



VOLUNTARY HELP CENTRE

Serving Southwold, Reydon, & district
Stella Peskett Millennium Hall,
Mights Road, Southwold. IP18 6BE
Registered Charity No. 298046
Web site – www.southwoldvhc.com

Telephone: (01502) 724549

22nd ANNUAL REPORT
1st April, 2008– 31st March, 2009

The Voluntary Help Centre provides a service which supports and complements existing statutory and voluntary organisations within the area.

COMMUNITY CAR SERVICE – Anyone, young or old, with or without a disability may ask to make certain journeys for which neither a family car nor any form of suitable public transport is available. Journeys undertaken include hospital appointments, visiting relatives and friends at home or in hospital, local shopping and personal business, local visits to doctor, dentist or optician, links with public transport services.

BEFRIENDING – Befrienders visit the housebound, shop for or take shopping to those who have difficulty in getting out, collect prescriptions, walk dogs (short term), visit at Southwold Hospital – try to help where help is needed.

MANAGEMENT COMMITTEE 2008-2009

CHAIRMAN	-	Michael Medland
VICE-CHAIRMAN	-	Barry Tolfree
SECRETARY	-	Margaret Woodhall
TREASURER	-	Ann Betts
COMMITTEE MEMBERS	-	Brian Bailey Peter Britten Sarah Britten Mike Caswell Jan Wilkins
CO-ORDINATOR	-	Tricia Scott
CAR SERVICE ADMINISTRATOR	-	Rita Kennedy

CHAIRMAN'S REPORT

Once again I can reflect back on a busy year for the organisation.

The trustees are very grateful to the driving volunteers who have driven more miles over the last year than ever before. Also our non-driving services remain much in demand; these jobs require sensitive and dedicated volunteers and we are lucky to have such a good group of people who put themselves forward to help, often at very short notice.

Our thanks to the great team in the office, both Tricia and Rita ensured our operations ran smoothly while the upheaval of an office move occurred, and thanks also to Barry Tolfree and Ann Betts for stepping in to cover gaps due to holiday and sickness.

The new office provides us with a permanent home and gives us the opportunity to expand our services and during the next few months we will also be improving access to the centre with longer opening hours.

Financial stability has always been my ambition for the VHC. Over the years we have slowly improved our finances and together with recent generous legacies I can report that we have at last achieved a secure financial base from which to continue our activities. However, the loss of several Council grants, a downward trend in regular donations and the poor return on savings means that careful financial planning remains one of the most important tasks for the trustees.

Donations to the VHC come in many different ways, but regular annual payments remain one of our most important methods of fund raising, it also achieves multiple benefits – the donor feels good, the charity receives much needed cash and the fabric of the local community is strengthened.

Mike Medland

STATISTICS

1st April, 2008 – 31st March, 2009

<u>TRANSPORT REQUESTS</u>	2008/09	2007/08
Appts. at Southwold Hospital	151	116
Appts. at Other hospitals	563	444
Hospital admissions/discharges	13	12
Hospital/Nursing Home visits	738	806
Appts. – Doctors	243	225
Dentists	127	119
Chiropody/Opticians	105	65
Shopping/social/library/vet	1590	1345
Visits to churches/cemeteries	9	8
Links to trains/coaches	69	67
*Regular journeys re: "44" Kirkley Cliff	154	140
*Regular journeys re: Age Concern	-	16
*Regular journeys re: DAYCARE	-	22
	3762	3385

*These journeys include transport to a venue and a return trip later in the day.

<u>NON-DRIVING REQUESTS</u>	2008/09	2007/08
Befriending/Shopping	10	11
Respite/Hospital Escort	5	6
Dog Walking/Gardening	5	10
Odd jobs	10	18
General Advice/Information	32	14
Financial Advice/Correspondence	4	7
Ref. To Other Agencies	66	66

Our drivers have, between them driven over 73,000 (8,000 more than last year) covering more than **3,700 journeys** (400 more than last year) from **Reydon, Southwold, Wrentham, Covehithe, Walberswick, Wangford, Henham, Uggeshall, Wenhaston, Blythburgh and Frostenden.**

We have **550 – 600** people on our register of service users. **43** people have used the VHC for the first time this year.

*Our befrienders have made up to **1,500** visits to private homes this year for help with shopping, befriending, dog-walking, odd jobs and help with correspondence.*

RECEIPT AND PAYMENT ACCOUNTS
1st April, 08– 31st March, 09

RECEIPTS

	2008-2009	2007-2008
	£	£
Donations	6,190.10	7,247.16
Memoriam Donations	45,544.67	420.00
Regular Gift Aid	4,147.00	4,492.00
IR Credit	2,102.64	1,770.68
Grants	2,975.00	4,762.94
Car Receipts	13,109.42	9,855.60
Interest COIF (dep. A/c)	5,087.40	4,204.38
Sundry	413.44	263.80
Fund Raising	2,021.14	3,010.40
Xmas Cards/Notelets/ Giggles	1,426.70	1,426.70
TOTAL	83,017.51	37,453.66

PAYMENTS

	2008-2009	2007-2008
	£	£
Co-ordinator	9,022.12	8,472.72
Car Administrator	2,681.42	1,890.88
Trustees Honorarium	0.00	960.00
Car Service	11,943.05	8,198.82
Office Equip	2,507.52	1,142.74
Electricity	0.00	169.22
Insurance	452.58	452.58
BT	1,679.11	1,560.88
Rent	0.00	200.00
Sundry	2,111.77	2,131.06
Advertising	946.25	1,224.63
Printing X Cards/Notes/Giggles	943.25	1,011.15
Tax & NI	2,530.93	2,240.67
TOTAL	<u>34,818.00</u>	<u>29,655.35</u>
BALANCE	48,199.51	7,798.31

SUMMARY

Petty Cash @ 31.3.09	27.58	Receipts	83,017.51
Current a/c @ 31.3.09	3,508.21	less Payments	<u>34,818.00</u>
Less Unpresented Chqs (1)	57.41		48,199.51
	3,478.38	plus Bal @ 1.4.08	83,368.05
PLUS COIF Dep.a/c	<u>128,132.18</u>	plus P/c @ 1.4.07	<u>43.00</u>
	<u>131,610.56</u>		<u>131,610.56</u>

Treasurer: **Ann Betts**
Examined and approved by **R. Cleave F.C.M.A. (Independent Examiner)**

The Management Committee of the Voluntary Help Centre extend their thanks to the following people and organizations whose generous donations and support during the past year have made the work of the Centre possible.

Mr. Bob Cleave
Mrs. Val Pagel
Mrs. Joan Goldsmith
Suffolk County Council
Suffolk Coastal District Council
Reydon Parish Council
Southwold Trust
Walberswick Common Lands Charity
The Gooch Charitable Trust
The Sole Bay Lions
Adnams plc

Also the many people in our community who are so generous in their donations to the Centre.

We are very grateful.