



ANNUAL REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2011



PERSHORE & DISTRICT VOLUNTARY HELP CENTRE

Registered Charity No 516080

Charlotte Offices, New Road, Pershore, WR10 1BY

☎ 01386 554299

Email admin@persshorevolunteers.org

www.persshorevolunteers.org



Volunteer Centre
Persshore

ANNUAL REPORT

2010 - 2011

INTRODUCTION & OVERVIEW

Pershore Volunteer Centre fulfils its charitable aims through service delivery in its widest sense. On a practical level, we provide a centre where people and organisations interested in voluntary work can obtain advice and information; we also support a resource centre for use by other voluntary groups, and we provide a range of community services to benefit residents in the local area, subject to capacity and resources. On a strategic level, as members of Pershore Local Strategic Partnership, Wychavon Community Action Partnership and Worcestershire Infrastructure Consortium, we operate both individually and in partnership with colleagues throughout the district and the county to support and strengthen the voluntary and community sector.

Three significant areas of work came to an end in the final part of this year: we successfully completed the final year of the Youth Volunteering Wychavon project funded by *inspired*; the Volunteer Management programme funded by Capacitybuilders which we managed on behalf of the county-wide Volunteer Hub was completed; Worcestershire Infrastructure Consortium was dissolved as all its funded programmes came to an end, although individual partners have agreed to continue to meet in a less formal arrangement.

In all other areas of work, it was “business as usual”, despite being overshadowed by the knowledge that funded work was coming to an end with limited prospects of securing additional resources for the future. Whilst we are able to reflect on a successful year in maintaining our existing services and engaging in some shared outreach work with partner organisations, there is no doubt that there are further challenging times ahead.

The staff team has provided exceptional support as always. Staff turnover early in the year affected two significant areas of work but created minimal disruption: in July our volunteer recruitment officer, Alex Walls, moved into the legal sector after successfully completing his law degree and was replaced by Val Jackman, an excellent administrator; Sara Spurr, Youth Volunteering Wychavon project worker moved away from the area in June and we were fortunate to appoint Laura Synnuck as her replacement in August. The new staff members have integrated well into the team.

This report would not be complete without taking the opportunity to highlight and recognise the huge contribution made by volunteers. As ever, our achievements have only been possible with the support and commitment of our team of volunteers who do so much to improve the quality of life of our clients, enabling them to access essential services within the local community.

May we all continue to benefit from their generosity of spirit!

Kate Walton



VOLUNTEERING

**Volunteer
Centre**
Persnore

As an accredited Volunteer Centre with Volunteering England, we are committed to deliver six core functions to promote and support volunteering, which are

Brokerage
Marketing Volunteering
Good Practice Development

Developing Volunteering Opportunities
Policy Response and Campaigning
Strategic Development of Volunteering

Local delivery has been concentrated on the brokerage and marketing functions of volunteering, including liaison with organisations to promote their volunteering opportunities. This area of work is funded via the county council's strategic grant allocated to Worcestershire Infrastructure Consortium and the remainder of the core functions are addressed via the Volunteer Hub partnership.

Recruitment of volunteers and promotion of opportunities is managed using the Vbase system. We have adopted a pro-active approach to maintain details of at least 100 volunteering opportunities at any one time throughout the year, covering a diverse range of organisations and areas of interest:

- volunteer opportunities publicised in the local press are followed up by inviting the organisation to register their opportunity with us
- promotional literature from organisations is followed up in the same way
- opportunities nearing an end date are followed up with a request for extension or new opportunity from the relevant organisation.

There has been a steady increase in the number of volunteers throughout the year. Applications are almost evenly split between on-line applications and personal callers to the office. An increase in promoting volunteering opportunities at a number of local events and through monthly parish newsletters in surrounding villages has resulted in more potential volunteers contacting the Volunteer Centre directly. In recent months, targeted promotion to existing volunteers on V-base for specialised or urgent volunteering opportunities has proved to be very effective.

We have responded to **257 Volunteering Enquiries**, an increase of 40% on last year, and made **244 Referrals** to volunteering opportunities, an increase of 61% on last year. Feedback is always sought from external organisations and volunteers on the outcome of referrals; **68 volunteers** were placed in opportunities, including **15** to our own projects, predominantly community transport drivers.



Inspiring a million more young volunteers

This was the third and final year of the **Youth Volunteering in Wychavon (YvW)** partnership project, a joint venture with colleagues in Evesham and Droitwich. As in previous years we had unexpected staff turnover, but were very fortunate in our replacement appointments who brought exceptional skills and expertise to the project. A key aim of the project has been to increase and sustain volunteering by young people in Wychavon and our final report was able to confirm that all targets were met. In total, the project recruited 270 young volunteers who created and filled 416 volunteering opportunities. We successfully recruited a job-seeker under the national Future Jobs Fund programme and the 6 month placement supported the IT elements of the project.

The **Volunteering Hub** established through Worcestershire Infrastructure Consortium has continued its work to address the wider issues of volunteering represented by the six core functions; Pershore Volunteer Centre, re-elected as Chair of the Hub, has been particularly proactive within this partnership of seven members.

- We co-ordinated the development and delivery of the county-wide work plan for WCC's strategic grant and attended monitoring/review meetings

- We project managed the Capacitybuilders funding to complete the 18 month Volunteer Management Programme of workshops, information and support for volunteer-led small community groups. The full project delivered by the seven Hub partners comprised
 - 3 County-wide Forum events
 - 48 locally delivered workshops /network meetings
 - 40 one-to-one support sessions
- Within the Volunteer Management Programme supported by Capacitybuilders funding, we co-ordinated the delivery of 2 county-wide Forum events for Volunteer Co-ordinators; the first (October 2010 in Malvern) addressed the needs of younger volunteers, exploring how increasing an organisation's diversity may benefit sustainability; the second (March 2011 in Evesham) focused on the impact of the Big Society agenda, and how best the sector may engage and promote volunteering.
- We completed a partnership portfolio of evidence for county-wide rather than individual Quality Accreditation from Volunteering England (VCQA). The submission was made in September and initial feedback indicated that our involvement in strategic development of volunteering, particularly in engaging with the statutory sector, was highly commended; the final results are not yet known.

SUPPORTING THE VOLUNTARY & COMMUNITY SECTOR (VCS)

We aim to deliver a wider remit of support for local organisations in addition to that which is specifically related to volunteering issues; as in previous years, we have worked in partnership with colleagues to maximise the resources available. Delivery of outreach support for organisations has been via a development officer on the BASIS project which is managed by a colleague at Droitwich & Rural CVS, where an administration team deals with joint communications and newsletters. We contributed to the promotion of funding opportunities via the BASIS newsletter and Worcestershire County Council's strategic grant enabled us to meet over 30 requests for advice or support including insurance requirements, fundraising and funding applications, organisational restructure and personnel implications, and development of volunteering roles and policies. Through our Wychavon Community Action Partnership with colleagues in Evesham and Droitwich, we supported a European Social Fund LEADER project to promote volunteering in designated rural areas. We are a full member of Pershore LSP, promoting the role of the voluntary sector in general as well as chairing both the appraisal panel and the Stronger Communities theme group.

On a practical level, our **Community Resource Centre** provides much needed office services and meeting facilities for local organisations. 18 community groups have used the meeting facilities, including 7 groups who have regular bookings; 86 groups have accessed the office services, including 14 groups who use the printing and photocopying services on a regular basis.

SERVICE PROVISION

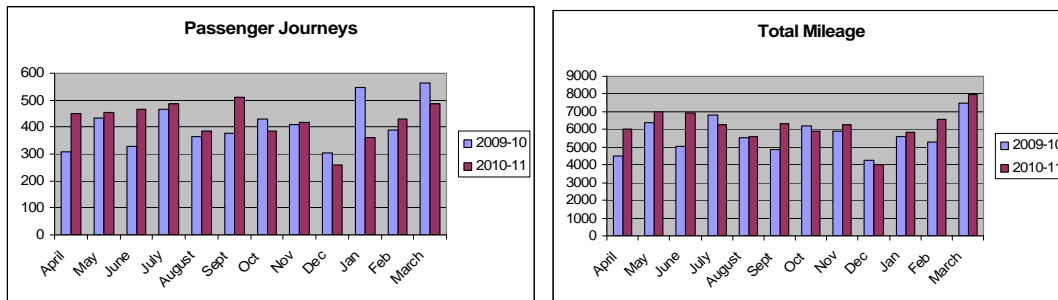
COMMUNITY TRANSPORT

We continue to provide this service under the auspices of Worcestershire Community Transport Partnership. As ever, the service is heavily dependent on a constant supply of volunteer drivers and is supported by one staff member with a team of office volunteers dealing with administration and data input.

In the last year volunteer drivers in our **Social Car Scheme** have completed:

- **5086** passenger journeys, a 3% increase on last year
 - of which 2819 (**55%**) are hospital/ medical related journeys
- **74695** miles, representing a 10% increase on last year with the non-passenger ("dead") mileage remaining at 41% of the total
 - **58%** of the total is hospital/ medical related mileage, a reduction of 2% from last year
- **1474** registered passengers, with an average of 12 new clients each month
- **104** different clients have accessed the service regularly

Comparison with the previous year's activity is illustrated in the following graphs:



We have continued to provide an assisted shopping service for a small number of particularly vulnerable clients, amounting to **359 trips for 10 different clients**. This is complemented by our weekly Dial-a-Ride minibus service from the villages into Pershore and **195** passengers have used this service. An additional minibus service, introduced in December 2009 in collaboration with the Co-op supermarket, has continued to be popular, enabling clients to access in-store grocery shopping combined with free home delivery from the Co-op in Pershore. **34 clients** have accessed this weekly service on a regular basis, with the service **carrying 439 passengers in total**.

Our **wheelchair accessible minibuses**, which operate under a Section 19 permit, are available for hire by local community and voluntary groups. They recorded a total of **17720 kilometres** during the year, a marginal reduction of 3% on last year. Whilst some of this can be attributed to ongoing maintenance problems with both vehicles, it has prompted a review of our vehicle needs and we will be undertaking further research and a pilot project in the coming year to increase flexibility and marketing.

- Bookings have been maintained at around the same level as last year with **188 bookings for 31 different local community groups**. These groups include Pershore Ladies Guild, British Legion, Evergreen, EDFAS as well as local schools, churches and sheltered housing schemes; minibus transport enables attendance at essential social or day care centres as well as cultural, educational or leisure activities.
- Primary schools have used the transport to access a water-sports activity, bell boating, developed by a local Olympic rowing champion; the programme culminates in an opportunity to enter wider community events including the parish games and riverside regatta.

SUPPORT SERVICES

CENTRE CLUB

Our day centre for the elderly has continued to operate successfully providing contact and activity for socially isolated older people who require minimal levels of personal or health related care. There have been no changes to the eligibility criteria and. Service capacity is 14 clients per session but we have been running at 13 this year, with an average attendance of 11 for each session. We have no plans to amend the eligibility criteria as there would appear to be a continuing need for the general social aspects of our service and alternative provision is available for those with higher dependency needs. However, we appear to be receiving more referrals from support workers of people with early dementia, which indicates that additional provision may be required in future.

Generally, the service provided reflects the format enjoyed by the current client group, who continue to report the benefits of attending, which include

- Friendly welcoming atmosphere
- Socialising and meeting people
- Improvement in general well being, helping to maintain a positive attitude
- Extremely good value for money
- Variety of outings and guests/visitors

We have had a full schedule of outings and entertainment during the year; a particularly highlight was the intergenerational project with Abbey Park school, which involved clients bringing in old photos and relating anecdotes from their past, often with relevance to the war years. The bulk of the entertainment has been provided by Pershore Older People's Entertainment Therapy (P.O.P.E.T.) and we are also grateful to members of the local Inner Wheel for their continued support.

BUDDIES (BEREAVEMENT SUPPORT GROUP)

Last year's report indicated that this group, which is essentially a social network for elderly people who have lost a partner, was largely self-sufficient. In September 2010 the members decided to become a totally independent group and when one of the original co-ordinators moved away they severed the remaining links with the Volunteer Centre. We wish them well.

GOVERNANCE

Registered Charity Number 516080

TRUSTEES

There were 5 trustee meetings during the year; changes in member organisation representation are illustrated in the table below

<u>Volunteer Representatives</u>	<u>Member Organisation Representatives</u>	
Mr David Baldwin (Chairman)	Pershore Town Council	Cllr Gaynor Amphlett to Nov 2010
Mrs Mavis James		Cllr Charles Tucker from Nov 2010
Mr Andrew Parsloe	Wychavon District Council	Cllr Rob Adams
	Bredon Hill Rotary Club	Mr Peter Green
	U3A	Mrs Jan Wortley

No expenses were claimed by any trustee

STAFF

Kate Walton – Manager
Jean Austen – Support Services

Liz Taylor – Finance & Admin

Jeanette Dowling - Transport
Alex Walls - Volunteering to July 2010
Val Jackman – Volunteering from July 2010
Sara Spurr – YVW to July 2010
Laura Synnuck – YVW from August 2010

FINANCE REPORT & ACCOUNTS

NOTES TO ACCOMPANY FINANCIAL STATEMENT

Accounts are prepared on an Accruals basis, in accordance with Charity Commission guidance and the Charities Act 2006.

All of the restricted funds relate to projects to support volunteering and comprise grants from the Russell Commission for the Youth Volunteering Wychavon project, from Capacitybuilders for the Volunteer Management Programme which we lead on behalf of the Worcestershire Volunteer Hub and Access to Volunteering, to remove barriers to volunteering. Expenditure

for the year under review exceeded income, but was within the overall project profiles; the surplus brought forward from the previous year, together with an anticipated final payment pending approval of one end of project report, was sufficient to fund the excess.

ACCOUNTING POLICIES

1. The financial statements are prepared in accordance with Charity Commission Guidance and the Charities Act 2006
2. Grants, including grants for the purchase of fixed assets, are recognised in full in the year in which they are receivable
3. Voluntary income is received by way of donations and gifts and is included in full when receivable. The value of services provided by volunteers has not been included.
4. Resources expended are recognised in the year in which they are incurred.
5. General funds are donations and other incoming resources receivable or generated for the objects of the charity without further purpose and are available for general purposes
6. Designated funds are general funds allocated by the trustees for a particular purpose
7. Restricted funds are to be used for specific purposes as laid down by the donor; expenditure which meets these criteria is charged to the fund together with a fair allocation of management and support costs
8. Depreciation is provided so as to write off the cost of tangible fixed assets over their estimated useful economic life as follows
 - Motor vehicles : 25% per annum on the reducing balance
 - Plant & equipment : 20% per annum
9. Provision is made for the replacement of minibuses, and this year the basis of this calculation has been reviewed. Estimates of the current replacement cost, based upon today's economic climate, have been ascertained and the balance on the Reserve adjusted to reflect these replacement costs.

RESERVES POLICY

The Trustees consider expendable reserves vital to ensure the smooth provision of services in the medium term, given fluctuations in income flow and unforeseen expenditure needs. To achieve their aims and objectives the Trustees consider that they should retain sufficient funds in hand to meet all known and contingent liabilities, together with sufficient cash resources to meet up to 6 months' running costs.



PERSHORE & DISTRICT VOLUNTARY HELP CENTRE

Registered Charity No 516080

Charlotte Offices, New Road, Pershore, WR10 1BY

ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2011

CONTENTS

Independent Examiners Report

Statement of Financial Activities

Balance Sheet

Independent examiner's report on the accounts

Independent Examiner's Report

Report to the trustees/ members of Pershore & District Voluntary Help Centre

On accounts for the year ended 31 st March 2011	Charity no (if any)	516080
---	----------------------------	--------

Set out on pages 1 to 3

Respective responsibilities of trustees and examiner The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the Act), as amended by s.28 of the Charities Act 2006) and that an independent examination is needed.
 It is my responsibility to:

- examine the accounts (under section 43 of the Act, as amended),
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 43(7)(b) of the Act, as amended), and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent examiner's statement In the course of my examination, no matter has come to my attention

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:
 - proper accounting records are kept (in accordance with section 41 of the Act); and
 - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: **Date:** 18th July 2011

Name: John T Hill

Relevant professional qualification(s) or body (if any): Institute of Chartered Accountants in England and Wales

Address: Sycamore House, Church Street, Birlingham, Pershore. WR10 3AQ

RECEIPTS AND PAYMENTS ACCOUNT

	2010/11 12 MONTHS			2009/10 12 MONTHS		
	Total £	General Funds £	Restricted Funds £	Total £	General Funds £	Restricted Funds £
INCOME						
Grants:						
Worcester County Council	42,069	42,069		30,800	30,800	
Wychavon District Council	9,025	9,025		6,540	6,540	
Other	92,320	5,350	86,970	87,940	12,940	75,000
	143,414	56,444	86,970	125,280	50,280	75,000
Other:						
Transport Charges	44,750	44,750		29,601	29,601	
Individual and corporate donations	8,550	8,550		9,224	9,224	
Room Hire	3,270	3,270		1,983	1,983	
Administration charges	31,449	31,449		16,256	16,256	
Fund raising	3,164	3,164		1,590	1,590	
Bank and National Savings interest	184	184		1,228	1,228	
	91,366	91,366	0	59,883	59,883	0
	234,780	147,810	86,970	185,163	110,163	75,000
EXPENDITURE						
Salaries - Co-ordinator and Assistant Co-ordinators	87,982	51,906	36,075	72,407	47,160	25,248
Rent	15,848	12,348	3,500	13,985	11,695	2,290
Telephone	2,403	2,403		2,889	2,889	
Insurance	3,500	3,376	124	3,628	3,546	82
Office expenses	70,960	9,170	61,790	42,640	6,176	36,464
Reimbursement of volunteer expenses	31,435	30,455	980	25,660	25,660	
Mileage payments and transport costs	3,172	902	2,270	1,991	409	1,582
Activities and Outings	3,218	3,218		-1,584	-1,584	
Community Events	0			317	317	
Minibus running costs	7,461	7,461		5,372	5,372	
Depreciation and adjustment on sale	7,186	7,186		1,932	1,932	
	233,165	128,425	104,739	169,238	103,572	65,667
Surplus/(Deficit) for the Year	<u>1,615</u>	<u>19,385</u>	<u>-17,769</u>	<u>15,925</u>	<u>6,591</u>	<u>9,333</u>

BALANCE SHEET AS AT 31 MARCH 2011

	31.03.11 £	31.03.10 £
FIXED ASSETS		
<u>Motor Vehicles</u>		
Balance at 1st April 2010	36,395	38,326
Additions in year	0	0
Disposals	0	0
	<u>36,395</u>	<u>38,326</u>
Less depreciation	-7,186	-1,931
Net book value at 31st March 2011	29,209	36,395
 <u>Office Fittings and Equipment</u>		
Balance at 1st April 2010	0	0
Additions in year	0	0
Less depreciation	0	0
Net book value at 31st March 2011	<u>0</u>	<u>0</u>
TOTAL FIXED ASSETS	<u>29,209</u>	<u>36,395</u>
 CURRENT ASSETS		
Other Debtors	14,479	2,425
Prepayments	2,750	2,500
National Savings Bank Deposit Account	55,699	55,533
Current Account	25,827	25,809
Cash in hand	14,790	28,369
	131	203
TOTAL CURRENT ASSETS	<u>113,676</u>	<u>114,839</u>
 CREDITORS amounts falling due within one year		
Accruals and prepaid income	-23,562	-33,527
NET CURRENT ASSETS	<u>90,114</u>	<u>81,313</u>
 NET ASSETS LESS CURRENT LIABILITIES	<u><u>119,323</u></u>	<u><u>117,708</u></u>
 REPRESENTED BY		
General Reserves	62,085	-8,064
Restricted Funds Reserve	6,439	24,208
Minibus Replacement Reserve	50,799	101,563
	<u>119,323</u>	<u>117,708</u>

MOVEMENT ON RESERVES

General Reserves

- Balance at beginning of period	-8,064	334
Surplus/(Deficit) for the year	19,385	6,591
Movement (to)/from Minibus Replacement Reserve	<u>50,764</u>	<u>-14,989</u>
Balance at 31st March 2011	<u><u>62,085</u></u>	<u><u>-8,064</u></u>

Restricted Funds

- Balance at beginning of period	24,208	14,875
Surplus/(Deficit) for the year	<u>-17,769</u>	<u>9,333</u>
Balance at 31st March 2011	<u><u>6,439</u></u>	<u><u>24,208</u></u>

Minibus Replacement Reserve

- Balance at beginning of period	101,563	86,574
Movement (to)/from General Reserves	<u>-50,764</u>	<u>14,989</u>
Balance at 31st March 2011	<u><u>50,799</u></u>	<u><u>101,563</u></u>

Pershore and District Voluntary Help Centre

Charlotte Offices,
New Road,
Persnore, Worcs.
WR10 1BY

Registered Charity Number 516080

☎: 01386 554299

Fax 01386 556204

Email admin@persnorevolunteers.org

Website www.persnorevolunteers.org