

VODA Annual Report April 2024 to March 2025

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Chair's Report: Dr Ray Lowry

Another year as Chair of the Board at VODA has brought much to celebrate. The team have continued their robust delivery of UKSPF as lead partner on Volunteering and Social Action, and on the Community Partnerships work in the North West of the borough, alongside North Tyneside Council, with great success.

VODA has also been instrumental in planning the North Shields 800 anniversary celebrations, with VODA leading the funding committee and successfully raising over £300,000.

None of this work would be possible without the passion and drive of our VODA Team, and I would like to thank all staff, volunteers, trustees, funders and stakeholders for their continued support.



CEO's Report: Vicky Smith

Lots of great projects and achievements to reflect on from this year at VODA. We saw our **Settle at Home pilot launch**, supporting hospital discharge in partnership with Helpforce, North Tyneside Council and Northumbria Healthcare Trust. Volunteers helped residents settle back at home after a hospital stay, **building on our partnership working** and showing the impact collaboration can have.

The team also carried out an extensive piece of work to **improve the journey of our VODA volunteers**, who do so much to support our work across the borough. We have developed a new volunteer induction process, including training packages, ready to launch early next year.

Thank you to our funders for their ongoing support, in particular North Tyneside Council and NHS North East and North Cumbria Integrated Care Board.

There are many challenges ahead for our sector, but I look forward to VODA being at the heart of supporting organisations to find solutions to challenges to enable them to continue their valued work.





Case Study: Newcastle Dog & Cat Shelter

Established in 1896, Newcastle Dog & Cat Shelter has been a cornerstone of animal welfare in the North East for over a century. Operating from Benton North Farm in Longbenton, the shelter rescues, rehabilitates and rehomes animals that are lost, unwanted, neglected, or abandoned. Their mission is to reunite pets with owners and find loving homes for those in need, while providing compassionate care every step of the way.

A SHELTER TRANSFORMED

A £140,132.34 grant from the UK Shared Prosperity Fund—secured with VODA's support in partnership with North Tyneside Council—has helped the shelter make vital improvements. This included replacing a damaged roof and creating a purpose-built volunteer hub.



The new roof has transformed working conditions, solving long-standing leaks and structural issues. The volunteer hub, once an empty shell, now features lockers, a kitchenette, a training space, and comfortable seating—making it a welcoming space for the growing volunteer team.



GROWING THE VOLUNTEER TEAM

The appointment of Volunteer Manager Wendy McGauley has seen volunteer numbers rise from fewer than 20 to over 100 in just a year. VODA supported recruitment by promoting roles and sending out 86 application forms through our Volunteer Centre.



The Opening of the Volunteer Hub

VODA'S CONTINUED SUPPORT

The shelter plays an active role in the North Tyneside Volunteer Network and has welcomed VODA's team for a staff away day, giving us a closer look at their work and the animals they care for.

Through our Sector Connector project, we have provided volunteer help for maintenance, clean-ups and sorting donations, sourced white goods from a local business and connected the shelter with a construction firm to explore building an accessible toilet.

At VODA's annual Funding Fair, the shelter secured £1,000 from the Ballinger Trust and was invited to apply to the RW Mann Trust, helping to strengthen its resources for the future.

“ Nothing we do would be possible without our amazing team. They put so much energy into caring for our dogs and cats and it's brilliant to be able to provide them with decent buildings to work and take breaks in. ”
Chief Executive Chris Bray



Team VODA Away Day

Supporting the capacity of the voluntary sector

Developed two new Elements online into governance courses

FUNDING SUPPORT

With the arrival of Funding Advisor Debby Flannery, this year brought fresh support for local VCSE groups. From bid advice to governance guidance, Debby also supported key Council programmes including Holiday Activities and Food, UKSPF and North Shields 800.

65 advice sessions | 45 orgs supported | 3 Meet the Funders

Funding Fair 2025

A highlight of the year was our Funding Fair in January 2025. Over **50 organisations** had appointments with **10 different funders**. The Banks Community Foundation commented: "Already looking forward to receiving applications from the incredible organisations we met."



"A great event - we got so much from it. Live Well With Cancer"

Case Study: Panama Swimming Club

A long-established sea swimming club in Whitley Bay. The club received support with funding advice, application reviews and organisational structure. With VODA's help, they secured grants from RW Mann Trust and Cash4Clubs to improve their clubhouse and became a Community Interest Company.



"You have been a great support to the club. PSC Chair"

GOVERNANCE

Governance continued to be a key area of support, with new groups seeking help to become formally constituted and train trustees, while established organisations required advice on restructuring or closure.

We handled **297 enquiries** and **delivered 12 trustee training sessions**. New policies were introduced on Artificial Intelligence, Boundaries and Carer's Leave, and a full review of VODA's Data Protection practices led to significant updates. Our Governance Advisor Rebecca also produced 11 Governance blogs featuring useful advice and updates for the sector.



Trustee Training

Case Study: North Shields Fishermen's Heritage Project (NSFHP)

VODA supported NSFHP with their governance, which contributed to a very favourable outcome in their Community Lettings Audit. VODA also delivered two Trustee training sessions, helping trustees understand their role and carried out a free Organisational Health Check. Chair Terry McDermott said: **"To say I am happy is an understatement."**

New VCSE Networking Launched

We launched our first VCSE Networking Session in March 2025, co-hosted by our Governance and Funding Advisors. **Feedback was overwhelmingly positive** and the event will now run quarterly as a relaxed 'Breakfast' meet-up for local organisations.



Supporting the capacity of the voluntary sector

Free
Easy-to-use
Online
Accessible
VCSE Training

SPIRIT OF NORTH TYNESIDE HUB

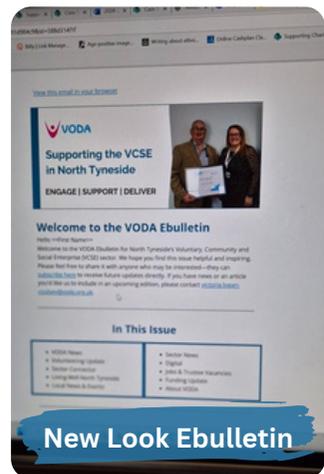
The Spirit of North Tyneside Community Hub continues to be a vibrant hub for the local voluntary sector. Over the past year, 28 organisations have hired our meeting rooms for training, networking, and community events, with 12 taking advantage of free two-hour sessions as VODA members. Our co-working desks were also used by four organisations, helping to foster collaboration across the sector.

We were delighted to welcome **Wallsend Children's Community** as tenants two days a week, alongside three other voluntary sector organisations based at the hub.



VODA membership has also seen impressive growth, with **33 new organisations** joining this year. Two dedicated volunteers have provided invaluable support with the day-to-day running of the hub and updating our upcoming directory of local organisations.

MARKETING & COMMUNICATIONS



Our marketing activity has driven strong engagement across channels this year. **Social media followers grew on average by 15%**, with LinkedIn leading at 26.1%. The refreshed Ebulletin, issued on a new schedule, **boosted open rates by 29%**. Website engagement also improved, with total views up 35% and **users spending more time interacting with content**. We also provided communications support to the VCSE and implemented a new VODA feedback process to strengthen engagement.

ELEMENTS ELEARNING

It has been a brilliant year for the Elements Training Platform, our free online portal supporting learning across the VCSE sector. We have built on the wealth of knowledge and expertise within the sector to introduce eight new training modules, including Cyber Security, Setting Up a Charity, Children and Young People's Safeguarding, and Understanding Climate Change. These new additions respond directly to the needs of the sector, providing practical, accessible learning for both individuals and organisations.



900+
Course
Completions



8
Courses
Launched



198
Completed
Children's
Safeguarding

The Elements portal remains an easy-to-access, flexible way for organisations and volunteers to undertake introductory training, offering concise, engaging content in video and slide formats that keep learning clear and manageable.

“Great format. Bitesize chunks, combination of video and slides kept interest.”



Feedback from learners highlights the impact of the training: users reported gaining confidence in fundraising, safeguarding, governance and volunteer management. Many commented on the practical case studies, clear delivery and structured approach that made complex topics understandable and actionable.



Supporting the capacity of the voluntary sector

THE NORTH OF TYNE VOLUNTEERING PROJECT

This five-year National Lottery-funded partnership brings together North Tyneside VODA, Connected Voice, Newcastle Volunteer Centre and Northumberland CVA to strengthen volunteering across the region and give organisations the tools to better support their volunteers.

Key achievements include:

- **Shared volunteering database** – making it easier for people to find opportunities across partner organisations.
- **Online training** – courses for volunteers and organisations, including Volunteers and the Law and Inclusive Volunteering.
- **Consistent resources and guidance** – shared advice tools to ensure quality support across the sector.
- **Sector collaboration** – the regional “Volunteer Event” brought organisations together to review progress, share ideas, and shape final-year goals.



Kevin Dickinson Presenting at Volunteer Event

FINANCE SUPPORT

VODA's Finance Team continues to deliver core financial functions, ensuring the organisation operates smoothly and in full compliance. A key highlight this year has been our role as lead partner for the UK Shared Prosperity Fund, working closely with North East partners. In this role, VODA is responsible for compiling and submitting regular claims, helping to secure vital funding for regional initiatives.

Beyond our internal responsibilities, **the Finance Team provides essential support to local organisations across the VCSE sector.** Services include budget planning and financial forecasting, setting up and maintaining accounting systems, developing finance policies, and offering tailored advice on general accounting matters. These activities **help strengthen financial resilience, governance and confidence** within local organisations.



35 Organisations with year-end, salaries & pensions



36 Organisations with independent examinations and year-end accounts



10 organisations with start-up support and QuickBooks

“ Their support has been paramount to the smooth functioning of our Charity. St Luke's Neighbourhood Trust ”

Through this work, VODA's Finance Team continues to underpin the financial health of local organisations, enabling them to focus on delivering their vital community services.

Supporting the capacity of the voluntary sector

LIVING WELL NORTH TYNESIDE



Stronger Reach

Living Well North Tyneside has grown significantly this year, welcoming **26,000 unique users** and recording more than **80,000 page views**. Spikes in traffic following local events highlighted the impact of combining in-person promotion with digital outreach.

Comprehensive Content

The platform now showcases **309 organisations**, **467 services** and **140 Things to Do** listings – a one-stop resource for health and wellbeing across the borough.

Building Connections

In January 2025, Living Well hosted its first Networking Event, attended by 31 participants from 12 local organisations. The event fostered collaboration and demonstrated strong appetite for future partnership.

Community Presence

Living Well was promoted widely through community and professional networks – from the Practice Managers Forum to Mental Health Day, International Women's Day and work with Tyne Met College – strengthening awareness and engagement.

Positive Feedback

Partners and users continue to praise Living Well's design, usability and social media. Followers now number **1,069 on Facebook** and 434 on Instagram, reinforcing its place as a trusted community resource.

SECTOR CONNECTOR



Sector Connector has had another successful year, linking local businesses with voluntary and community groups in North Tyneside to share skills, time and resources.

We said a fond farewell to Ian Dodds on his retirement and welcomed Rachel Sketheway (pictured) as our new Sector Connector Coordinator.

Over the year, **34 workshops** were delivered by **15 different training providers**, attended by **206 people** from **98 organisations**. Together, participants benefitted from more than **1,021 hours of free training**, with 44% of organisations returning for multiple sessions.

Highlights included the introduction of podcasting and video podcasting, with free studio and recording time generously offered, and three additional **Mental Health First Aid** workshops from Morgan Sindall. With each course normally costing £320 per person, this represented **a saving of £10,240 for the sector**. Corporate volunteering also grew significantly, with more businesses joining the initiative.

Case Study: EE, BT and Pearey House

Corporate volunteers from EE & BT transformed the gardens at Pearey House, preparing the grounds for spring and creating a lasting benefit for service users.



Supporting people to contribute to their community



GOOD NEIGHBOURS

VODA's Good Neighbours project, funded by North Tyneside Council, offers short-term support to residents who are socially isolated and unable to complete essential tasks due to age, disability or ill-health.

Our dedicated volunteers helped with grocery shopping, simple household jobs and one-off gardening, making a real difference to people's daily lives.

The project supports the Council's Adult Social Care Prevention Programme, helping people stay independent and included in their communities.



780
**Grocery
Missions**



104
**Clients
Supported**



70 DIY/
**Gardening
Missions**



1433
**Volunteering
Hours**



14 New
**Volunteers
Recruited**

SETTLE AT HOME

Launched in autumn 2024 as a pilot with Ward 15 at North Tyneside General Hospital, Settle at Home has grown to accept referrals from across Northumbria Healthcare and more recently, Newcastle Hospitals via Carepoint.

The project supports North Tyneside residents following a hospital stay, helping them feel safe and supported at home. Volunteers provide a warm welcome, deliver basic groceries, offer friendly conversation and follow up with phone calls to check on wellbeing and signpost to local support.

Since the launch, we've received **16 referrals** from 12 hospital departments and onboarded **seven new volunteers**.



House of Commons Event

November 2024, the project was recognised at a House of Commons event hosted by Helpforce, celebrating volunteering in health. Pictured left - Kirstie Cunliffe from the Settle at Home project and VODA CEO Vicky Smith at the House of Commons.

Case Study

OC, aged 93, was discharged from The Ferns intermediate care unit after a fall. Living alone with no nearby family, she was visited by a volunteer who carried out a home safety check, stayed for a friendly chat and helped her feel reassured. She said **the visit gave her confidence and lifted her spirits**.



“ I feel that VODA have my best interests at heart and have always maintained contact and kept in touch. They really care. Good Neighbours Client ”

Supporting people to contribute to their community

NT LIFE RECOVERY COLLEGE

NT LIFE Recovery College has continued to expand its reach and impact, supporting people across North Tyneside with their mental health and wellbeing through peer-led learning and connection.

The project is working towards charitable status, with a committed Board of seven trustees, including individuals with lived experience. A move to new premises at 109–110 Howard Street, North Shields, is planned, providing a stable base for delivery and growth.



202
Participants

83
Courses

22
Volunteers

18
Activities

13
Micro-Volunteers

NT LIFE collaborated with 10 VCSE organisations and introduced four new groups: a Resilience Course, LGBT support group, Music and Singing and Twin Dragons – exploring emotions like jealousy, envy, guilt and shame. Staff and volunteers completed Emergency First Aid, Connect 5 and Neurodiversity training.

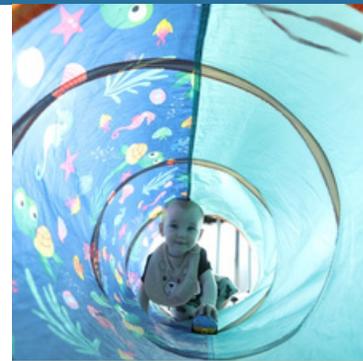


BEST START

It's been a year of growth and connection for Best Start. Louise Fenwick was welcomed into the team, strengthening capacity and improving links with the North Tyneside Infant Feeding Team. These professional relationships have improved local knowledge, joint training and more joined-up support for families.

Volunteers donated an incredible **359 hours**, sharing lived experience, reassurance and encouragement. Many described the role as **fulfilling and confidence-building**. Providing peer support to parents across four group locations and through a new evening online group for those breastfeeding older babies. Several group venues were relocated to improve engagement, with a **200% increase in attendance** at the Wallsend group following its move to the Health Visitor Clinic.

We marked World Breastfeeding Week 2024 with a celebration event (pictured right) and worked in partnership with Family Hubs, NHS teams, Active North Tyneside and more to promote early years wellbeing.



**364 Parents Supported
153 Sessions
4 Venues**

“ I would have given up on breastfeeding without Best Start. Best Start Parent ”

Supporting people to contribute to their community



VOLUNTEER CENTRE

This year, we've **broadened our reach to a more diverse range of volunteers** through ESOL classes, family volunteering, corporate partnerships and new promotional materials. Our targeted outreach includes blogs and articles promoting volunteering opportunities for young people and those available during evenings and weekends.

23 microvolunteering sessions

offered bite-sized volunteering tasks that fit busy lives. We also worked closely with refugees and asylum seekers, **creating inclusive volunteering roles.**



667
Volunteer Referrals

236
Volunteer Opportunities

98
Volunteer Involving Organisations



Through the **UK Shared Prosperity Fund**, we conducted health checks for volunteer-involving organisations, developed new roles, and hosted a vibrant volunteer celebration event in March 2025.

Our Volunteer Network continued to **bring people together** to share learning and good practice. We also launched new online training via the Elements Training Portal, including Volunteers & the Law and Inclusive Volunteering Practice.



GROW & EAT

The year saw the official launch of the North Tyneside Garden Network, a culmination of several years of community garden development, connecting groups to share skills, resources and ideas.

The first Community Garden Crawl took place in July 2024, with seven local gardens opening their gates over a weekend to inspire residents and showcase community growing.

Six organisations received Grow & Eat grants to bring new projects to life, alongside advice, training, materials and signposting to more than 25 groups. Training for network members included rewilding and pruning, and seed-sowing sessions for 141 participants.

We also built links beyond North Tyneside, attending five regional networking events, including the Net Zero North East England Summit and the Gateshead Food Partnership.

One grant recipient shared how their gardening group gave a recently widowed participant **a new hobby, social connection and purpose.**

From healthy food and nature connection to community building, **Grow & Eat continues to show how gardening can be an essential ingredient for happier, healthier lives.**

Supporting people to contribute to their community

HELP ME BE DIGITAL

Help Me Be Digital continues to make a real difference in North Tyneside, supporting residents to build confidence with digital technology.

Through drop-ins and home visits, we've helped people access services online, stay connected and feel more in control of everyday tasks.

"I feel more confident now using my smartphone."

Case Study: Peter

Peter, who is visually impaired with memory loss, came to our North Shields Library drop-in after a friend's referral. Frustrated by inaccessible tech, he worked with volunteer Jay to adjust settings and use AI tools suited to his needs. "VODA taught me what I need – not a system I can't see," said Peter.



24 new volunteers



109 home visits



118 library drop-ins



Helped 46 people to use the NHS app

With funding secured for another year, the project has expanded its reach, working in libraries, at events and with partners like the NHS Business Authority and Barclays. Volunteers are central, offering patient, one-to-one support to build practical skills. We've also raised awareness of digital inclusion and worked to make online systems easier to access, especially for digitally excluded residents.

DISCOVERME

Over the past year, DiscoverMe has grown into a regular programme of **eight co-produced community sessions**, designed with and for young people in North Tyneside. Our dedicated volunteers play a key role in shaping activities and encouraging participation.

One volunteer introduced a Dungeons & Dragons group, offering a creative way to reduce isolation, build teamwork and help those anxious in group settings to feel more comfortable with peers.

In late 2024, we launched a pilot with Longbenton High School, running a weekly wellbeing drop-in for Year 10 and 11 students. Professionals have told us they've seen remarkable changes in students' confidence and positivity, with one saying a student was "smiling throughout our session and talking more positively than I've ever seen." DiscoverMe was described as "**a vital resource**" that can quickly help young people feel connected and supported.

We also **amplified young people's voices** through the North Tyneside Council Neurodiversity Transformation Programme and at the LGBTQ Youth Partnership event in Newcastle, ensuring lived experience shapes local change.

"The session is always the highlight of my week."



Supporting organisations and communities to come together

UKSPF VOLUNTEERING & SOCIAL ACTION

As lead partner for the UK Shared Prosperity Fund Volunteering and Social Action Project, VODA has overseen an exceptional year of delivery, exceeding all targets and strengthening regional collaboration across Newcastle, Northumberland and North Tyneside.

Over the past 12 months, the project has achieved:



**500 new
volunteering
opportunities**



**30+ social
action projects
delivered**



**240 volunteers
completed online
qualifications**



**150+
organisational
health checks**

Partnership working has been central to the project's success. Our Operations Group has brought delivery staff together to share ideas, while the Steering Group of seven Chief Executives has focused on long-term strategy beyond March 2026.

An independent evaluation by Goodlabs was praised by colleagues at the North East Combined Authority and provided valuable learning for future planning. We are delighted that, due to our collective impact, the project has been extended for a further 12 months, running until March 2026.

This work has not only increased volunteering activity across the North of Tyne but has also strengthened the skills, confidence and sustainability of the organisations and communities we serve.

UKSPF COMMUNITY PARTNERSHIPS

VODA has worked with North Tyneside Council to support community groups in the North West of the borough, distributing over £1.2 million in grants through the UK Shared Prosperity Fund (UKSPF). The project has exceeded all targets and has been extended until March 2026.

The Community Forum has enabled groups to share practice, form partnerships, and decide on funding allocations. Beyond grants, VODA has offered governance advice, sustainability training, and practical support to help organisations thrive.

Case Study: Salute Her, supporting female veterans, used its UKSPF grant to run wellness workshops, cooking sessions, confidence-building activities and cold water swimming and sauna experiences. These activities have reduced isolation, improved wellbeing and created volunteering opportunities.



Other supported initiatives include Newcastle Dog & Cat Shelter, Free High Kicks family sessions, SEND family support, Friends of Fordley wildlife protection, and Burradon & Camperdown pensioners' groups upgrading community kitchen facilities.

Through these projects, UKSPF Community Partnerships and the Volunteer and Social Action programme have strengthened connections, inspired local initiatives, and left a lasting impact on North West communities.

Supporting organisations and communities to come together

MENTAL HEALTH ALLIANCE

The North Tyneside Mental Health Alliance continues to connect local organisations and strengthen mental health support across the borough. In November, **74 delegates from the VCSE sector, Health, Social Care, and North Tyneside Council** attended a celebratory and networking event at Wallsend Memorial Hall, sharing achievements and building relationships to benefit local communities.

48
Member
Organisations

10 Funded
Training
Workshops
for **115**
People

146
Attendees at
11 Alliance
Meetings

The Alliance secured **a further two years of funding from April 2025**, ensuring continuity of its work. Members report tangible benefits, including new partnerships, improved volunteer support, and practical training opportunities, such as workshops on mental health awareness and eating disorders. Regular involvement in local steering groups enables the Alliance to contribute to wider community mental health initiatives, reinforcing its role as a central hub for collaboration, learning, and development in North Tyneside.



NORTH TYNESIDE BUSINESS FORUM

The North Tyneside Business Forum supports over 1,200 organisations, providing a voice for local businesses with the Council and the North East Combined Authority and offering networking opportunities for like-minded people to connect and do business.

The forum is also open to charities that trade and community interest companies. With over 900 VCSE organisations in North Tyneside, there are excellent opportunities for businesses to collaborate and trade within the sector.

VODA represents the VCSE sector on the Business Forum management board, actively promoting collaboration and brokering business opportunities.

Deputy CEO Keith Hardy, who has served on the board for over four years, commented:

“ The potential for collaboration and trading is huge. It’s been inspiring to see so many businesses giving back to their communities. The Business Forum now even includes a category in its annual awards recognising this contribution. ”



VODA Trustees

OUR TRUSTEES

VODA is governed by an elected Board of Trustees who hold overall responsibility for the charity, its assets and its finances. Meeting every two months, our Trustees play a vital role in shaping VODA's vision, setting a clear strategy, and ensuring we have the resources needed to deliver our objectives.

Their active contribution, expertise and commitment are central to VODA's continued success, and we are deeply grateful for the time and support they give.

- Ray Lowry (Chair)
- Andy Burtenshaw
- Charlotte Humble
- Jackie Latham
- Lynne Canessa
- Phil Hornby
- Richard Hart
- Rob Jacques
- Ruth Connorton



Staff Team

STAFF EMPLOYED AT VODA DURING THIS PERIOD

Alex Henry	Jen Hewitt	Leah O'Sullivan
Alexandra Woolley	Jessica Shaw	Louise Fenwick
Ali Donkin	Jo Woolley	Mark Thompson
Alice Holliday	Juliana Tan	Oluwapelumi Togun
Alla Manokhina	Julie Bishop	Rachel Anderson
Anne Webster	Julie Eastlake	Rachel Sketheway
Colin Bell	Keir Waugh	Rebecca Williams
Debby Flannery	Keith Hardy	Sarah Bell
Emma Bradwell	Kirstie Cunliffe	Suzy Forbes
Hannah Barugh	Kirsty Christofi	Vicky Batsioudi
Ian Dodds	Koli Begum	Vicky Smith
Jen Ainsley	Lauren Amis	Victoria Logan Coulsey



Income and Expenditure

Our Funders

TOTAL INCOME
£876,366

**Unrestricted
Income**
£170,447

**Restricted
Income**
£705,919

TOTAL EXPENDITURE
£1,130,212

**Unrestricted
Expenditure**
£170,410

**Restricted
Expenditure**
£959,802

TOTAL NET INCOME
- £253,846

**Unrestricted
Surplus**
£37

**Restricted
Deficit**
£253,883

TOTAL FUNDS c/fwd
£783,879

Unrestricted
£371,652

Restricted
£412,227

We are grateful to the following funders who have supported our work during this period.

- North Tyneside Council
- The Rothley Trust
- Sir James Knott Trust
- North East and North Cumbria Integrated Care Board
- National Lottery Community Fund
- North East Combined Authority
- The Community Foundation North East

Summary of VODA's accounts April 2024 to March 2025. A full copy is available on request.



North Tyneside Voluntary Organisations Development Agency (VODA)

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