

Charity registration number 1097796 (England and Wales)

Company registration number 04693569

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Adrienne Arthurs (Co-Chair) Rosie Waters (Co-Chair) Siobhan Brunwin Madeleine Forster Adam Thapar
Chief Executive	Hannah Morgan-Gray
Charity number	1097796
Company number	04693569
Principal address & Registered office	2 Walsworth Road Hitchin Hertfordshire SG4 9SP
Independent examiner	Gary Howard FCA Howard Wilson Chartered Accountants 36 Crown Rise Watford Hertfordshire WD25 0NE
Bankers	HSBC plc Town Centre Danestrete Stevenage Hertfordshire SG1 1BY

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

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NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

STATEMENTS FROM CHAIR OF BOARD OF TRUSTEES AND CHIEF EXECUTIVE FOR THE YEAR ENDED 31 MARCH 2025

STATEMENT FROM OUR CO-CHAIRS OF THE BOARD OF TRUSTEES

It's tough out there for the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector at the moment as we deal with a decrease in available funding, rising costs, including Employer's National Insurance, and challenges around attracting volunteers. And against this, many of us face rising demand for the services and activities we provide so are busier than ever.

One of our sector's (many) strengths is its ability to be innovative, agile, and creative, particularly in hard times. We see challenges as opportunities, are experienced at delivering impact with few resources and are brilliant at working together to face the hard times together. However, just because we can produce rabbits out of hats it doesn't mean that we should be expected to do so.

That is why it is so crucial to have organisations like NH&SCVS which can advocate and network on behalf of a whole sector, fight our corner with commissioners and funders, help us attract support via volunteers and donations, and let everyone know about the change-making work that we deliver.

Hannah Morgan-Gray, our CEO, writes about some key achievements in her statement, but we would like to highlight two projects here which focus on volunteering, the lifeblood of what do.

GoVolHerts, which connects prospective volunteers with opportunities across the county, is a jewel in our crown. Not only does the digital platform make it easy to recruit volunteers, but the team provides networking for volunteer managers and opportunities to knowledge share and learn. This service really helps reduce the workload for hard-pressed groups and enables us to share best practice.

And this year we led a partnership bid with the Integrated Care Board to lead on a new Volunteering for Health programme across Herts and West Essex. The pandemic increased the number of people who want to volunteer to support NHS services and patients and this programme aims to make it easier for people to do so. We look forward to seeing the results from this three year project.

As always, the trustee board would like to thank Hannah and the NH&SCVS team for their dedication and hard work, and our partners for their continued support.



Adrienne Arthurs & Rosie Waters
NH&S CVS Co-Chairs

Dated: 18 September 2025

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

STATEMENTS FROM CHAIR OF BOARD OF TRUSTEES AND CHIEF EXECUTIVE FOR THE YEAR ENDED 31 MARCH 2025

STATEMENT FROM OUR CHIEF EXECUTIVE

Our core CVS service continues to go from strength to strength. This year, our Community Capacity Builder has provided dedicated, hands-on support to over 128 local VCFSE organisations, marking a 15% increase. From specialist funding advice and governance guidance to policies, procedures and acting as a trusted critical friend, we've become a go-to source of knowledge, encouragement and empowerment for the sector. Our AGM and Volunteer Summit in September attracted over 60 engaged attendees and ignited lively, forward-thinking discussion about the future of volunteering, a top priority for our local communities.

In response to sector demand, we're proud to launch the brand-new +CEO Network: a monthly peer support space designed exclusively for VCFSE CEOs and Founders. It's a safe, supportive environment where leaders can share challenges, swap recommendations, and lift each other up. We also hit the road with our new CVS Roadshow bringing our services directly into the heart of communities across Hitchin, Letchworth, Baldock, Royston, and Stevenage. The feedback was overwhelmingly positive, and we're thrilled to be making the Roadshow a long-term fixture.

Our digital volunteering platform, GoVolHerts, has had another phenomenal year. With over 485 organisations now using the site, a 22% increase, volunteers can now explore more than 622 live opportunities. We've seen an incredible 36% growth in registered users, now standing at 6,827. But GoVolHerts is more than a website, it's a movement. This year, we launched our brand-new Resource Library, which has already racked up more than 2,000 views. It's packed with essential tools, templates and good practice guidance for volunteers, trustees and organisations alike.

Our GoVolHerts team continues to meet communities where they are attending volunteer fairs, delivering high-quality training, and working directly with organisations to enhance their volunteer recruitment and management.

"We at Celtic Harmony are enormously grateful for the kindness and support shown by the entire GoVolHerts team. They consistently help us raise awareness of our work in education and woodland conservation and are instrumental in bringing together individuals and organisations across Hertfordshire. Thank you for striving to bring the whole county together."

David, Celtic Harmony

Meanwhile, in my role as re-elected representative on the Herts and West Essex VCFSE Alliance, I've been collaborating with the University of Hertfordshire ICS partnership on an ambitious, game-changing project: the Social Value and Impact Calculator. Co-designed by the sector for the sector, this free, innovative tool will empower organisations to robustly evidence their social value to funders, partners, and the public. It's in the final testing phase and set to launch later this summer.

Our success continues to be fuelled by the power of partnership. We were delighted to join forces with Age UK Hertfordshire and Public Health to deliver Age Friendly Hertfordshire a bold, collaborative initiative working alongside local residents, organisations, government and the national Centre for Ageing Better. Together, we're striving to make Hertfordshire the very best county in which to grow older, where everyone feels valued and can live well throughout later life.

We also led a successful partnership bid with the ICB to spearhead Volunteering for Health across Herts and West Essex. This transformative 3-year programme will tap into the enormous, and often overlooked, potential of volunteering to enhance services, improve patient and staff experiences, and create new pathways into health and care careers. We're working hard to remove barriers to volunteering, streamline systems, and explore the power of volunteering passporting.

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

STATEMENTS FROM CHAIR OF BOARD OF TRUSTEES AND CHIEF EXECUTIVE FOR THE YEAR ENDED 31 MARCH 2025

At a time when the VCFSE sector is facing some of its toughest challenges and most exciting opportunities we believe this is a pivotal moment to invest in the trusted local infrastructure that holds communities together. With public services evolving and communities still recovering from the long shadows of the pandemic and cost-of-living crisis, our role has never been more vital. That's why we're actively pursuing new funding to grow our work and rise to the moment.

We're proud of what we've achieved and we're ready to achieve even more. Our vision is clear: to make North Herts and Stevenage a national model of how strong, effective partnerships between statutory and voluntary sectors can change lives.

None of this would be possible without the extraordinary commitment of our passionate staff team, our inspiring volunteers, and our dedicated trustees. Their energy, heart, and belief in our mission continue to power real, lasting change. To each and every one of them and to all who stand with our charity, thank you.



Hannah Morgan-Gray
Chief Executive

Dated: 18 September 2025

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their annual report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to 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) (effective 1 January 2019)".

Objectives and activities

The charity is established to:

- Promote any charitable purposes for the benefit of the public, principally but not exclusively in the local government areas of North Herts (NH) and Stevenage and their environs (hereinafter called the "area of benefit") and build the capacity of voluntary and community sector organisations, providing them with the necessary support, information and services to enable them to pursue or contribute to any charitable purpose.
- Promote, organise and facilitate co-operation and partnership working between voluntary and community sector, statutory and other relevant bodies in the achievement of the above purposes within the area of benefit.

Our Vision and Purpose

Mission

To enable the VCFSE sector, local people and our communities to thrive and reach their potential and make life easier for people to connect.

Vision

Is for connected, resilient and compassionate communities where people work together to improve lives.

Values: We are CARING, CREATIVE, RESPONSIVE, TRUSTED

Our Public Benefit

North Hertfordshire Centre for Voluntary Service Limited (NH&SCVS) is committed to the promotion of equal opportunities and actively works to eliminate all forms of discrimination.

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance on public benefit and fee charging. We rely on grants and the income from fees and charges to cover our operating costs. In setting the level of fees, charges and concessions, the trustees consider access to our facilities by those on low incomes.

NH&SCVS's public benefit is delivered through providing information, support, services, and advice to the voluntary and community sector in North Herts and Stevenage as well as by providing direct services to local people through our projects.

What we deliver

NH&SCVS Member Services

- Provision of information, support, training and development to the North Herts and Stevenage voluntary and community sector to enable them to develop, sustain and strengthen their own organisations.
- Facilitating liaison, and collaboration within the voluntary and community sector and between the voluntary, public, and private sectors through networking and information sharing.
- Identifying the needs of local communities and developing appropriate responses by sharing research, reports and supporting new groups.
- Identify future funding for the organisation including our projects and to deliver other activities where there are gaps in community activity.

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

What we deliver (continued)

To carry out these core functions, NH&SCVS also manage local projects as appropriate:

Community Transport
Breakaway Respite Playschemes
GoVolHerts
Reach Out Hertfordshire
Staying Connected
Practical Partners
Age-Friendly Hertfordshire
Volunteering for Health

Achievements and Impact

Supporting Our Members to Thrive

We continue to champion and support voluntary and community organisations across North Herts and Stevenage, delivering tailored advice and practical help where it matters most. Over the past year, our team has focused on:

- Expert guidance on sourcing funding opportunities, writing funding applications, governance, and volunteer management, etc.
- Hands-on support with DBS checks (263 completed), recruitment adverts, and social media engagement.
- Direct support to over 128 local organisations, helping them strengthen capacity, improve sustainability, and grow their impact.
- From the smallest grassroots groups to established charities, our support is unlocking potential and driving positive change across the local sector.
- Successful with a partnership bid with the ICB to lead the Volunteering for Health project which aims to recognise the significant untapped potential for volunteering to enhance service delivery, improve patient and staff experience and boost routes into the health and care workforce.

Connecting Through Communications

We're keeping our members informed, inspired, and connected through a wide range of channels:

- Our monthly e-bulletin now reaches 918 contacts - seeing an average open rate of 34% above industry benchmarks of 32% - packed with news about our work, opportunities, and sector updates.
- A new members-only bulletin gives early access to events, news, and special updates.
- We've refreshed our website, making it easier to find information and showcase local success stories.
- Our social media presence continues to grow with engagement in posts increasing 66% Year on Year due to increased use of video content, reels, and sector highlights.
- We also invested in a branded gazebo to boost our visibility at community events - a great asset for outreach and promotion.

Raising the Voice of the Sector

Our weekly column in The Comet newspaper has become a powerful platform, shining a spotlight on the amazing work of local charities and key sector issues. We've featured:

- National campaigns such as Volunteers' Week, Befriending Week, and Mental Health Awareness Week.
- A wide range of member organisations (e.g. A Little Something CIC, Triangle Garden, Age UK Hertfordshire and many more), helping raise awareness of their services and successes.

Through social media, print, and online channels, we've helped local groups reach new audiences, share their impact, and attract new supporters.

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Stronger Together: Partnerships and Influence

Our active involvement in local and regional partnerships ensures the voice of the VCFSE sector is heard in key decision-making spaces:

- We've played a vital role in Herts Community Leaders Forum, Community Help Hertfordshire, and the East & North Herts Health Inequalities Partnership.
- Representation at the North Herts Integrated Neighbourhoods Care Board and Community Assembly ensures our sector's perspective is front and centre.
- The 'All About Us' partnership - comprising Letchworth Heritage Foundation, North Herts Council, and us - continued to make an impact, with the North Herts Community Conference being just one example of successful collaborative working.
- A new partnership with the Herts Sport and Physical Activity Partnership led to a greater understanding of the needs of groups in this sector - and resulted in increased sports group membership.
- We supported 16 local trustee boards with strategic planning and governance advice.
- We lobbied local MPs regarding the financial impact of increased employer National Insurance contributions and the rise in the Living Wage upon the sector.

Our CEO, is leading from the front:

- VCFSE Alliance elected representative.
- Project lead on a major collaboration with the University of Hertfordshire and the Herts & West Essex Integrated Care System.
- Member of the Stevenage Inclusion Partnership.
- Sector representative for Health Inequalities across East and North Herts.
- VCFSE representative on multiple regional co-production boards and communities of practice.

Skills, Learning, and Events

We've delivered a vibrant training and events programme to upskill the sector and bring people together:

- 6 in-person training courses, covering key topics like safeguarding, dementia awareness, and Easy Fundraising.
- 8 online workshops including popular sessions on AI for charities, volunteer recruitment, and fundraising top tips.

Flagship events including:

- Two well-attended Community Conferences (North Herts and Stevenage)
- The launch of our new CEO Network
- A dynamic Volunteer Managers Network
- Our first ever Volunteer Summit

Strategic report

The description under the headings "Achievements and performance" and "Financial review" meet the company law requirements for the trustees to present a strategic report.

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Financial review

For the 2024/25 financial year, the charity had income of £915,714 (2024: £704,141). The reserves policy which is set by the trustees is set to provide 4 months running and closure costs. Currently these costs are set at £477,000.

Grants for core activities amounted to £22,072 (2024: £26,640) from North Hertfordshire District Council. Income from other unrestricted sources was £108,258 (2024: £101,538). A deficit on unrestricted funds before transfers of £11,329 (2024: deficit £34,970) resulted for the year.

The Board recognises the ongoing pressure to enhance our services while supporting the development of the local voluntary sector. To address this, we have continued to allocate designated funds for capacity building, which will help strengthen the infrastructure of our membership support.

Given the challenging environment, with more individuals relying on voluntary and community organisations for support, the demand for the services we provide will continue to grow. Therefore, it is crucial for us to maintain strict budget control and explore new funding opportunities to ensure we can sustain and expand our support for local groups.

Reserves policy

Deciding the level of reserves that a charity needs to hold is an important part of financial management and forward financial planning. Failure to do this may result in reserves levels which are either:

- Too high, which could unnecessarily limit the amount spent on charitable activities and the potential benefits a charity can provide; or
- Too low, which could put the charity at risk of continuing its activities due to unexpected financial difficulties, increasing the risks of unplanned and unmanaged closure and insolvency.

NH&SCVS Trustees, on a regular basis, review the total amount and designation of reserves to ensure they are at a level that enables NH&SCVS to manage financial risk and income volatility over the medium to long term. The level of reserves should enable NH&SCVS to maintain an optimal level of service, whilst meeting its financial commitments as and when they fall due.

Reserves represent the total unrestricted funds at a point in time. As of 31st March 2025, NH&SCVS held £536,507 of unrestricted funds. The trustees have agreed that it is prudent to set aside reserves for four months' running costs and closure costs. As stated earlier, this equates to £477,000.

A further £70,000 has been designated to support infrastructure development and long-term sustainability and includes:

- Second year funding of the new Chief Operating Officer role
- The continuation of the CEO network
- Funding a part time Events Manager for 2 years.

We continue to actively seek additional sources of income to continue improving our services and better serve the local community.

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Risk management

The trustees review their assessment of the risks to which the charity is exposed annually. The trustees have recognised as a prime risk, the lack of long-term financial stability and seeks to address this risk by delivering projects and diversifying income streams in partnership with other like-minded organisations. Risks are assessed and highlighted to the board by the CEO at each board meeting and Finance and Risk Committee meeting.

Plans for the future

- New expanded events and training programme.
- Continuation of the of the successful North Herts and Stevenage CEO Network which gives dedicated networking time and provides a safe space to CEOs to discuss issues and challenges as well as new opportunities and ideas.
- Diversify our funding mix and support our VCFSE members to do the same.
- Identify gaps in community provision and seek to address those gaps by working with the sector and finding solutions.
- Support the VCFSE through local authority and ICB changes.
- Working more with local businesses to look at opportunities to support our sector through sponsorship, gifts in kind and volunteering.

Structure, governance and management

NH&SCVS is a company limited by guarantee, incorporated on 11 March 2003 and registered as a charity on 3 June 2003. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed by its Articles of Association. NH&SCVS changed its name from Council to Centre in November 2008. NH&SCVS also revised its Memorandum and Articles of Association in October 2014 to update its objects and to cover the borough of Stevenage following approval from the membership in September 2014 at the Annual General Meeting.

The trustees, who are also the directors for the purpose of company law, and who served since the start of the year are:

Ms A Arthurs (Co-Chair)

Ms R Waters (Co-Chair)

Mrs S M Brunwin (appointed 26 September 2024)

Ms F O Fashesin-Souza Akala (appointed 28 May 2024, resigned 21 May 2025)

Mr G Fedyk (resigned 11 February 2025)

Ms M Forster

Ms J Hobbs (resigned 8 July 2024)

Mr A Kuczys (resigned 26 September 2024)

Dr P McMeekin (appointed 11 February 2025, resigned 25 July 2025)

Mr A Thapar (appointed 26 September 2024)

Recruitment of new trustees is by communication with our member organisations and appointment is by election at the Annual General Meeting (AGM) in September of each year. All trustees must be members of North Herts and Stevenage CVS and the member groups are invited to nominate people to serve.

Prior to inviting nominations, the board of trustees review their skills to try to attract people with the relevant skills and experience to the committee.

On appointment, each trustee signs and agrees to a code of conduct and confidentiality statement. They are invited to attend an initial welcome meeting and are given a welcome pack which includes the constitution, selected policies and procedures, and other guidance and information about the governance of the charity. Their responsibilities include the overall management of the business of NH&SCVS, regular review of the finances and monitoring of any projects. New trustees also have an induction session with the Chair, Chief Executive, meet other trustees and staff and visit our projects.

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

NH&SCVS is signatory to a Memorandum of Understanding with North Hertfordshire District Council, under which NHDC is entitled to have two ex officio nominees on the Board of Trustees.

The trustees meet a minimum of four times a year. At meetings board members accept reports relevant to the business and performance of the organisation. Other committees and working groups are set up as needed. Three Committees are in place to support the information flow and deep dive into each area of the business 1. FRC – Finance and Risk Committee, 2. PCC – People and Culture Committee, 3 ET Executive Team (Co-Chairs and CEO).

Day to day financial transactions are recorded and the financial status of the company reviewed at each trustees meeting.

Day to day running of the business is delegated to the Chief Executive Officer.

Compliance With the Charity Governance Code

The aim of the Charity Governance Code is to help charities and their trustees develop high standards of governance. As a sector, we owe it to our beneficiaries, stakeholders, and supporters to demonstrate exemplary leadership and governance. At NH&SCVS we introduced the code as a guide in 2022, looking at areas we can improve our Board of Trustees practice and how it is supported by the leadership Team.

Related Parties

None of the trustees receives remuneration or other benefit from their work with the charity.

None of the trustees has any beneficial interest in the company.

Trustees are invited to declare any relevant conflicts of interest at each board meeting, and formally requested to submit an annual register of interests' form. Board members reported no relevant interests or transactions.

Our Thanks

- Our amazing volunteers
- Hertfordshire County Council
- North Hertfordshire District Council
- Hertfordshire Community Foundation
- Letchworth Garden City Heritage Foundation
- University of Hertfordshire
- Hertfordshire and West Essex ICB
- NHS England, NHS Charities Together and CW+ (the official charity of Chelsea and Westminster Hospital NHS)

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



Ms R Waters

Trustee (Co-Chair)



Ms A Arthurs

Trustee (Co-Chair)

Dated: 18 September 2025

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

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

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

I report to the trustees on my examination of the financial statements of North Hertfordshire Centre for Voluntary Service Limited (the charity) for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law), you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006.

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the Companies Act 2006 and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011.

Independent examiner's statement

Since the charity's gross income exceeded £250,000, the independent examiner must be a member of a body listed in section 145 of the Charities Act 2011. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the Companies Act 2006.
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the Companies Act 2006 other than any requirement that the financial statements give a true and fair view, which is not a matter considered as part of an independent examination; or
- 4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



Gary Howard FCA

Howard Wilson Chartered Accountants
36 Crown Rise
Watford
Hertfordshire
WD25 0NE
17 October 2025

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes						
Income and endowments from:							
Donations and legacies	3	22,072	7,182	29,254	26,811	7,190	34,001
Charitable activities	4	65,740	744,890	810,630	68,652	546,312	614,964
Investments	5	5,007	-	5,007	4,093	-	4,093
Other income	6	37,511	33,312	70,823	28,622	22,461	51,083
Total income		130,330	785,384	915,714	128,178	575,963	704,141
Expenditure on:							
Charitable activities	7	141,659	667,017	808,676	163,118	548,685	711,803
Total expenditure		141,659	667,017	808,676	163,118	548,685	711,803
Net income/(expenditure)		(11,329)	118,367	107,038	(34,940)	27,278	(7,662)
Transfers between funds		32,920	(32,920)	-	39,841	(39,841)	-
Net movement in funds	8	21,591	85,447	107,038	4,901	(12,563)	(7,662)
Reconciliation of funds:							
Fund balances at 1 April 2024		547,836	44,193	592,029	542,935	56,756	599,691
Fund balances at 31 March 2025		569,427	129,640	699,067	547,836	44,193	592,029

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Intangible assets	11		4,701		-
Current assets					
Debtors	12	25,755		31,674	
Cash at bank and in hand		708,871		594,392	
		<u>734,626</u>		<u>626,066</u>	
Creditors: amounts falling due within one year	13	<u>(40,260)</u>		<u>(34,037)</u>	
Net current assets			694,366		592,029
Total assets less current liabilities			<u>699,067</u>		<u>592,029</u>
The funds of the charity					
Restricted income funds	16	129,640		44,193	
Unrestricted funds	18	569,427		547,836	
		<u>699,067</u>		<u>592,029</u>	

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.

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 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 18 September 2025



Ms A Arthurs
Trustee



Ms R Waters
Trustee

Company registration number 04693569 (England and Wales)

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash generated from operations	21		115,308		37,826
Investing activities					
Purchase of intangible assets		(5,836)		-	
Investment income received		5,007		4,093	
Net cash (used in)/generated from investing activities			(829)		4,093
Net cash generated from financing activities			-		-
Net increase in cash and cash equivalents			114,479		41,919
Cash and cash equivalents at beginning of year			594,392		552,473
Cash and cash equivalents at end of year			708,871		594,392

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

North Hertfordshire Centre for Voluntary Service Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 2 Walsworth Road, Hitchin, Hertfordshire, SG4 9SP.

1.1 Accounting convention

The financial statements have been prepared in accordance 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) (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 financial statements have been prepared under 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. 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.

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

1.4 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.

1.5 Expenditure

Expenditure on operational programmes is recognised in the period in which it is incurred.

The majority of costs are directly attributable to specific activities. Certain shared costs are apportioned to activities in furtherance of the objects of the charity. Office costs and property related costs are apportioned on the proportion of floor area occupied by each activity. Staff costs and office costs are allocated in the same proportion as directly attributable staff costs.

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

Amortisation 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:

Software	over 3 years
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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, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 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.

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 using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Basic financial liabilities

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

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

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

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

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

1.12 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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.

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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	-	7,182	7,182	171	7,190	7,361
Grants	22,072	-	22,072	26,640	-	26,640
	<u>22,072</u>	<u>7,182</u>	<u>29,254</u>	<u>26,811</u>	<u>7,190</u>	<u>34,001</u>
Grants						
North Hertfordshire District Council	22,072	-	22,072	26,640	-	26,640
	<u>22,072</u>	<u>-</u>	<u>22,072</u>	<u>26,640</u>	<u>-</u>	<u>26,640</u>

4 Promotion of charitable activities in North Hertfordshire and Stevenage

	2025 £	2024 £
Grants received	<u>810,630</u>	<u>614,964</u>
Analysis by fund		
Unrestricted funds	65,740	68,652
Restricted funds	<u>744,890</u>	<u>546,312</u>
	<u>810,630</u>	<u>614,964</u>
Grants received		
Hertfordshire County Council	630,700	531,330
North Hertfordshire District Council	30,622	16,000
CW+	66,056	-
Stevenage Borough Council	2,500	9,000
Communities 1st	49,740	52,652
Community Action Dacorum	6,012	5,982
Age UK	20,340	-
Other grants	<u>4,660</u>	<u>-</u>
	<u>810,630</u>	<u>614,964</u>

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

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	5,007	4,093

6 Other income

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Other income	14,775	21,047	35,822	19,182	10,242	29,424
Fees for work for others	20,712	-	20,712	8,040	-	8,040
Affiliation fees	2,024	12,265	14,289	1,400	12,219	13,619
	<u>37,511</u>	<u>33,312</u>	<u>70,823</u>	<u>28,622</u>	<u>22,461</u>	<u>51,083</u>

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

7 Promotion of charitable activities in North Hertfordshire and Stevenage

	2025 £	2024 £
Staff costs	654,532	559,288
Depreciation and impairment	1,135	-
Other staff costs	14,594	20,519
Project costs	34,181	29,115
Equipment & toys	5,868	3,666
Premises costs	12,839	12,726
Insurance	5,124	4,343
Repairs & maintenance	4,675	4,713
Office costs	9,309	9,356
Computer costs	25,227	27,594
Travel and subsistence	11,543	9,623
General expenses	6,012	9,604
Legal & professional	21,144	18,475
Governance costs	1,800	1,910
Finance costs	693	525
Relocation costs	-	346
	<u>808,676</u>	<u>711,803</u>
Analysis by fund		
Unrestricted funds	141,659	163,118
Restricted funds	<u>667,017</u>	<u>548,685</u>
	<u>808,676</u>	<u>711,803</u>

8 Net movement in funds

	2025 £	2024 £
The net movement in funds is stated after charging/(crediting):		
Fees payable for the independent examination of the charity's financial statements	1,800	1,920
Amortisation of intangible assets	<u>1,135</u>	<u>-</u>

9 Trustees

None of the trustees received any remuneration or were reimbursed any expenses during the year.

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

10 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Executive & Deputy Officer:Advice & Administration	1	1
Respite Schemes	1	1
Other Schemes	17	14
Administration and Support	5	5
Total	24	21

Employment costs	2025 £	2024 £
Wages and salaries	603,182	516,144
Social security costs	41,531	34,712
Other pension costs	9,819	8,432
	654,532	559,288

In addition to the above there were 30 (2024: 33) members of staff that were employed by the Playscheme on a casual basis with varying hours that do not readily convert to a full time equivalent.

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2025 Number	2024 Number
£60,001 - £70,000	1	-

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

11 Intangible fixed assets

	Software £
Cost	
At 1 April 2024	-
Additions - separately acquired	5,836
At 31 March 2025	5,836
Amortisation and impairment	
At 1 April 2024	-
Amortisation charged for the year	1,135
At 31 March 2025	1,135
Carrying amount	
At 31 March 2025	4,701
At 31 March 2024	-

12 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	18,239	26,158
Other debtors	2,165	2,165
Prepayments and accrued income	5,351	3,351
	25,755	31,674

13 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Other taxation and social security		10,959	9,157
Deferred income	14	19,826	14,361
Trade creditors		1,752	5,548
Other creditors		2,280	2,766
Accruals		5,443	2,205
		40,260	34,037

14 Deferred income

	2025 £	2024 £
Other deferred income	19,826	14,361

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

14 Deferred income

(Continued)

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income is included within:		
Current liabilities	19,826	14,361
Movements in the year:		
Deferred income at 1 April 2024	14,361	15,778
Released from previous periods	(14,361)	(15,778)
Resources deferred in the year	19,826	14,361
Deferred income at 31 March 2025	19,826	14,361

15 Retirement benefit schemes

	2025 £	2024 £
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	9,819	8,432

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.

16 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 £
Breakaway Playschemes	10,000	207,670	(181,970)	(15,700)	20,000
Transport Scheme	10,000	77,753	(76,732)	-	11,021
Reach Out Projects	10,000	221,322	(209,755)	(11,567)	10,000
Staying Connected	2,851	28,310	(15,449)	-	15,712
GoVolHerts Volunteering	10,000	134,789	(129,136)	(5,653)	10,000
Practical Partners	1,342	28,370	(27,127)	-	2,585
Age Friendly Herts	-	21,114	(20,007)	-	1,107
Volunteering for Health	-	66,056	(6,841)	-	59,215
	44,193	785,384	(667,017)	(32,920)	129,640

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

16 Restricted funds

(Continued)

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Breakaway Playschemes	8,187	121,892	(115,364)	(4,715)	10,000
Transport Scheme	12,663	86,398	(83,403)	(5,658)	10,000
Reach Out Projects	9,845	209,231	(202,496)	(6,580)	10,000
Staying Connected	5,849	5,509	(8,507)	-	2,851
GoVolHerts Volunteering	18,700	127,828	(123,002)	(13,526)	10,000
Sustainability	1,512	9,000	(1,150)	(9,362)	-
Practical Partners	-	16,105	(14,763)	-	1,342
	<u>56,756</u>	<u>575,963</u>	<u>(548,685)</u>	<u>(39,841)</u>	<u>44,193</u>

Breakaway Playschemes funding is restricted to the funding of playschemes during holiday periods and for Saturday clubs, which are run for children and young people with disabilities aged 5-19 within the North Herts and Stevenage area.

The Transport Scheme is funding towards the cost of the transport scheme co-ordinator.

Reach Out is a project that provides companionship and practical support to older people who are medically vulnerable and at risk of hospital admission, or have recently been discharged from hospital. Reach Out assists people by linking them up with a volunteer in their neighbourhood who can offer support to them in their own home – helping them to adjust to and recover from illness, whilst also reducing social isolation and loneliness.

Staying Connected is a project to provide start up Wi-Fi to connect to the internet, recycled and refurbished old laptops, tablets and mobile phones donated by members of the public and redistribute them to people in need in Hertfordshire.

GoVolHerts is funding from Hertfordshire County Council for GoVolHerts Volunteering which aims to raise the profile of volunteering, encourage citizens to volunteer in their local communities and increase volunteer engagement across Hertfordshire using new media.

Sustainability is funding from Stevenage Borough Council towards Voluntary Community and Social Enterprise workshops and grants for decarbonisation and sustainability.

Practical Partners is a 2 year project to improve outcomes for care leavers aged 16 - 30 who are struggling with the challenges of becoming independent. The project is funded by the National Lottery in partnership with Hertfordshire County Council.

Age Friendly Herts is funding from Age UK for an initiative to turn Hertfordshire into an Age Friendly Community with the aim of making Hertfordshire the only 2-tier authority currently with accreditation.

Volunteering for Health is funding from CW+ for the Valuing Volunteer Partnership Programme in Hertfordshire and Essex. The income and expenditure in this period relates to the development phase of the programme.

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

17 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
At 31 March 2025:			
Intangible fixed assets	4,701	-	4,701
Current assets/(liabilities)	564,726	129,640	694,366
	<u>569,427</u>	<u>129,640</u>	<u>699,067</u>
	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Current assets/(liabilities)	547,836	44,193	592,029
	<u>547,836</u>	<u>44,193</u>	<u>592,029</u>

18 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
Reserves Fund	428,000	-	-	49,000	477,000
Development Fund	100,000	-	-	(30,000)	70,000
General funds	19,836	130,330	(141,659)	13,920	22,427
	<u>547,836</u>	<u>130,330</u>	<u>(141,659)</u>	<u>32,920</u>	<u>569,427</u>
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Reserves Fund	235,000	-	-	193,000	428,000
Development Fund	55,000	-	-	45,000	100,000
General funds	252,935	128,178	(163,118)	(198,159)	19,836
	<u>542,935</u>	<u>128,178</u>	<u>(163,118)</u>	<u>39,841</u>	<u>547,836</u>

NORTH HERTFORDSHIRE CENTRE FOR VOLUNTARY SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

18 Unrestricted funds

(Continued)

The reserves fund is funds set aside to cover four months running costs plus closure costs in the event that the Charity had to cease activities.

The development fund is funding set aside to support infrastructure development and long-term sustainability.

19 Related party transactions

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

20 Analysis of changes in net funds

The charity had no material debt during the year.

21 Cash generated from operations

2025

2024

£

£

Surplus/(deficit) for the year

107,038

(7,662)

Adjustments for:

Investment income recognised in statement of financial activities

(5,007)

(4,093)

Depreciation and impairment of tangible fixed assets

1,135

-

Movements in working capital:

Decrease in debtors

5,919

47,437

Increase in creditors

758

3,562

Increase/(decrease) in deferred income

5,465

(1,417)

Cash generated from operations

115,308

37,827