



# 2023/24 Annual *Report*



# VOICES OF HOPE

(Charitable Incorporated Organisation)

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# Transforming lives from *at risk to* *thrive*

This year, Voices of Hope has made significant strides in transforming lives and building futures, achieving impact through the results of our dedicated programs and unwavering commitment to our mission. Our collective efforts have empowered countless lives to thrive.





"I want to see those who are facing life's toughest challenges receive the support, encouragement and empowerment they need to build a future, full of hope and opportunity."

– Founder & CEO, Sarah Clay

115

Weekly volunteers

3075

Lives impacted on a weekly basis

25

Volunteers and beneficiaries supported into employment

## Projects

## Details

## Outcome

### Specialist Women's Services

We empower women to rebuild and thrive after domestic abuse, violence, and multiple disadvantages.

- Worked with over 350 women
- Started a new Richmond Women's Hub
- Dramatically increased our 1-1 work and reach into minority communities

### Food Insecurity Projects; BRITE Box

Combating food insecurity by providing meal kits, fostering healthy eating habits, and teaching cooking skills to families.

- Extended reach to support 650 families each week, across 40+ primary schools
- New local hubs and first N.Ireland partner
- Exceptional independent evaluation results in partnership with Kingston University

### Creative Arts Wellbeing Projects

Uplifting marginalised individuals, improving mental and physical health, wellbeing, and social inclusion through active participation.

- Reached an average of 250 weekly choir members through 16 choirs, and the return of well attended in-person concerts
- We piloted the Active Breathing Course for cancer patients, successfully securing essential funding to expand the program in the coming year



# Financial Summary

**TOTAL Income**

£470,049

**TOTAL Expenditure**

£426,392

**Net Surplus**

£43,657

## Charity Assets

Cash and Bank Balances

£233,979

Net Current Assets

£36,507

Deferred Income (restricted) \*

£120,651

£149,835

## Charity Funds

Restricted Funds for projects

£123,529

Unrestricted Funds

£5,079

Designated Reserves

£21,227

£149,835

\* Designated for projects in future financial years; not in any way used to fund current expenditure



## Funding summary

£119,646

Donations &  
other income

£111,239

Government Funding

£138,164

Grants



# The year --- in review



**Voices of Hope is a locally founded charity dedicated to bringing people from “At Risk” to “Thriving” through three main project streams; specialist women’s services, food insecurity projects, and creative arts projects supporting physical and mental health.**

We are a user-led charity aiming to restore and rebuild hope, and improve the physical and mental health of disadvantaged, marginalised and isolated people.

Our key objective is the “relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage, including social disadvantage”. In the past year, we have supported over 3,000 beneficiaries through our services, operating from our Kingston Upon Thames base and through community outreach across South West London and Surrey. In 2023/24, we expanded two of our core projects to new locations across the UK, significantly increasing our impact.

## Core development

With considerable thanks to one of the charity’s patrons for a substantial donation, we developed a new Voices of Hope website with enhanced messaging, branding, and interactive features, and created meta sites for two UK-wide projects. We also upgraded our office with new desks, ergonomic chairs, IT, and redefined spaces to support growing staff and improve the work environment. We launched three key annual fundraising events: the Cycle of Change, VoH Family Celebration, and Gala Celebration, which together raised £14K in unrestricted funds. Additionally, being named Kingston Mayor’s Charity of the Year for 2023/24 boosted our profile, provided speaking opportunities, and will generate further funds to be released in September 2024.





# Projects

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## in summary



**Our Specialist Women's Services provide holistic support that enables women to rebuild their lives and thrive after experiencing domestic violence, harmful practices, abuse, the criminal justice system or multiple disadvantages (including physical and mental health challenges).**

We support and empower women through our Hubs, offering community projects, peer mentoring, strategy forums, and employment support. This year, we expanded from Kingston Women's Hub into Richmond Borough, adding specialist pastoral, advocacy, and minority outreach workers, significantly boosting our one-on-one support and engagement with minority communities.

**Our Food Insecurity work has focused on the growth and development of BRITE Box; a weekly recipe meal kit with all ingredients provided and a child friendly recipe card to enable families to prepare and eat a balanced meal together.**

This project tackles food insecurity's impact on children and families, addressing health, behavioural, and educational issues. It promotes healthy eating and cooking skills through engaging, practical experiences. This year, we supported 650 families weekly across 40+ schools, with outstanding evaluation results from Kingston University.

**Our Creative Arts projects support those who are marginalised or struggling with physical/mental health to have active and meaningful involvement in the creative arts. Participation gives the opportunity to improve individual wellbeing and confidence and gain self value and a sense of purpose.**

Our choirs have thrived post-COVID, now running 16 groups, including those for abuse survivors and older adults, reaching 250 weekly members. Our Active Breathing Course remains highly effective UK-wide, with a successful in-person trial for cancer patients leading to crucial funding for 2024/25.



# We'd like to thank all our volunteers for their *incredible support*



## *Acknowledgement*

The Trustees, CEO, and staff of Voices of Hope extend heartfelt thanks to our fantastic 115 weekly volunteers. Their dedication in areas such as catering, events, administration, box preparation, peer support and befriending has amounted to 10,470 hours this year. Their contributions have been crucial!





# Employment development *volunteers & beneficiaries*



Our primary goal is to help individuals transition from being "At Risk" to "Thriving" by offering immediate support in times of need and crisis, followed by ongoing hope, encouragement, and practical assistance. We create safe spaces for rebuilding trust, forming meaningful relationships, and regaining confidence, whilst also offering opportunities for contribution, volunteering, and preparation for long-term employment. We have consistently provided these opportunities throughout 2023/24, as detailed below:

## **Employment Opportunities:**

- Offering roles within our projects, leading to two volunteers transitioning to salaried positions and twelve to self-employed roles.
- Training local university graduates to run our Active Breathing Course.
- Providing work placements for Kingston University students and developing a charity-based sandwich placement year program with Kingston University.

## **Beneficiaries Employment:**

- Supporting 14 women from our Women's Hubs with employment opportunities (including training and upskilling), to run choir sessions, teaching our Active Breathing Course, delivering cooking/creative art sessions, and other fields.
- Providing volunteer/work placements for women referred by Workingwell, a local organization supporting people with additional needs.

## **Volunteers:**

- Upskilling with Health & Hygiene certificates and access to training courses (e.g., grant writing, trauma-informed care, domestic violence)
- Providing 1-1 support and mentoring for new employment
- Running sessions for young people with special educational needs



# Specialist *women's* *services*

We offer holistic support for women and girls facing gender-based violence, abuse, or multiple disadvantages. Our focus includes crisis support, individual support, community support, and systemic change. Through partnerships with key organizations, we help beneficiaries transition from at-risk to thriving, addressing both immediate needs and preventive measures. This results in:

- Increased confidence and self-worth
- Reduced isolation and loneliness through the creation of personal communities and friendships
- Improved outlook on life through enhanced physical activity, healthy communal eating, and body/emotion awareness
- Greater autonomy and self-efficacy in decision-making
- Fewer crisis points, including reduced mental health crises, with better access to support services and advocacy
- Opportunities for upskilling, training, and employment





# 23-24 highlights



At Kingston Women's Hub, our flagship centre, we supported over 350 women this year. Of these, 186 received 1-1 pastoral or advocacy support, and 106 attended sessions for the first time. Notably, 14 women secured employment. The Hub offered diverse activities, including exercise, cooking sessions, peer mentoring, support groups, choirs, and personal development opportunities, fostering friendships and confidence.

Our services benefit from **robust and growing referral pathways** with local and national organisations, GPs, health services, social prescribers, councils, schools, and emergency responders. These networks ensure effective service delivery and access for women in need.

**We ran seven weekly women-only community sessions**, such as the Sisterhood Sanctuary, Sisterhood Choir, Dance Movement, and Community Cooking, which began in September 2023. This new initiative, funded by the National Lottery and Kingston Resilience Fund, supports those with limited cooking facilities, offering both cooked meals and fresh food.

## Key focus

**Our 1-1 Pastoral Outreach & Advocacy work** supported over 100 women per term, with increased funding allowing for more dedicated advocacy hours. This support included individual and group pastoral care, up-skilling women as peer mentors, and providing advocacy for complex needs.

**Our Minority Communities Outreach** was a major focus, with new funding enabling a dedicated outreach worker to engage with over 30 minority groups. This effort increased the diversity of our service participants and will continue to be a priority.

**Strategic work** included contributing to the Safer Kingston Partnership's Violence Against Women and Girls (VAWG) strategy for 2024-2029, with our Survivor Forums playing a crucial role in developing and implementing the strategy and trauma-informed training.

## Key Developments

**Richmond Women's Hub:** Launched in February 2024, this new hub quickly created a safe space and supportive network for women, building on the successes of the Kingston Hub.

**Thought Leadership and Learning:** Our team gained recognition for innovative support and systemic change efforts, consulting with organisations and presenting to policing services in SW London and Australia.

## Monitoring and Evaluation

**Key quantitative** findings showed:

- 85% of women attending the community sessions were able to build relationships with others
- 61.5% found improvements in anxiety levels
- 87% reported community sessions helped to lift their mood
- 77% said they felt safe in the sessions because of the friendly staff and volunteers

## Qualitative findings

- "I am stronger than before and confident to do new activities and skills"
- "This is my safe space."
- "I came to a wonderful place and felt welcomed, listened to, and formed new friendships with wonderful ladies. I salute the dedication you all have to enrich our lives and I will be eternally grateful for the love and compassion you have shown."
- "I am a visible person here."

To advance our understanding and promote our work, we have teamed up with Kingston University London researchers to evaluate our impact and effectiveness. Initial planning and baseline studies were completed in the latter half of the financial year, laying the groundwork for a long-term study on the Kingston Women's Hub and its outcomes.



"I have enjoyed the warm and friendly environment. I get a sense that I am a part of something. I also feel

*valued* & welcomed"



### *Case studies*

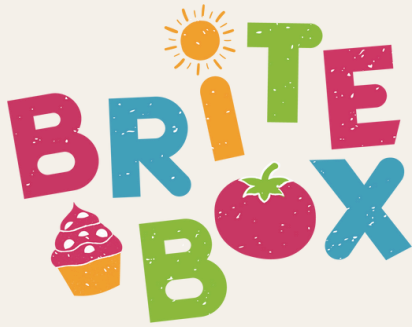
One single mother struggled with depression, anxiety and had attempted suicide before accessing our services. She was awaiting surgery, lonely, living in a hotel with her five year old child. She had also experienced severe sexual trauma. We provided her with 1-1 pastoral support and advocacy and she attended our community sessions. She told us, "spending time with you makes me so calm and happy".

Someone who suffered severe sexual trauma and was left with extreme anxiety and panic attacks, suicidal thoughts and originally unable to leave the house said, "this place has been transformative for me. It's been a place to feel safe, loved and accepted. Also a place where I can come and talk, be heard and believed". She has now moved back to her home country and has a new job.





# Food Insecurity



Our flagship food insecurity initiative, BRITE Box, began as a response to food insecurity during COVID and has since expanded its reach. This project supports disadvantaged children and families through weekly recipe meal kits that offer hands-on cooking experiences.

Our goal is to address food insecurity in a fun, family-centered way, building resilience, improving weekly food budgets, and enhancing both physical and mental health. Families come together around meals, children learn about healthy foods and essential cooking skills, and develop a lasting interest in healthy eating. As one partner put it, BRITE Box is "the box that keeps on giving," a sentiment echoed by feedback from families and research conducted by Kingston University (see [voh.org.uk/britebox](http://voh.org.uk/britebox)).



# 23-24 highlights



We expanded BRITE Box to support 650 families weekly across 40+ primary schools in various UK locations. The project now operates through Managed Hubs, where we oversee staff and operations, and via a Social Franchise model, where community partners independently run the project with our support. Our BRITE Box team has grown to include three Managed Hub coordinators and additional roles to manage development and franchising.

## Managed Hubs:

- **New Hub:** In January 2024, we launched a Managed Hub at Harlequins Rugby Club in Richmond, adding to our existing hubs in Kingston and Elmbridge, enhancing local distribution capacity.
- **School-Based Hub:** We trialed a hub in Hounslow, where parents sourced, made, and distributed boxes, significantly improving engagement with hard-to-reach families.
- **Blossom House:** Due to the success of our volunteer program, Blossom House (a special educational needs school in Merton) established a school-based hub in 2023, allowing students to run the project and provide weekly boxes for families.

## Social Franchise Hubs:

- **New Partner:** We launched a new social franchise in Armagh, N. Ireland, adding to the existing Southwark franchise.
- **Framework Development:** We created a comprehensive social franchise framework, including:
  - Drafting a Memorandum of Understanding
  - Formalizing onboarding, training, and due diligence processes
  - Codifying BRITE Box operations for easy replication
  - Implementing a monthly fee from partners for sustainability
  - Trademarking BRITE Box
  - Establishing a core partner and stakeholder strategy group

## In-Person Cooking Courses:

- **School Pilot:** We developed a pilot for in-person cooking courses for Key Stage 2 children in Kingston's Superzone schools, starting in March 2024 and continuing through 2025.
- **Community Partnership:** We ran courses with a local charity for children and parents in temporary accommodation, helping them cook BRITE Box recipes together. We will continue to innovate based on feedback and inspiration from other groups.

## Key Developments:

**Partnership Development:** We focused on creating a strong network of volunteers, suppliers, funders, and businesses, with new social franchise partners identified for Merton, Croydon, Wandsworth, and Manchester, targeting deprived areas.

**National Partnerships:** We engaged with the Institute for Healthcare Improvement (IHI), leading to visits from their European contingent and introductions to NHS Scotland and Wales. We also presented at the IHI British Medical Journal conference and will continue collaborating with IHI in 2024/25.

## Funding Developments

In 2023/24, BRITE Box secured diverse funding from foundations, councils, and private companies, including our first business sponsor supporting boxes for a nearby school. Notably, Kingston Public Health, Richmond Parish Lands Charity, and Walton Charities committed multi-year funding through 2027. Additionally, we received the NHS SW London Integrated Care Partnership's Priorities Fund to expand into Croydon and Wandsworth in 2024/25.



# 23-24 continued



## Monitoring and Evaluation

Since 2022, we've collaborated with Kingston University for annual evaluations of BRITE Box, involving families, partner schools, and volunteers. The 2023/24 evaluations highlighted the project's transformative impact, noting its success in addressing food insecurity, building skills and resilience, and fostering family unity. Additionally, the research underscored BRITE Box's positive effects on overall learning, especially for Special Education Needs (SEN) children, providing strong encouragement for future efforts.

### Key quantitative feedback from our 2023 evaluation:

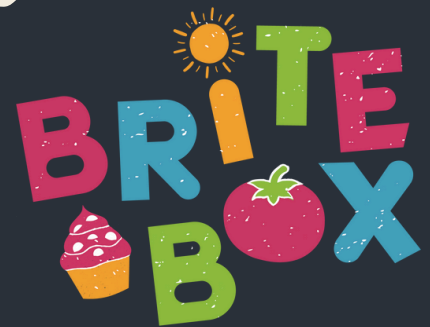
- 87% of families said that their experience of BRITE Box had been positive
- 78% of families said that BRITE Box helped with their food budget
- 79% of families said they cook together more because of BRITE Box and 83% of families said they will use the BRITE Box recipes again
- 76% of parents said their children had tried new foods because they have been involved in preparing & cooking them and 75% of parents said their children had gained in confidence with cooking since starting BRITE Box

### Qualitative Findings

- "I'm thankful that we can experience BRITE Box. I think this should be a must in every family as it really helps to have and learn a variety of recipes from different countries, not more left-over shopping and most importantly I have happy children with proper meals on the table"
- "My children are... 'Eating more vegetables, trying new foods and also gaining confidence in cooking skills"
- "BRITE Box is a great adventure for the family, it encourages children to eat new food, explore new tastes and get interested in healthy food. For children, it's a massive boost of confidence when they can say, "I'm cooking today, I've got all the ingredients"



"It's an awesome scheme to be a part of and quite literally given us a meal some days when we've run out and...  
*it's exciting*"



### *Case study*

Mrs. N's youngest son, who is autistic, participates in a Year 3 project involving BRITE Box. "The weekly anticipation of the recipe box has made him more open to trying new foods. He enjoys preparing the recipes and now recognises these foods during our shopping trips," Mrs. N shares.

The project has also positively impacted their family dynamic, as she feels more confident experimenting with new dishes. "Receiving BRITE Box each Friday has encouraged me to try new flavours and create hearty meals. Cooking with my children has brought us closer and created wonderful food memories that I hope they will cherish forever."





# Creative Arts *wellbeing* *projects*



Our Creative Arts projects offer marginalised individuals, and those facing physical or mental health challenges, a chance to engage meaningfully in the arts. Participation boosts wellbeing, confidence, and self-worth, while research shows that creative activities, especially group singing, reduce anxiety and depression, foster social connections, and enhance overall health. Singing can also alleviate some psychological symptoms of dementia.

We promote inclusivity by advertising broadly and partnering with diverse organisations. Our services are accessible to everyone, without auditions or music reading requirements, and we encourage participation at each person's comfort level. Our projects include choirs, songwriting, and our Active Breathing Course.



# 23-24 highlights

## Choirs

We ran 16 choirs across southwest London and Surrey, ensuring full accessibility and accommodating various needs, such as neurodiversity, visual impairments and language barriers. In September 2023, we reintroduced our Super Seniors volunteer team to support older participants and resumed concerts, enhancing the experience.

### Choirs included:

- Care Home/Dementia: Six choirs in locations like Tennyson Grange and Staywell Dementia Centre
- Community: Three choirs at Cobham Voices, Whiteley Village, and Spelthorne Community Choir, which grew rapidly
- Women-Only: Two Sisterhood Choirs in Kingston and Richmond, supporting women who've experienced abuse
- Specialist: Including the Sierra Leone Youth Choir, a local Barbershop choir, and two choirs focused on improving English for international students

## Songwriting – Meaningful Memories Project

Following the success of the Jubilee songwriting project in 2022, we secured funding in November 2023 for a new Meaningful Memories project starting January 2024.

This project aims to create a song inspired by Christmas memories from our older participants, with lyrics and composition developed through the year. The song will be taught to the choirs, recorded, and released in November 2024.

The project highlights the link between music and memory, allowing participants to shape a song that reflects their own experiences. It offers a unique chance to collaborate with professional musicians, and we expect around 120 older people to engage directly, reaching up to 2,500 through performances and online listening.



## Active Breathing Course (ABC)

ABC offers online and in-person courses to enhance breathing, lung function, and manage anxiety.

Despite challenges in referrals and funding, we focused on supporting older people in care homes, networking with NHS providers, and expanding to support adults with cancer. A pilot course for cancer patients was successful, leading to plans for 25 additional courses over two years, funded by the National Lottery. We are also developing a fee/bursary-based service and exploring business opportunities to generate income for the charity and have developed an ABC meta site for referrals and bookings.

## Monitoring and Evaluation

### Quantitative choir findings:

- 100% find choir sessions positive with 97% finding them 'very positive'
- 95% say sessions lift their mood
- Other than 'because I love singing', most people attend for the social aspect – feeling connected and closer to others
- 100% of participants with anxiety find at least some improvement in their symptoms overall as a result of being in part of the choir
- 71% find the choir improves their energy levels.

### Quantitative ABC findings:

- Managing their condition: 78% find the course helpful/very helpful
- Breathing capacity: 92% at least some improvement, 59% good or great improvement
- Breathlessness: 87% notice some improvement, 49% good or great improvement
- Anxiety sufferers:
  - Managing anxiety attacks: 93% 'some' or 'good' improvement
  - Overall anxiety levels: 95% at least some improvement; 50% good or great
- Overall energy levels: Around ¾ found improvement
- Overall mood: 81% at least some improvement; 41% good or great





"Belonging to a Choir is so much fun,  
it lifts your mood. Singing brings joy  
and laughter. It connects you to  
friends and a  
*sense of belonging*"



### *Qualitative feedback*

"I thought the course set up was really well done. The combination of breathing exercises with creative/art 'therapy' was lovely. It made it less like a chore and much more playful. Exactly what I needed!"

"I love every minute and I really look forward to it every week. I like getting to know the choir tutors as they are new faces with new stories and styles. I like being asked to contribute my thoughts and ideas too. My favourite thing we do here – wouldn't miss it for the world!"

"Just fantastic course and service. Really made a difference for me physically and mood wise. Really simple yet effective way to focus on breathing correctly. Bravo."



# Trustee Financial Management

As Trustees of Voices of Hope, we are committed to ensuring the charity's financial health and long-term sustainability. Throughout the 2023/24 financial year, we have focused on maintaining robust financial management practices, guided by our fiduciary responsibilities and the principles of transparency and accountability.

During this period of significant growth, we have taken proactive steps to strengthen our financial infrastructure. The transition to online accounting software has enhanced our ability to manage finances efficiently, while the implementation of a new payroll system has streamlined processes, ensuring accuracy and compliance. We have also developed and expanded our financial policies and procedures, ensuring they are aligned with the evolving needs of the charity.

Our designated reserves policy, updated this year, reflects our commitment to building financial resilience. The decision to increase our designated reserves target from £20,000 to £35,000 demonstrates our dedication to safeguarding the charity's future amidst rising core costs associated with our expansion.

We are pleased to report that Voices of Hope was selected for Kingston Voluntary Action's "Capacity Building Programme," where an independent diagnostic assessment praised our financial diligence, strategic planning, and governance. This endorsement reinforces our confidence in the charity's financial management and our ability to navigate future challenges while sustaining growth.

As Trustees, we will continue to prioritise the financial sustainability of Voices of Hope, ensuring that our resources are managed prudently and that the charity remains well-positioned to serve our community effectively for years to come.





**VOICES OF HOPE**  
(Charitable Incorporated Organisation)

**LEGAL AND ADMINISTRATIVE INFORMATION**

**CHARITY NUMBER** 1187454

**DATE OF REGISTRATION** 20th January 2020

**START OF FINANCIAL YEAR** 1st April 2023

**END OF FINANCIAL YEAR** 31st March 2024

**TRUSTEES AT 31ST MARCH 2024** Jeevan Mahesan  
Elisabeth Vernon  
Rebecca-Anne Harrington (Appointed 27th February 2024)  
Clive Harrington (Appointed 12th September 2023)  
Carlene Stanislaus (Resigned 10th May 2024)  
Natalie Favre (Resigned 9th May 2024)  
Soon Lee (Resigned 1st February 2024)  
Nicola Watt (Resigned 22nd July 2023)  
Alison Henri (Resigned 9th May 2023)

**LEGAL STATUS** Charitable Incorporated Organisation

**GOVERNING INSTRUMENT** CIO - Foundation Registered 20th January 2020

**OBJECTS**

1. The relief of those in need by reason of youth, age, ill health, disability, financial hardship or other disadvantage, including social disadvantage. 2. To advance education of the public in arts, in particular but not exclusively in the art of music, by the presentation of recitals, concerts and other activities as the Trustees shall decide.

**CORRESPONDENCE ADDRESS** 161A Clarence Street  
Kingston Upon Thames  
Surrey  
KT1 1QT

**PRIMARY BANKERS** Metro Bank Plc  
1 Southampton Row  
London  
WC1B 5HA

**INDEPENDENT EXAMINERS** Castle View Accounting Ltd  
Ground Floor Offices  
53 High Street  
Arundel  
West Sussex  
BN18 9AJ

## VOICES OF HOPE

(Charitable Incorporated Organisation)

### TRUSTEES' REPORT (Continued) FOR THE YEAR ENDED 31ST MARCH 2024

#### Trustees' Responsibilities

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice GAAP).

The Law applicable to Charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations and the provisions of the Governing Document 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 charity for that period. In preparing those financial statements, the trustees are required to:

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

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations and the provisions of the Governing Document. 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.

Approved by the Trustees on .....12 December 2024.....

Signed on their behalf by Trustee ..........

Printed Name: Jeevan Mahesan (Treasurer)

**VOICES OF HOPE**  
(Charitable Incorporated Organisation)

**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31ST MARCH 2024**

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	TOTAL 2023/24 £	TOTAL 2022/23 £
<b>INCOMING RESOURCES</b>						
<b>Incoming Resources from Generated Funds</b>						
Donations, Grants & Legacies	3a	77,462	-	363,524	440,986	294,654
Charitable Activities	3b	2,682	-	25,560	28,242	55,460
Investment Income	3c	-	-	-	-	35
Activities for Generating Funds	3d	-	-	-	-	4,336
Other Incoming Resources	3e	-	-	821	821	22
<b>TOTAL INCOMING RESOURCES</b>		<b>80,144</b>	<b>-</b>	<b>389,905</b>	<b>470,049</b>	<b>354,507</b>
<b>RESOURCES EXPENDED</b>						
<b>Costs of Generating Funds</b>						
Cost of Charitable Activities	4a	86,057	-	331,676	417,733	337,502
Governance Costs	4b	2,599	-	6,060	8,659	6,969
<b>TOTAL RESOURCES EXPENDED</b>		<b>88,656</b>	<b>-</b>	<b>337,736</b>	<b>426,392</b>	<b>344,471</b>
<b>NET INCOMING (OUTGOING) RESOURCES</b>		<b>(8,512)</b>	<b>-</b>	<b>52,169</b>	<b>43,657</b>	<b>10,036</b>
Funds Brought Forward		16,959	17,858	71,361	106,178	96,142
Transfer Between Funds	5 & 6	(3,369)	3,369	-	-	-
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>5,078</b>	<b>21,227</b>	<b>123,530</b>	<b>149,835</b>	<b>106,178</b>

Movements on all reserves and all recognised gains and losses are shown above. All of the organisation's operations are classed as continuing.

The notes on pages 24 to 33 form part of these financial statements.



**VOICES OF HOPE**  
(Charitable Incorporated Organisation)

**BALANCE SHEET**  
**AS AT 31ST MARCH 2024**

	<b>Note</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>TOTAL 31-Mar-24 £</b>	<b>TOTAL 31-Mar-23 £</b>
<b>Fixed Assets</b>					
Tangible Assets	<b>2</b>	-	-	-	-
Investments	<b>7</b>	-	-	-	-
<b>Total Fixed Assets</b>		-	-	-	-
<b>Current Assets</b>					
Debtors & Prepayments	<b>9</b>	6,593	45,026	51,619	100,211
Cash at Bank and in Hand	<b>8</b>	34,824	199,155	233,979	200,640
<b>Total Current Assets</b>		<b>41,417</b>	<b>244,181</b>	<b>285,598</b>	<b>300,851</b>
<b>Creditors:</b> Amounts falling due within one year	<b>10</b>	15,112	-	15,112	17,024
<b>Deferred Income:</b> Grants and donations received in advance	<b>11</b>	-	120,651	120,651	177,648
<b>NET CURRENT ASSETS</b>		26,305	123,530	149,835	106,178
<b>TOTAL ASSETS</b> less current liabilities		<b>26,305</b>	<b>123,530</b>	<b>149,835</b>	<b>106,178</b>
<b>Creditors:</b> Amounts falling due in more than one year	<b>12</b>	-	-	-	-
<b>NET ASSETS</b>		<b>26,305</b>	<b>123,530</b>	<b>149,835</b>	<b>106,178</b>
<b>Funds of the Charity</b>					
General Funds		5,078	-	5,078	16,959
Designated Funds	<b>6</b>	21,227	-	21,227	17,858
Restricted Funds	<b>5</b>	-	123,530	123,530	71,361
<b>Total Funds</b>		<b>26,305</b>	<b>123,530</b>	<b>149,835</b>	<b>106,178</b>

12 December 2024

Approved by the Trustees on .....



Signed on their behalf by Trustee .....

Printed Name: Jeevan Mahesan (Treasurer)

**VOICES OF HOPE**  
(Charitable Incorporated Organisation)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST MARCH 2024**

**1. ACCOUNTING POLICIES**

**Basis of Preparation & Assessment of Going Concern**

**Basis of Preparation**

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (SORP 2015) (Second Edition, effective 1st January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Charities Act 2011.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost unless otherwise stated in the relevant accounting policy notes.

**Assessment of Going Concern**

Preparation of the accounts is on a going concern basis. The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

**Incoming Resources**

**Recognition of Incoming Resources**

These are included in the Statement of Financial Activities (SOFA) when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

**Incoming Resources with Related Expenditure**

Where incoming resources have related expenditure (as with fundraising or contract income) the incoming resource and related expenditure are reported gross in the SOFA.

**Grants and Donations**

Grants and Donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

**Tax Reclaims on Donations and Gifts**

Incoming resources from tax reclaims are included in the SOFA at the same time as the gift to which they relate.

**Contractual Income and Performance Related Grants**

This is only included in the SOFA once the related goods or services have been delivered.

**Gifts in Kind**

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for sale or distribution are included in the accounts as gifts only when sold or distributed by the charity. Gifts in kind for use by the charity are included in the SOFA as incoming resources when receivable.

**Donated Services and Facilities**

These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received.

**Volunteer Help**

The value of any voluntary help received is not included in the accounts.

**Investment Income**

This is included in the accounts when receivable.

**Investment Gains and Losses**

This included any gain or loss on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.



# VOICES OF HOPE

(Charitable Incorporated Organisation)

## NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31ST MARCH 2024

### 1. ACCOUNTING POLICIES (continued)

#### Expenditure and Liabilities

##### Liability Recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

##### Governance Costs

Include costs of the preparation and examination of statutory accounts, the costs of the trustees meetings and cost of any legal advice to trustees on governance or constitutional matters.

##### Grants with Performance Conditions

Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SOFA once the recipient of the grant has provided the specified service or output.

##### Grants Payable without Performance Conditions

These are only recognised in the accounts when a commitment has been made and there are no conditions to be met relating to a grant which remain in control of the charity.

##### Investments

Investments quoted on a recognised stock exchange are valued at market value at the year end. Other investment assets are included at trustees' best estimate of market value.

##### Unrestricted funds

These funds can be used for the general objectives of the charity as set out in the trustees report. The movements of the unrestricted funds are given in the Statement of Financial Activities.

##### Restricted funds

These funds are where the donor has specified a purpose for the donation made. These restrictions often arise as a result of appeals for special offerings for specific purposes.

##### Designated funds

These funds are funds set aside by the trustees out of unrestricted general funds for particular purposes or projects.

##### Fixed Assets - Unrestricted Funds

Fixed assets for the Unrestricted funds of the charity which provide multi-year use and benefit and cost at least £3,000 per unit will be capitalised into the Fixed Assets of the charity. These assets are valued at the lower of cost including the costs of bringing the asset into service or current fair value after review of the asset value for impairment. Assets which are gifted, will be valued at the fair value to the charity when the assets are received.

##### Fixed Assets - Restricted Funds

Assets and equipment providing multi-year benefit to the charity which have been purchased for specific restricted fund projects in terms of the funding budgets will only be capitalised and recorded as part of the charity's fixed assets in cases of significant asset purchases outside the usual project scope. Restricted Funds Assets are expensed in full in the period of acquisition in line with the funder approved budget for the project.

##### Depreciation Expense

Depreciation is calculated at a rate to write off the cost of tangible fixed assets over their estimated useful lives. The rates applied are as follows:

Fixtures, Fittings and Equipment

25% - Straight Line Basis

### 2. TANGIBLE FIXED ASSETS

The CIO held no fixed assets during this or the previous financial year.

The annual commitments under non-cancelling operating leases and capital commitments are as follows:

31st March 2024 : None

31st March 2023 : None

# VOICES OF HOPE

(Charitable Incorporated Organisation)

## NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31ST MARCH 2024

### 3. INCOMING RESOURCES

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	TOTAL 2023/24 £	TOTAL 2022/23 £
<b>a) Donations, Grants &amp; Legacies</b>					
Gift Aid Donations	2,800	-	19	2,819	8,780
Gift Aid Tax	1,168	-	1,730	2,898	2,433
Gifts & Donations	73,194	-	31,569	104,763	54,217
Grants Received	300	-	330,206	330,506	229,224
	<b>77,462</b>	<b>-</b>	<b>363,524</b>	<b>440,986</b>	<b>294,654</b>
<b>b) Charitable Activities</b>					
Activities & Projects	2,682	-	150	2,832	2,450
Course & Session Fees	-	-	22,414	22,414	16,784
Food Products	-	-	996	996	19,121
Management Income Fees	-	-	2,000	2,000	17,105
	<b>2,682</b>	<b>-</b>	<b>25,560</b>	<b>28,242</b>	<b>55,460</b>
<b>c) Investment Income</b>					
Interest	-	-	-	-	35
	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>35</b>
<b>d) Activities for Generating Funds</b>					
Fundraising Income	-	-	-	-	4,336
	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4,336</b>
<b>e) Other Incoming Resources</b>					
Sundry Income	-	-	821	821	22
	<b>-</b>	<b>-</b>	<b>821</b>	<b>821</b>	<b>22</b>



# VOICES OF HOPE

(Charitable Incorporated Organisation)

## NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31ST MARCH 2024

### 4. RESOURCES EXPENDED

		Unrestricted Funds £	Designated Funds £	Restricted Funds £	TOTAL 2023/24 £	TOTAL 2022/23 £
<b>a) Cost of Charitable Activities</b>						
Advertising & Publicity		-	-	1,628	1,628	3,472
Art & Craft Materials		440	-	1,288	1,728	2,854
Bank Charges		594	-	7	601	217
Cleaning Costs		137	-	717	854	78
Equipment Costs		13,293	-	2,682	15,975	3,047
Food Costs		583	-	65,393	65,976	62,311
Fundraising Costs		1,701	-	1,670	3,371	2,448
Gifts & Donations		1,963	-	3,112	5,075	23,258
Grants & Awards		-	-	-	-	7,663
Insurance Costs		1,195	-	-	1,195	924
Licenses & Subscriptions		1,240	-	1,716	2,956	2,497
Printing, Postage & Packaging		1,051	-	10,279	11,330	9,322
Rent & Rates		-	-	15,696	15,696	6,435
Repairs & Maintenance		282	-	2,369	2,651	428
Staff Costs	<b>14</b>	53,492	-	220,417	273,909	208,163
Sundry Expenses		579	-	750	1,329	562
Training Costs		1,204	-	1,002	2,206	1,141
Travel & Subsistence		1,065	-	-	1,065	108
Volunteers Costs		695	-	2,950	3,645	1,973
Website Costs		6,543	-	-	6,543	600
		<b>86,057</b>	<b>-</b>	<b>331,676</b>	<b>417,733</b>	<b>337,502</b>
<b>b) Governance Costs</b>						
Independent Examiners Fees	<b>10</b>	1,600	-	-	1,600	1,050
Legal & Professional Fees		999	-	6,060	7,059	5,919
		<b>2,599</b>	<b>-</b>	<b>6,060</b>	<b>8,659</b>	<b>6,969</b>

## VOICES OF HOPE

(Charitable Incorporated Organisation)

### NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31ST MARCH 2024

#### 5. RESTRICTED FUNDS

##### CURRENT FINANCIAL YEAR

	Balance 01-Apr-23 £	Income £	Expenditure £	Transfers £	Balance 31-Mar-24 £
Active Breathing Course	9,578	858	10,075	-	361
Body & Soul Exercise Class	-	56	28	-	28
Brite Box Blossom House	4,800	-	-	-	4,800
Brite Box Elmbridge	6,368	44,244	28,267	-	22,345
Brite Box Hounslow	4,444	1,000	3,531	-	1,913
Brite Box HQ	-	12,002	42,705	-	(30,703)
Brite Box Kingston Fund	30,750	96,846	64,758	-	62,838
Brite Box LM S/Wark	-	340	243	-	97
Brite Box Merton	-	-	1,284	-	(1,284)
Brite Box NHS SW London ICP	-	3,105	2,256	-	849
Brite Box Refuge Women's Boxes	-	3,300	1,772	-	1,528
Brite Box Richmond	-	20,520	14,356	-	6,164
Brite Box Roehampton Research Project	-	5,000	400	-	4,600
Brite Box Social Franchise	3,079	14,868	7,569	-	10,378
Brite Box Trading	-	713	224	-	489
Brite Box Vibe NI	-	-	189	-	(189)
Choirs	1,585	35,318	27,213	-	9,690
Choral Activities	-	7,600	4,390	-	3,210
Community Cooking	-	4,200	4,081	-	119
Community Fridge	1,080	1,000	1,613	-	467
Community Garden Fund	472	-	472	-	-
Cooking Classes	-	3,600	2,807	-	793
Good Food Co-Op Fund	808	69	43	-	834
Jubilee of Meaningful Memories	40	-	-	-	40
Pearl Project	-	600	29	-	571
Refugee Action Boxes	80	-	80	-	-
Sister Sanctuary	6,753	7,450	13,926	-	277
Survivors' Forum	1,524	5,000	1,763	-	4,761
Women's Hub Richmond	-	10,064	3,034	-	7,030
Women's Hub Kingston	-	112,152	100,628	-	11,524
	<b>71,361</b>	<b>389,905</b>	<b>337,736</b>	<b>-</b>	<b>123,530</b>



# VOICES OF HOPE

(Charitable Incorporated Organisation)

## NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31ST MARCH 2024

### 5. RESTRICTED FUNDS (Continued)

#### PREVIOUS FINANCIAL YEAR

	Balance 01-Apr-22 £	Income £	Expenditure £	Transfers £	Balance 31-Mar-23 £
Active Breathing Course	3,794	18,822	12,970	(68)	9,578
Body & Soul Exercise Class	-	1,101	1,132	31	-
Brite Box Blossom House	-	4,800	-	-	4,800
Brite Box Elmbridge	-	21,073	14,705	-	6,368
Brite Box Hounslow	-	5,000	556	-	4,444
Brite Box Kingston Fund	46,550	107,778	113,858	(9,720)	30,750
Brite Box Social Franchise	-	20,500	17,421	-	3,079
Brite Box Trading	-	-	303	303	-
Choirs	2,396	21,026	21,298	(539)	1,585
Choral Activities	1,746	-	-	(1,746)	-
Community Fridge	-	3,000	1,920	-	1,080
Community Garden Fund	(1,437)	6,609	1,700	(3,000)	472
Cooking Classes	3,880	79	3,244	(715)	-
Cycle of Change	-	25	27	2	-
Dinner for Hope	-	3,575	3,825	250	-
DofE Trading Fund	(344)	-	-	344	-
Employability Fund	15,483	806	16,289	-	-
Food Charity Project	15,763	-	-	(15,763)	-
Food Hub	(11,831)	-	-	11,831	-
Food Trading Project	918	-	-	(918)	-
Good Food Co-Op Fund	6,510	15,207	17,901	(3,008)	808
Growbaby (Vineyard)	-	-	952	952	-
HAF Creative Space Trading	-	1,600	1,600	-	-
Jubilee of Meaningful Memories	-	5,040	5,000	-	40
Korean Food Hub	149	-	-	(149)	-
Pearl Project	-	7,413	7,567	154	-
Preventive Works/Safer Streets	-	28,319	28,319	-	-
Refugee Action Boxes	-	620	540	-	80
Sister Sanctuary	(1,009)	15,675	7,912	(1)	6,753
Survivors' Forum	-	2,282	1,208	450	1,524
Women's Hub	70	36,818	25,253	(11,635)	-
	<b>82,638</b>	<b>327,168</b>	<b>305,500</b>	<b>(32,945)</b>	<b>71,361</b>

During the financial period the Trustees of Voices of Hope have agreed to transfer general funds to discontinued restricted operations in order to mitigate projects losses and deficits during the financial period in order to present a true and fair view of the restricted funds held by the Charity as at the 31st March 2023.

Restricted funds are wholly represented by the charity's cash reserves and are to be expended as specified above.

# VOICES OF HOPE

(Charitable Incorporated Organisation)

## NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31ST MARCH 2024

### 6. DESIGNATED FUNDS

#### CURRENT FINANCIAL YEAR

	Balance 01-Apr-23 £	Income £	Expenditure £	Transfers £	Balance 31-Mar-24 £
Designated Reserve Fund	17,858	-	-	3,369	21,227
	<b>17,858</b>	<b>-</b>	<b>-</b>	<b>3,369</b>	<b>21,227</b>

#### PREVIOUS FINANCIAL YEAR

	Balance 01-Apr-22 £	Income £	Expenditure £	Transfers £	Balance 31-Mar-23 £
Designated Reserve Fund	-	-	-	17,858	17,858
	<b>-</b>	<b>-</b>	<b>-</b>	<b>17,858</b>	<b>17,858</b>

The Designated Reserve Fund is wholly represented by the charity's cash reserves which have been created to reflect the Trustees' commitment to building the financial resilience of the charity. These reserves will only be expended as specifically directed by the trustees.

# VOICES OF HOPE

(Charitable Incorporated Organisation)

## NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31ST MARCH 2024

### 7. INVESTMENTS

The CIO held no fixed assets investments during this or the previous financial year.

### 8. CASH AT BANK AND IN HAND

	Unrestricted Fund £	Restricted Fund £	TOTAL 31-Mar-24 £	TOTAL 31-Mar-23 £
Cash at Bank & in Hand	34,824	199,155	233,979	200,640
	<b>34,824</b>	<b>199,155</b>	<b>233,979</b>	<b>200,640</b>

### 9. DEBTORS AND PREPAYMENTS

	Unrestricted Fund £	Restricted Fund £	TOTAL 31-Mar-24 £	TOTAL 31-Mar-23 £
Gift Aid Tax Refund	4,981	-	4,981	2,083
Sundry Debtors	1,612	45,026	46,638	98,128
	<b>6,593</b>	<b>45,026</b>	<b>51,619</b>	<b>100,211</b>

### 10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Unrestricted Fund £	Restricted Fund £	TOTAL 31-Mar-24 £	TOTAL 31-Mar-23 £
Independent Examiners Fees	1,600	-	1,600	1,050
PAYE & N.I	3,297	-	3,297	5,217
Sundry Creditors	10,215	-	10,215	10,757
	<b>15,112</b>	<b>-</b>	<b>15,112</b>	<b>17,024</b>

### 11. DEFERRED INCOME: GRANTS AND DONATIONS RECEIVED IN ADVANCE

	Unrestricted Fund £	Restricted Fund £	TOTAL 31-Mar-24 £	TOTAL 31-Mar-23 £
Grants & Donations Received in Advance	-	120,651	120,651	177,648
	<b>-</b>	<b>120,651</b>	<b>120,651</b>	<b>177,648</b>

The deferred income represent the grants and donations received by the Charity in advance and intended for future Charitable purposes. The grants and donations received in advance have therefore been carried forward for use as intended and the funds will be recognised in the Statement of Financial Activity in the coming financial period.



# VOICES OF HOPE

(Charitable Incorporated Organisation)

## NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31ST MARCH 2024

### 12. CREDITORS: AMOUNTS FALLING DUE IN MORE THAN ONE YEAR

The CIO held no long term liabilities during this or the previous financial year.

### 13. NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	TOTAL 31-Mar-24 £	TOTAL 31-Mar-23 £
Fixed Asset Investments	-	-	-	-
Net Current Assets	26,305	123,530	149,835	96,142
Long Term Liabilities	-	-	-	-
	<b>26,305</b>	<b>123,530</b>	<b>149,835</b>	<b>96,142</b>

### 14. STAFF COSTS AND NUMBERS

	TOTAL 2023/24 £	TOTAL 2022/23 £
Gross Wages, Salaries & Fees	256,019	191,422
Employer's National Insurance Costs	8,685	7,797
Pension Contributions	9,205	8,944
	<b>273,909</b>	<b>208,163</b>

Employees who were engaged in each of the following activities:

	TOTAL 2023/24	TOTAL 2022/23
Charitable Activities	13	10

The Charity operates a PAYE scheme to pay all members of employed staff and no employees received emoluments in excess of £60,000 (2022/23:None).

### 15. TRUSTEES AND OTHER RELATED PARTIES

The only payments made to the Trustees consisted of reimbursements of expenses incurred in furthering the Charity's objects and no direct benefits were received by the Trustees or any related parties during the financial period (2022/23:None).

No other payments were made to trustees or any persons connected with them during this financial period. No material transaction took place between the organisation and a trustee or any person connected with them (2022/23:None).

## **VOICES OF HOPE**

(Charitable Incorporated Organisation)

### **NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31ST MARCH 2024**

#### **16. RISK ASSESSMENT**

The Trustees actively review the major risks which the charity faces on a regular basis and believe that maintaining the unrestricted reserves stated, combined with the annual review of the controls over key financial systems carried out on an annual basis will provide sufficient resources in the event of adverse conditions. The Trustees have also examined other operational and business risks which they face and confirm that they have established systems to mitigate the significant risks.

#### **17. DESIGNATED RESERVES POLICY**

The Trustees have considered the level of designated reserves they wish to retain, appropriate to the CIO's needs. This is based on the CIO's size and the level of financial commitments held. The Trustees aim to ensure the CIO will be able to continue to fulfil its charitable objectives even if there is a temporary shortfall in income or unexpected expenditure. The Trustees will endeavour not to set aside funds unnecessarily.

#### **18. PUBLIC BENEFIT**

The CIO acknowledges its requirement to demonstrate clearly that it must have charitable purposes or objects that are for the public benefit. Details of how the CIO has achieved this are provided in the Trustees report. The Trustees confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the CIO should undertake.

**VOICES OF HOPE**  
(Charitable Incorporated Organisation)

**INDEPENDENT EXAMINER'S REPORT ON THE ACCOUNTS**

Report to the trustees/ members of Voices of Hope on the accounts for the year ended 31st March 2024 set out on pages 22 to 33.

**Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- state whether particular matters have come to my attention

**Basis of independent examiner's statement**

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect, the requirements:
  - to keep accounting records in accordance with section 130 of the Charities Act; and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act

have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

K. Collaku MAAT  
Castle View Accounting Ltd  
Ground Floor Offices  
53 High Street  
Arundel  
West Sussex  
BN18 9AJ



Date: 18th December 2024



# 2024-25 Goals



## Project

## Goal

## Outcomes

### Core Development

Strengthen the team, boost external presence, and establish solid operational foundations for sustained growth.

- Enhance core team capabilities and align fundraising with communications.
- Expand ambassadorship and national presence through staff training, speaking and networking.
- Implement robust procedures, management structures, and policy adherence; introduce a CRM system and enhance risk management and financial practices.
- Develop a comprehensive staff training and personal development program to enhance skills, performance, and overall organisational impact.
- Diversify funding streams by monetising specialist training and wellbeing/volunteering offers to businesses

### Specialist Women's Services

Enhance operational structures, expanding support for vulnerable women, and increasing impact through collaboration and strategic promotion.

- Establish fully operational hubs in Richmond and Elmbridge, and develop a workstream for women facing slave labour.
- Support RBK in the presentation and production of the RBK VAWG co-produced strategy.
- Host the second Pearl Project (Nov 2024) with targeted communications and increased partner collaborations.
- Ensure financial sustainability of the hubs and project areas for long-term impact.

### Food Insecurity Projects; BRITE Box

Drive transformation and impact by expanding reach, enhancing programs, and strengthening partnerships.

- Increase impact through a social franchise model in five areas and develop a 3-year strategy.
- Run in-person cooking courses in Kingston's Superzone schools.
- Collaborate with IHI, Public Health and NHS partners to raise awareness and potential for franchising.
- Establish risk management processes and embed a robust organisational structure to support growth.
- Continue evaluation with Kingston University with a focus on the impact of BRITE Box on SEN children.

### Creative Arts Wellbeing Projects

Enhance the impact of Choirs and ABC programs by expanding reach, building strong tutor teams, and growing strategic partnerships.

- Expand choirs by 5, run a Christmas song-writing project, and strengthen tutor team with training, meet-ups and supervision.
- Promote choirs and ABC through implementing a Creative Arts Ambassadors role, increasing partnerships, and targeted communications.
- Secure funding for ABC to support cancer sufferers in SW London.
- Implement robust risk management processes, including budget transfers and streamlined online referrals for ABC.



# We'd like to thank all of you for your *generous* support



## *Acknowledgements*

We are so thankful to everyone who has contributed to the impact of Voices of Hope over the past year. Your dedication, expertise, and unwavering commitment have been instrumental in transforming lives.

**To our staff team** – your hard work, passion, and creativity together with your tireless efforts in managing projects, supporting participants, and continually improving our services, have made a profound difference.

**To our volunteers** – your selfless contributions, enthusiasm and support have been invaluable in seeing many lives move from 'at risk' to 'thriving' and ensuring the continued impact of our projects.

**To our partners, patrons and funders** – your generous support and partnerships have provided the resources and opportunities needed to sustain and expand our work. Your belief in our mission has empowered us to make a lasting impact.

**To our participants** – your engagement, stories, and feedback, have been our greatest inspiration. Your trust and engagement encourages us daily.

**Thank you all for your dedication and support.**  
**Together, we are transforming lives, strengthening our community and creating lasting change.**

