



## **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](http://www.southwoldvhc.com)

**Telephone: (01502) 724549**

**23<sup>rd</sup> ANNUAL REPORT**  
**1<sup>st</sup> April, 2009– 31<sup>st</sup> March, 2010**

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

## 2009-2010

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

## CHAIRMAN'S REPORT

One of the VHC's main objectives is to help people in the community remain independent in their own homes for as long as possible, and in the last twelve months we have achieved some very satisfying and rewarding results.

Our office in the Stella Peskett Millennium Hall is the hub of operations and new longer opening hours introduced from September 2009 has given the community greater access to our services. Volunteer drivers ensure that we meet almost all requests made of us, they often have to re-arrange their own diaries to fit trips in to suit the needs of others and we are very grateful for their continued dedication. Thanks also go to our non-driving volunteers who act as befrienders or respond to one-off requests for help week in week out.

VHC trustees are always looking to expand our services and at the end of last year when we heard that the weekly Day Centre was closing, we all felt that this was a beneficial facility for many people in the community and I am glad to report that with the help of volunteers and several outside organizations we initiated our own weekly Lunch Club in April, 2010. The Club meets every Thursday (except during August) in the Stella and offers a chance for people to meet new friends or catch up with old ones over a light lunch. Waveney Community Forum provided a set up grant through the NHS small Grant Scheme and members pay a modest amount for the lunch, in addition we provide free transport to and from the Stella for those in the locality that need it.

The trustees would like to thank the many people who have helped us achieve such a successful year and especially our staff, Tricia and Rita for running the day to day operations so smoothly, including coping with the exceptional weather conditions at the start of 2010. Thanks also to the Southwold Trust and trustees of the Stella Peskett Millennium Hall for their support throughout the year.

Thanks to all my fellow trustees, in particular Margaret Woodhall who has to leave the committee under our fixed term rules this year. Margaret has been a volunteer driver for fifteen years and trustee for twelve and also acted as Secretary to the management committee, her energy and commitment has made a significant contribution and she will be missed.

# STATISTICS

1<sup>st</sup> April, 2009 – 31<sup>st</sup> March, 2010

## TRANSPORT REQUESTS

Appts. at Southwold Hospital	269
Appts. at Other hospitals	1114
Hospital/Nursing Home visits	942
Appts. – Doctors, Dentists, Opticians	910
Shopping/social/library/vet/hair appts.	2129
Visits to churches/cemeteries	8
Links to trains/coaches	75
Regular journeys re: "44" Kirkley Cliff	<u>255</u>
	<b>5702</b>

## NON-DRIVING REQUESTS

Befriending/Shopping	18
Respite/Hospital Escort	4
Dog Walking/Gardening	5
Odd jobs	10
General Advice/Information	20
Financial Advice/Correspondence	<u>5</u>
	62

Our drivers have, between them driven over 66,000 miles covering nearly 6,000 journeys 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 at least 1,500 visits to private homes during the year for help with shopping, befriending, dog-walking, odd jobs and help with correspondence.*

# RECEIPT AND PAYMENT ACCOUNTS

1<sup>st</sup> April, 09 – 31<sup>st</sup> March, 2010

## RECEIPTS

	2009-2010	2008-2009
	£	£
Donations	3,039.10	6,190.10
Regular Gift Aid	5,218.20	4,147.00
Inland Revenue Credit	1,707.83	2,102.64
Grants	2,728.50	2,975.00
Car Receipts	13,173.40	13,109.42
Int COIF de. A/C	1,583.51	5,087.40
Sundry	18.00	413.44
Fund Raising	1,902.30	3,447.84
Memoriam Donations	21,098.86	45,544.67
<b>TOTAL</b>	<b>50,469.70</b>	<b>83,017.51</b>

## PAYMENTS

	2009-2010 £	2008-2009 £
Co-ordinator	9,871.95	9,022.12
Car administrator	3,420.35	2,681.42
Tax & NI	3,586.99	2,530.93
Car Service	10,994.89	11,943.05
Office Equipment	1,317.64	2,507.52
Insurance	467.76	452.58
B.T.	2,351.26	1,679.11
Rent	3,000.00	-
Sundry	1,032.38	3,055.02
Advertising	1,573.76	946.25
T/fer to Lunch Club	2,000.00	-
<b>TOTAL</b>	<b>39,616.98</b>	<b>34,818.00</b>
<b>BALANCE</b>	<b>10,852.72</b>	<b>48,199.51</b>

## SUMMARY

P/Cash @ 31.3.10	15.23	Receipts	50,469.70
Current A/C @ 21.3.10	4,732.36	Less Payments	39,616.98
Plus Deposit A/C @ 31.3.10	137,715.69		<b>10,852.72</b>
		Plus Bal @ 1.4.09	131,582.98
		Plus P/C @ 1.4.09	27.58
	<b><u>142,463.28</u></b>		<b><u>142,463.28</u></b>

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 part year have made the work of the Centre possible.**

Mr. Bob Cleave  
Mrs. Val Pagel  
Mrs. Joan Goldsmith  
Suffolk County Council  
Reydon Parish Council  
Southwold Trust  
Walberswick Common Lands Trust

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

*We are very grateful*