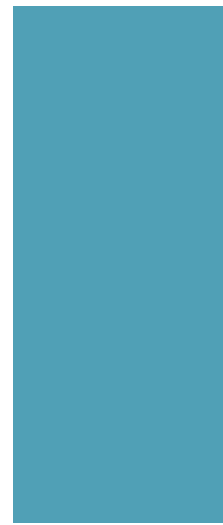


**Working together, transforming lives**

**[voh.org.uk](http://voh.org.uk)**

**Charity no. 1187454**



# CEO Foreword



When I look back on the past five years, I am amazed at the multiple stories of hope and restoration - of pockets of community slowly being rewoven through hope, creativity, and the rebuilding of trust. We began simply as a small response to local need and it has been nothing short of miraculous to see all that has grown and unfolded.

As staff, we get the immense honour of seeing transformation up close - in the formidable resilience of a woman standing to speak or sing at an event for the first time, or in the laughter of volunteers and young people packing 300 BRITE Boxes every week!

Leading Voices of Hope continues to be one of the greatest privileges of my life and I'm profoundly grateful to every person who has been a part of our journey over the last 5 years; staff, volunteers, partners, funders, and friends. Your engagement and passion in this vision has made all that you see in this report possible.

With huge thanks to each and every one of you,  
Sarah





# From At Risk to Thriving - Renewed Vision, Sharpened Focus

**This year marks five years** since Voices of Hope was officially registered as a charity with the Charity Commission on 20 January 2020. In that time, what began as a small community initiative has grown into a vibrant, multi-strand charity, deeply rooted in compassion, creativity, and transformative action.

**In 2024–25 alone, we reached 4,865 individuals on a weekly basis through our programmes and engaged an average of 163 volunteers each week giving an incredible 14,500 hours over the year** — evidence of both scale and personal connection. We are deeply proud of all that has been achieved and remain profoundly grateful to everyone who has contributed time, expertise, resources, and encouragement.

This year has also been one of deep alignment and strategic renewal. Our updated charitable objectives, approved by the Charity Commission in March 2025, reaffirm what has long been central to our work: **supporting women and children, especially those facing gender-based violence, poverty, and systemic disadvantage, to rebuild their health, confidence, and long-term independence.** This renewed mandate has helped to focus our energy, shape our partnerships, and better communicate our purpose to funders, collaborators, and communities.

## **We now operate through three integrated initiatives:**

- Specialist Women's Services, offering
  - Women's Hubs that provide trauma-informed, wraparound support
  - Survivor Empowerment Programmes, including forums, campaigns, resources, and training
- BRITE Box and the emerging development of Baby BRITE Box, equipping children and families with practical tools to eat healthily together
- Creative Arts for Wellbeing, using choirs, creative sessions and the Active Breathing Course to support emotional resilience, confidence, and voice for both women and children

We aim to help women and children not just survive adversity but regain agency, restore wellbeing, and thrive. Creative Arts remains the connective tissue across all our work as it acts as a catalyst—restoring voice, nurturing wellbeing, and strengthening relationships. Importantly, it also opens routes into volunteering, leadership, and employment, particularly for women rebuilding after trauma. In this way, our Creative Arts programme directly supports our charitable objectives - empowering people to heal, actively participate, and shape their futures. The sections that follow reflect how we've turned our vision into action. They share what we've delivered, learned, and celebrated with a key focus on the voices of those we serve.







# Specialist Women's Services

## Women's Hubs - Outreach Focus - Survivor Empowerment

WOMEN  
supported

530

### Hubs - Kingston, Richmond & Elmbridge

Our Specialist Women's Hubs in Kingston, Richmond, and Elmbridge supported over 530 women this year, offering consistent, trauma-informed spaces for women facing abuse, isolation, or multiple disadvantage. These hubs are at the heart of Voices of Hope's mission, addressing gender-based violence, economic hardship, and health inequality with holistic, relationship-driven care.

- **Kingston:** 350 women engaged; 180 received one-to-one advocacy/pastoral care; 40 accessed formal advocacy support; 160 were new to the Hub this year
- **Richmond:** 153 women supported in its first full year of delivery; 4 participated in survivor empowerment work
- **Elmbridge:** Launched in February 2025; 27 women accessed the Hub within the first 6 weeks
- **All:** Creative and Wellbeing Sessions: 28 regular sessions offered, from trauma-informed movement and creative writing to pilates, cooking and crafts; 190 women participated, with:

93%

**reported improved mood**

87%

**built friendships outside of sessions**

83%

**reported reduced anxiety**

92%

**felt an increase in confidence or self expression**

The Women's Hub model is intentionally flexible and survivor-centred, built to meet each woman where she is—whether in crisis or at a point of rebuilding. It offers a clear, trauma-informed pathway from safety to confidence, agency, and community connection.



**"Voices of Hope is the most welcoming and uplifting place I've ever been to. Everyone genuinely cares for one another. You have the most amazing conversations and meet people you'll never forget."**

## *Case Studies*

**One woman, living with partial facial paralysis, came to the Sisterhood Choir on the advice of her GP. Initially hesitant to engage, she gradually found her voice through song. Over time, she reported improved facial movement, confidence, and social connection. "I never thought I'd sing again," she shared through tears. "But this choir gave me more than music—it gave me back my voice."**

**Another participant joined Cook & Dine while experiencing severe depression. Initially withdrawn, she began cooking, laughing, and eventually hosting meals for others. "I feel like I matter now," she told us, "this gave me purpose."**



**"Coming to the Richmond Women's Hub is my weekly dose of medicine."**

**"I feel so empowered and motivated after each class. Thank you for creating such a wonderful space for us!"**



# Outreach Focus

New outreach focused on Modern Slavery and Exploitation (MSE) was piloted in Kingston. Our mapping project, supported by Kingston Council, engaged over 200 practitioners across sectors to assess awareness and support structures. A new practitioner network was formed, and early interventions supported survivors including those with NRPF (no recourse to public funds) or hidden status.

**"Voices of Hope gave me more than help—they gave me dignity when I had nothing else left."**

-Maria

**43**

**Outreach events were held**

**47%**

**increase in attendance from last year**

**11**

**Safeguarding referrals**

**22**

**women joined wellbeing sessions**

In parallel, **we continued our outreach to minority communities:** our outreach work included language-specific sessions, interfaith gatherings, and mother-and-baby groups. In Kingston's Cambridge Estate, we engaged 45 women via estate-based drop-ins and home visits—72% of whom had never accessed formal support before. This work led to women being able to access safeguarding support and joining wellbeing sessions.

**Our desire through these outreach engagements is to walk alongside women as they rediscover dignity, agency, and healthy community.**

**"This is the first time I've felt like someone sees me. You always come back. That means something."**

- Cambridge Estate resident



# Hub Leadership, Staffing and Volunteer Progression

✓ In 2024–25, 16 women progressed from participants to volunteers or peer facilitators across our Women's Hubs.

These roles helped rebuild confidence and offered a springboard into leadership and advocacy. Several women also began mentorship towards community engagement, paid facilitation, and public speaking - reinforcing our commitment to long-term self-efficacy and sustainable employment pathways.

We also embedded **a new staffing model across the Hubs, appointing dedicated Coordinators at each site.** Capacity for Pastoral and Advocacy staff was expanded, and we formalised consistent operational systems, including weekly team meetings and new tools for staff wellbeing, supervision, safeguarding, and impact tracking.



**"During a particularly stressful time while my own mental health was struggling, I found enormous rest and relief in our sessions. The laughter and sharing meant we all left feeling lighter—and I was more able to jump back into my lengthy to-do list."**

-VoH staff member  
(reflecting on wellbeing sessions)



# Women's Services Funding and Partnerships

Women's services in the UK remain among the most underfunded areas of social impact. Recent research conducted by Pro Bono Economics reveals that organisations run by and for women and girls receive just 1.8% of total charitable grant funding. We are deeply grateful to the following local funding for sustaining this critical work:

- ✓ **Mayoral Funding:** £12,500
- ✓ **Elmbridge Cost of Living Fund:** £10,127
- ✓ **RBK Resilience Fund:** £19,645
- ✓ **Richmond Civic Pride Fund & LBR Direct Award:** £19,000
- ✓ **RBK Direct Award:** £39,203

The Women's Hubs are based on a partnership model with each organisation contributing sessions / assets / referral pathways. Key Hub partners include: Borough Community Safety teams in Kingston, Richmond and Elmbridge, Refuge, MIND Kingston, Walton Charity, North Surrey Domestic Abuse Service, St John's Church Walton, Richmond Vineyard, Spurgeon's Elmbridge, KingsGate Church Kingston, Doxa Deo Community Church Kingston, and Jigsaw4U.







# BRITE Box

## Strengthening Family Nutrition, Skills, and Connection

BRITE Box continued to provide weekly, hands-on meal kits to children and families, empowering them to cook healthy meals together and build lasting habits around food. This year, the programme expanded into **Croydon, Merton, and Wandsworth**, alongside sustained delivery in Kingston, Elmbridge and Richmond—reaching **1010 families** weekly across **42 schools** in **8 boroughs**, through a blend of managed and social franchise hubs.

The project remains deeply aligned with our charitable objectives - supporting children by tackling food insecurity, improving health outcomes, and equipping families with the tools to thrive. In addition to practical cooking support, BRITE Box fosters routine, creativity, and shared time, especially for families under stress.

**“BRITE Box has been a lifeline on tough weeks – and my kids actually enjoy cooking now!”**  
– Parent

**“Because of BRITE Box, my children like broccoli and courgettes now, which they didn’t before.”**  
– Parent

### Three-Year Impact: Research Findings

This year, we completed our first three-year evaluation report, drawing together data from family surveys, school feedback, and external evaluation partners. The findings clearly demonstrate BRITE Box’s long-term value in improving health, confidence, and connection.

**93%** families reported increased confidence in preparing healthy meals

**82%** families noticed improved mealtime routines and reduced stress

**89%** children tried new foods through BRITE Box recipes

**71%** said the programme helped them manage their food budget better

Schools also reported that the programme supported pupil engagement, curriculum enrichment, and strengthened relationships with families.

# SEN Spotlight

Our independent evaluation placed a strong emphasis on the experience of families of children with special educational needs (SEN). These families often face additional barriers to healthy eating—including sensory sensitivities, limited cooking confidence, and financial pressures.

## Key outcomes:

- ✓ Improved dietary variety, with children more open to trying vegetables
- ✓ Increased parental confidence around food and meal planning
- ✓ Enhanced family bonding and calmer mealtimes
- ✓ Positive impacts on literacy, numeracy, and emotional engagement through cooking-related tasks

These findings are shaping the next phase of the programme, as we seek funding to increase our support to children with additional needs through BRITE Box.

**“My son, who has autism, never touched vegetables before. Now he helps cook them and even eats them. It’s been transformative for our family.”**  
– Parent, Blossom House School



# Baby BRITE Box

## Laying Foundations for Healthy Eating from the Start

In the beginning of 2025, we started to develop the concept for **Baby BRITE Box** as a practical, in-home intervention to support infant nutrition and healthy weaning. It is being designed to complement the work of public health teams, family hubs, and local charities supporting young parents. While existing NHS-led workshops provide vital information and encouragement, Baby BRITE Box will bridge the gap between **knowledge and practice** by delivering hands-on, step-by-step support directly into the home.

Each family will receive a weekly box over **8 to 12 weeks**, containing:

- Healthy ingredients for both baby and mother
- Clear, easy-to-follow weaning recipes aligned with NHS guidance
- Essential weaning tools to support practical learning



The programme will place equal emphasis on **maternal nutrition**, helping parents build sustainable cooking routines that benefit the whole household. By making weaning enjoyable, pressure-free, and achievable, we hope that Baby BRITE Box will foster confidence and promote lasting food habits from the earliest stages of life.

This intervention responds to urgent public health needs: recent data shows that **UK toddlers receive nearly 47% of their calories from ultra-processed foods by 21 months**, and that **weaning confidence is particularly low among families in deprived areas**. By reducing barriers related to cost, access, and knowledge, Baby BRITE Box will support healthier starts and help reduce future health inequalities.

We are currently working in partnership with NHS teams and Public Health teams to embed Baby BRITE Box into borough-wide strategies, with **pilot delivery planned for 2025–26**.

# Funding and Growth

---

This year saw significant investment in BRITE Box's expansion and sustainability. Funding was secured from **NHS South West London (£135,000)** to support new delivery hubs in **Croydon, Merton and Wandsworth**, and from **Public Health England** via **RBK (£89,968 over three years)** for continued Kingston delivery. **Richmond Parish Lands Charity** confirmed multi-year core support, while **Walton Charity** continued their valued partnership with a further **£22,000 awarded**.

Additional grants included **£21,060** from **The Hampton Fund**, **£7,020** from **Elmbridge Borough Council**, and targeted funding from the **Shanly Foundation**, and **Wimbledon Foundation**.



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## Highlights & Innovation

- ✓ **42 schools** engaged across **five boroughs**
- ✓ Delivered through **4 managed hubs** (Kingston, Richmond, Elmbridge, Wandsworth) and **4 social franchise hubs** (Merton, Croydon, Southwark, Armagh)
- ✓ Introduced **school-based cooking classes** (e.g. at St Joseph's)
- ✓ Engaged in **strategic learning events** (e.g. the Premier League Charitable Fund and IHI)
- ✓ **Presented** the BRITE Box model at the **IHI/BMJ Conference**





# Creative Arts

## Voice, Wellbeing, and Pathways to Flourishing

The Creative Arts Programme at Voices of Hope is a strategic and therapeutic strand of our mission to transform the lives of women and children facing gender-based violence, hardship, and systemic disadvantage. By engaging in the arts, participants reclaim voice, develop confidence, and improve wellbeing. Many go on to take leadership roles, volunteer in their communities, or move into meaningful employment within the Creative Arts Programme or Voices of Hope's wider work.

This year, Creative Arts continued to serve as a vital pathway for healing and thriving, supporting our charitable objectives by addressing mental and physical health challenges, reducing isolation, and building self-efficacy - particularly for those affected by trauma or anxiety. The programme brings people together in accessible, joyful ways, providing both immediate therapeutic benefit and longer-term opportunities for growth.

Our two main programme offerings are weekly community choirs and the Active Breathing Course. From our 2024 evaluations:

97%

**described the choir as "very positive" overall (100% positive)**

100%

**participants managing anxiety reported improvement**

95%

**said sessions lifted their mood**

71%

**said their energy levels improved**

# Choirs: Connection Through Song

We delivered 14 choirs across community and care settings in 2024–25, with an average 270 weekly participants. New choirs were launched at Elmbridge Women’s Hub, The Bradbury Centre, and Surbitonian Gardens.

Choirs are intentionally inclusive, creating welcoming spaces for a wide range of participants, including neurodiverse individuals, those with visual impairments, women in recovery from trauma, and older adults living with dementia. Sessions are carefully adapted to meet varied needs using accessible lyric formats, flexible participation styles, and trauma-informed approaches. This inclusive design not only enabled people to participate at their own pace, but also fostered deep connection and belonging. For many, it was the first group setting where they felt safe, accepted, and able to contribute as themselves.

**“It is the highlight of my week and takes priority in my busy life—it’s the best outlet ever!”**

– Choir participant

**“I feel like I belong to a special community that has a great connection between women—it’s a unique thing.”**

– Sisterhood Choir participant

Choirs performed throughout the year at care homes, churches, community centres, and public venues, including Staines Community Centre, Kingston Marketplace, and Ashford Salvation Army, reaching diverse audiences across London and Surrey. Highlights included the VoH Christmas Concert with over 300 in attendance, Pearl Awards, and Mental Health Awareness Week events.

**“We started with only three people. Now we have 40 members! Singing has helped my anxiety, given me confidence, and brought so much laughter. I’ve made 39 new friends. Voices of Hope and our choir leader has changed everything for me.”**

–Rosie (Spelthorne Choir)



# Project Spotlight

We also continued our Meaningful Memories project, funded by the Foyle Foundation. This unique initiative brought together older adults from across our choirs to co-create, record, and release a Christmas single, *Stars*, in partnership with Voices of Hope Ambassador and composer Joanna Gill. The song was inspired by personal memories of Christmas—gathered through reflective workshops—and written collaboratively with participants.

The final recording, featuring vocals from 138 singers across four of our community choirs (alongside supporting vocals from the London Fire Brigade Choir), was released on 1st December 2024 on major streaming platforms and distributed on CD to ensure accessibility for those without digital access. While final download and stream numbers were still being compiled at the time of reporting, the teaser video achieved 13,000 views, and choirs performed the song at Christmas concerts reaching an estimated 1,000 audience members.

This project fostered creativity, connection, and intergenerational joy—offering many participants their first-ever experience of recording a song. Participants described the process as “challenging but exhilarating,” with one noting:

**“It was a new and exciting experience... We had the privilege of having two Christmases in one year! The most important thing was the joy of knowing we all helped create a beautiful sound.”**

Meaningful Memories demonstrated the emotional and cognitive value of group music-making for older adults, including those living with dementia. The project amplified participants’ voices, celebrated their contributions, and highlighted the deep therapeutic potential of song to spark memory, wellbeing, and belonging.



# ABC: Breathing for Strength, Resilience and Recovery

The **Active Breathing Course (ABC)** combines guided breathing techniques with vocal exercises, and creative activities. Originally developed to support those experiencing anxiety and post-COVID breathlessness, the programme has expanded significantly in 2024–25, offering tailored support to adults with cancer and exploring development for children along with courses for asylum seekers and refugees in partnership with Clear Voice business.



## Cancer ABC

Delivered in partnership with hospital / primary healthcare providers and supported by the National Lottery, this course supported individuals living with and beyond cancer. Sessions provided tools to manage breathlessness, improve energy, and reduce anxiety during and after treatment. Aligned with our charitable objectives, we employed and trained women with professional backgrounds/experience in music, breathing, and therapeutic fields - offering flexible, meaningful roles that utilised their expertise while contributing to wider community wellbeing. This approach not only strengthened the quality of delivery but created opportunities for skilled women to be upskilled and to step into leadership and income-generating roles in health and wellbeing.

**“ABC gave me something I could actually use every day. It helped me manage stress, regain control, and connect with my body again.”**

– Cancer ABC participant

92%

**reported improvements in breathing capacity**

78%

**said the course helped with daily anxiety**

87%

**saw reduced breathlessness**

81%

**reported an improved mood**





# BBA

**BIG** **BREATHING** **ADVENTURE!**

In response to the growing need for trauma-sensitive health and wellbeing tools for children, we have laid the groundwork for the Big Breathing Adventure (BBA)—a creative adaptation of our ABC programme tailored for younger audiences. This year, we established key partnerships with Get Better Books (working on the creative design of the course), Kingston University's business and graphic design departments, and Cambridge University Hospitals (CUH). CUH has an extensive paediatric department and is supporting the integration of the Big Breathing Adventure into clinical pathways **for children experiencing disordered breathing and anxiety-related conditions.**

The need is significant: recent NHS data shows that **1 in 6 children in the UK now experience a probable mental health condition**, and anxiety remains one of the most common challenges. Children with chronic breathlessness or post-viral respiratory symptoms—often exacerbated by stress—require holistic, accessible tools to support recovery and emotional regulation.



BBA is being designed to meet this need by combining **controlled breathwork exercises, creative activities, and body awareness** in a developmentally appropriate, trauma-informed format.

Our goal is to empower children with lifelong self-regulation tools while reducing the strain on clinical services.

This work will move into pilot delivery and evaluation stages in 2025–26, with long-term potential for integration into additional hospital settings and wellbeing initiatives.



# Innovation, Learning, and Growth

We introduced weekly Creative Arts Team meetings to strengthen collaboration and shared learning, alongside dementia-focused training to support inclusive delivery. TV lyric screens improved accessibility and connection in choirs, particularly for those with memory or visual impairments. We also trained four new ABC tutors and continued to develop peer leadership pathways, enabling women—especially from Sisterhood Choirs—to step into co-facilitation and creative roles.

We also welcomed two Creative Arts Ambassadors, whose expertise and passion have added extraordinary value to our work:



**Joanna Gill** is an award-winning composer whose music has been commissioned by King Charles, performed live on BBC1, and featured on BBC Radio 3. She also works as an orchestrator for a Netflix series, conducts two chamber choirs, and directs classical music at Holy Trinity Brompton. Joanna is passionate about the healing power of music and brings this conviction to her role as Ambassador for Voices of Hope.

**Dr Fi Costa**, trained at the Royal College of Music, is a research fellow at the University of Roehampton whose work explores music's role in mitigating pain, anxiety, and memory loss. She co-authored *Take Note: 100 Everyday Musical Ideas for Carers to Use with Older People* and regularly leads intergenerational concerts attended by babies, school children, and care home residents. Fi also serves as a trustee for The Amber Trust and Embracing Age.



Their expertise in research, education, and community engagement has strengthened the depth and quality of our Creative Arts programme, ensuring it remains accessible, creative and evidence-informed.



# Volunteering & Employment Pathways



## A Note of Deep Appreciation for Our Volunteers

At the heart of Voices of Hope are the volunteers who give their time, energy, skills, and compassion to help others move from 'at risk' to thriving. Whether supporting at our Women's Hubs, preparing BRITE Boxes, co-leading choirs, or diligently making things happen behind the scenes, our volunteers are nothing short of incredible and bring our mission to life.

This year, more than 163 individuals volunteered across our projects - many of whom are themselves on journeys of recovery, growth or change. Their presence has shaped both the delivery of our services, and the culture of community and compassion that defines Voices of Hope.

To every person who gave their time and invaluable support this year: thank you! Your generosity, passion and willingness to serve are deeply valued by the whole of the VoH staff team. We simply could not do this without you.



**"The charity is run very well and is a very supportive place to volunteer, the projects VoH supports are fantastic and reach a real need in the community, it is hugely rewarding knowing that we are making a valuable difference in the local community."**

- Jane

# Empowerment & Employment Pathways

Creating pathways from “at risk” to thriving often means supporting people not just emotionally and socially, but vocationally too. Throughout 2024–2025, Voices of Hope provided a range of structured volunteering opportunities, skill-building activities, and mentoring that helped community members transition into meaningful employment.

## External Partnerships Supporting Employment:

- **7 student placements** through Kingston University
- Collaborations with St Mary’s University
- Referrals to accredited courses (e.g. Venus Healthcare)
- **1 year-long funded student** sandwich-year placement through MiQ and Kingston University partnership

## Summary of Our Approach:

Throughout 2024–25, we prioritised practical pathways into work and volunteering across all our programmes. From Women’s Hubs and BRITE Box to Choirs and ABC, we sought to give individuals opportunities to gain skills, contribute meaningfully, and transition into paid work.

Volunteering provided many with the space to build confidence, rediscover skills, and test new ones. For several, this became a springboard to paid work.

## Employment Outcomes:

Noticeably, in line with our core commitment to supporting women towards long-term independence and self-efficacy, **13 women from our Women’s Hubs** progressed from beneficiaries to volunteers and further into roles—including ABC tutors, choir leaders, cooking instructors, childcare providers, and survivor speakers. An additional 4 volunteers (not initially beneficiaries) progressed to employment within BRITE Box.





## Training and Upskilling:

Training delivered across 2024–25 included several foundational and specialist sessions made available to all staff and, where possible, volunteers / beneficiaries of our programmes. These shared learning opportunities reinforced consistent trauma-informed practice and helped equip team members for safe and effective community work.

Throughout the year, we delivered a robust programme of training to equip staff, volunteers, and facilitators with the knowledge and skills needed to provide safe, inclusive, and trauma-informed support. Key areas included:

- **Trauma and abuse awareness** – including specialist sessions on trauma-informed engagement, domestic violence, and modern slavery
- **Health and wellbeing-focused training** – such as dementia and cancer impact training for ABC and choir tutors, neurodiverse inclusion, and food hygiene tailored to our values-based delivery
- **Systems and safeguarding** – including safeguarding, dynamic risk assessment, MARAC processes
- **Skills for empowerment and community leadership** – such as public speaking, Asset-Based Community Development, and fire and health & safety training



# Core Operations & Organisational Development

This year, Voices of Hope continued to invest in the systems, teams, and infrastructure needed to sustain our expanding reach. Amid growing demand, shifting funder priorities, and rising public need, we remained agile and intentional in strengthening our core.

## Strategic Focus:

- Established dedicated Community Fundraising and Comms/PR teams, improving project alignment and public visibility
  - Communication increased reach
    - Engaged over 1,050 newsletter subscribers with an open rate of 54% (up from 35.9% last year)
    - 56,000+ website visitors since the last relaunch
    - An average of 22,858 views on Instagram, with 53.1% from followers and 46.9% from non-followers.
    - 6,461 accounts reached on Instagram (+69.1% increase from last year)
    - An average of 54,409 views on Facebook (73.6% increase from last year)
- Responded to fundraising challenges with the support of a professional bid writing company to apply for larger national funders and to gain support adjusting strategy to navigate donor fatigue and economic pressures
- Maintained a strong focus on **media presence** and public reputation through campaigns, speaking engagements, and flagship events
  - Delivered 3 successful flagship events (Cycle of Change, Family Celebration and Gala Dinner) raising just short of 13K
  - VoH staff led **16 speaking engagements** at national and community forums



- Secured funding to implement **a new CRM system**—enabling improved donor engagement, data management, and reporting
- Expanded our **Finance Team** by onboarding volunteers with high-level finance experience, enhancing controls, budgeting, and transparency.



### **Systems and Technology:**

- Deepened use of our 3D financial management system to tailor reports for different stakeholders, budget leads and project coordinators
- Streamlined payroll processes and improved internal data capture
- Upgraded accounting systems to automate workflows, support project-level budget tracking and improve backup and reporting functionality

### **Workplace & Team Environment:**

- We introduced a hybrid-friendly, shared working environment to support flexible, cross-functional teamwork given the growth into 3 boroughs of projects.
- We launched a structured staff training and development programme to upskill team members across areas such as safeguarding, trauma-informed care, governance, project management, data protection, and fundraising. Over the year, we delivered 34 training sessions, with 96% of staff reporting increased confidence in their roles and 89% saying the training directly improved their day-to-day work.
- The charity also strengthened staff management systems, with more consistent check-ins, feedback loops, and a renewed focus on reflective practice and relational supervision.

# Trustees' Financial Statement

The Trustees of Voices of Hope take seriously our responsibility to manage the charity's resources with integrity, transparency, and prudence. Throughout 2024–2025, we continued to apply robust financial controls, detailed monitoring, and forward-planning to steward our funds effectively and to mitigate risk across all areas of operation.

In a year marked by continued economic strain and heightened competition for funding, the Trustees worked closely with the senior leadership team to strengthen organisational resilience. This included:

- Partnering with a professional bid-writing consultancy to compete for larger funders and grow income
- Introducing clearer income forecasting tools across departments
- Broadening our Finance Team to enhance in-house expertise and oversight

The charity also made significant progress in risk management this year:

- Further embedded our internal reporting and accountability structures
- Maintained live risk registers across programme and operations
- Reviewed and strengthened data protection, safeguarding and employment protocols

Our decision to invest in a new CRM system reflects a strategic commitment to both transparency and long-term sustainability—allowing us to centralise information, improve reporting, and build stronger donor and partner relationships.

According to our 2024–25 Statement of Accounts, a clear area of progress was the increase in unrestricted and diversified income: we secured just over **£150,000 from non-grant and non-award sources**, a significant rise from the 2023–24 figure of 80K. This growth demonstrates the increasing financial stability of the organisation and the effectiveness of our broadened fundraising strategy.

We are grateful for the support of funders, donors, and community members whose generosity has made this year's progress possible. With careful management and a focus on long-term impact, the Trustees remain confident in Voices of Hope's financial health and capacity to grow sustainably in the years ahead.



# Financial Summary

<b>TOTAL Income</b>	<b>£643,407</b>
<b>TOTAL Expenditure</b>	<b>£610,517</b>
<b>Net Surplus</b>	<b>£32,890</b>

## Charity Assets

<b>Cash and Bank Balances</b>	<b>£246,903</b>
<b>Net Current Assets</b>	<b>£19,403</b>
<b>Deferred Income (restricted)*</b>	<b>-£83,582</b>

**£182,724**

## Charity Funds

<b>Restricted Funds for projects</b>	<b>£116,146</b>
<b>Unrestricted Funds</b>	<b>£39,209</b>
<b>Designated Reserves</b>	<b>£27,369</b>

**£182,724**

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



## Funding Summary

**£150,378**

Donations &  
other income

**£215,243**

Government  
Funding

**£277,786**

Grants

# Goals for 2026



## Project

### Core Development

## Goals

- **Implement new CRM system** to improve donor data management, streamline communications, and support grant and volunteer tracking.
- **Formalise volunteer pathways** and expand **university partnerships**, including a **new GP trainee placement via St Mary's University**.
- **Grow core infrastructure**, including launch of an **Operations Volunteer Team** and increasing **ambassador roles**.
- **Strengthen financial systems**, with automated budget tracking, improved access for project leads, and real-time reporting tools.
- **Deliver High Net Worth donor events** to elevate awareness of Voices of Hope, showcase impact and innovation, and build long-term giving and legacy networks.
- **Launch a schools fundraising platform** within our website, piloting with Kingston Grammar School

### Women's Services

- Expand Outreach, Modern Slavery and Survivor Forum work across all boroughs
- Implement the Charis Network platform with secure systems in place
- Convene a policy working group to tackle systemic barriers for survivors

### BRITE Box

- Expand into two new boroughs via the franchise model
- Pilot and evaluate Baby BRITE Box within public health pathways
- Present the BRITE Box model at the House of Lords

### Creative Arts

- Expand local performances and community concerts
- Scale ABC Cancer programme to 15 cycles across SW London
- Secure funding and launch 'ABC for Children' pilot with monitoring and evaluation

We move into 2025/26 with focus, passion and commitment - working together to transform the lives of women and children, and impact the wider communities we're so grateful to be a part of.



# How it all began— 2019



ANNUAL REPORTS AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST MARCH 2025

# VOICES OF HOPE

(Charitable Incorporated Organisation)

CHARITY REGISTRATION No: 1187454

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# VOICES OF HOPE

(Charitable Incorporated Organisation)

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**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 2024
END OF FINANCIAL YEAR	31st March 2025
TRUSTEES AT 31ST MARCH 2025	Jeevan Mahesan Elisabeth Vernon Rebecca-Anne Harrington Clive Harrington Keath Gaitskell (Appointed 8th July 2024) Sarah Jarvis (Appointed 19th June 2024)
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 in particular (but not exclusively) by supporting women and children affected by gender-based violence and/or who face multiple disadvantages. 2. To advance public education on the prevention of gender-based violence, economic hardship and other disadvantages towards women and children through awareness campaigns, training, employment support, community-based sessions and resources that promote awareness of societal change. 3. To advance education of the public in the arts, in particular but not exclusively in the arts of music, by the preservation 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**  
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**TRUSTEES' REPORT (Continued) FOR THE  
YEAR ENDED 31ST MARCH 2025**

**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: 16 December 2025

Signed on their behalf by Trustee



Printed Name: Jeevan Mahesan

**VOICES OF HOPE**  
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**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31ST MARCH 2025**

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	TOTAL 2024/25 £	TOTAL 2023/24 £
<b>INCOMING RESOURCES</b>						
Incoming Resources from Generated Funds						
Donations, Grants & Legacies	3a	50,924	-	542,742	593,666	440,986
Charitable Activities	3b	13,293	-	30,290	43,583	28,242
Investment Income	3c	3,572	-	-	3,572	-
Other Incoming Resources	3d	1,656	-	930	2,586	821
<b>TOTAL INCOMING RESOURCES</b>		<b>69,445</b>	<b>-</b>	<b>573,962</b>	<b>643,407</b>	<b>470,049</b>
<b>RESOURCES EXPENDED</b>						
Costs of Generating Funds						
Cost of Charitable Activities	4a	103,266	-	463,333	566,599	417,733
Governance Costs	4b	28,600	-	15,318	43,918	8,659
<b>TOTAL RESOURCES EXPENDED</b>		<b>131,866</b>	<b>-</b>	<b>478,651</b>	<b>610,517</b>	<b>426,392</b>
<b>NET INCOMING (OUTGOING) RESOURCES</b>		<b>(62,421)</b>	<b>-</b>	<b>95,311</b>	<b>32,889</b>	<b>43,657</b>
Funds Brought Forward		5,078	21,227	123,530	149,835	106,178
Transfer Between Funds	5 & 6	96,552	6,142	(102,694)	-	-
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>39,209</b>	<b>27,369</b>	<b>116,146</b>	<b>182,724</b>	<b>149,835</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 19 to 28 form part of these financial statements.



**VOICES OF HOPE**  
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**BALANCE SHEET**  
**AS AT 31ST MARCH 2025**

	Note	Unrestricted Funds £	Re stricted Funds £	TOTAL 31-Mar-25 £	TOTAL 31-Mar-24 £
Fixed Assets					
Tangible Assets	2	-	-	-	-
Investments	7	-	-	-	-
Total Fixed Assets		-	-	-	-
Current Assets					
Debtors & Prepayments	9	56,770	-	56,770	51,619
Cash at Bank and in Hand	8	47,175	199,728	246,903	233,979
Total Current Assets		103,945	199,728	303,673	285,598
Creditors: Amounts falling due within one year	10	37,367	-	37,367	15,112
Deferred Income: Grants and donations received in advance	11	-	83,582	83,582	120,651
NET CURRENT ASSETS		66,578	116,146	182,724	149,835
TOTAL ASSETS less current liabilities		66,578	116,146	182,724	149,835
Creditors: Amounts falling due in more than one year	12	-	-	-	-
NET ASSETS		66,578	116,146	182,724	149,835
FundsoftheCharity					
General Funds		39,209	-	39,209	5,078
Designated Funds	6	27,369	-	27,369	21,227
Restricted Funds	5	-	116,146	116,146	123,530
Total Funds		66,578	116,146	182,724	149,835

Approved by the Trustees on 16 December 2025

Signed on their behalf by Trustee



Printed Name: Jeevan Mahesan

VOICES OF HOPE  
(Charitable Incorporated Organisation)  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST MARCH 2025

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.

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**NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR  
ENDED 31ST MARCH 2025**

**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 2025 : None  
31st March 2024 : None

**VOICES OF HOPE**  
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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
**FOR THE YEAR ENDED 31ST MARCH 2025**

**3. INCOMING RESOURCES**

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	TOTAL 2024/25 £	TOTAL 2023/24 £
<b>a) Donations, Grants &amp; Legacies</b>					
Gift Aid Donations	-	-	-	-	2,819
Gift Aid Tax	6,535	-	-	6,535	2,898
Gifts & Donations	43,989	-	40,113	84,102	104,763
Grants Received	400	-	502,629	503,029	330,506
	<u>50,924</u>	<u>-</u>	<u>542,742</u>	<u>593,666</u>	<u>440,986</u>

**b) Charitable Activities**

Activities & Projects	12,893	-	-	574	13,467	2,832
Course & Session Fees	-	-	-	23,399	23,399	22,414
Product Sales	-	-	-	4,117	4,117	996
Management Income Fees	400	-	-	2,200	2,600	2,000
	<u>13,293</u>	<u>-</u>	<u>30,290</u>	<u>43,583</u>	<u>28,242</u>	

**c) Investment Income**

Interest	3,572	-	-	3,572	-
	<u>3,572</u>	<u>-</u>	<u>-</u>	<u>3,572</u>	<u>-</u>

**d) Other Incoming Resources**

Sundry Income	1,656	-	930	2,586	821
	<u>1,656</u>	<u>-</u>	<u>930</u>	<u>2,586</u>	<u>821</u>



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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
**FOR THE YEAR ENDED 31ST MARCH 2025**

**4. RESOURCES EXPENDED**

		Unrestricted Funds £	Designated Funds £	Restricted Funds £	TOTAL 2024/25 £	TOTAL 2023/24 £
<b>a) Cost of Charitable Activities</b>						
Activities & Events		1,484	-	-	5,187	6,671
Advertising & Publicity		36	-	-	1,272	1,308
Art & Craft Materials		-	-	-	169	1,728
Bank Charges		690	-	-	154	844
Cleaning Costs		4	-	-	520	524
Equipment Costs		628	-	-	6,312	6,940
Food Costs		1,031	-	-	101,627	102,658
Food Safety Costs		-	-	-	1,722	1,722
Fundraising Costs		1,046	-	-	470	1,516
Gifts & Donations		6,329	-	-	3,293	9,622
Insurance Costs		1,846	-	-	172	2,018
Licenses & Subscriptions		1,856	-	-	787	2,643
Music Resources		-		54	54	-
Printing, Postage & Packaging		1,621		18,948	20,569	11,330
Rent & Rates		-		9,734	9,734	15,696
Repairs & Maintenance		477		4,066	4,543	2,651
Research Costs		-		13,225	13,225	-
Staff Costs		82,435		289,331	371,766	273,909
Sundry Expenses	14	-		-	-	1,329
Training Costs		784		870	1,654	2,206
Travel & Subsistence		1,518		247	1,765	1,065
Utility Costs		-		2,320	2,320	-
Volunteers Costs		239		2,854	3,093	3,645
Website Costs		1,243		-	1,243	6,543
		<b>103,266</b>	<b>-</b>	<b>463,333</b>	<b>566,599</b>	<b>417,733</b>

**b) Governance Costs**

Independent Examiners Fees	10	2,000	-	-	2,000	1,600
Legal & Professional Fees		26,600	-	15,318	41,918	7,059
		<b>28,600</b>	<b>-</b>	<b>15,318</b>	<b>43,918</b>	<b>8,659</b>

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
**FOR THE YEAR ENDED 31ST MARCH 2025**

**5. RESTRICTED FUNDS**

**CURRENT FINANCIAL YEAR**

	Balance 01-Apr-24 £	Income £	Expenditure £	Transfers £	Balance 31-Mar-25 £
Active Breathing Course	361	22,781	4,492	(1,901)	16,749
Body & Soul Exercise Class	28	-	-	(28)	-
Brite Box Blossom House	4,800	-	-	(4,800)	-
Brite Box Cooking Club	-	5,812	2,012	(1,012)	2,787
Brite Box Elmbridge	22,345	37,256	30,562	(28,872)	167
Brite Box Hounslow	1,913	-	198	(1,715)	-
Brite Box HQ	(30,703)	38,319	71,875	98,255	33,996
Brite Box Kingston Fund	62,838	57,011	47,868	(64,933)	7,049
Brite Box LM S/Wark	97	-	-	(97)	-
Brite Box Merton	(1,284)	2,341	2,861	1,805	-
Brite Box NHS SW London ICP	849	132,396	106,431	(26,814)	-
Brite Box Refuge Women's Boxes	1,528	-	-	(1,528)	-
Brite Box Richmond	6,164	51,300	35,418	(22,046)	-
Brite Box Roehampton Research Project	4,600	-	2,341	(624)	1,635
Brite Box Social Franchise	10,378	-	-	(10,378)	-
Brite Box Trading	489	-	-	(489)	-
Brite Box Vibe NI	(189)	-	-	189	-
Choirs	9,690	-	-	(9,690)	-
Choral Activities & Choir	3,210	34,475	37,832	7,472	7,325
Community Cooking	119	19,645	11,307	(2,779)	5,678
Community Fridge	467	-	-	(467)	-
Cooking Classes	793	2,700	1,977	(763)	753
Foyle Project	-	7,032	7,206	174	-
Good Food Co-Op Fund	834	47	350	(531)	-
Jubilee of Meaningful Memories	40	-	-	(40)	-
Pearl Project	571	6,238	6,222	(587)	-
Silent No More	-	2,767	2,610	-	157
Survivors' Forum	4,761	5,340	5,131	(4,810)	160
Women's Hub Elmbridge	277	17,167	942	(1,493)	15,010
Women's Hub Kingston	11,524	87,926	76,179	(23,271)	-
Women's Hub Richmond	7,030	14,928	12,616	(5,051)	4,290
Women's Services HQ	-	28,482	12,223	4,130	20,389
	123,530	573,962	478,651	(102,694)	116,146

**VOICES OF HOPE**  
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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
**FOR THE YEAR ENDED 31ST MARCH 2025**

**5. RESTRICTED FUNDS (Continued)**

**PREVIOUS 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	-	35,318	27,213	-	9,690
Choral Activities	1,585	7,600	4,390	-	3,210
Community Cooking	-	4,200	4,081	-	119
Community Fridge	-	1,000	1,613	-	467
Community Garden Fund	1,080	-	472	-	-
Cooking Classes	472	3,600	2,807	-	793
Good Food Co-Op Fund	-	69	43	-	834
Jubilee of Meaningful Memories	808	-	-	-	40
Pearl Project	40	600	29	-	571
Refugee Action Boxes	-	-	80	-	-
Sister Sanctuary	80	7,450	13,926	-	277
Survivors' Forum	6,753	5,000	1,763	-	4,761
Women's Hub Richmond	1,524	10,064	3,034	-	7,030
Women's Hub Kingston	-	112,152	100,628	-	11,524
	-	-	-	-	-
	71,361	389,905	337,736	-	123,530

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 2025**

**6. DESIGNATED FUNDS**

**CURRENT FINANCIAL YEAR**

	Balance 01-Apr-24	Income	Expenditure	Transfers	Balance 31-Mar-25
	£	£	£	£	£
Designated Reserve Fund	21,227	-	-	6,142	27,369
	<u>21,227</u>	<u>-</u>	<u>-</u>	<u>6,142</u>	<u>27,369</u>

**PREVIOUS FINANCIAL YEAR**

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

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**  
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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
**FOR THE YEAR ENDED 31ST MARCH 2025**

**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 £	Re stricted Fund £	TOTAL 31-Mar-25 £	TOTAL 31-Mar-24 £
Cash at Bank & in Hand	47,175	199,728	246,903	233,979
	<u>47,175</u>	<u>199,728</u>	<u>246,903</u>	<u>233,979</u>

**9. DEBTORS AND PREPAYMENTS**

	Unrestricted Fund £	Re stricted Fund £	TOTAL 31-Mar-25 £	TOTAL 31-Mar-24 £
Gift Aid Tax Refund	5,018	-	5,018	4,981
Sundry Debtors	51,752	-	51,752	46,638
	<u>56,770</u>	<u>-</u>	<u>56,770</u>	<u>51,619</u>

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

	Unrestricted Fund £	Re stricted Fund £	TOTAL 31-Mar-25 £	TOTAL 31-Mar-24 £
Independent Examiners Fees	2,000	-	2,000	1,600
PAYE & N.I	5,671	-	5,671	3,297
Sundry Creditors	29,696	-	29,696	10,215
	<u>37,367</u>	<u>-</u>	<u>37,367</u>	<u>15,112</u>

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

	Unrestricted Fund £	Re stricted Fund £	TOTAL 31-Mar-25 £	TOTAL 31-Mar-24 £
Grants & Donations Received in Advance	-	83,582	83,582	120,651
	<u>-</u>	<u>83,582</u>	<u>83,582</u>	<u>120,651</u>

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 2025

**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 £	Re stricted Funds £	TOTAL 31-Mar-25 £	TOTAL 31-Mar-24 £
Fixed Asset Investments	-	-	-	-
Net Current Assets	66,578	116,146	182,724	149,835
Long Term Liabilities	-	-	-	-
	<u>66,578</u>	<u>116,146</u>	<u>182,724</u>	<u>149,835</u>

**14. STAFF COSTS AND NUMBERS**

	TOTAL 2024/25 £	TOTAL 2023/24 £
Gross Wages, Salaries & Fees	352,042	256,019
Employer's National Insurance Costs	9,481	8,685
Pension Contributions	10,243	9,205
	<u>371,766</u>	<u>273,909</u>

Employees who were engaged in each of the following activities:

	TOTAL 2024/25	TOTAL 2023/24
Charitable Activities	16	13

The Charity operates a PAYE scheme to pay all members of employed staff and no employees received emoluments in excess of £60,000 (2023/24: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 (2023/24: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 (2023/24:None).

# VOICES OF HOPE

(Charitable Incorporated Organisation)

## NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31ST MARCH 2025

### **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 2025 set out on pages 17 to 28.

#### 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

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Accounting Technicians.

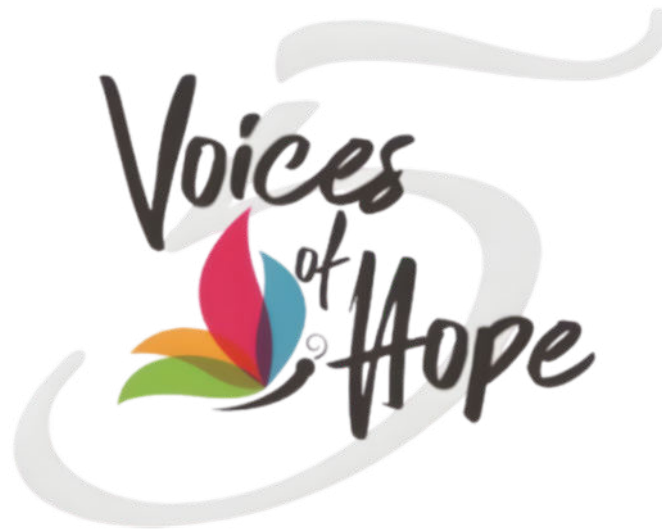
In connection with my examination, no matter has come to my attention:

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  
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BN18 9AJ



Date: 16<sup>th</sup> January 2026



Charity No. 1187454  
[voh.org.uk](http://voh.org.uk)