

hvc

HALESWORTH
VOLUNTEER
CENTRE



2017/18
ANNUAL REPORT

LEGAL AND ADMINISTRATIVE ARRANGEMENTS

Name:	HALESWORTH VOLUNTEER CENTRE
Registered Charity Number:	1001776
Registered Address:	Waveney Local Office London Road Halesworth Suffolk IP19 8LW
Bankers:	Barclays Bank plc Halesworth
Independent Examiner	GJ Shephard FCCA Chartered Certified Accountant 76 Corton Road, Lowestoft, Suffolk, NR32 4PP
Governing Document	Constitution adopted 8th November 1990. Amended 23rd May 1996, 14th June 2006 & 22nd June 2011.
Summary of Main Purposes:	The objects for which the Halesworth Volunteer Centre is established are to undertake voluntary work in education, social services, and similar charitable activities amongst those classes in need thereof.
Trustees:	The following served as Trustees of the Halesworth Volunteer Centre during the year ended 31st March 2018: Karen Austin (Chair) Mary Henry Clare Ludwig Richard Austin

Chairman's Report

Supporting independence is at the heart of what we do and what we are about. Most of our work is about helping others to maintain their individual independence, as they get older or face temporary difficulties.

The Community Car Service enables people to get to the doctors, visit friends and make many other routine but important journeys, when there are no other practical alternatives. Our assisted shopping service provides extra help when it is needed. More recently, through Isolation Busters, we are providing friendship and support to some of the many members of our community who live alone. This personal connection - the opportunity to share interests and engage with the outside world through others - can be as important for personal health and wellbeing as a visit to the GP.

As an organisation we have always worked hard to retain the local and independent identity for which we are recognised and trusted. However, securing continued funding for our work is the biggest challenge we face, especially with the loss of our only core cost grant. This will be the first of many challenging years. I am therefore delighted to report that after magnificent work, we have been successful in securing a number of significant awards from both local and national sources. This included a large grant from the Postcode Community Trust, which enabled us to launch Isolation Busters. I may add that all of this would not have been possible without the whole

team building relationships with the organisations and individuals with whom we now work closely.

We remain committed to delivering high quality service within the projects we deliver. With support from the Comic Relief Core Strengths fund, we have improved our internal structures and systems and a re-organisation of staff roles will give us scope for expansion in the future. This is part of an ongoing commitment by Trustees to strengthen our governance.

We are, as always, indebted to all our volunteers and to our wonderful staff team who so ably shape and co-ordinate our work. Their efforts ensure that we can provide continuing and vital support within our community, where it is most needed. We are also immensely grateful for all of the individual donations we have received, given in gratitude by our service users and their families. And to other local organisations and businesses who have fundraised on our behalf. In particular I would like to mention Ian and Sue at the Triple Plea, who continue to support the Community Car service through their monthly quiz. HVC regularly enters a couple of teams if you would like to join us.

On a personal note I would like to thank my fellow Trustees for their continued and much valued support and friendship. I am also very grateful to Emma for the re-newed energy and positivity she has brought to the Centre in her first full year of office. We are all very excited about times ahead.

Karen Austin
Chair of the Trustees

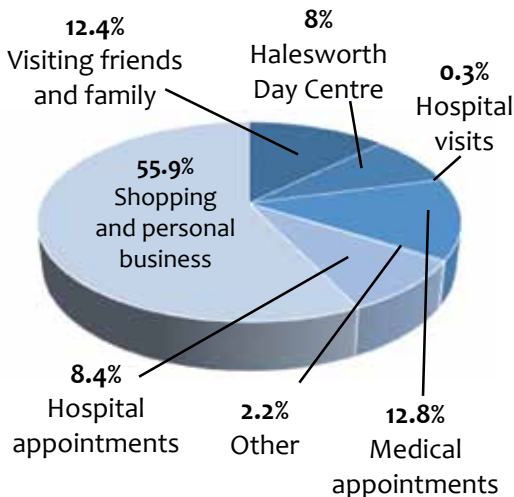
Activity Report 2017-2018

Community Car Service

Over **11,400** journeys this year!

- An average of **6800 miles** driven every month
- **30** volunteer drivers supporting over **300** passengers this year

PURPOSE OF TRIPS



Befriending and support for people living at home

I can't thank you and your team enough for all of the support you've provided to the people we've worked with. You've certainly improved the lives of the people I've worked with and you've definitely made my life easier on a lot of occasions!! You guys do an amazing job!"

Community Care Practitioner,
Suffolk County Council
Adult Social Care

I don't know what I would do without the car service, C is always so cheerful and helps me in so many ways."



Isolation Busters

136 Isolation Buster visits.

15 people living alone supported with dog walks, trips to the seaside and lots of cups of tea.

“I have been lucky to have such long-lived parents but it has sometimes been a struggle. Knowing my mother had someone to talk with and visits to look forward to helped enormously.”

Karen Kerridge has worked at HVC for over 13 years, she reflects on Isolation Busters.

“Isolation Busters is new for us, it is our first nationally funded-project and it focuses on responding to what people want, not what we have always done. There are so many people who feel lonely and cut off from their community and the flexible, tailored made support that this project offers helps to overcome this. The wonderful kindness, compassion and dedication of our volunteers never ceases to amaze me.”

Jensen makes a real difference

My name is

Jensen and I am 10 years old. I visit a lovely couple and I take Mr P for a walk. Sometimes we stay after and I let my owner have a cup of tea and a chat. I love Mr and Mrs P, it is a privilege to know them.



Keeping healthcare local

Our ‘Meet and Greet’ team of volunteers have ensured that Phlebotomy, Diabetic Eye and Aortic Aneurism Clinics can take place at Patrick Stead Hospital. Without our support, people would have to travel to Beccles or Southwold to receive these vital health services.

Our Volunteers

Our volunteers make all the difference.

15 new volunteers joined us
9 Isolation Busters
6 new drivers

Over
70
volunteers

Activity Report 2017-2018

Our commitment to local voluntary and community work

Our Social Pharmacy project funded by Waveney District Council will showcase the great work that voluntary and community groups do in our area. We already have an event planned for local groups with over 25 organisations listed to attend. HVC volunteers support a number of local organisations:

- **Halesworth in Bloom**
- **HACT bus**
- **Halesworth Day Centre**
- **Halesworth Museum**
- **The League of Friends**
- **Rayner Green Resource Centre**

Increasing recognition of our work



We were delighted that Geoffrey Probert, High Sheriff of Suffolk made an Isolation Busting visit to one of our families. It was great that the work of our volunteers is recognised in this way.

We were delighted to come third in this year's vote for the Hopkins Homes Suffolk Charity of the Year. The prize £1000 is already supporting our Isolation Busting work.

Thank you to all the local people who have helped us through their generous donations and gifts this year. We are also really grateful for the continuing support of Waveney District Council

Fond farewells

Ted Miles and Elizabeth Lovett were 2 of our first drivers and spent many years as dedicated volunteers, much loved by everyone they supported. Marlene Smith volunteered for many

organisations in Halesworth and, as one of our befrienders, always went out of her way to provide that extra bit of help and support. Each had a great impact on our organisation and we miss them. Thank you Marlene, Ted and Elizabeth.

Active in the Community

Our aims for 2018/2019

Community Cars

Our Community Car Service is at the heart of all we do. Our drivers are often the first people to see when passengers are getting frail and need extra support. We therefore need to adapt our service to meet people's changing needs. We are doing more trips for shopping and personal business, these trips often take more time but are vital in ensuring that people have food in their cupboards. Recruiting more drivers has never been so important.

Projects like 'Let's Get Together' help reach out to people living alone, using our Car Service and Volunteers to help people re-engage with their



community. Through this scheme, we will help people attend Halesworth Day Centre, the Sociable Soup Lunch project in Rumburgh and local events and 'dos'.

We will continue to support local groups and organisations in whatever way we can, whether it is providing free transport to a community event, taking part in roadshows or talking to local organisations. We are aiming to publish a special directory of local groups and organisations so that we can make sure that anyone contacting HVC can find the support or service that best fits their needs.

Keep on Isolation Busting

Our Isolation Buster Project, funded by the Postcode Community Trust, has made a great start and we want to keep on Busting. We will be recruiting more volunteers and working with local organisations to ensure that more and more people living alone can access this vital service.

Improving our Image

We want to do more to tell people about the great work we do. Improvements to our website and our social media pages, will, we hope, promote our services and the great work that other organisations do in our Community.

Accounts for year Ending 31st March 2018

GENERAL & COMMUNITY CAR SERVICE BALANCE SHEET

	At 31 March 2018	At 31 March 2017
Fixed Assets		
Cost at 1st April 2017	4,545	4,545
Additions	868	0
Disposals	0	0
	5,413	4,545
Depreciation at 1st April	4,545	4,207
Charge for year	289	337
	4,834	4,545
Net Book Value	579	0
Current Assets		
Debtors intra HVC	0	0
Debtors other prepayments	380	514
Debtors External	774	2,708
Cash at bank	20,591	21,495
COIF	53,619	53,492
Cash in hand	210	56
	75,573	78,265
Current Liabilities		
Creditors External	657	621
Pathfinder	0	0
Creditors - Internal (Friends)	0	0
Net Current Assets	74,917	77,644
Net Assets	75,495	77,644
Accumulated Fund		
Balance at 1st April	77,644	80,213
Surplus (Deficit) for year Gen	(373)	(1,469)
Surplus (Deficit) for year CCS	(1,775)	(1,100)
Net Surplus (Deficit)	(2,148)	(2,569)
Total Fund	75,495	77,644

GENERAL ACCOUNT INCOME AND EXPENDITURE FOR YEAR ENDED 31ST MARCH 2018

	Year ended 31 March 2018	Year ended 31 March 2017
Income	£	£
Suffolk County Council - Grant Aid	0	7,209
Halesworth Town Council	2,215	0
Postcode Community Trust	12,165	0
WDC Enabling Fund	2,470	0
East of England Co-Op (Tackling Loneliness SCF)	1,223	0
Suffolk Rural Fund (SCF)	1,747	0
Comic Relief Core Strengths Fund	4,713	0
Wenhaston PC	0	50
Cookley & Walpole PC	0	35
Chediston & Linstead PC	0	200
Darsham PC	40	0
Laxfield PC	0	50
Peasenhall PC	0	50
Benton Woodruff	0	750
Garfield Weston	0	3,500
Working Together Awards	0	10,000
Hopkins Homes	0	2,500
Halesworth Tourism	0	100
Iken Fund	0	665
Waveney District Council	0	1,631
Friends Donated Assets	868	0
Suffolk Community Fund / Foundation	0	759
Other facilities charge	600	600
Personal Donations	250	464
Other fundraising	159	974
Interest Received - COIF	127	206
Photocopy Income	335	774
	26,912	30,520

Accounts for year Ending 31st March 2018

GENERAL ACCOUNT INCOME AND EXPENDITURE FOR YEAR ENDED 31ST MARCH 2018

	Year ended 31 March 2018	Year ended 31 March 2017
Expenditure		
General Admin Payroll	11,142	18,830
Isolation Busters Payroll & Expenses	8,324	0
Befriending Expenses	557	0
CCA	136	0
Staff Pensions	218	20
Events	175	632
Telephone	767	635
Postage and Stationery	442	527
Administration Expenses	399	2,422
Advertising and publicity	255	353
Insurance Premiums	893	996
Subscriptions	0	12
Accountant's Fee (Accrual)	450	300
Copier / Computer Expenses	403	603
Depreciation Donated Asset	289	337
Training	238	135
Office Redecorating	0	63
Men's Shed Expenses	2,594	6,125
	<u>27,286</u>	<u>31,989</u>
Surplus / (Deficit) for the year	<u>(373)</u>	<u>(1,469)</u>

COMMUNITY CARS INCOME AND EXPENDITURE FOR YEAR ENDED 31ST MARCH 2018

	Year ended 31 March 2018	Year ended 31 March 2017
Income		
Passenger contributions	31,609	36,472
SCC Administration Grant / bact	7,004	6,914
Account holders	4,648	4,781
Donations including Fundraising	2,304	1,307
HTC Grant	0	2,000
David and Jill Simpson Fund	2,253	0
Tackling Loneliness Fund	1,249	0
Suffolk County Council	0	1,750
	<u>49,066</u>	<u>53,223</u>
Expenditure		
Payments to drivers	35,774	39,601
Staff payroll	13,549	13,939
Advertising	0	30
Expenses - Training	185	0
Stationary, Printing and Sundry	0	229
Telephone	536	525
CATTS Software Licence	798	
	<u>50,841</u>	<u>54,323</u>
Surplus/(Deficit) for the year	<u>(1,775)</u>	<u>(1,100)</u>

Accounts for year Ending 31st March 2018

FRIENDS OF HALESWORTH VOLUNTEER CENTRE BALANCE SHEET AT 31 MARCH 2018

	At 31 March 2018	At 31 March 2017
	£	£
Current Assets		
Cash at bank - Community Account	4,894	4,164
Cash at bank - Business Premium Account	3,326	3,323
	<u>8,220</u>	<u>7,487</u>
Current Liabilities	0	0
Net Current Assets	8,220	7,487
Net Assets	8,220	7,487
Accumulated Fund		
Balance at 1st April	7,487	7,167
Surplus/(Deficit) for the year	733	320
Total Fund	<u>8,220</u>	<u>7,487</u>

FRIENDS OF HALESWORTH VOLUNTEER CENTRE INCOME & EXPENDITURE YEAR ENDING 31ST MARCH 2018

	Year ended 31 March 2018	Year ended 31 March 2017
	£	£
Income		
Subscriptions/Donations	1,623	652
Fundraising - GQT/Bake Sales/Pop up Shop	225	0
Bank Interest	3	1
	<u>1,851</u>	<u>653</u>
Expenditure		
AGM & Meeting Expenses	250	0
Office Equipment	868	68
Advertising		265
	<u>1,118</u>	<u>333</u>
Surplus/(Deficit) for the year	<u>733</u>	<u>320</u>

Treasurer's Report

The accounts of the Halesworth Volunteer Centre (HVC) for the year ended 31st March 2018 are included (pages 6 to 10). They have been approved by the Trustees and Independently Examined, in accordance with the Charities Statement of Recommended Practice.

The General Fund (page 7) which embraces non-driving volunteer activities produced a deficit of £373 (2016/17: Deficit £1,469). HVC has continued to manage its affairs such that a financial reserve is retained which secures the core activities against short term fluctuations in income.

We would like to thank Suffolk County Council, bact, Waveney District Council and the Suffolk Community Foundation for their continued support.

Following successful establishment of Halesworth Men's Shed, HVC

no longer supports meeting the accommodation costs of the Halesworth Men's Shed and we wish them every success in the future. We are also very grateful to the Postcode Community Trust, Halesworth Town Council, Waveney District Council, East of England Co-Op, Suffolk Rural Fund and Comic Relief for their substantial grant income this financial year.

The Community Car Service (page 9) recorded a deficit of £1,775 (2016/17: Deficit £1,100), after paying its share of General Office management payroll costs. We continue to present a Balance Sheet (page 6), which consolidates the General Account and Community Car Service Funds. Our funding through our transport partnership with bact remains our only guaranteed income stream for running the Car Service and thanks to generous grants from the David and Jill Simpson fund and the East of England Co-Op Tackling Loneliness Fund we have kept losses

Continued overleaf...

Treasurer's Report continued

to an acceptable level. We remain very grateful to the continued and significant financial support from passenger donations and to HVC staff members for running our valuable monthly Quiz nights at the Triple Plea.

The Friends of HVC (page 10) are included in this report. Our thanks to the Friends for the contributions they have made to our activities - in this financial year we have purchased a new laptop and a colour printer. We also received a very generous anonymous donation of £500.

For HVC overall, the Accounts show we remain in a positive financial position. Continued effort will be needed in securing additional funding via one-off grants to support the work which we carry out.

The level of reserves can have a disadvantageous effect when applying for Grant funding.

Once again, my thanks go to our Independent Examiner, Mr Graham Shephard for undertaking his task promptly and professionally. His work not only safeguards the Charity's accounting integrity, but ensures we fully meet the reporting requirements laid down by the Charity Commission.

My thanks also to our Centre Manager and all Staff for their assistance in preparation of these accounts for this financial year, and to the Trustees whose support is always appreciated.

Richard Austin
Treasurer

2017/18
**ANNUAL
REPORT**

