



Herefordshire Veterans Support Centre

Annual Report & Accounts

For the year ended 31 December 2024

Registered Charity Number: 1192644

Reference & Administrative Details

Charity Name: Herefordshire Veterans Support Centre

Registered Charity Number: 1192644

Charity's Principal Address: 100 Widemarsh Street
Hereford
HR4 9HG

Trustees: Samantha Lewis (Chair)
Philip Chandler
Christopher Tipping
Shaun Leavy
Sarah Kaye
Andrew Bridgewater
Paul Guest
Harriet Dearden
Rosalind Kearney
John Richard Collyer
Maria Boyle

Bank: CAF Bank Limited
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Independent Examiner: R J Francis & Co Ltd
Suites 1 & 2 Marshall Business Centre
Faraday Road
Hereford
HR4 9NS



Trustee's Annual Report for the year ended 31 December 2024

Herefordshire Veterans Support Centre

Charity Registration No: 1192644

Purpose of the Charity

To promote the health, wellbeing and resettlement into the community of any and all ex HM Armed Forces personnel, ex HM Armed Forces Reservists or former members of the Merchant Navy who have served alongside their Armed Forces comrades during a conflict (also referred to as veterans) along with their families, carers and dependents who reside in Herefordshire or the surrounding area and who are in charitable need including those who are suffering from mental or physical illness of any description or are in need of rehabilitation as a result of such illness, who are experiencing difficulties adjusting to post service civilian life, are experiencing hardship, unemployment or homelessness in such ways as the trustees of the charity think fit by:

- Providing a single point of contact to assist in the provision of physical, psychological, practical support, advice and encouragement to relieve a veteran's distress, illness or hardship.
- Providing or assisting in the provision of activities and facilities in the interests of social welfare for recreation or other leisure time activities with the object of improving veterans' wellbeing, self-esteem, self-confidence and aiding their transition back into local society.
- Providing or arranging provision of education, vocational skills training, or other assistance and to create and facilitate job opportunities along with assisting hm armed forces veterans to prepare for and find employment.
- Operate a drop in and activity centre staffed by volunteers, and HM Armed Forces veterans to provide advice, empathy, support and a sign posting service to help HM Armed Forces veterans who are experiencing problems due to one of the above challenges. To assist them with access to local service providers and support organisations that may be able to provide help or support.

Public Benefit & Review of the Year

2024 was one of exceptional growth and transformation for the Herefordshire Veterans Support Centre (HVSC). We have continued to strengthen our role as a trusted hub for veterans and their families, providing connection, practical help, and a sense of community.

A major milestone was our relocation from West Street to our new premises at 100 Widemarsh Street. The move, completed in October 2024, has given us the space and facilities needed to meet rising

demand. The official opening by HRH The Duke of Edinburgh, followed by a community celebration, marked an important moment in our journey and reflected the strong local support for our mission.

Our service delivery has expanded significantly. Between January and December 2024 our staff and volunteers supported over 1,000 veteran visits and more than 200 family visits, alongside 300 supportive phone calls, 234 home visits, and 46 hospital or care home visits. Volunteer numbers grew from 7 to 23, reflecting the community's commitment to supporting those who have served.

Our team of employees grew from 1 part time centre manager to a full time, job share centre manager, a full time support officer and a part time outreach officer. Our growing team, supported by major grants from the National Lottery Community Fund and the Veterans' Foundation, has enabled us to deepen and diversify our work. Staff members have provided both in-centre support and outreach visits, ensuring that no veteran feels isolated or forgotten. We have also strengthened our partnerships with local authorities, health providers, and other charities, helping veterans access specialist support when needed.

Our events programme has flourished, offering social, cultural, and educational opportunities for our community. Highlights included our weekly veterans' brunches, and our annual lecture at The Courtyard Theatre with the Warrior Monk Krishna Thapa. Volunteer development has remained central to our work. This year, team members attended specialist training in dementia awareness, mental health first aid, and suicide prevention, equipping them to offer more effective and compassionate support.

Alongside our core funders, we received generous support from the High Sheriff Fund, Herefordshire Community Foundation, the Rotary Club, the Herefordshire Freemasons, the Masonic Charitable Fund, and the UK Shared Prosperity Fund, as well as a growing corporate members scheme and numerous individual donors. Every contribution directly enhances the support we can provide to the veteran community.

We were also delighted to welcome Victoria Harley as our new Patron, and we celebrated the achievements of our trustee and volunteer Philip Chandler, who was awarded the MBE for services to the community.

The year has been characterised by momentum, collaboration, and care. As we look ahead, we remain committed to growing our reach, strengthening our partnerships, and ensuring that every veteran in Herefordshire has access to the respect, support, and camaraderie they deserve.

Financial Review

The income generated by the charity this year from fundraising, donations and grants totalled £126,638 (2023: £27,162).

As of 31 December 2024, the charity had reserves of £121,911 (2023: £41,965). Successful applications for significant grants were awarded in April 2024 enabling the Centre to increase its opening times and become operational 5 days a week.

The charity remains reliant on individual charitable donations and grant awards.

Independent examiner's report to the Trustees of Herefordshire Veterans Support Centre

I report to the trustees on my examination of the accounts of Herefordshire Veterans Support Centre for the year ended 31 December 2024, which are set out on pages 6 to 7.

Responsibilities and basis of report

As the charity trustees of Herefordshire Veterans Support Centre you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011('the Act').

I report in respect of my examination of the Trustee's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

- (1) accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
- (2) the accounts do not accord with those records.

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

Signed: A A Houston FCA

On behalf of R J Francis & Co Ltd

Chartered Accountants

Suites 1 & 2 Marshall Business Centre

Faraday Road

Hereford

HR4 9NS

Date: 30 October 2025



Herefordshire Veterans Support Centre
Registered Charity No 1192644

Income & Expenditure Account
For the year ended 31 December 2024

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
INCOMING RESOURCES			
Fundraising & donations received	20,526	-	20,526
Grants received	-	104,674	104,674
Interest received	142	-	142
Total Incoming Resources	<u>20,668</u>	<u>104,674</u>	<u>125,342</u>
RESOURCES EXPENDED			
Wages	-	10,000	10,000
Rent	18,100	1,600	19,700
Water rates	278	-	278
Light & heat	2,900	-	2,900
Telephone & internet	522	-	522
Repair & renewals	2,764	1,515	4,279
Insurance	209	-	209
Bank charges	60	-	60
Fundraising/marketing expenses	1,274	302	1,576
Fundraising consultancy	-	1,000	1,000
Marketing consultancy	1,500	500	2,000
Brunch costs	592	1,290	1,882
Travel costs	180	-	180
Sundry expenses	2,104	-	2,104
Total Resources Expended	<u>30,485</u>	<u>16,207</u>	<u>46,692</u>
NET INCOME / (EXPENDITURE)	- 9,817	88,466	78,650
TOTAL FUNDS BROUGHT FORWARD	30,660	11,305	41,965
TOTAL FUNDS CARRIED FORWARD	<u>20,843</u>	<u>99,771</u>	<u>120,615</u>



Herefordshire Veterans Support Centre
Registered Charity No 1192644

Statement of Assets & Liabilities
As at 31 December 2024

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
<u>Assets</u>			
Cash at Bank and in Hand			
Cash in Hand	646	-	646
CAF Bank Account	25,548	94,421	119,969
	<u>26,194</u>	<u>94,421</u>	<u>120,615</u>
<u>Liabilities</u>			
	<u>-</u>	<u>-</u>	<u>-</u>

The trustees approve the Income & Expenditure Account and Statement of Assets & Liabilities.

Signed on behalf of the charity's trustees

A handwritten signature in black ink, appearing to read 'Samantha Lewis', written over a horizontal line.

Samantha Lewis
Chair

Date: 24 October 2025