support with applications. including being a ‘critical friend’ on final versions.
- **5 businesses** worked with us on corporate volunteering, where we brokered a relationship between them and community organisations, facilitating them fulfilling their Corporate Social Responsibility (CSR).
- **Herefordshire Funding Directory** – hvoss played a key central role in pulling together this new resource for the sector. It summarises key local funders, their funding criteria and how to apply. The directory and all other Herefordshire Funders Network resources can all be found on the hvoss website <https://www.hvoss.org.uk/events/>.
- **Planning, facilitation and delivery of a local community consultation event** - focussing on the development of local services for young people, and including their voice and influence. Ongoing engagement and support culminated in an application for significant funding to develop a little-used local building.
- **Identification of professional services** – Signposting to appropriate insurances, and payroll, legal and human resources services for new and existing organisations. Access to bank accounts remains an ongoing issue for some groups, with which we offer help and support.

A HR Seminar for VCSE leaders, kindly provided to Herefordshire VCSE groups **pro bono by Marches HR**, provided important employment law updates and resources.

- **Communication, networking and coordination** – hvoss provided information and shared opportunities for sector organisations through newsletters, including 7 hvoice communications, monthly newsletters from the Herefordshire Community Network for Ukraine, a partnership convened, coordinated and chaired by hvoss. We actively promoted opportunities including training and events, as well as vacancies, in our various channels, including social media platforms.

Volunteering Services

Volunteering strategy

Development of volunteering, including retention of people recruited through the pandemic, and re-engagement of people who gave their time so freely before and in response to Covid-19, remains a key focus at hvoss. It is one of our key charitable objects. The Volunteer Bureau team promotes opportunities, facilitate introductions and offers support to both parties for people who want to volunteer and the organisations who need them.

Volunteering helps individuals to develop skills, confidence, a sense of purpose and self-worth through their contribution, as well as experience of work in a supportive environment. People whose community engagement reduced through the isolation of the pandemic have been supported and encouraged. Others whose experience is as a recipient of support are empowered to make a contribution to their community and develop a sense of their own value to their community.

Our Volunteering Strategy for Herefordshire was produced collaboratively with several key partners including parish councils. It includes key strands of re-engagement of previous volunteers and attracting older people who have invaluable skills and life experience to share, corporate volunteering and partnership with business, the meaningful engagement of younger people, and celebrating the value of volunteering to the community and the people living there including through different language and messaging that recognises their significant contribution. Recognition and respect for the value of the contribution that people make by sharing their time, skills and experience is a 'golden thread'.

425 volunteers placed by hvoss or part of an hvoss projects during the year (possibly more with UIP and Be Inspired funded by The Eveson Trust)

57 hvoss events/training/network meetings attended by **1056** people

591 organisations supported with advice with funding and income generation

156 organisations supported with development and governance

24 jobs advertised on our website on behalf of VCSE organisations

300+ new volunteer opportunities advertised

13 community-based language cafés supported by volunteers to help Ukrainian guests practise conversational English

The hvoss Herefordshire Volunteer Bureau operated throughout the year from our main offices at 52 Broad Street, Hereford as well as locally through our partnerships with community organisations and events. This enabled local organisations to promote their opportunities and for people to find out more about local volunteering available to them. Supporting volunteers into roles through careful matching encourages successful and sustained relationships between volunteers and hosts. Providing support around volunteers roles, policy and governance to the organisations seeking volunteers is also a critical ongoing service.

Involving volunteers and offering new experiences for young people

As part of our Volunteering Strategy and commitment to engaging young people in volunteering and the benefits it brings, a partnership with Hereford and Ludlow College helped to place T-level students currently working towards a qualification in business and administration in VCSE organisations. Arrangements are through day release, with students attending college for 3 days and engaging work placement within the voluntary sector. This provides enormous mutual benefit and opportunities for the young people to utilise and develop their skills in a workplace environment.

"I wanted to take a moment to thank you for your support in providing a placement for our T Level student. Your guidance and mentorship are invaluable in shaping the next generation of professionals, and it's greatly appreciated."

Feedback from H&L College tutor

We have hosted placements in our offices with the hvoss team to other students including from Hereford Sixth Form College, as well as our core volunteers Georgia and Will, who have continued to offer their time and develop their skills in 'front office' roles.

We collaborated with National Star College, and met with students, tutors, carers and parents to promoted volunteering and its benefits to the students to help them develop confidence and skills for life after college. We regularly receive positive testimonials from people who have volunteered through hvoss.

"Volunteering makes me happy"

"Volunteers help me"

"Volunteering gives me new skills and I can make friends"

Communications and engagement

Our communications and engagement function has an important role in messaging about developments and keeping the sector and different audiences informed and up to date, including of opportunities.

Our monthly newsletter, hvoice, reaches 1140 subscribers with an open rate of 53% (industry standard open rate of c21.5%).

hvoSS' has growing social media platforms We continued to share opportunities and news from across the sector including jobs, fundraising, volunteering, training, networking, partnerships, events and member communications.

The charity promoted over 50 local community events and news items during the year and also ran successful campaigns to celebrate National Volunteers Week, Trustees Week, Mental Health, Small Charities Week, Ukrainian National Children's Day, and Refugee Week.

17 hvoice newsletter and updates

5 Herefordshire Youth Alliance communications

12 editions of Herefordshire Community Network for Ukraine Newsletters published

200 + social media posts and promotions via Facebook, Instagram and LinkedIn

Working in partnership

Herefordshire Youth Provision Network (YPN)

hvoSS has established a network of 81 organisations, practitioners and professionals across all sectors, working collaboratively to meet the needs of young people in Herefordshire.

The YPN provides opportunities to meet colleagues and volunteers supporting children and young people across Herefordshire, based on national youth work principles. During 2024 a set of youth work priorities was developed setting out what a future [Road map for youth work in Herefordshire](#) could look like. Taking this forward within hvoSS proved a little challenging given limited dedicated and specialist youth work resources within the charity. This challenge is consistent with those faced by others local organisations, voluntary groups and local youth clubs that wish to champion and develop youth work in their own communities.

Supporting the needs of children and young people is a charitable aim of the charity, and a key aim over the next year is to discuss these needs with major decision makers in the county, who have key responsibilities for development and sufficiency of local provision for children and young people, and to discuss how best these needs might be met.



The Courtyard Trust – A case study - speech to hvoss AGM – 16th October 2024

“Some of you may remember me as a volunteer driver for Community Wheels, but today I’m addressing you in my capacity as Chairman of the Board of Trustees at the Courtyard Centre for the Arts.

When I became Chair 2 years ago, I inherited a board of only 6 trustees, when there should have been 11, so my immediate priority was recruitment. Thankfully, we successfully recruited 5 new members, from a variety of backgrounds, and lowered the age profile of the Courtyard Board markedly, which was my aim. However, and crucially, none of the new members had ever been a Trustee before!

It soon became clear to me that the new members, and, in truth, some of the older ones, did not have a good understanding of charity law, or, more importantly, the responsibilities of trustees within a charitable organisation. That was when I turned to hvoss for help.

It was agreed that they could arrange training, and it was then delivered by hvoss in January this year. The session was clear, comprehensive, up-to-date, and accompanied by lots of very valuable and relevant resources, which could be referred to whenever the need arose.

The feedback from the members of the Board was extremely positive, and it was agreed that it had been an invaluable exercise, which gave Board members renewed confidence in their role. Arts Council England, from whom we receive an annual grant in excess of £200K, were told about the training and were impressed that The Courtyard board had actively sought governance training, because that is what it was – training in good governance, which, I’m sure you’d agree, is essential, if we are to be a truly effective as a charity.

During the training, it was suggested that the Courtyard should develop a 5 year strategic plan, particularly as myself and the CEO are due to step down in 3 years’ time. Once again, we turned to hvoss, and their wealth of experience, to assist us in developing the plan. We have already had a session carrying out an in depth look at the Courtyard’s values and aspirations, and we carried out a comprehensive SWOT analysis of our organisation. Next month, we have arranged an away day for the board to complete the first draft of our strategic plan, alongside the senior leadership team. Again, this away day is being facilitated by hvoss.

We are fortunate in Herefordshire to have, in hvoss, such a brilliant, knowledgeable, and supportive organisation, and I would like to stress to you all that if you need help with any aspect of your work, please do not hesitate to seek their guidance. I’m so glad that we did, and the Courtyard Board are extremely grateful for all the help that they have given us.

Bruce Freeman, Chair, Courtyard Trust Board

Helping groups on their way.....

- *"For us, the support from HVOSS during our start-up period was vital. Without them, we would have struggled to get a foothold onto the funding ladder. It is frequently the case that funders like projects that already have funding... and our first successful grant was from Community Foundation Wales.*
- *This was granted only because HVOSS offered to accept the money on our behalf, and ring-fence it for us. We are very grateful to HVOSS for this, and for their ongoing support".*

Founder/Director, @the Hub, Ross-on-Wye

Support for Ukrainian guests who have moved to Herefordshire

Herefordshire Community Network for Ukraine

hvoSS convened a network of community groups and organisations in February 2022 in response to the invasion of Ukraine by Russia and the arrival of Ukrainians fleeing the conflict. Herefordshire Council joined the partnership and is utilising government funds through its Support for Ukrainian Community Integration Grant (SUCIG) scheme, which funds projects for Ukrainian guests, their sponsors/hosts in Herefordshire and organisations providing support and activities. This funds a Community Network co-ordinator and two community link workers, providing support directly to Ukrainians as they arrive in Herefordshire and helping them integrate into their local communities in Herefordshire.

The welcome of Herefordshire communities is warm and equitable, and we are proud of our role in co-ordinating the response to their needs delivered through our Network partners and facilitated by funding through Herefordshire Council. The model of the Network partnership is innovative and we are told may even be unique in this context. Its aims are to ensure that emerging issues are identified quickly and an agile response developed, avoiding duplication.

The Network continues to grow and thrive. Over 20 organisations are routinely represented at our monthly meetings and 113 partners subscribe to the Network Newsletter. The partnership working facilitated through the Network includes Ukrainian-led groups the Association of Ukrainians in Great Britain (AUGB), Hereford branch, and Herefordshire Help for Ukraine (HHU) together with the Diocese of Hereford, Herefordshire MIND, CLD Trust/Strong Young Minds, St Peter and St James church, The Kindle Centre, Halo Leisure, Fetch Theatre, Rural Media, The Living Room, New Leaf and the Ukraine Freedom Company. Several of these organisations also employ link workers through SUCIG funding, the majority of whom are themselves Ukrainian refugees recently arrived here.

Link worker support

The support of hvoSS' two dedicated Ukrainian link workers supporting Ukrainians across the county has proven both essential and transformative. With a strong focus on a person-centred approach, the support has enabled smoother integration for them, better wellbeing, and improved access to vital services for individuals and families rebuilding their lives.

One of the key achievements has been the development of strong, trusting relationships with Ukrainian guests. Support has covered a wide range of needs — from housing and employment to healthcare, education, and emotional wellbeing. Individual consultations, both in-person and

One of the most significant challenges faced by many Ukrainian arrivals has been navigating unfamiliar and often complex public systems — particularly in areas such as housing, welfare benefits, and healthcare. Link workers have acted as crucial bridges between people and services, helping them overcome bureaucratic barriers and feel more confident and secure in their new environment. The link workers have also provided interpretation and advocacy in a wide variety of contexts — including hospitals, Jobcentres, schools, maternity appointments, community events, and even weddings and funerals. This holistic and deeply human support has helped to reduce isolation and build lasting connections.

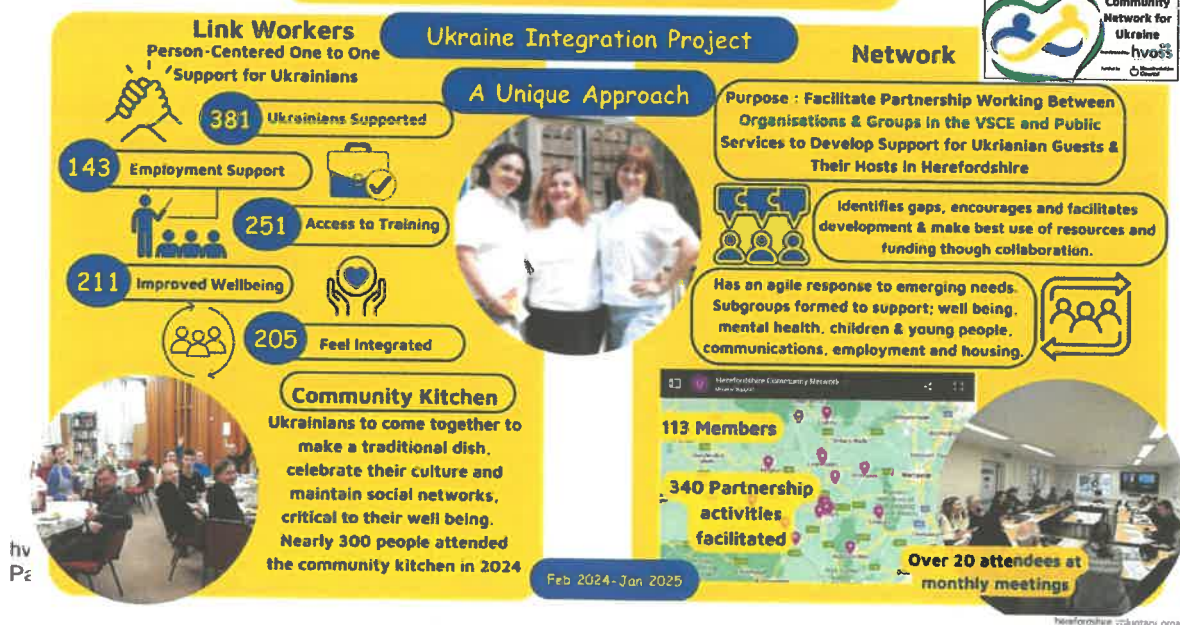
Particular attention has been given to vulnerable individuals and older adults, as well as to families with school-aged children. Link workers have supported these families through school transitions, communicated with teachers, attended SEN reviews, and helped parents access educational support systems.

"I couldn't have done this without your help. Learning English opened doors for me."

"I realized that it's much better to trust someone who knows how to navigate this process. It rather spend 30-40 and have a meeting with someone who knows exactly how to do it than make a mistake. You saved me from a lot of frustration and now I can sleep without any fear".

"The help I received was invaluable during this difficult time. I felt supported and less alone in my fight against cancer."

Funded by Herefordshire Council's Ukraine Integration Community Grant Scheme



Children and young people's wellbeing

Following the successful pilot project funded through SUCIG, we were delighted that Herefordshire Council agreed to continue funding the activity supporting children and young people in schools.

This year our Ukrainian support worker worked with 65 children individually in small groups across 15 schools in Herefordshire, including in Hereford, Ross, Ledbury, Kingstone, Leintwardine, and Wigmore.

From the very beginning, we closely collaborated with the leadership team in each school to identify specific issues they asked us to address. We took into account the unique characteristics of each child, their level of integration, any difficulties related to learning, and general well-being. Many are traumatised through dislocation, separation from their friends, as well as loss of their home. Others have close family members fighting on the front line. They have to learn English and how to make friends and navigate the differences between here and home.

During the sessions, the children continued to familiarise themselves with the education system in their new country, with learning for all about cultural similarities and differences. Our support worker continuously monitored the emotional and psychological wellbeing of the children and liaised closely with parents. Where they shared issues she, with their consent, referred them to relevant services to meet various needs (such as food, clothing, furniture, or psychological support for both teenagers and children). Our partnership with organisations including Herefordshire MIND and the CLD Trust/Strong Young Minds were critical in facilitating this response.

Our support worker has provided targeted emotional support to Ukrainian children through art therapy sessions and friendly conversations in their native language.

As work in schools developed, our support worker assessed the children's well-being using feedback forms as well as collected responses from parents and school leaders. Feedback was 100% positive from the schools, parents, and children themselves. Moreover, the school directors, children, and their parents expressed unanimous interest in continuing their participation in the project for the upcoming year. This is reflected in the completed feedback forms from parents, children, and school leadership teams.

Several art therapy sessions for Ukrainian mothers and their children were arranged, again with 100% positive feedback. Our Family Picnic, attended by around 160, including whole families, was a wonderful celebration of Ukrainian music and dancing – as well as football, crafts, face painting and sumo wrestling! We thank our friends and supporters at Westfields FC for their hospitality and warm welcome.

In total, this year this project has supported 192 Ukrainian children and 120 adults. We thank our colleagues in Herefordshire Council and UK Government for their innovative approach to funding and support for our Ukrainian guests in the county.

"Thank you so much for your work with the boys this year. We are delighted you were able to work with us and the whole project has been such a success. We hope to see you in September."

Headteacher of primary school

"Our Ukrainian children are really enjoying their weekly workshop with Oksana. This week they made emoji cushions! We look forward to sharing more of their fabulous creations! A big thank you to her. The children really look forward to their afternoons with her. "

School newsletter

Refugee Week

hvoSS and its Ukraine Network and link worker team co-ordinated activity across the county which culminated in a stall on Hereford market. This year's theme was "Our Home", so as well as a display of photographs from Ukraine of day-to-day activity among damage and destruction, we asked people passing by to tell us what home means to them. We collated all the responses and shared them widely across the community.

"Home is being able to say what I think without being shot"

Former refugee, severely injured in home country in student demonstration

"Home is a bed and bedroom to myself"

Herefordshire-born 12-year old living in temporary accommodation with his family

"Home is here. Hereford is home"

Head of Afghan family evacuated from Kabul to Hereford in 2022

"Home is just home. Until I suppose you lose it"

Herefordshire resident

We were extremely grateful to Brian Bilston, the poet, who agreed that we may share his wonderful thoughtful poem [Refugees](https://brianbilston.com/) and include it in the Herefordshire Community Network for Ukraine Newsletter, as well as in our exhibition for Refugee Week. It really was a talking point and made people think. <https://brianbilston.com/>

Resettlement and migration in Herefordshire

Herefordshire has not hosted any people seeking asylum since the 2 hotels closed in 2023 and the residents relocated elsewhere in the UK. Several of the single men and families who were welcomed so much by the community in Herefordshire, many of whom volunteered in local charities and played football in a local team are still in touch with the local people and organisations who supported them.

hvoSS continues to be a member of Herefordshire Council's Resettlement and Migration Multi-Agency group, which meets regularly. The group discusses any emerging issues and response to any new arrivals planned. This is another example of effective partnership across all the sectors facilitating a wraparound response to people from other countries and cultures arriving in Herefordshire, which together with community organisations and people in local communities offers a warm welcome to our lovely county.

UK Shared Prosperity Fund – People and Skills

A timely community response

In December 2024 hvoss was awarded 2 grants funded by the UK Government by the Shared Prosperity Fund through Herefordshire Council, to support people into volunteering, training, education and employment. hvoss had just over three months to deliver this project, which was a huge undertaking and challenge, building a new team at hvoss and a partnership from scratch – but we knew if anyone could do it, it would be our dynamic voluntary and community sector in Herefordshire.

hvoss created a partnership with 25 organisations across the county, including delivery partners and training organisations, supporting 202 people across the county, meeting our total target for both grants of 202! Together we created an extensive offer of training to upskill individuals, volunteers and staff. Participants have as a result, moved into volunteering and employment, making a difference to individual lives and local communities. We worked with people from 16 plus who were mostly economically inactive or socially excluded, to improve confidence and motivation, broadening horizons and opportunities. In March we held a 'celebration event' at Grange Court in Leominster, attended by 60 partners, participants and trainers, to share the success of the project.

The hvoss role as the accountable body and enabler for this project, links to our infrastructure role and vision of a vibrant, active community sector in Herefordshire. This partnership has built capacity and supported the local, rural VCSE to deliver impactful individual and community support, especially in rural communities, with partners in Ledbury, Ross, Pontrilas, Kington, Leominster and Hereford. This partnership showed clearly how adaptive, creative and resilient our sector is and how quickly we can mobilise and deliver a project to make a real difference to people's lives right across the county, ensuring sustainability.



As a direct result of this capacity building activity, there are 100+ new Level 3 First Aiders in the county, 3 people are trained coffee baristas, 1 a trained welder, 20+ have Level 2 Food Hygiene qualifications, staff and volunteers in 20+ community organisations have engaged with Mental

Health Awareness and Emotional Intelligence in the Workplace, and numerous others have gained skills and qualifications, many of which are CPD-accredited. As well as fulfilling the fundamental criteria of the UKSPF funding, it demonstrates the value of our person-centred, dynamic approach.

"This project has been a really good thing for us, we have hosted 2 different training courses, bringing valuable skills to the area and it has brought out positivity towards volunteering. Although short, it's had a really big impact and allowed people to understand more about volunteering"

The Lion CIC, Kington. Partner in UKSPF

"Having the support of hvoss is crucial to the work we do. We were thrown in at the deep end with this project, but they made the whole process so easy and accessible. It wasn't in any way a chore, we just got on with it and one of our long-term volunteers received training which enabled her to secure employment, which is really life changing."

The Oxygen and Wellness Centre, Hereford, Partner in UKSPF

"When I joined the project, I wasn't sure I would ever get a job again, but now I have secured employment and I am so excited. I have gained knowledge about the community sector and met new people, which was the most valuable thing I've gained. I don't feel lonely anymore or socially isolated. My wellbeing and confidence has increased and I feel totally blessed"

Participant

UK Shared Prosperity Fund – Community Capacity Building NMITE Charity Springboard

NMITE and hvoss' partnership goes from strength to strength and we devised a programme to empower people – or volunteers – working in charities and community groups across Herefordshire to learn, develop and grow. It consisted of a short series of 'sprints', concentrated and focussed group activity around personal development, resilience and confidence to enable them to bring skills to their organisations. Feedback was excellent and we plan to submit applications for funding for more such programmes to provide this invaluable capacity building for individuals and their organisations in Herefordshire.

"Thank you! I would like to continue"

"I am very grateful for the opportunity to take the training course. As a volunteer who did not have much experience in the field of management, this course provided me with the knowledge and resources to improve teamwork and productivity. "

"This is very significant support and valuable information. "

"The training was excellent, with some trainers taking time to explore charity work in more depth which was very valued. The mix of people was nice, helpful in exploring different kinds of roles and organisations"

"I think the course was really well put together, each session was really helpful to my role and I have been recommending to my colleagues. "

"I met some great tutors with amazing experience and I have made some friends on the course! "

"Thank you for the practical, modern and inspiring training. I'm already applying the knowledge in my work. "

"I use what I learned every day, every day. "

"Everyone should do this. Everyone deserves to have this opportunity."

hvoss NMITE Charity Springboard participants

Policy and strategic influence

The hvoss team collates and represents local community sector views, influencing county strategy through collaborative relationships with statutory bodies, and contributing to policy developments in adults and children's services, safeguarding, volunteering infrastructure, commissioning, and health and social care. The organisations continued to carry out representational, influencing and policy influencing activities during the year including: -

- ☆ Design and development of UKSPF funding programmes
- ☆ Review of Talk Community (Herefordshire Council) programme
- ☆ Children and Young People Partnership Board
- ☆ State of the Sector Report 2024 Steering Group
- ☆ Leominster Multi Agency Steering Group – Community needs, assessment and advice
- ☆ Suicide Prevention Strategy Working Group
- ☆ Herefordshire Community Transport Forum
- ☆ Herefordshire High Sheriff Fund (Panel member)
- ☆ Hereford Stronger Towns Board
- ☆ Herefordshire Community Partnership
- ☆ Herefordshire Skills Board
- ☆ Public Sector Leaders Group
- ☆ Cyber Security Charity Seminar
- ☆ Carers Strategy Group (including promoting and informing a new Herefordshire Carers Strategy)
- ☆ Herefordshire Economy and Place Board (including support to recruitment process for emerging Herefordshire Growth and Business Board)
- ☆ Herefordshire Together
- ☆ Herefordshire Activities Together (including secretariat support)
- ☆ Herefordshire Community Foundation developments (including Flood Panel member advisor)

The State of the Sector in Herefordshire

A key output during the year was publication of the [State of Sector Research 2024 report](#), co-produced with Herefordshire Council. Key findings were: -

- ❖ Invaluable contribution of over 2,000 charitable groups (where would Herefordshire communities and residents be without all our incredible local volunteers, charities, groups and other public benefit organisations?).
- ❖ Increased demand on services and pressures of cost of living increases.
- ❖ Sector in slight decline (increased competition for funding, and need for more volunteers).
- ❖ VCSEs expect greater demand for services and funding challenges to increase in the next 2 years.
- ❖ Need for the sector to consider how support for the sector is resourced and supported in the future.
- ❖ Opportunity and need to build on the good work we all already do in Herefordshire, so that opportunities for the sector to play its full role are fully realised.

The charity was grateful for the input of Impact Consultancy for undertaking this research, which was funded by, and produced in partnership with Herefordshire Council. The SoS methodology will be used for future studies, locally in the county and nationally (through hvoss membership of [National Association for Voluntary and Community Action \(NAVCA\)](#)). hvoss and others will use the findings to influence positive change on behalf of the VCSE.

hvoss wishes to publicly thank all contributors to SoS 2024 – especially Herefordshire Council, Talk Community, Impact Consultancy, and to all those individuals from community organisations who took the time to complete the survey.

Special thanks goes to all the incredible volunteers and local organisations and charities for all you do, day in day out, to support people in our county!

hvoice

7 hvoice community newsletters were circulated in the last twelve months. Our newsletter continues to evolve and offers the opportunity for community groups and organisations as well as hvoss to highlight their work and share training and recruitment opportunities. We also include important updates including external events. In response to feedback, one important new feature is a funding section detailing both local and national grant opportunities.

Membership

Membership of hvoss is open to all individuals or community organisations who meet eligibility criteria relating to our vision and values. We currently have around 100 members who have a key role in nominating representatives to become trustees of hvoss and inform the direction and plans of our charity. Membership is free and we welcome applications from groups, charities or individuals in communities across Herefordshire. Involvement by hvoss helps ensure we deliver activities and action that are meaningful to support their needs. Membership is important in maintaining our position as an independent support organisation.

Annual General Meeting (AGM)

The 2024 AGM held at Herefordshire's New Model Institute of Technology and Engineering (NMITE) was attended by 80 people representing a broad cross sector of the community, member organisations, funders and partners. We were delighted to welcome key supporters and dignitaries as our guests, including Mr Edward Harley, CBE, His Majesty's Lord Lieutenant of Herefordshire, Cllr Roger Phillips, Chairman of Herefordshire Council, and Cllr Kevin Tillet, Mayor of Hereford. We celebrated many achievements during the last year, including showcases shared in the own words of staff, members, volunteers and people supported by hvoss' services and projects over the year. An update was also provide on VCSE support and opportunities for the future by Hilary Hall, Corporate Director of Community Wellbeing, Herefordshire Council.

52 Broad Street offices

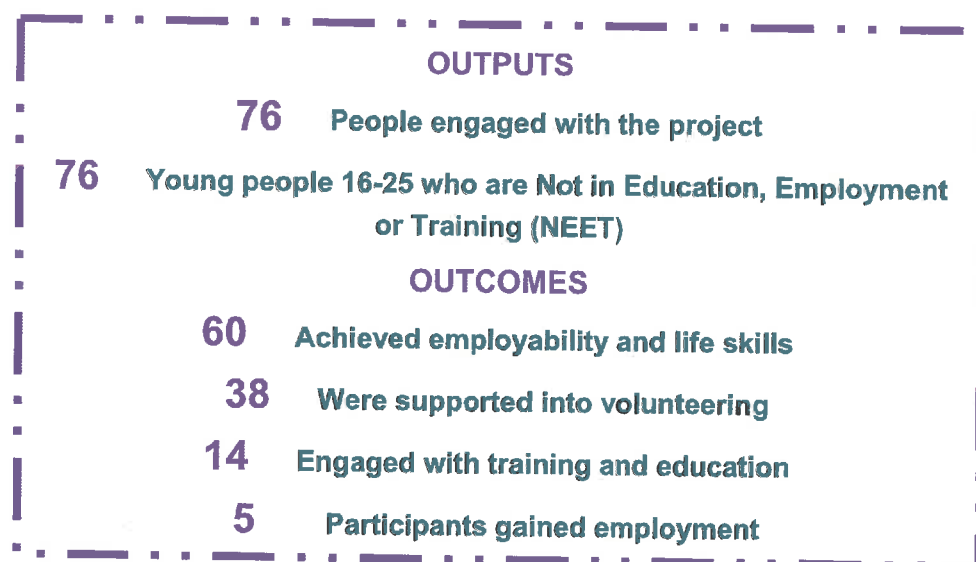
Our thanks again to Mr Mark Tucker, our landlord, for his generosity in continuing to support hvoss through our occupation of 52 Broad Street. Our high-profile city centre location is accessible to all and offers a safe space. Meeting rooms, facilities for staff, volunteers, members, community groups and our partner organisations. We also have on average 10 – 15 walks in per week for other general support, help, signposting requests.

Key services and projects

Be Inspired

Building on the success of previous projects at hvoss, engaging with people the furthest from the job market, we developed a new supported volunteering service called 'Be Inspired'. This is an inclusive service for people from 16 years plus to develop life, employability skills and confidence, thus inspiring and empowering them to move forward, into volunteering, training, education and employment, reducing barriers through person centred and targeted support.

We were extremely grateful for a grant from The Eveson Trust which funded the development of this unique service over 6 months, highlighting need, barriers and gaps in provision. It enabled us to provide support when there was very little local provision, especially for young people experiencing significant disadvantage. It also enabled us to plan for an expansion of the service and community development with partners around the county, to upskill partner organisations to deliver a similar service locally in the market towns.



Success of the service can also be measured through individual stories. Many of the young people classified by statutory services as NEETs had found school a challenge and we supported them to research and apply to alternative training providers. A young 16-year-old Ukrainian boy was referred to hvoss by his family, as he had disengaged with school and was despondent about his future. This service supported him and his family to identify his strengths, accompanied him to visit and apply to college, talk to course tutors, find a course he was interested in and apply for a bursary.

"I think hvoss has helped me a lot, in many different ways: this service helped me apply and get into college, get my first CV, get a national insurance number and generally support me. I am now enjoying college and looking forward to the future." Be Inspired participant



Community Wheels

Response to rural isolation and access to services

Community Wheels is hvoss' community transport service providing users of all ages and eligible needs with door-to-door travel, provided by our invaluable volunteer drivers. Covering North Herefordshire, Leominster, Central Herefordshire, Hereford City, and surrounding parishes, we transport people to health appointments, day activities or to meet their friends. To be eligible, passengers must live within the catchment area and be without access to a car or be unable to use public transport due to mobility or other issues.

Customers tell us they are at risk of being socially isolated and that they are dependent on Community Wheels to get anywhere. The service enables them to travel independently and reduces the pressure on other, less convenient, services such as hospital transport. The support and warm response of the volunteer drivers is very much appreciated by our customers, 94% of whom are over 65, 28% have a physical disability and 8% a learning disability. The service is a crucial lifeline for many.

Community Wheels summary.....9939	journeys
94,330	miles
54	registered volunteer drivers
11	new volunteer drivers recruited)
683	registered customers
174	new customers registered over the year
3695	medical appointments
2159	day centre appointments
1292	shopping trips
1458	therapy
244	connecting transport.
825	social engagements
70	customers requiring a wheelchair accessible vehicle

As a member of the Herefordshire Community Transport Forum, which includes 7 independent schemes, we coproduced an impact report for submission to Herefordshire Council. As a result we have a Service Level Agreement with increased payments that will go up with inflation each year. This is a good result for all the county's community transport schemes, demonstrating effective partnership working that has a positive influence and outcome for isolated people in our rural communities for whom these services are critical.

Looking Forward

We constantly need to recruit more volunteer drivers as the demand for the service grows. We are not able to meet the requests from all our customers due to capacity and aim to carefully prioritise.

We routinely review fares for the service and aim to make them reasonable for our customers as well as realistic. The Service Level Agreement with Herefordshire Council does not cover the full cost of the service, and it would not be sustainable without the time given so freely by our volunteer drivers. We need to constantly seek further funding to develop and sustain our services in the long term. We are enormously grateful to **The Eveson Trust** and **Mumford Memorial Trust**, who have supported Community Wheels so generously this year.

Governance

The trustees are responsible for controlling the work, management, and administration of the charity on behalf of its beneficiaries. The charity is a company limited by guarantee, not having a share capital. The liability of the members in the event of the company being wound up is limited to a sum not exceeding £1.

The company was incorporated on 30 December 2002 – Number 4625595. The company is a registered charity - number 1096451.

Administrative information is shown at the front of the financial statements. Members adopted new Articles of Association to comply with the Charities Act 2011 and Companies Act 2006 in April 2012. Changes to charitable objects, trustees' benefits and dissolution clauses were made as part of a merger to establish hvoss as a leading support service provider within the local voluntary and community sector.

hvoss is an independent charity, established in 2012 following the merger of three local support organisations. Herefordshire is a sparsely populated rural county. The Voluntary, Community and Social Enterprise Sector (VCSE) in Herefordshire consists of around 2,300 local organisations. The county has a high rate of volunteer 50,000 volunteers, all making a significant contribution to improved quality of life and the needs of local people and communities.

The charity is a Council for Voluntary Service providing information, advice, and support to the voluntary and community sector across Herefordshire. hvoss offers specialist support in the areas of children and young people, health and social care, volunteering, and community development. The organisation is a member of the National Association for Voluntary and Community Action (NAVCA). During the year, the charity operated a Volunteer Bureau.

The Trustees, who are also the directors for the purpose of company law, and who served during the year were:

Mrs L P Wilcox

Mr R S Kelly

Mrs A C Robinson

Mrs J Faux

Mrs S Penny

Mr C Farmer (resigned 26th July 2024)

Mr J Argent

Mr D Tristram

Trustees are appointed by members at the Annual General Meeting following a nomination and election process. The charity has an induction process to support newly appointed trustees. This includes a one-to-one meeting with the Chief Executive and an opportunity to meet staff, volunteers, and trustees. Regular information is provided about events, training, and other opportunities. Meetings of the Board have included presentations about key internal and external developments, including service and project updates, and meeting with Hilary Hall, Corporate Director Adults and Wellbeing, Herefordshire Council about the future of VCSE partnerships and support.

Risk management

During the year, the Board has regularly assessed, reviewed, and mitigated against key organisational risks. The Management Team and trustees regularly review the Risk Register and receive regular updates on progress.

Management reporting

All projects provided reports on a regular basis to trustees. The board of trustees met six times during the year. Day to day responsibilities are delegated to the Chief Executive who works with the Heads of Finance and Projects and Development to ensure compliance with all legislative and regulatory requirements. Fundraising is a key focus and a 'funding funnel' plan is used to identify, develop and oversee a grant and funding plan.

A key component of central funding is the support services contract awarded to the charity by Herefordshire Council through Talk Community. This funding contributes towards volunteering and development support functions outlined in this report. This contract ran until the summer of 2024, and was extended until March 2025 to allow further time to review future arrangements. The contract values the contribution of our infrastructure role and enables hvoss to address several key objectives in response to capacity building within the community.

Human resources

The Human Resources Group met three during the year to consider staffing and personnel matters.

The charity established a 'Future Working Group' during the year to develop a range of future options open to the charity in light of likely reduced levels of grants and funding. These options are highlighted later in this report and form a key part of due diligence being undertaken by the charity. A Finance Group (involving both management and trustees) met twice during the year to undertake a detailed assessment of all finances including cashflow projects, performance against budget and future funding opportunities (which are highlighted within a 'funding pipeline' document). All these discussions involve trustees have informed trustee led board meetings.

hvoss' plans for the future

The future of local support and development services

This is a key issue in Herefordshire. Our charity, like many in the local sector, faces increasing demand for its services in the context of cost of living increases and other funding pressures. In recent years the charity has been seeing reduced funding opportunities for activities such as community development, volunteer recruitment and services, training and partnership development. These are core to our work in the community.

Many of the activities of hvoss are discretionary in terms of what public bodies fund. In recent years the charity has needed to release some of its reserves to meet increasing needs. This is not a position that can continue indefinitely, and new income streams need to be identified, including ways of recovering management overheads.

At this mid-point of our strategic plan 2022 – 2027, the board of trustees started a strategic review of the charity - what it does, how it is funded, and where the charity role sits in the context of and in relation to other strategic development such as the Talk Community Review, State of Sector Report 2024, and Herefordshire Together.

hvoss will continue to proactively inform and influence these developments, including advocating for further support funding for infrastructure services so that sufficient capacity, support,

management and resilience, both for hvoss and the local VCSE can be maintained in Herefordshire now and in the future. This includes discussion and review of due diligence led by the board which has identified 4 possible options for the future. These are: -

- ① Effective funded services in a comprehensive range of areas – partnership and community development, youth, volunteering services, health and social care functions, influence and voice
- ② New collaborations with other charities and infrastructure organisations, including options for another potential merger, group structure and other joint working arrangements
- ③ Limited services activities in line with charity objectives and available funding
- ④ Managed closure of the charity, with exit plans in place for all existing services

These, and other potential options remain under ongoing review and consideration. A decision on the proposed course of action will be taken by the end of 2025. An update will be provided to all hvoss members at the 2025 AGM, including findings of a board future development session planned for summer 2025.

Ongoing activity will continue pending any decision and action, including:

Working with statutory and public bodies

A key focus is to continue to enable and coordinate partnership work around local community priorities for people all ages where inequality exists e.g. Ukrainian guests, health and social care, and other under-represented communities. This remains a primary charitable object for hvoss.

Membership

As a membership organisation, we are evaluating and further developing our independent offer to local organisations and community groups to meet their needs.

Capacity building and training

Workshops, events, and training (including offers for hvoss members) in areas of good governance, capacity-building, social media and communications and fundraising.

Youth Provision Network

Building on the assets and skills in our specialist youth provider network and develop improved local provision for younger people across the county. This includes opportunities to link the activities of youth organisations to the requirements and needs of statutory bodies, opportunities for partnership with them, and importantly with groups supporting local children and young people.

A key aspiration for the Youth Provision Network is to progress a youth work strategy for Herefordshire and engage young people in developing community-based activities and to influence strategic development, including direct engagement with senior level children to develop leadership and encourage young people as decision makers in the county.

52 Broad Street

Further develop our central Hereford offices as 'The Base' for training, meeting rooms and resources for the local community sector.

Information and communications

Provide regular updates to members and other VCS representatives on local, regional, and national developments in the sector. Raise profile and presence through hvoice e-bulletins and our website of the latest news items and social media using platforms that are responsive to existing and new users of our services.

Volunteer Bureau

Implement Volunteering Strategy for Herefordshire that builds on the approach taken throughout the pandemic, responding to the needs of the community in an agile way, and promoting the value of skills and life experience-sharing through the invaluable contribution given by people sharing their time given voluntarily, through corporate volunteering relationships and engaging younger people.

We will be rolling out systems to improve recording and reporting across hvoss and evaluating methodologies to quantify the value and potentially 'monetise' volunteer input.

Funding and sustainability

Evaluating opportunities for additional or alternative sources of funding for activities to grants and charitable donations, for example commissioned services, and raising awareness of, articulating and communicating the impact of 'start-stop' funding on people and communities.

Community partnerships

Work collaboratively to ensure all sectors work together effectively in equal partnership for the benefit of the wider community, including championing the needs of the VCSE and the value of our sector.

Responsive volunteering

We will further explore and develop new models for local support, including furthering key priorities within our volunteer strategy around young people, and corporate volunteering.

... and for individual services ...

Volunteering services

Tender for new volunteering services in Herefordshire and inform how local services are provided here in the county. To include further development of our volunteer involving model at Broad Street, which enables people to develop new skills, experience and employability and also further own capacity to provide services to others.

Support services

Building on the success of the UKSPF partnership approach, apply for further funds for VCSE development and supported volunteering services, life skills for adults of all abilities. These programmes reduce isolation, social exclusion and other barriers to employment. Such programmes have demonstrated the important role hvoss can play as accountable body and builder and enabler of capacity within local organisations. Many of whom, especially smaller volunteer led ones face barriers to running their own funded services. We wish to explore all opportunities for successful accountable body function here at hvoss further.

Community Wheels

To recruit more volunteer drivers in all the catchment areas as demand increases post Covid-19. This will increase the number of individuals that can be supported with their transport needs. There will be more "outing trips" offered to the registered customers utilising the minibus, and review need for a third member of staff as the service provided increases, perhaps to pre-pandemic levels. We will seek resources and funding to purchase a small accessible vehicle for the service that can meet accessibility requests in an effective and cost effective way.

Herefordshire Community Network for Ukraine and its partners' activities

Build on the learning from the county's response to people seeking asylum staying in Herefordshire, which we summarised in our response to the Commission on the Integration of Refugees Hereford Local Engagement Hearing.

Together with Herefordshire Council and Diocese of Hereford we represented our partnership approach and our role in supporting refugee families from Afghanistan in partnership with the Ministry of Defence and veterans' organisations, which informed the Network's development and our commitment to a similar equitable and inclusive approach to people from other countries and cultures, regardless of their 'status'.

Our county's tremendously warm welcome and inclusive, listening approach, has much to contribute to discussions about the effectiveness of approaches to excluded and vulnerable people. We are currently evaluating the impact of the Network and partner activities and opportunities to apply this approach to other forums and activities.

Financial review

The results for the year are set out in the financial statements commencing on page 33. The financial statements show net income of £43,670 (2024: net expenditure of £28,128).

Total reserves at the end of the financial year amounted to £328,348 (2024: £284,678).

hvoSS has reserves which are accounted for under three headings: restricted, designated, and unrestricted (free). Restricted reserves of £49,991 (2024: £63,620) consist of funds ring-fenced to finance particular projects and cannot be used for any other purpose.

Designated funds are those unrestricted funds that trustees have agreed to set aside for specific purposes and include an amount to cover wind-up costs. In accordance with good practice guidance this includes three months' central running costs, statutory redundancy for all staff who qualify under current legislation, and all other outstanding commitments of the charity. This currently equates to £153,122 (2024: £118,089) in total.

Unrestricted funds of £125,235 (2024: £102,969) represent the balance of the total reserves and can be used at the discretion of the trustees. After making allowances for tangible fixed assets the free reserves of the charity amount to £123,689 (2024: £98,438).

The level of free reserves has remained within the policy set throughout the year and trustees consider the results for the year and the financial position at the balance sheet date to be satisfactory. At this level trustees believe the charity would be able to continue current activities in the short term should a significant drop in funding occur. In those circumstances consideration would be given as to how the funding could be replaced, the activity changed, or whether further rationalisation of services provision, or other actions would be necessary.

Reserves policy

The trustees believe that maintaining appropriate reserves, combined with an annual review of the controls over key financial systems will provide sufficient resources in the event of adverse conditions in the short term. hvoss uses a full cost recovery methodology to ensure that the costs of providing central services (governance, strategic management, finance and administration, accommodation) are fairly allocated over all activities.

Going concern

The trustees confirm, based on their best judgement, the charity is a going concern for the next 12 months. The charity faces a degree of fundraising uncertainty due to a range of factors, many of which also affect the wider charity sector. This uncertainty is expected to continue, at least in the short term, and is expected to impact further in the future. The key factors include: -

- Reductions in grants and contracts the charity can apply for, including general increases in competition and demand across the local VCSE sector for charitable funding.
- VCSE support funding provided by Herefordshire Council Talk Community ended in March 2025. This contract has been integral to wider support the charity develops and provides, including capacity and resourcing of our central management functions. This grant is the only single public body contract the charity receives for core infrastructure services. It should also be noted this grant is made as a discretionary grant award to hvoss and the local VCSE.
- As public sector finances come under greater challenges at all levels, continued investment, and if so, on what contracting basis.
- During the year, two local tenders have been made available to bid for in relation to VCSE training, sustainability, fundraising, capacity building, and volunteering. Unfortunately, hvoss was unsuccessful in both these tenders.
- General cost of living pressures, impacting on the ability of the charity to sustain current levels of support, including retention of our excellent staff and volunteer resource.
- Use of reserves during the year to sustain and develop primary activities in support of public benefit. This is being required where key activities are either not fully funded by funders, and/or where funding for key and core services have received no funding at all.
- Limits of the rates of chargeable management fees within some contracts are limiting the charities ability to recover all costs on a full cost recovery basis. Contracting work of this nature is increasingly provided on a claim in arrears basis, rather than funded upfront.
- Trustees has agreed that the charity would utilise reserves during the year to achieve a balanced budget for 2025/26 should its planned fundraising strategy not be fully realised.
- Cashflow also continues to be monitored closely.

Two thirds the way through of the hvoss strategy 2022 – 2027, Trustees continue to analyse and regularly review the financial position of the charity on an ongoing basis to fully understand the extent and likely impact of these uncertainties. This will continue through regular Finance Group meetings of the charity, which inform timetabled board meetings.

Disclosure of information to auditor

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

This report has been prepared having taken advantage of the small companies exemption contained within the Companies Act 2006.

The Trustees report was approved by the Board of Trustees.



Mrs L P Wilcox

Trustee

Dated: 19th September 2025

Please contact us for more information regarding the
Trustees' Annual Report and Financial Statement 2024 – 2025
01432 343932 | info@hvoss.org.uk | www.hvoss.org.uk

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

The Trustees, who are also the directors of Herefordshire Voluntary Organisations Support Service for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these accounts, the Trustees are required to:

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

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

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

Opinion

We have audited the financial statements of Herefordshire Voluntary Organisations Support Service (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

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

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

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities including fraud

- an understanding of the risk assessment process (including the risk of fraud) adopted by the Board is obtained and their attitude to risk is ascertained;
- an assessment of the susceptibility to material mis-statement of the financial statements as a result of management over-ride or fraud is made;
- it is ensured that the engagement team have, collectively, the appropriate competence, capabilities and skills to be involved in the assignment, are fully briefed and understand the risks specific to the charitable company.

Audit response to risks identified

- processes to test the outcomes of our assessment include, a review of Board minutes, analytical review, the relevance and accuracy of significant accounting estimates, substantive testing of significant transactions, work to identify unusual or unexpected accounting entries including the testing of journal entries, information disclosed in the financial statements is traced to supporting documentation. In all instances it is acknowledged that material mis-statements that arise from fraud may involve deliberate concealment or collusion and are, therefore, by their very nature harder to detect than those arising from error.
- an understanding of the legal and regulatory framework as applicable to the charitable company is obtained together with knowledge of the procedures put in place by the Board in order to comply with the same.
- it is established if there have been any instances of non-compliance with applicable laws and regulations, where there are such breaches, a full understanding, including gathering of relevant documentation appertaining to the event is obtained and assessed.

It should be noted that Auditing standards limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the Trustees and other management and the inspection of regulatory and legal correspondence, if any.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

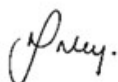
HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

Use of our report

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



Sarah Morley BA (Hons) ACA (Senior Statutory Auditor)
for and on behalf of Kendall Wadley LLP

19 September 2025

Chartered Accountants
Statutory Auditor

Granta Lodge
71 Graham Road
Malvern
Worcestershire
WR14 2JS

Kendall Wadley LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Current financial year		Unrestricted funds general 2025 £	Unrestricted funds designated 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
	Notes					
Income and endowments from:						
Donations and legacies	3	1,108	-	804	1,912	2,533
Charitable activities	4	7,767	-	591,383	599,150	396,755
Investments	5	1,290	-	-	1,290	1,240
Other income	6	2,656	-	13,692	16,348	10,467
Total income		12,821	-	605,879	618,700	410,995
Expenditure on:						
Raising funds	7	19,896	-	8,385	28,281	23,962
Charitable activities	8	48,973	-	497,776	546,749	415,161
Total expenditure		68,869	-	506,161	575,030	439,123
Net income/(expenditure)		(56,048)	-	99,718	43,670	(28,128)
Transfers between funds	13	78,314	35,033	(113,347)	-	-
Net movement in funds		22,266	35,033	(13,629)	43,670	(28,128)
Reconciliation of funds:						
Fund balances at 1 April 2024		102,969	118,089	63,620	284,678	312,806
Fund balances at 31 March 2025		125,235	153,122	49,991	328,348	284,678

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Prior financial year		Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes				
Income and endowments from:					
Donations and legacies	3	644	-	1,889	2,533
Charitable activities	4	-	-	396,755	396,755
Investments	5	1,240	-	-	1,240
Other income	6	5,976	-	4,491	10,467
Total income		<u>7,860</u>	<u>-</u>	<u>403,135</u>	<u>410,995</u>
Expenditure on:					
Raising funds	7	17,305	-	6,657	23,962
Charitable activities	8	79,099	12,500	323,562	415,161
Total expenditure		<u>96,404</u>	<u>12,500</u>	<u>330,219</u>	<u>439,123</u>
Net income/(expenditure)		<u>(88,544)</u>	<u>(12,500)</u>	<u>72,916</u>	<u>(28,128)</u>
Transfers between funds	13	69,688	49,955	(119,643)	-
Net movement in funds		<u>(18,856)</u>	<u>37,455</u>	<u>(46,727)</u>	<u>(28,128)</u>
Reconciliation of funds:					
Fund balances at 1 April 2023		121,825	80,634	110,347	312,806
Fund balances at 31 March 2024		<u>102,969</u>	<u>118,089</u>	<u>63,620</u>	<u>284,678</u>

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	14		1,546		4,889
Current assets					
Debtors	15	240,062		31,846	
Cash at bank and in hand		182,856		273,645	
		422,918		305,491	
Creditors: amounts falling due within one year	16	(96,116)		(25,702)	
Net current assets			326,802		279,789
Total net assets			328,348		284,678
The funds of the charity					
Restricted income funds	18	49,991		63,620	
Unrestricted funds - general		125,235		102,969	
Unrestricted funds - designated	19	153,122		118,089	
		328,348		284,678	


The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025, although an audit has been carried out under section 144 of the Charities Act 2011. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 19 September 2025



Mrs L P Wilcox
Trustee

Company registration number 04625595 (England and Wales)

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash absorbed by operations	23		(100,729)		(18,734)
Investing activities					
Proceeds from disposal of tangible fixed assets		8,650		-	
Investment income received		1,290		1,240	
Net cash generated from investing activities			9,940		1,240
Net decrease in cash and cash equivalents			(90,789)		(17,494)
Cash and cash equivalents at beginning of year			273,645		291,139
Cash and cash equivalents at end of year			182,856		273,645

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity Information

Herefordshire Voluntary Organisations Support Service is a private company limited by guarantee incorporated in England and Wales. The registered office is 52 Broad Street, Hereford, HR4 9AB.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's constitution, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future and that there are no material uncertainties about its ability to continue. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when the funds are raised for particular restricted purposes. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Debtors represent amounts owed to the charity for the provision of goods or services or amounts the charity has paid in advance for goods and services it will receive.

Income from charitable and commercial trading activities are included in income in the period earned.

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.5 Expenditure

Liabilities are recognised for the amounts that the charity anticipates it will have to pay to settle a debt or the amount that it has received in advance as payment for services it has to provide.

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

Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the programmes and activities undertaken. The support costs are treated as core running costs of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

IT Equipment	4 years on a straight line basis
Office Equipment	4 years on a straight line basis
Fixtures & fittings	5 years on a straight line basis
Motor vehicles	4-5 years on a straight line basis
Leasehold improvements	Over the life of the lease

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand and deposits held at call with banks.

1.9 Financial instruments

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

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

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price. Financial liabilities classified as payable within one year are not amortised.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

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

1.12 Transfers between funds

When a project ends, any deficit arising which cannot be reclaimed from the funder is recovered from the unrestricted funds. Where surpluses arise on completed projects, funders are contacted and asked if they want the surplus repaid. If the funder requests repayment the surplus is refunded. Otherwise the funds are used for specific projects as agreed with the funder, or, where there are no restrictions placed on the surplus funds, transferred to unrestricted funds.

Management costs incurred in administering the funds are treated as transfers between funds.

2 Critical accounting estimates and judgements

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

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

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	1,108	804	1,912	644	1,889	2,533

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

4	Income from charitable activities	Community & youth	Transport	Volunteer services	Total	Community & youth	Transport	Volunteer services	Total
		2025 £	2025 £	2025 £	2025 £	2024 £	2024 £	2024 £	2024 £
	Community Wheels fare	-	62,427	-	62,427	-	59,781	-	59,781
	Grants and other project income	393,632	49,091	94,000	536,723	158,767	69,207	109,000	336,974
		393,632	111,518	94,000	599,150	158,767	128,988	109,000	396,755
	Analysis by fund								
	Unrestricted funds - general	7,767	-	-	7,767	-	-	-	-
	Restricted funds	385,865	111,518	94,000	591,383	158,767	128,988	109,000	396,755
		393,632	111,518	94,000	599,150	158,767	128,988	109,000	396,755

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

4 Income from charitable activities

Performance related grants analysis

(Continued)

	Community & youth 2025 £	Transport 2025 £	Volunteer services 2025 £	Total 2025 £	Community & youth 2024 £	Transport 2024 £	Volunteer services 2024 £	Total 2024 £
The Mumford Memorial Trust	-	10,000	-	10,000	5,000	10,000	-	15,000
Leominster Town Council	-	-	-	-	-	1,203	-	1,203
Community Fund Wales	-	-	-	-	5,000	-	-	5,000
E F Bulmer Benevolent Fund	-	-	-	-	-	5,000	-	5,000
Herefordshire Council	393,432	38,639	94,000	526,071	93,681	32,562	94,000	220,243
Herefordshire Community Foundation	-	-	-	-	962	-	-	962
Landau	-	-	-	-	53,124	-	-	53,124
Eveson Charitable Trust	-	-	-	-	-	20,000	15,000	35,000
BSOG	-	452	-	452	-	442	-	442
Hereford Lions	-	-	-	-	1,000	-	-	1,000
Services for Independent Living	200	-	-	200	-	-	-	-
Other	-	-	-	-	-	-	-	-
	393,632	49,091	94,000	536,723	158,767	69,207	109,000	336,974

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	1,290	1,240

6 Other income

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Membership	-	5,042	5,042	-	-	-
Miscellaneous	2,656	-	2,656	5,976	4,491	10,467
Profit on sale of assets	-	8,650	8,650	-	-	-
	<u>2,656</u>	<u>13,692</u>	<u>16,348</u>	<u>5,976</u>	<u>4,491</u>	<u>10,467</u>

7 Expenditure on raising funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Fundraising and publicity						
Staff costs	19,896	8,385	28,281	17,305	6,657	23,962
	<u>19,896</u>	<u>8,385</u>	<u>28,281</u>	<u>17,305</u>	<u>6,657</u>	<u>23,962</u>

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

8 Expenditure on charitable activities

	Community & youth 2025 £	Transport 2025 £	Volunteer services 2025 £	Core services 2025 £	Total 2025 £
Direct costs					
Staff costs	181,346	57,029	47,653	19,618	305,646
Depreciation and impairment	-	-	-	3,343	3,343
Project costs	147,117	60,420	3,853	-	211,390
	<u>328,463</u>	<u>117,449</u>	<u>51,506</u>	<u>22,961</u>	<u>520,379</u>
Share of support and governance costs (see note 9)					
Support	-	-	-	20,230	20,230
Governance	-	-	-	6,140	6,140
	<u>328,463</u>	<u>117,449</u>	<u>51,506</u>	<u>49,331</u>	<u>546,749</u>
Analysis by fund					
Unrestricted funds - general	-	-	-	48,973	48,973
Restricted funds	328,463	117,449	51,506	358	497,776
	<u>328,463</u>	<u>117,449</u>	<u>51,506</u>	<u>49,331</u>	<u>546,749</u>
Previous year:	Community & youth 2024 £	Transport 2024 £	Volunteer services 2024 £	Core services 2024 £	Total 2024 £
Direct costs					
Staff costs	107,326	50,567	70,110	31,500	259,503
Depreciation and impairment	-	-	-	2,648	2,648
Project costs	43,173	55,909	9,143	-	108,225
	<u>150,499</u>	<u>106,476</u>	<u>79,253</u>	<u>34,148</u>	<u>370,376</u>
Share of support and governance costs (see note 9)					
Support	-	-	-	38,853	38,853
Governance	-	-	-	5,932	5,932
	<u>150,499</u>	<u>106,476</u>	<u>79,253</u>	<u>78,933</u>	<u>415,161</u>
Analysis by fund					
Unrestricted funds - general	-	-	4,013	75,086	79,099
Unrestricted funds - designated	12,500	-	-	-	12,500
Restricted funds	137,999	106,476	75,240	3,847	323,562
	<u>150,499</u>	<u>106,476</u>	<u>79,253</u>	<u>78,933</u>	<u>415,161</u>

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

9 Support costs allocated to activities

	2025 £	2024 £
Depreciation	-	1,498
Office expenses	9,203	16,602
Premises costs	11,027	20,753
Governance costs	6,140	5,932
	<u>26,370</u>	<u>44,785</u>
Analysed between:		
Core services	<u>26,370</u>	<u>44,785</u>
	2025 £	2024 £
Governance costs comprise:		
Audit fees	4,290	2,500
Trustee meeting expenses	226	503
Office costs	1,624	2,929
	<u>6,140</u>	<u>5,932</u>

General office expenses are apportioned 15% to governance costs and 85% to charitable activities expenditure, based on estimated usage by staff of office facilities for each activity.

10 Trustees

None of the Trustees (or any persons connected with them) received any remuneration during the year. None of the trustees incurred expenses on the charity's behalf (2024- nil).

11 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Management	3	3
Voluntary Sector Support	11	11
Youth Projects	1	1
	<u>15</u>	<u>15</u>
Total	<u>15</u>	<u>15</u>

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

11 Employees

(Continued)

Employment costs	2025 £	2024 £
Wages and salaries	301,832	260,954
Social security costs	20,108	14,916
Other pension costs	11,987	7,594
	<u>333,927</u>	<u>283,464</u>

Included within wages and salaries are redundancy costs amounting to £358 (2024: £2,891).

The employee numbers above include part time and full time staff, as a result the full time equivalent employees are 10 (2024: 9).

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025 £	2024 £
Aggregate compensation	<u>92,917</u>	<u>74,919</u>

12 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

13 Transfers

The transfers from unrestricted funds to restricted funds are necessary to alleviate the excess of restricted expenditure over income. The transfers to designated funds are to adjust for the level of reserves required in the event of winding up.

The transfers from restricted funds to unrestricted funds have been made for permitted management fees and authorised release of funds for use for general and designated purposes.

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

14 Tangible fixed assets

	IT Equipment	Office Equipment	Fixtures & fittings	Motor vehicles	Leasehold improvements	Total
	£	£	£	£	£	£
Cost						
At 1 April 2024	23,784	2,050	5,981	50,349	7,542	89,706
Disposals	-	-	-	(50,349)	-	(50,349)
At 31 March 2025	23,784	2,050	5,981	-	7,542	39,357
Depreciation						
At 1 April 2024	20,682	2,050	4,194	50,349	7,542	84,817
Depreciation charged in the year	2,016	-	1,327	-	-	3,343
Eliminated in respect of disposals	-	-	-	(50,349)	-	(50,349)
At 31 March 2025	22,698	2,050	5,521	-	7,542	37,811
Carrying amount						
At 31 March 2025	1,086	-	460	-	-	1,546
At 31 March 2024	3,102	-	1,787	-	-	4,889

15 Debtors

	2025	2024
	£	£
Amounts falling due within one year:		
Trade debtors	76,688	4,457
Other debtors	160,621	22,190
Prepayments and accrued income	2,753	5,199
	240,062	31,846

16 Creditors: amounts falling due within one year

	2025	2024
	£	£
Notes		
Deferred income	2,150	2,623
Trade creditors	88,457	4,659
Accruals	5,509	18,420
	96,116	25,702

Deferred income of £2,150 (2024: £2,623) represents monies received in advance and is released in full the following year.

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

17 Retirement benefit schemes

	2025 £	2024 £
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	11,987	7,594

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

18 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
Community Wheels	16,467	125,509	(117,446)	(23,138)	1,392
Capital	358	-	(358)	-	-
Miscellaneous Projects	14,051	204	(5,200)	(2,062)	6,993
Young Carers	1,584	-	(425)	-	1,159
Talk Community	-	94,000	(38,757)	(55,243)	-
UKSPF E33	-	142,198	(134,968)	(7,230)	-
UKSPF E35	-	70,018	(64,515)	(5,503)	-
UKSPF NMITE Springboard	-	15,420	(15,039)	(381)	-
Supported Volunteering	15,000	-	(12,750)	(2,250)	-
Youth Alliance	6,383	-	(500)	-	5,883
Ukraine Integration	9,777	158,530	(116,203)	(17,540)	34,564
	<u>63,620</u>	<u>605,879</u>	<u>(506,161)</u>	<u>(113,347)</u>	<u>49,991</u>

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

18 Restricted funds

(Continued)

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Community Wheels	6,965	133,583	(106,474)	(17,607)	16,467
427 Club	-	1,685	-	(1,685)	-
Family Drug Support	8,791	-	-	(8,791)	-
Capital	4,205	-	(3,847)	-	358
Miscellaneous projects	45,324	5,462	(453)	(36,282)	14,051
BBO	-	-	(394)	394	-
Young Carers	9,782	5,100	(8,979)	(4,319)	1,584
Young Adult Carers	8,449	1,000	(8,554)	(895)	-
In2	-	-	(3,030)	3,030	-
Talk Community	18,480	94,000	(75,239)	(37,241)	-
NEETS Project	-	53,124	(43,194)	(9,930)	-
Ukraine Integration	6,792	93,681	(79,949)	(10,747)	9,777
Allsorts	1,559	-	-	(1,559)	-
Supported volunteering	-	15,000	-	-	15,000
Youth Alliance	-	500	(106)	5,989	6,383
	<u>110,347</u>	<u>403,135</u>	<u>(330,219)</u>	<u>(119,643)</u>	<u>63,620</u>

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

18 Restricted funds

(Continued)

Community Wheels - Volunteer drivers providing transport across Herefordshire for individuals who cannot access independent/public transport. Funders include Mumford Memorial Trust, E. F Bulmer Trust, Bus Service Operators Grant (BSOG), Herefordshire Council, Leominster Town Council, The Eveson Trust, membership fees, and fares paid by passengers.

427 Club - Was a weekly community minibus service running from Bodenham to Leominster, run in partnership with Leominster Town Council to enable access to services in the town. The service ended in 2023.

Family Drug Support - Funds transferred from Herefordshire Carers Support to provide information, support, and guidance regarding preventative services for the community. Focus on provision for children and young people used to support the development of front facing information (website), training and networking for young people and VCSE organisations.

Capital - Grants received for specific capital purchases.

Miscellaneous Restricted Funds - Consists of smaller grants received for individual projects and/or specific activities. Funding this year include a grant from Community Foundation Wales of £5,000 to enable the development of @TheHub (Ross-on-Wye) in line with donor request and a Herefordshire Community Foundation grant for Ukrainian guest laptops.

BBO - The Building Better Opportunities project brought together funding from the National Lottery Community Fund and the European Social Fund to help tackle poverty and social exclusion faced by the most disadvantaged people in England. The project ended in 2023.

Young Carer and Young Adults - Offering a range of services and support to children and young people in a caring role including regular careers clubs, one to one support and guidance, advocacy, and signposting to other services. Funded by a range of trusts, local donations, Hereford Lions, and Children in Need (latter ended in 2022).

In2 - Was the hvoss part of the Landau led In2 partnership. The programme focused on 15–24-year-old young people not in education, training, or employment. The overall aim of the programme was to promote economic and social inclusion which sought to achieve sustainable integration of young people into the labour market. Funding ended 2023.

Talk Community - A partnership with Herefordshire Council to directly deliver a range of activities to support the voluntary and community sector (VCSE) and improve county wellbeing and resilience. Activities are ongoing as part of community capacity building including volunteering and development support for local organisations further findings of State of Sector research.

Allsorts (Minds of All Kinds) – Supported young people aged 16-25 who had experienced challenges arising from neurodiversity and poor mental health conditions, including eating disorders. Ended 2023.

Supported Volunteering - Funding received from The Eveson Charitable Trust to develop new approaches to support people with additional needs including opportunities for further training, education and closing work with organisations that may benefit from their involvement.

NEETs – To deliver assistance in the county to young people not in education, employment, or training. Funded through partnership enabled by Landau and Herefordshire Council.

Ukrainian Integration Partnership – Support for Ukrainian Integration Grant scheme (SUCIG) enables collaborative partnership working between all agencies and VCSE organisations in Herefordshire to provide the best possible support to Ukrainian guests. Activities include children's wellbeing, schools' projects, coordination of monthly network and emerging support activities in response to need. Funded through Herefordshire Council by UK Government.

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

18 Restricted funds

(Continued)

E33 - Is a partnership project supporting people 25+ who are economically inactive. The programme of support has been successfully delivered by hvoss and a range of local VCSE partners and providers across Herefordshire. This project is funded by the UK Government through the UK Shared Prosperity Fund and Herefordshire Council.

E35 - Is a enrichment and volunteering activities project that increased opportunities and improved well being for people across Herefordshire. E35 has been successfully delivered by hvoss and a range of local VCSE partners and providers across Herefordshire. This project is funded by the UK Government through the UK Shared Prosperity Fund and Herefordshire Council.

Community Capacity Building/Springboard programme - A community development partnership between hvoss and NMITE to upskill employed staff and volunteers in VCSE organisations across Herefordshire. Capacity building around leadership, skills, confidence and personal resilience, to then enhance the confidence, resilience and sustainability of their organisation. This project is funded by the UK Government through the UK Shared Prosperity Fund and Herefordshire Council.

19 Unrestricted funds - designated

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	At 1 April 2024 £	Resources expended £	Transfers £	At 31 March 2025 £
Winding up reserves	98,274	-	20,518	118,792
Premises costs	19,815	-	14,515	34,330
	<u>118,089</u>	<u>-</u>	<u>35,033</u>	<u>153,122</u>
Previous year:	At 1 April 2023 £	Resources expended £	Transfers £	At 31 March 2024 £
Winding up reserves	80,634	-	17,640	98,274
Premises costs	-	(12,500)	32,315	19,815
	<u>80,634</u>	<u>(12,500)</u>	<u>49,955</u>	<u>118,089</u>

It is the policy of the charity to maintain sufficient unrestricted reserves, which are free reserves of the charity, to close down the organisation. In accordance with Charity Commission Guidelines these represent three months' running costs of the charity. These reserves are transferred from unrestricted reserves to designated reserves.

In addition funds have been designated to cover exceptional premises costs.

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

20 Analysis of net assets between funds

	Unrestricted funds general 2025 £	Unrestricted funds designated 2025 £	Restricted funds 2025 £	Total 2025 £
At 31 March 2025:				
Tangible assets	1,546	-	-	1,546
Current assets/(liabilities)	123,689	153,122	49,991	326,802
	<u>125,235</u>	<u>153,122</u>	<u>49,991</u>	<u>328,348</u>
	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:				
Tangible assets	4,531	-	358	4,889
Current assets/(liabilities)	98,438	118,089	63,262	279,789
	<u>102,969</u>	<u>118,089</u>	<u>63,620</u>	<u>284,678</u>

21 Operating lease commitments

Lessee

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

	2025 £	2024 £
Within one year	10	10
Between two and five years	30	40
	<u>40</u>	<u>50</u>

Lessor

The operating leases represent leases of property from third parties. The leases are negotiated over terms of 3-6 years.

22 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

HEREFORDSHIRE VOLUNTARY ORGANISATIONS SUPPORT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

23 Cash generated from operations	2025 £	2024 £
Surplus/(deficit) for the year	43,670	(28,128)
Adjustments for:		
Investment income recognised in statement of financial activities	(1,290)	(1,240)
Gain on disposal of tangible fixed assets	(8,650)	-
Depreciation and impairment of tangible fixed assets	3,343	4,147
Movements in working capital:		
(Increase)/decrease in debtors	(208,216)	1,953
Increase in creditors	70,887	4,658
(Decrease) in deferred income	(473)	(124)
Cash absorbed by operations	(100,729)	(18,734)

24 Analysis of changes in net funds

The charity had no debt during the year.

