

Company Registration Number: 04481253

Charity Registration Number: 1098666

The Mashamshire Community Office

(A company limited by guarantee)

Annual Report and Financial Statements

For the Year Ended 31 March 2026



**MASHAMSHIRE
COMMUNITY OFFICE**

Heart & Hub of Mashamshire

The Mashamshire Community Office

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The Mashamshire Community Office

Reference and Administrative Details

Trustees	Tim Klemz Keith Marshall Sue Palin Gaynor Pearson Justine Brooksbank Robin Horsell Wendy Simpson (appointed 11/02/2026) David Broadley (appointed 16/02/2026) Howard Mountain (appointed 22/01/2026) Julie Stead (appointed 29/04/2026) Susan Briggs (resigned 14/04/2025) Judith Fuller (resigned 16/12/2025)
Company Secretary	H E Jackson (Appointed 11 July 2019)
Principal Office	7 Little Market Place Masham Ripon North Yorkshire HG4 4DY
Registered Office	7 Little Market Place Masham Ripon North Yorkshire HG4 4DY
Company Reg No.	04481253
Charity Reg No.	1098666
Independent Examiner	T P Jones & Co LLP First Floor 23 Victoria Avenue Harrogate North Yorkshire HG1 5RD

The Mashamshire Community Office

Structure, Governance and Management

Governing Document

The Mashamshire Community Office is a Company limited by guarantee governed by its Memorandum and Articles of Association dated 20 May 2002. It is registered as a Charity with the Charity Commission. Members undertake to contribute £10 to the Company's assets should it be wound up.

Appointment of Trustees

The Trustees are appointed by the members in accordance with the terms of the Company's Articles of Association. One third of the Trustees automatically retire at each Annual General Meeting and are available for reappointment if they so wish.

Trustee Qualification

Trustees are chosen from individuals with appropriate experience and who possess a good knowledge of the areas of support covered by the Charity's objectives.

Organisation

The Board of Trustees, which shall not be less than two members, administers the Charity. The Board of Trustees meet at least 6 times per year and hold an annual AGM. A steering group meets monthly to progress initiatives and a manager is appointed by the Trustees to manage the day-to-day operations of the Charity.

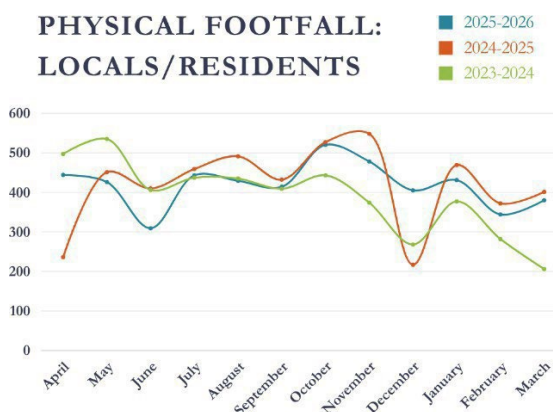
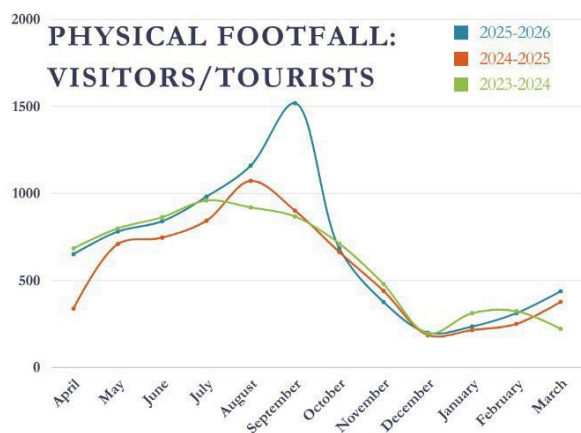
The Mashamshire Community Office Trustees' Report 2025-2026

MCO Achievements and Performance

The services and support provided by Mashamshire Community Office (MCO) has grown throughout 2025-2026 as we have continued to provide a safe, physical hub for people to visit and contact us for information and support, 324 days a year (Mon-Sat, 10am-3pm). Across all our services and various contact points with customers, we have handled **18,756 enquiries**, of these almost **9,000 visitor enquiries** and **6,000 local resident enquiries** were handled via our front desk team. This **15% rise in demand** reflects how MCO is being relied on as the go-to place for support, information and services for residents, businesses and visitors.

MCO was able to respond to this increase following a necessary organisational restructure that was implemented at the beginning of the year. The new framework provided a solid platform to deliver services and meet demand. As a volunteer led charity, our small paid staff team of 3.2 FTE rely on the crucial role of our 73 volunteers who give their time, energy, knowledge, skills and share their local connections to help deliver our wide-ranging services across our rural community. As part of the restructure, we employed a Volunteer Coordinator thanks to funding from the National Lottery Awards for All which has meant that we now have a dedicated resource to help recruit, retain, support and train our growing and essential volunteer team. This past year **MCO's 73 volunteers have contributed a combined 12,000+ hours** to support the delivery of our services to benefit the wider community. That's equivalent to just over 6 full-time staff.

An additional 1,500 tourists came through our door this year (8,177 total), with physical footfall from community members similar to last year (5,023). Our tourist footfall increased an impressive 21% this year, bucking the trend across North Yorkshire (Visit North Yorkshire's STEAM data reported a 3.3% decline in visitor numbers for 2025 compared with 2024). This peak in visitor numbers occurred during the summer as activity and promotion from our partnership project, Peculierly™ Masham built on a Channel 4 programme that was filmed in Masham and aired earlier in the year.



The Peculierly™ Masham project (<https://visitmasham.com/discover-masham/our-peculier-town/>) supported us to build on our existing structured communications plan, develop content and promote a joined-up brand for Masham, a USP that local businesses and community groups came up with together as part of the project. We promoted content through our two new websites (www.mashamcommunity.org and www.visitmasham.com) and our activity expanded our reach and engagement; resulting in additional tourism for the town, benefitting local businesses, whilst also reaching more people locally making them aware of services and support available for them to access.

We have continued to support over 80 local businesses and almost 100 community groups via our website, directory, events, partnerships and networks, resulting in an increase in the number of signposting and referrals we have made to other specialist agencies.

We continued to build on our successful Digital Inclusion project, receiving almost double the number of enquiries this year since last, with volunteers providing 50% more volunteer hours helping people navigate the online world, stay connected, informed, and empowered. It's been important for us to help people access online services that would otherwise be inaccessible to them without the skills, infrastructure and/or transport to do so.

This past year we continued to partner with HECK to deliver monthly minibuss day trips but whilst working with North Yorkshire Council Integrated Passenger Transport (NYC IPT) to review and update the research and data previously collated regarding the barriers Mashamshire residents face in relation to transport and the unmet need. This resulted in MCO initiating a Volunteer Driver Service. MCO invested additional resource and funding into this project to ensure it would be ready to go live from 1st April 2026. We are grateful to NYC IPT, Hambleton Community Action, Tadcaster Volunteer Community Support Association and Boroughbridge Community Care for their support with this project and to everyone in the local community who helped us meet our launch date successfully. As part of our Mashamshire Community Transport work, we also continue to advocate for improved access to transport across Mashamshire and we are keen to explore what more we can do to support people who need wheelchair accessible transport provision and access to post 16 plus education, training and work.

"Staff and volunteers at the Community Office have helped me so much in lots of ways. They have found out information for me, given me digital support at the Digital Champions drop-in in Grewelthorpe and have helped me to enjoy activities to get me out and about. I really look forward to Fridays when we go on our 'Strollers' amble and enjoy spending time in the Community Office before I go. What a great place the Community Office is!"

Alongside delivering our day-to-day services and increasing the number of individuals we have helped, we have also strengthened our partnership and advocacy work. MCO participated as an active member of the Uredale Partnership, giving Mashamshire a voice and advocating for better Access to Services and Transport. MCO also contributed to the NYC Masham Town Investment Plan (and raised awareness, encouraging others to contribute) and formalised the Mashamshire Futures network (originally formed in 2022), so that it is now recognised by NYC as an official Community Partnership. As a result, the network is now an asset that has proven to deliver positive, tangible outcomes for the Mashamshire Community through the Peculierly™ Masham project, thanks to the York and North Yorkshire Combined Authority, Vibrant and Sustainable High Streets Fund. This project brought together residents, businesses and community groups to refresh Masham's brand identity, improve signage, maps, deliver new activities and events including Yorkshire Day, history tours, a creative plaque trail, edible planters and a shop local campaign, all of which had a positive social and economic impact with tourist enquiries up by 25% this year and physical footfall from tourists up by 21% on last year's figures.

Supporting our community; residents, groups and businesses

- We continued to provide a safe, warm, welcoming space for residents over 300 days a year with access to information and support.
- We responded to over 5,850 local enquiries (7% increase on previous year)
- Following the launch of our new community website at the beginning of the year, we continued to feed the site to showcase, promote and encourage people to access and share information about all the wonderful resources and activities that take place across Mashamshire:
www.mashamcommunity.org
- Our Mashamshire Community Transport project continued to provide minibuss day trips thanks to our partnership with HECK and we organised 7 trips for 42 passengers. We processed 231 transport enquiries this year, signposted to and promoted existing Community Transport providers and continued to advocate for improved transport provision across Mashamshire.
This year **MCO committed to establishing a Volunteer Driver Service** and invested reserves and resources to prepare for launching the new service from 1st April 2026. We have completed project planning, recruited and trained volunteer drivers and are ready to deliver the new service with the aim of helping residents access health and wellbeing appointments and activities. We committed last year to improving access to transport and we are delighted to report that we can now help address this need for our community going forward.

- Our volunteer led community library had 150 active borrowers throughout the year, 3,324 visits and provided 3269 issues. Unfortunately, our issues (books/resources taken out by borrowers) figure is incomparable with last year's data due to a change of NYC library software (Spydus was rolled out in March 2025 and records issues differently). Our active borrowers are down by 11% however our visits are only down by 2% which would indicate people are using the library as a hub more, but not necessarily borrowing as much which is a trend experienced across North Yorkshire Libraries as a whole. Furthermore, the continued growth in digital borrowing across the county also suggests that people are still actively using library services, but increasingly through different channels and formats.

Our volunteers continue to do the quarterly stock exchange, handpicking new books based on personal knowledge of our readers preferences and Acorns Preschool continue to visit our library weekly for story time.

The Summer Reading Challenge is designed to motivate children to read over the summer holidays and this year although we had 8 less starters than last year (likely a result in the reduced number of children attending Masham Primary School), we are pleased to report of those that did participate, 9% more children completed the challenge this year (33 starters, 27 finishers). A parent told us, *"The Summer Reading Challenge is a wonderful way to keep children engaged during the summer holidays...The challenge has sparked conversations, laughter, and even a few dramatic retellings of plot twists...Thank you, Masham Community Library, for nurturing [child's name] love of reading"*.

- We continue to provide equipment hire including wheelchairs, walking sticks, data projection and screen.
- 367 jigsaws have been sold providing activities for people at home.
- Masham Strollers delivered 61 wellbeing walks with 283 attendees. This was made up of 51 short walks with 257 attendees and 10 brisk walks with 51 attendees. The walks support people to be more active, socially connected and less isolated.
- MCO sold 1167 tickets for 31 different events throughout the year, and we processed 581 Masham Town Hall Bookings (18% increase on the year previous) enabling activity and entertainment to take place locally, widening opportunities to participate in training, events, arts and culture.
- We hosted a student from Nidderdale High School on placement for a week during July, *"Thank you so much for the week I spent at the Community Office for work experience, I am so grateful for the placement you gave me. I enjoyed it so much"*.
- We partnered with The Tourism Network and the NYC Growth Hub to deliver 3 training sessions on SEO and Artificial Intelligence helping upskill people locally. We ran a Wreath Making workshop in December and produced a programme of activities for community events such as VE Day 80th Anniversary and Yorkshire Day. We continued to promote NYC activities, consultations and community and business events and activities.
- Our hub has provided physical space for 8 external organisations this year including Acorns Preschool, MIND in Harrogate (who we signposted to 56 times throughout the year and support the organisation to connect locally), Citizens Advice, Masham Parish Council, Flock, Peacock and Verity Community Spaces, Masham Town Hall, Masham Foodshare.
- MCO signposted to Citizens Advice 63 times throughout the year. Citizens Advice held 7 virtual clinics at MCO and delivered 8 virtual appointments with support from our Digital volunteers. The main issues covered included queries relating to housing, bills, will writing, disability support and benefits advice.
- We continue to provide prescription collections (21 enquiries and 9 deliveries) and update and distribute a Health and Wellbeing leaflet detailing services available across Mashamshire. A useful source of information for local agencies, community groups, volunteers, Social Prescriber, GP Surgery and churches, helping people signpost to services and support available to people with ill health or special needs and disabilities. 630 enquiries were directly health and wellbeing related this year.
- Our 100-club ended the year with 134 members
- We provided meaningful volunteer roles for 73 community members

Welcoming Visitors

- MCO responded to 8767 visitor enquiries, open to visitors 6 days a week (every day during August).
- Our website welcomed 113,000 unique visitors (140% increase on last year) and promoted over 1,200 events.
- Visit Masham Facebook page spiked this year with our reach growing to 387,600 (over 1120% increase)!
- Instagram reach went up to 13,104 (237% increase on last year)
- We produce regular promotional content for social media and our website highlighting local businesses, events and activities on offer to encourage visitors to the area.
- We featured on BBC's Escape to the Country helping to promote Masham as a destination to visitors and prospective new residents.
- Peculiarly™ Masham project delivered throughout June-December involved a joined up rebrand of Masham in partnership with Mashamshire Futures network, local businesses (x 21), community groups (x 14) and volunteer residents (x 60). It included:
 - A marketing campaign promoting Masham as a destination to visitors (radio advert reached 70,000 with social media and blogs increasing our reach, engagement and followers)
 - A shop local campaign and pre order service via the MCO website. A "Shop Local and Discover Masham" booklet promoting local retailers. 10,000 copies printed, distributed widely including 15 Tourism Info Centres.
 - High Street Maps x 7,000 printed, 6 x interactive maps and 2 new large maps on the square and at the recreation ground welcoming visitors and promoting retailers
 - Edible planters marking the high street
 - A creative legend plaque trail which received BBC press coverage
 - A new guided history tours (19 guided walks were delivered for 136 people this year)
 - Yorkshire Day event
 - VisitMasham.com received an additional 34% visits and dwell time increased by 23% on the website. Our Facebook followers increased by 15%, our follows were up by 80% and our reach increased by 40% in turn benefiting the local businesses, community groups, events and activities that we promote via our social channels. The Yorkshire Day social media videos received 15,500 views alone, reaching an audience of 14,000 people.

"Being relative newcomers to Masham, we feel much more integrated and knowledgeable about our local community...A must for every Masham resident!"

"I've lived in Masham all my life and never knew these stories it was fascinating"

"We would like to say how much we enjoyed reading the latest "Discover" publication. Informative, witty and well put together! Great idea to hear the vendors "talking" to us via their quotes which really did give you a feeling about their business and how they viewed the town...congratulations to everyone who thought of this format and put it together"

"Just like to say how much we enjoyed both Yorkshire Days! Thanks to all those who had put so much effort into the organisation especially for the younger children! Loved the Reindeers!" "Just got back from the tour which was fantastic the guide was so knowledgeable. The personal anecdotes added a lot - everyone who lives here should go on it"

"Spotted the planters outside bah humbugs they look great!"

"Having been a regular visitor to Masham during the last two decades we were pleasantly surprised at the numerous interesting and unique building and features that were hidden but in plain sight which we had passed unnoticed numerous times in this period. We hardly left the main square there was so much history to cover so another tour is on our bucket list. The tour we both highly recommend for visitor's and 'locals'."

Connecting our Community

Connecting, collaborating and providing trusted information and signposting is key to our role

- Our two websites are continually updated with information, events and activities: www.visitmasham.com and www.mashamcommunity.org.
- 29 community e-newsletters were circulated to 940 subscribers (with increased reach this year of 223%) meaning more people are accessing information about services and support that is available to them.
- Almost 100 community groups continued to receive regular electronic updates throughout the year about collaboration, training or funding opportunities.
- 11 visitor e-newsletters were circulated to 550 subscribers and had a reach of over 7,000 (a 212% increase on last year).
- Our community Facebook page visits are up by 15,300 (116%) and follows are up by 811 (221%) from the previous year and our reach is at 301,400, all helping to share information with the local community.
- 535 enquiries for Digital support were received, 212 individuals received direct support from our digital team, totalling 239 hours (92% increase on last year). The team were able to provide 43 home visits providing 121 support and delivered 70 digital drop-in clinics throughout the year. Our volunteers have provided a wide variety of support through this project including help with online services, blue badge and bus pass applications, emails, apps and physical connection issues such as WiFi, routers and printers. They have also been able to help community organisations and groups.
- Our hard copy directory was delivered to approx. 1,700 households, promoting over 80 businesses (all of whom also appear on our website) and almost 100 community groups, benefiting the economy and helping people access support and social activities.
- We continue to provide “Welcome Packs” for new residents, welcoming them to the community, providing information about what’s on offer in Mashamshire, where and how to access support.
- Weekly content collated and submitted to the Darlington and Stockton newspaper

Partnerships and collaboration

MCO works hard to be a catalyst, connector, enabler and advocate to help generate positive change for our community. We operate across a safe and legal framework at a grass roots level whilst also partnering and collaborating with wider stakeholders to support our community to thrive and grow. Over the past year, we have done this through our various networks:

- Mashamshire Futures network became a formally recognised Community Partnership and Terms of Reference were adopted. 4 meetings took place this year plus a special meeting to discuss the Town Investment Plan with NYC. The network comprises of almost 40 members (various community organisations) who also receive regular updates from MCO about training, funding and any opportunities they may benefit from. The network enabled the successful delivery of Peculierly™ Masham and work this year started to explore unmet need for young people in Mashamshire, in partnership with North Yorkshire Youth with the aim of working together to address this going forward.
- Masham Connections network aims to develop a mutually supportive group of local businesses that can also input into and benefit from Mashamshire Futures Community Partnership. 2 meetings were held throughout the year with 36 people attending. The meetings provided an opportunity for businesses to network and hear from the NYC Growth Hub and the head of North Yorkshire Tourism. 25 electronic updates were shared with over 150 businesses throughout the year (our reach increased by 556% this year).
- We are a member of the Uredale Community Partnership and participate in the “Access to Services” and “Transport” sub-groups, continuing to champion Mashamshire specific needs

- MCO continued to support the MacMillan Community Personalised Care Project to develop community care beacons, helping to share knowledge and build relationships between community-based organisations and health teams.
- MCO attends the Harrogate and Rural District Local Care Partnership, participating in the Health Inequalities subgroup championing the needs of Mashamshire and helping to find ways to work more closely with the NHS, health partners and the local GP surgeries.
- MCO participated in the North Yorkshire Community Transport Network Summit in March 2026
- Regular attendance at Masham Parish Council meetings and regular liaison with our Local Councillor, North Yorkshire Council Communities and Tourism teams.
- Thank you to the following organisations for their financial support in the form of service level agreements, grants and contracts during this reporting period: North Yorkshire Council, York & North Yorkshire Combined Authority, The National Lottery, Nidderdale Plus, Masham Town Hall, Acorns Preschool, Masham Parish Council, MIND, Masham Tennis Club, Citizens Advice, Flock, Jack Brunton Charitable Trust, Liz and Terry Bramall Foundation and North Yorkshire Police
- We are grateful to the following organisations for their informal collaboration: MIND in Harrogate, Masham Tennis Club, Citizens Advice, Masham Foodshare, St Marys Church, the Methodist Church, Wednesday Welcome Group, Keep Moving Masham, Masham Surgery, Day Lewis Pharmacy, Mashamshire Neighbourhood Plan Committee, Theakstons Brewery, Masham Gallery, Joneva, Masham History Group, Masham Sports Association, Masham GP Surgery, Living Well, MIND in Harrogate, Carers Resource, Horizons, Maple Creek, Masham Primary School, Swinton Estate, Jervaulx Abbey Tearooms, HECK, The White Bear, No 12 Greengrocers, Citizens Advice and Warm and Well, Yorkshire Energy Doctor, HADCA, Bedale Community Minibus Service, Ripon Community House, Nidderdale Plus, CHAIN Lane, Boroughbridge Community Care, Community First Yorkshire, Masham Photo Club, Masham Patient Participation Group, all Mashamshire Futures members and Mashamshire Connections members. And to all the organisations and individuals that have made donations and contributed their time to supporting Mashamshire Community Office, thank you.

Volunteers

- Our volunteers are woven through the fabric of our charity in every way and at every level. Their intricate knowledge of the local area, vast and complex connections, passion and commitment, drive MCO to deliver the best service we can for our community. Integral to our charity, this year over 70 volunteers gave more than 12,000 hours to MCO, that's equivalent to more than 6 full-time staff. We are hugely appreciative of the time and skills given to us by our volunteers, thank you!
- New volunteers are always welcome, we are particularly looking for individuals interested in helping us as with fundraising, local journalism/PR, social media, content creation, digital/IT and volunteer driving. Volunteering has huge benefits and at MCO we pride ourselves on offering supportive and flexible volunteering opportunities. We also have the opportunity to enjoy some great days out, this year enjoyed a private tour of Jervaulx Abbey!

MCO – Going Forward

MCO is pivotal when it comes to supporting people in our rural community. Our geographical rurality, health inequalities, aging population and reduced access to services is having a huge impact and the demand on our charity is now at its greatest in the 24 years we have existed. MCO responded to almost 19,000 enquiries this past year, that's a massive increase from the 3,300 we responded to during our first year of operation. As we have expanded our services and support to the community in response to demand, our core funding hasn't kept up and is in fact less than it was when we first opened over 20 years ago, yet we are supporting more people, with more complex needs and providing more services than ever before! Our resources are stretched and we face significant financial challenges as a charity. MCO provides a safety net to many vulnerable people in our community and is often the first point of call when people don't know where else to turn. Going forward, we need to secure our position financially to ensure we remain resilient

enough to continue providing the support our community relies on, long into the future. Going into 2026-2027, we plan to;

- Explore and develop a sustainable funding model that enables us to fund services and initiatives ourselves by generating income locally for the direct benefit of our community. Inspired by the success of Nidderdale Plus in Pateley Bridge whose Charity Shop is a remarkable success, MCO's plan is to establish a charity shop *in Masham, for Masham*. This will create a dependable source of income to sustain services and initiatives. It will not only provide income to support our own initiatives but will ultimately benefit other local groups and organisations too.
- Increase our fundraising activities and maximise income from our existing operations; merchandise, business services, capital assets and future agreements/contracts.
- Deliver a successful Volunteer Driver Service helping to meet the needs of residents who want to access health and wellbeing appointments. We aim to deliver a holistic service that improves the lives of people that are isolated and/or lonely and help more people access appropriate services supporting them to live happier, healthier lives. We will support our team of staff and volunteers to have the skills and training to optimise delivery of this project. Depending on the success of the project and our funding position, we aspire to be able to have use of a wheelchair accessible vehicle as well as exploring what more can be done to support people to access post 16 education, training and work.
- Strengthen partnerships and continue to advocate and champion the needs of Mashamshire with a specific focus on improving access to services, transport, health and wellbeing, youth activities. Continue to share information and opportunities for residents, community groups and businesses to work together to improve economic prosperity and all of the above.

A key success for MCO is our person-centred approach, the strong relationships we build, connections we make and the trust we develop. We know our community and everyone does their bit to help.

"Everytime I have been in this hub, everyone has been wonderful."

Thank you to everyone that gives their time, commitment and support to help us do this. With your support, we hope to continue achieving more for our community over the coming years.

FINANCIAL REVIEW

The Trustees have maintained funding levels to enable our charitable activities. We continue to balance income from donations, grants, and contracts with additional trading income to achieve a sustainable financial position.

Current Assets

The charitable company has **net assets of £363,687**. This includes £261,791 which is the estimated value of the building which was purchased in 2023.

Restricted Funds

The total net assets of £363,687 includes restricted funds of **£250,635**. This includes the value of Community Office building together with currently unspent funds that are restricted to specific projects.

Unrestricted Funds

Unrestricted funds amount to **£113,052**. Unrestricted funds are those funds that are received from donations and earned income and that have no specific restrictions or limitations. Trustees are free to invest these funds in anything to further our charitable objectives and strategic plans. Of this amount, £75,000 is retained according to our reserves policy outlined below.

Following community consultation, **£55,000** of unrestricted funds were designated by Trustees according to our strategic plan for the period **2025-2027**.

In summary, during this period, funds to be invested in:

1. Increasing capacity in our staff team to enable increased levels of service.
2. Further development of communications and our websites, visitmasham.com, mashamcommunity.org and business.mashamcommunity.org
3. Introduction of community transport, volunteer drivers scheme to support residents with getting to health and wellbeing appointments
4. Research and feasibility regarding capital purchase of an electric vehicle to support community transport provision

This spending has resulted in the reduction of unrestricted funds held.

Financial Performance

Income was down £46,020 vs 2024/5 (£146,575 vs £192,595)

Expenditure was up £28,235 vs 2024/25 (£179,698 vs £151,463)

As a result of the above our **net income** for 2025/26 was a **negative £33,123**.

This is a significant operating loss, explained by

- Lower levels of donations and grants
- The additional planned spending of unrestricted funds to improve office capacity, transport and communications.

The vision of the Board of Trustees is that the Community Office should continue to be the go-to place for support, information, and services that enable Mashamshire residents, businesses, and visitors to thrive. We have designated funds in order to achieve this, but we are aware that, beyond 2027 an operating loss of this magnitude is unsustainable.

Our strategic plan beyond 2027 is to maintain capacity and service levels and achieve a sustainable position by increasing income on several fronts:

- Seeking new contracts as they become available
- Increasing applications to grants and trusts to support our activities
- Increasing community fundraising from donations, legacies and events
- Maximising trading income including the development of a new Community Charity Shop by 2028.

MCO Reserve Policy

In accordance with the Charity Commission guidelines the Trustees have considered the reserve needs of the charity. The Trustees' objective is for the charitable company to have reserves that are equal to at least six months budgeted expenditure. The policy of MCO is to hold reserves of £75,000 covering six months expenditure plus contractual liabilities.

Our Supporters

Thank you to the following organisations for their financial support in the form of service level agreements, grants and contracts during this reporting period: North Yorkshire Council, York & North Yorkshire Combined Authority, The National Lottery, Nidderdale Plus, Masham Town Hall, Acorns Preschool, Masham Parish Council, MIND, Masham Tennis Club, Citizens Advice, Flock, Jack Brunton Charitable Trust, Liz and Terry Bramall Foundation and North Yorkshire Police.

A huge vote of thanks to all of our Volunteers without whom MCO would not exist.

It has been another challenging but rewarding year. The Trustees and I would like to thank our employees, our volunteers and everyone else involved with MCO for supporting us and making MCO such an asset to our communities.

APPROVAL

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to the small companies order of the Trustees.

The annual report was approved by the trustees on 14th October 2026 and signed on its behalf by:

.....
Mr Tim Klemz
Chairman and Trustees

The Mashamshire Community Office Statement of Trustees' Responsibilities

The trustees (who are also the directors of The Mashamshire Community Office for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the statement of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by the trustees of the charity on 14 October 2026 and signed on its behalf by:

.....
Mr Tim Klemz
Chairman and Trustee

14 October 2026

THE MASHAMSHIRE COMMUNITY OFFICE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF THE MASHAMSHIRE COMMUNITY OFFICE

I report to the trustees on my examination of the accounts of the above charity (the charity) for the year ended 31 March 2026 which are set out on pages 14 to 25.

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 (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 which gives me cause to believe that in, any material respect:

- the accounting records were not kept in respect of the charity as required by section 383 of the 2006 Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
- The accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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

Tim Jones FCCA

TP Jones and Co LLP
First Floor
23 Victoria Avenue
Harrogate
HG1 5RD

Dated: 14th October 2026

THE MASHAMSHIRE COMMUNITY OFFICE

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2026 INCLUDING INCOME AND EXPENDITURE ACCOUNT

	Unrestricted funds 2026 £	Restricted income funds 2026 £	Total funds 2026 £	Total funds 2025 £
Income (Note 3)				
Income and endowments from:				
Donations and legacies	12,889	-	12,889	23,452
Grants	51,956	32,315	84,271	121,067
Charitable activities	15,269	-	15,269	12,789
Other trading activities	30,902	-	30,902	31,370
Investments	3,243	-	3,243	3,917
Total	114,260	32,315	146,575	192,595
Expenditure (Note 5)				
Expenditure on:				
Raising funds	2,658	-	2,658	4,836
Charitable activities	139,260	37,779	177,039	146,627
Total	141,919	37,779	179,698	151,463
Net income/(expenditure) before tax for the reporting period	(27,659)	(5,464)	(33,123)	41,132
Tax payable	-	-	-	-
Net income/(expenditure) after tax before investment gains/(losses)	(27,659)	(5,464)	(33,123)	41,132
Net gains/(losses) on investments	-	-	-	-
Net income/(expenditure)	(27,659)	(5,464)	(33,123)	41,132
Extraordinary items	-	-	-	-
Transfers between funds	-	-	-	-
Net movement in funds	(27,659)	(5,464)	(33,123)	41,132
Reconciliation of funds:				
Total funds brought forward	140,711	256,099	396,810	355,678
Total funds carried forward	113,052	250,635	363,687	396,810

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The funds breakdown is shown in Note 14.

THE MASHAMSHIRE COMMUNITY OFFICE

BALANCE SHEET AS AT 31 MARCH 2026

		2026	2025
		£	£
Fixed assets			
Tangible assets	(Note 9)	261,791	266,317
Total fixed assets		261,791	266,317
Current assets			
Stocks	(Note 10)	1,946	1,524
Debtors	(Note 11)	4,858	8,164
Cash at bank and in hand	(Note 12)	119,385	132,189
Total current assets		126,189	141,877
Liabilities: amounts falling due within one year	(Note 13)	(24,293)	(11,384)
Net current assets		101,896	130,493
Total assets less current liabilities		363,687	396,810
Net assets		363,687	396,810
Funds of the Charity:			
Restricted income funds	(Note 14)	250,635	256,099
Unrestricted funds	(Note 14)	113,052	140,711
Total funds		363,687	396,810

The charity was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

The financial statements on pages 14 to 25 were approved by the Trustees, and authorised for issue on 14th October 2026 and signed on their behalf by:

Mr Tim Klemz (Chairman and Trustee)
Date: 14th October 2026

THE MASHAMSHIRE COMMUNITY OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2026

1 Charity Status

The charity is limited by guarantee, incorporated in England, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of the registered office is:

7 Little Market Place Masham
Ripon
North Yorkshire HG4 4DY

The principal place of business is:

7 Little Market Place Masham
Ripon
North Yorkshire HG4 4DY

These financial statements were authorised for issue by the trustees on 14 October 2026.

2 Accounting Policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of Compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of Preparation

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

Going Concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Exemption from Preparing a Cash Flow Statement

The charity opted to early adopt Bulletin 1 published on 2 February 2016 and have therefore not included a cash flow statement in these financial statements.

THE MASHAMSHIRE COMMUNITY OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2026

Income and Endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and Legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event of that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants Receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Raising Funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred trading activities that raise funds.

Support Costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas or per capita, staff costs by the time spent and other costs by their usage.

Governance Costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustee's meetings and reimbursed expenses.

Government Grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the relate costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

THE MASHAMSHIRE COMMUNITY OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2026

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for the UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are plied exclusively to charitable purposes.

Tangible Fixed Assets

Individual Fixed Assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and Amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Freehold Land & Buildings: 2% straight line basis over 50 years

Fixtures, Fittings and Equipment: 20% reducing balance basis

Trade Debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business. Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and Cash Equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade Creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities. Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

THE MASHAMSHIRE COMMUNITY OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2026

Fund Structure

Unrestricted funds of £113,052 are general funds that are available for use at the trustee's discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Restricted funds amount to £250,635, which are available to cover costs and depreciation associated with the purchase of the freehold of the building at the end of the lease term in 2023.

Related Parties

There are no related party transactions.

Trustees Expenses

There were no trustees' expenses.

THE MASHAMSHIRE COMMUNITY OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2026

Note 3 Income

Analysis of income	Unrestricted funds	Restricted income funds	Total funds	Total funds
	2026	2026	2026	2025
Donations and legacies:				
Donations and fundraising	8,138		8,138	19,207
100 Club	3,270		3,270	3,361
Just Giving and Lotto	1,045		1,045	424
Gift Aid	436		436	460
Total	12,889		12,889	23,452
Grants:				
Government Grants	41,690	32,315	74,005	117,567
Masham Parish Council Grants	2,000		2,000	3,500
National Lottery	8,266		8,266	
Total	51,956	32,315	84,271	121,067
Charitable activities:				
Book and Jigsaw clubs	3,534		3,534	2,793
Commission	2,224		2,224	-44
Library	8,360		8,360	8,154
Other	273		273	866
Rental income	880		880	1,020
Total	15,269		15,269	12,789
Other trading activities:				
Courses and events	1,612		1,612	770
Business services	2,556		2,556	2,829
Flock Gallery	3,983		3,983	2,785
MATT advertising	6,740		6,740	8,250
Room/equipment hire	2,352		2,352	2,915
Sale of goods	5,836		5,836	6,008
Town Hall diary management	3,900		3,900	3,439
Utilities recharge	2,300		2,300	2,444
Rental income	1,553		1,553	1,875
Other	70		70	55
Total	30,902		30,902	31,370
Income from investments:				
Interest income	3,243		3,243	3,917
Total	3,243		3,243	3,917
TOTAL INCOME	114,260	32,315	146,575	192,595

THE MASHAMSHIRE COMMUNITY OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2026

Note 4 Analysis of receipt of government grants

	Description	2026 £
North Yorkshire Council	Customer access point service delivery arrangements	10,815
North Yorkshire Council	In partnership with Nidderdale Plus; Staying healthy, independent and connected	4,000
North Yorkshire Council	Stronger Communities - Community Anchor Model Development	15,000
North Yorkshire Council	Library and access to services	8,179
North Yorkshire Council	Small grant	300
North Yorkshire Council	Integrated Passenger Transport	2,500
York and North Yorkshire Combined Authority	Vibrant and Sustainable High Streets Fund	39,890
North Yorkshire Police	Information and community safety services	1,500
	Total	82,184

THE MASHAMSHIRE COMMUNITY

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2026

Note 5 Expenditure		Unrestricted funds 2026	Restricted income funds 2026	Total funds 2026	Total funds 2025
Analysis of expenditure					
Expenditure on raising funds:	Stock purchases	1,416		1,416	3,571
	100 club prizes and other fundraising costs	1,242		1,242	1,265
	Total	2,658		2,658	4,836
Expenditure on charitable activities:	Support costs (Note 6)	135,407	37,779	173,186	141,993
	Governance costs (Note 6)	3,853		3,853	4,634
	Total	139,260	37,779	177,039	146,627
TOTAL EXPENDITURE		141,919	37,779	179,698	151,463

Note 6 Support and Governance costs:

Gross staff wages, national insurance and staff expenses	87,755	19,295	107,050	86,798
Staff pensions	1,919		1,919	1,489
Staff training and welfare	114		114	180
Courses and event expenditure	149		149	608
Light and heat	2,977		2,977	3,944
Rates and water	2,019		2,019	1,398
Insurance	1,653		1,653	1,591
Repairs and maintenance	8,475		8,475	4,735
Telephone and internet	1,835		1,835	1,991
Printing, postage and stationery	3,341		3,341	2,807
IT equipment and software	13,309		13,309	10,447
Marketing	5,321	10,815	16,136	3,012
General expenses	2,249		2,249	1,305
Restricted grant expenditure on student intern				1,416
Website cost	1,353		1,353	10,026
Professional fees	234	2,205	2,439	2,661
Bank charges and card machine charges	1,500		1,500	1,224
Bad debt written off	216		216	144
Depreciation of property		5,464	5,464	5,464
Depreciation of fixtures, fittings and equipment	988		988	753
Total Support Costs	135,407	37,779	173,186	141,993
Room hire and meeting costs	767		767	1,089
Accountancy and bookkeeping	3,086		3,086	3,545
Total Governance Costs	3,853		3,853	4,634
	139,260	37,779	177,039	146,627

THE MASHAMSHIRE COMMUNITY

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2026

Note 7 Details of certain types of expenditure

Note 7.1 Fees for examination of the accounts

	2026 £	2025 £
Independent examiner's fees	1,740	1,740
Other fees paid to the independent examiner	666	612
Total	2,406	2,352

Note 8 Paid employees

8.1 Staff Costs

	2026 £	2025 £
Salaries and wages	104,962	82,340
Social security costs	567	43
Pension costs (defined contribution scheme)	1,919	1,489
Total	107,448	83,872

8.2 Average head count in the year

	2026 Number	2025 Number
Total	8	7

Note 9 Tangible fixed assets

9.1 Cost or valuation

	Freehold land & buildings £	Fixtures, fittings and equipment £	Total £
At the beginning of the year	273,204	16,953	290,157
Additions	-	1,926	1,926
Disposals	-	-	-
At end of the year	273,204	18,879	292,083

9.2 Depreciation and impairments

Basis	Straight Line	Reducing Balance
Rate	2%	20%

At beginning of the year	9,899	13,941	23,840
Disposals	-	-	-
Depreciation	5,464	988	6,452
At end of the year	15,363	14,929	30,292

9.3 Net book value

Net book value at the beginning of the year	263,305	3,012	266,317
Net book value at the end of the year	257,841	3,950	261,791

THE MASHAMSHIRE COMMUNITY

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2026

Note 10 Stocks

	2026 £	2025 £
Closing stock		
Total	1,946	1,524

Note 11 Debtors and prepayments

11.1 Analysis of debtors

	2026 £	2025 £
Trade debtors	2,148	4,747
Prepayments and accrued income	1,973	3,147
Other debtors	737	271
Total	4,858	8,165

Note 12 Cash at bank and in hand

	2026 £	2025 £
Building society accounts	81,485	88,356
Bank current accounts	29,380	36,886
Bank deposit account	8,410	6,889
Petty cash	110	58
Total	119,385	132,189

Note 13 Creditors and accruals

13.1 Analysis of creditors

	Amounts falling due within one year		Amounts falling due after more than one year	
	2026 £	2025 £	2026 £	2025 £
Trade creditors	5,227	4,124	-	-
Accruals	4,197	5,033	-	-
Deferred income (Note 13.2)	14,436	1,961	-	-
Other creditors	433	266	-	-
Total	24,293	11,384	-	-

Note 13.2 Deferred Income

Deferred income relates to:

Income received for ticket sales for 2026-2027: £3,702

National Lottery funding towards Volunteer Coordinator salary for 2026-2027: £10,734

THE MASHAMSHIRE COMMUNITY

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2026

Note 14 Charity funds

14.1 Details of material funds held and movements during the current reporting period

Fund names	Type	Purpose and Restrictions	Fund balances brought forward	Incoming resources	Resources expended	Transfers	Fund balances carried forward
Building fund	Restricted	Building	256,099		(5,464)	-	250,635
Customer Access Point Service Delivery Arrangements	Restricted	Improve access to information for tourists and customers.		10,815	(10,815)	-	-
Staying healthy, independent and connected	Restricted	Supporting adults in North Yorkshire to stay healthy and well, doing the things they enjoy, connected to others and living happily and safely in their home and community		4,000	(4,000)	-	-
Stronger communities - Community Anchor Model Development	Restricted	To evolve the role of CAOs as a 'systems partner' at place		15,000	(15,000)	-	-
Integrated passenger transport	Restricted	Review and update research and data, develop options for community transport schemes		2,500	(2,500)	-	-
Other funds (balancing figure)	Unrestricted	N/A	140,712	114,260	(141,920)	-	113,052
Total funds as per balance sheet			396,811	146,575	(179,699)	-	363,687

Note 15 Analysis of net assets between funds

	Unrestricted	Restricted Funds	2026 £	2025 £
Tangible Fixed Assets	11,156	250,635	261,791	266,317
Current Assets	126,189	-	126,189	141,877
Current Liabilities	(24,293)	-	(24,293)	(11,384)
	113,052	250,635	363,687	396,810