
VOLUNTARY HELP CENTRE



Serving Southwold, Reydon & District
Stella Peskett Millennium Hall, Nights Road, Southwold. IP18 6BE
Registered Charity No. 1164155
Web site – www.southwoldvhc.com
Telephone: (01502)724549

31st ANNUAL REPORT **1st April 2017 – 31st March 2018**

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)– try to help where help is needed.

LUNCH CLUB – Weekly on Thursdays (excluding August). Up to 45 local residents come and enjoy meeting up with old friends, making new ones and enjoying a 2 course home cooked lunch for £5.00 a head. Transport available to collect those unable to make their own way.

AFTERNOON TEA with a musical interlude - Monthly afternoon teas are held at Pitches View for residents of Pitches View and those from Southwold and Reydon. For £3.00 per person, a tea of sandwiches, savouries, scones and cakes are served. Transport available.

TRUSTEES 2017-2018

CHAIRMAN	-	Graham Scriven
SECRETARY (ex officio)	-	Sarah Britten
TREASURER	-	Pat Hendrickson

TRUSTEES	-	Peter Britten
	-	Mike Mayhew
	-	Pat Hendrickson
	-	Jon Hadgraft
	-	Angela Yates
	-	Daryl Hill
	-	Mischa Lester

CO-ORDINATOR	-	Vicki Doy
CAR SERVICE ADMINISTRATOR	-	Sarah Britten

Chairman's Report 2018

During the last year the Voluntary Help Centre has continued to be a busy organisation. In July our new co-ordinator Vicki began her new role as co-ordinator with us. Initially we were concerned that it would be difficult to replace Tricia but our worries have proved groundless because Vicki has taken to the role like a duck to water. In August we held an event to thank Tricia and celebrate her retirement after twenty three years with the Voluntary Help Centre. With the very generous donations received we were able to present her with a new bicycle, something she had requested and the remainder allowed her to purchase other secret desires.

We have noticed an increase in requests for our car service, mainly for hospital appointments and on behalf of the Trustees I must thank Sarah, Rita and Vicki for managing to fulfil most of those requests. Of course we could not provide this service without all our volunteer drivers and I thank them for all their dedication especially when a request is made at short notice. Another group to thank are our befrienders who also play their important part in the life of the community. Two Trustees, Carol Horton and Chris Verity have retired from their roles. During the time Carol was a Trustee, her help and advice with converting to a CIO and the appointment of the new co-ordinator was gratefully appreciated and Chris continues to help with the accounts while our new treasurer Pat Hendrickson finds her feet. We welcome two new Trustees Mischa Lester and Daryl Hill who joined us on 1st April.

Our finances remain in excellent health which is mainly due to the generosity of organisations and individuals who continue to make donations for which we are really appreciative. The weekly Lunch Club continues to be enjoyed by all those attending and I would like to thank the teams of cooks and dining room helpers and bus drivers for their dedication. The success of the Lunch Club has been assisted by Reydon and District Community Transport who supplied the minibus, which allowed us to transport those diners with mobility problems. The age of the bus and shortage of users brought on the decision to wind up the RDCT and dispose of the bus but I would like to thank them for making it available to us for eight years. St Felix School has now leased a new minibus with disabled access and the VHC has entered into an agreement with them which enables us to use this bus for our lunch club and summer outings.

To enable us to provide for those most in need in the community we always welcome new volunteer drivers to help with the car service, so if anyone is interested just pop into the office for more information.

Graham Scriven

STATISTICS

DRIVING

1ST April 2017 – 31ST March 2018

	2018	2017
Hospital Appointments (James Paget, Norwich Hospitals, Beccles, Ipswich, Addenbrookes, Papworth)	1468	1069
Nursing home/hospital visits	63	45
Appointments for doctor, dentist, Chiropody, optician	1111	1019
Shopping, library, social, vets, Churches, cemeteries	2396	2397
Links to coaches, trains	28	41
"44" Kirkley Cliff	75	72
	5141	4643

Our drivers have between them driven nearly 55,000 miles this year. We would like to thank them all for their continued support.

NON-DRIVING REQUESTS
1st April 2017 – 31st March 2018

Befriending/Shopping	20
Dog Walking	2
Prescription Collection	2
General	
Advice/Information	25
Respite Care	6
Other	20
<i>(one-off miscellaneous requests, eg. mopping up an egg, changing battery in fire alarm)</i>	

75

Whilst the number of non-driving requests looks few, each request often involves at least weekly visiting or daily phone calls and our befrienders have made up to 1,000 visits to private homes during the year for help with shopping, befriending, dog-walking, odd jobs and help with correspondence.

We have 874 people on our register of service users. 57 people have used the VHC for the first time this year.

VOLUNTARY HELP CENTRE**RECEIPTS AND PAYMENTS (CONSOLIDATED)****1ST APRIL 2017 TO 31ST MARCH 2018**

	2018		2017	
Receipts				
Donations:				
General donations	26,351		21,600	
Walberswick Common Lands	1,000		1,000	
Trust	<u>27,351</u>		<u>22,600</u>	
Grants	-		2,102	
Car Receipts	5,232		6,652	
Fund Raising	880		2,005	
Sale of Christmas cards	1,440		971	
Interest received	1,278		1,438	
Sundry	<u>131</u>	36,312	<u>3</u>	35,771
Payments				
Salaries	25,464		22,772	
Rent	2,520		2,520	
Office expenses	4,974		4,252	
Car Service	5,080		4,350	
Advertising	990		880	
Printing Christmas cards	388		306	
Sundry	<u>1,683</u>	41,099	<u>964</u>	36,044
Surplus/(Deficit)		<u>(4,787)</u>		<u>(273)</u>

LUNCHEAS AND TEAS

Receipts				
Donations	2,083		1,753	
Lunches and teas	8,003		6,866	
Sundry	<u>55</u>	10,141	<u>122</u>	8,741
Payments				
Food	3,441		3,677	
Transport	1,500		1,710	
Rent	1,562		1,394	
Summer outing	827		776	
Training	500		140	
Sundry	<u>1,210</u>	9,040	<u>1,270</u>	8,967
Surplus/(Deficit)		<u>1,101</u>		<u>(226)</u>

100 CLUB

Receipts

Subscriptions	3,573		3,348	
Donations	<u>-</u>	3,573	<u>4</u>	3,352

Payments

Prize money	1,170		1,170	
Sundry	20	1,190	20	1,190

Surplus/(Deficit)		<u>2,383</u>		<u>2,162</u>
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SUMMARY

Funds at 31st March 2018

Cash in hand	358	Receipts	50,026
Current accounts	3,074	Payments	<u>51,329</u>
Deposit accounts	126,891	Surplus/(Deficit)	(1,303)
		Funds at 1st April 2017	131,626
	<u>130,323</u>		<u>130,323</u>

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

**Mrs Joan Goldsmith
Southwold and Reydon Society
Southwold Co-op
Southwold Trust
Adnams Charity (10k run)
Saxmundham Waitrose
Walberswick Common Lands Trust
Wangford Men's Breakfast Group
East of England Co-op
Southwold Trefoil Guild**

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