



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

24th ANNUAL REPORT
1st April, 2010– 31st March, 2011

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 2010-2011

CHAIRMAN - Michael Medland
VICE-CHAIRMAN - Barry Tolfree
SECRETARY - *Sarah Britten
TREASURER - Ann Betts

COMMITTEE MEMBERS - Brian Bailey
Peter Britten
Mike Caswell
Suzie Gooch
Jan Wilkins

CO-ORDINATOR - Tricia Scott
CAR SERVICE ADMINISTRATOR
Rita Kennedy – retired 31st October, 2010
Sarah Britten - from 1st January, 2011

** Sarah Britten retired from the Management Committee on her appointment as Car Service Administrator, but has remained as ex officio Secretary*

CHAIRMAN'S REPORT

The VHC is a group of volunteers that give their time and energy to improve the life of members of the community. Their support is invaluable, making a vital contribution to the health, welfare and quality of life in our community.

In this my last report, I wish to express my appreciation and thanks to all those who continue to give so much support both as volunteers and trustees to the residents of Southwold, Reydon and the surrounding area.

The VHC office in the Stella Peskett Millennium Hall remains a busy hub for both clients and volunteers, and the trustees would like to thank Tricia, Rita and Sarah for coping with some 6,000 transport requests plus numerous other requests and activities over the past year.

Trustees of the organisation serve a fixed term and this year we have the retirement of Mike Caswell, Jan Wilkins and myself from the management committee. Although it is always sad to see good trustees depart, it is also an opportunity for new talent and fresh ideas. I believe this rotation of committee members to be a key strength which has ensured the VHC continues to evolve and keep in touch with the changing needs of this community, a service it has performed successfully for the last 24 years.

On a personal note, I will be very sad to leave after many years of being associated with an organisation that has given me so much friendship and support. My thanks also go to the many people who have helped me steer the VHC through some difficult financial times, not to mention the battle to find some decent office accommodation; many will remember the Old Stella and the Splash Hut, accommodation that was really not fit for purpose, but the staff still managed to run the service smoothly despite the cramped and damp conditions.

I leave knowing that the organisation is in good hands, with a strong sense of purpose and an assured future.

Mike Medland

LUNCH CLUB

The VHC Lunch Club started in April, 2010 with 23 people from Southwold and Reydon joining us, although this number increased with each passing week. As time progressed, it became clear that the maximum number we could comfortably cater for was 30 and that limit was set, although due to high demand, this number has recently been increased to 35 per week.

For those who are confined to their house unless taken out, it has given them the chance to meet up with old friends and make new ones. The shared meal, conversation and social interaction has been hugely beneficial for all and this is very evident to those of us who see everybody week by week.

Initially, 'munchies' a café in Southwold supplied us with all the food at cost price. However, as time progressed, the volunteers undertook more of the food preparation, and now oversee it all. We are very grateful to 'munchies' for their initial input and giving us the confidence to 'go it alone'.

We were awarded £3,000 from the NHS Small Grant Programme to get started for the year 2010/11 and along with a donation from the main VHC account, Southwold Trust and other donations from individuals we had the financial stability to get through the first year. The Sole Bay Lions very kindly covered the cost of the Christmas Lunch for which we are most grateful. The accounts for the year look healthy and although there are no grants for the coming year, the Lunch Club is for now self funding. The current charge is £4.00 per person which includes the meal and all tea and coffee. We are able to fund the hire of the mini bus without passing on any cost to passengers at the moment.

We are delighted with the way Lunch Club is running, but we couldn't even think about doing it without the input of Pat Banham who is the constant presence each week and undertakes menu planning/food buying and cooking – Jenny Heil and Jan Wilkins take on the mantle for one Thursday in the month to give Pat a bit of a break.

To them, and to those who help by volunteering in whatever capacity – driving the mini bus, putting the tables out and then away again, serving the meals and coffee, washing up and clearing away and generally looking after the well being of the diners while they are with us a huge THANKYOU.

Tricia Scott

STATISTICS

DRIVING

1st APRIL, 2010 - 31st MARCH, 2011

Appts. at Southwold Hospital	267
Appts. at other hospitals	976
Nursing Home/hospital visits	395
Appts. for doctor, dentist, optician	774
Shopping/social/library/hair/vets	2424
Churches/cemeteries	22
Links to trains/coaches	44
Regular trips to "44" Kirkley Cliff	395
	5297

Our drivers have, between them driven over 66,000 miles covering nearly 5,500 journeys from Reydon, Southwold, Wrentham, Covehithe, Walberswick, Wangford, Henham, Uggeshall, Wenhaston, Blythburgh and Frostenden.

NON-DRIVING REQUESTS

Befriending/Shopping	7
Respite Care	6
Dog Walking/Gardening	11
Odd Jobs	3
General Advice/Information	19
Financial Advice/Correspondence	<u>6</u>
	52

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.

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

**VOLUNTARY HELP CENTRE
RECEIPTS & PAYMENTS ACCOUNT
1ST April, 2010 – 31ST March, 2011**

	2010-2011	2009-2010
<u>Receipts</u>		
Donations	£ 3,811.00	£ 3,039.10
Regular Gift Aid	£ 6,571.98	£ 5,218.20
IR Credit	£ 1,473.87	£ 1,707.83
Grants	£ 2,783.07	£ 2,728.50
Car Receipts	£12,846.75	£13,173.40
Int COIF dep. A/C	£ 538.53	£ 1,583.51
Sundry	£ 670.57	£ 18.00
Fund Raising	£ 881.10	£ 1,902.30
Sale Xmas Cards	£ 1,203.30	£ -
Memoriam Donations	£ 471.00	£21,098.86
TOTAL	£31,251.17	£50,469.70

<u>Payments</u>		
Co-ordinator	£11,358.99	£ 9,871.95
Car Administrator	£ 3,057.17	£ 3,420.35
Tax & NI	£ 4,119.34	£ 3,586.99
Car Service	£10,428.66	£10,994.89
Office Equipment	£ 1,514.58	£ 1,317.64
Insurance	£ 474.27	£ 467.76
B.T.	£ 1,117.95	£ 2,351.26
Rent	£ 2,400.00	£ 3,000.00
Sundry	£ 1,829.64	£ 1,032.38
Printing Xmas Cards	£ 410.00	£ -
Adverts	£ 1,723.05	£ 1,573.76
T/f to Lunch Club	£ -	£ 2,000.00
TOTAL	£38,433.65	£39,616.98

BALANCE	£ -7,182.48	£10,852.72
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SUMMARY

Cash in Hand@31/31/11	£ 35.22	Receipts	£31,251.17
Current A/C @29/311	£11,954.36	less payments	£38,433.65
2x18.50 taken from a/c in error	£ 37.00		
Plus Lloyds/TSB Bond	£75,000.00		£ -7,182.48
Plus Dep. A/C@31.3.11	£48,254.22	plus Bal@1/4/10	£142,448.05
		plus P/Cash@1/4/10£	15.23

£135,280.80

£135,280.80

Treasurer: Ann Betts

Examined and approved by R. Cleave F.C.M.A. (Independent Examiner)

17th May, 2011

**VOLUNTARY HELP CENTRE
LUNCH CLUB ACCOUNTS
1st April, 2010 – 31st March, 2011**

RECEIPTS

VHC	£ 2,000.00
Marmalade	£ 78.80
Mr. & Mrs. Fullerton	£ 1,000.00
Randolph Hotel	£ 225.00
Table Top Treasurers	£ 50.00
Southwold Trust	£ 1,400.00
NHS Small Grant	£ 3,000.00
Lunches	£ 4,172.00
Raffle	£ 120.00
Cream Tea	£ 69.00
Sole Bay Lions (Xmas Lunches)	£ 120.00
Donations	£ 99.00
Sundry	£ 101.70
Petty Cash	£ 200.00
Total	£12,635.50

PAYMENTS

Food	£ 3,047.83
Equipment	£ 940.77
Transport	£ 950.00
P/Cash	£ 200.00
Rent	£ 632.25
Cream Tea	£ 84.00
Raffle Prizes	£ 43.53
Total	£ 5,898.38

SUMMARY

Cash In Hand@ 31/3/11	£ 61.45	Receipts	£12,635.50
Lloyds A/C @ 31/3/11	<u>£6,675.67</u>	less P/ments	<u>£ 5,898.38</u>
	£6,737.12		£ 6,737.12

Treasurer: Ann Betts

Examined and approved by R. Cleave F.C.M.A. (Independent Examiner)
17th May, 2011

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
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