

The Management Committee 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  
Mrs. Anne Pooley  
Frostenden Parochial Charities  
Reydon Parish Council  
Norwich & Peterborough Building Society  
Southwold Trust  
Suffolk County Council  
Walberswick Common Lands Trust  
Southwold Co-op**

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

***We are very grateful***



## **VOLUNTARY HELP CENTRE**

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

**29<sup>th</sup> ANNUAL REPORT**  
**1<sup>st</sup> April, 2015 – 31<sup>st</sup> March, 2016**

**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 40 local residents come and enjoy meeting up with old friends, making new ones and enjoying a 2 course home cooked lunch for £4.50 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.

# MANAGEMENT COMMITTEE 2015-2016

## VOLUNTARY HELP CENTRE

RECEIPTS & PAYMENTS ACCOUNT  
YEAR: 01/4/2015 – 31/3/2016

|                                  |   |                          |
|----------------------------------|---|--------------------------|
| <b>CHAIRMAN</b>                  | - | <b>Graham Scriven</b>    |
| <b>VICE-CHAIRMAN</b>             | - | <b>Matthew Horwood</b>   |
| <b>SECRETARY (ex officio)</b>    | - | <b>Sarah Britten</b>     |
| <b>TREASURER</b>                 | - | <b>Chris Verity</b>      |
|                                  |   |                          |
| <b>COMMITTEE MEMBERS</b>         | - | <b>Peter Britten</b>     |
|                                  |   | <b>Rosemary Digby</b>    |
|                                  |   | <b>Carol Horton</b>      |
|                                  |   | <b>Jan Wilkins</b>       |
|                                  |   | <b>Margaret Woodhall</b> |
|                                  |   |                          |
| <b>CO-ORDINATOR</b>              | - | <b>Tricia Scott</b>      |
| <b>CAR SERVICE ADMINISTRATOR</b> | - | <b>Sarah Britten</b>     |

|                                | 2016         | 2015                  |              |                       |
|--------------------------------|--------------|-----------------------|--------------|-----------------------|
| <b>Receipts</b>                |              |                       |              |                       |
| Donations:                     |              |                       |              |                       |
| General Donations              | 15,461       | 18,035                |              |                       |
| Walberswick Common Lands Trust | 1,000        | 1,000                 |              |                       |
| Southwold Trust                | <u>2,000</u> | -                     | 18,461       | 19,035                |
| Grants                         | 2,387        | 2,430                 |              |                       |
| Car Receipts                   | 7,502        | 12,650                |              |                       |
| Fund Raising                   | 927          | 340                   |              |                       |
| Christmas Card Sales           | -            | 1,009                 |              |                       |
| Interest Received              | 3,029        | 3,166                 |              |                       |
| Sundry                         | -            | <u>32,306</u>         | <u>3</u>     | <u>38,633</u>         |
| <b>Payments</b>                |              |                       |              |                       |
| Salaries                       | 22,717       | 22,731                |              |                       |
| Rent                           | 2,420        | 2,400                 |              |                       |
| Office Expenses                | 2,710        | 2,462                 |              |                       |
| Car Service                    | 4,469        | 13,909                |              |                       |
| Advertising                    | 712          | 918                   |              |                       |
| Printing Christmas Cards       | -            | 292                   |              |                       |
| Sundry                         | <u>1,088</u> | <u>34,116</u>         | <u>1,128</u> | <u>43,840</u>         |
| <b>Surplus/(Deficit)</b>       |              | <b><u>(1,810)</u></b> |              | <b><u>(5,027)</u></b> |
| <b>LUNCHES AND TEAS</b>        |              |                       |              |                       |
| <b>Receipts</b>                |              |                       |              |                       |
| Donations                      | 1,170        | 1,965                 |              |                       |
| Lunches and Teas               | 6,973        | 6,908                 |              |                       |
| Sundry                         | <u>60</u>    | <u>8,203</u>          | <u>36</u>    | <u>8,909</u>          |
| <b>Payments</b>                |              |                       |              |                       |
| Food                           | 3,291        | 3,350                 |              |                       |
| Transport                      | 1,845        | 1,703                 |              |                       |
| Rent                           | 1,562        | 1,476                 |              |                       |
| Summer Outing                  | 491          | 512                   |              |                       |
| Training                       | 145          | 370                   |              |                       |
| Dishwasher                     | -            | 2,162                 |              |                       |
| Sundry                         | 963          | <u>8,297</u>          | <u>849</u>   | <u>10,422</u>         |
| <b>Surplus/(Deficit)</b>       |              | <b><u>(94)</u></b>    |              | <b><u>(1,513)</u></b> |

**100 CLUB**

|                   | <b>2016</b>            | <b>2015</b>            |
|-------------------|------------------------|------------------------|
| <b>Receipts</b>   |                        |                        |
| Subscriptions     | 3,421                  | 3,654                  |
| Donations         | <u>42</u> <b>3,463</b> | <u>90</u> <b>3,744</b> |
| <b>Payments</b>   |                        |                        |
| Prize Money       | 1,170                  | 1,170                  |
| Sundry            | <u>20</u>              | <u>20</u>              |
|                   | <b>1,190</b>           | <b>1,190</b>           |
| Surplus/(Deficit) | <u><b>2,273</b></u>    | <u><b>2,554</b></u>    |

**SUMMARY**

|                                       |                |                                      |                |
|---------------------------------------|----------------|--------------------------------------|----------------|
| Funds at 31 <sup>st</sup> March, 2016 |                |                                      |                |
| Cash in hand                          | 132            | Receipts                             | 43,972         |
| Current accounts                      | 2,454          | Payments                             | <u>43,603</u>  |
| Deposit accounts                      | 127,377        | Surplus/(Deficit)                    | 369            |
|                                       |                | Funds at 1 <sup>st</sup> April, 2015 | <u>129,594</u> |
|                                       | <u>129,963</u> |                                      | <u>129,963</u> |

Mrs. C. Verity  
Treasurer

I have examined the records of the VHC Accounts and certify that they are correct

Mrs. Ann Pooley (Independent Examiner)

**STATISTICS**

**DRIVING**

**1<sup>st</sup> APRIL, 2015 – 31<sup>st</sup> MARCH, 2016**

|  | <b>2016</b>  | <b>2015</b>  |
|--|--------------|--------------|
| <b>Hospital Appointments</b>   |              |              |
| Southwold  | -            | 77           |
| James Paget  | 917          | 864          |
| Norwich Hospitals  | 174          | 158          |
| Other hospitals<br>(Beccles, Ipswich, Halesworth,<br>Addenbrookes, Papworth) | 326          | 276          |
| Nursing home/hospital visits   | 41           | 557          |
| Appointments for doctor, dentist,<br>chiropody, optician                     | 1,119        | 1,081        |
| Shopping, library, social, vets  | 2,368        | 2,886        |
| Churches, cemeteries   | 10           | 19           |
| Links to coaches, trains   | 74           | 48           |
| "44" Kirkley Cliff   | 32           | -            |
|  | <b>5,061</b> | <b>5,966</b> |

*Our drivers have, between them, driven nearly 56,000 miles this Year*

## Chairman's Report 2016

With the help of our dedicated volunteers, the Voluntary Help Centre continues to provide a valuable service to Southwold, Reydon and the surrounding villages. The trustees wish to express their thanks to those drivers who retired in the last year and to everyone for their support, sometimes at quite short notice. We would welcome anyone who enjoys driving to join us.

We are not immune to the many changes taking place in the way services are provided in this county, one of these is the car service, funding from the County Council is being reduced and may be removed completely next year, our thanks to John Verity for his advice and for attending meetings on our behalf.

Our financial reserves will be under pressure with the loss of the car service grants but at present we are managing to maintain a healthy balance. This is mainly due to the generosity of organisations and individuals who continue to make donations, for which we are extremely grateful.

At last year's AGM, approval was given for our trustees to change our charitable status to a Charitable Incorporated Organisation (CIO) and this was achieved on 1 April. We must thank Carol Horton for her guidance and hours of form filling and also Chris Verity, our treasurer, for dealing with the many changes necessary at the bank,

The Lunch Club and Afternoon Teas continue to be successful, mainly due to the volunteers who cook, serve, drive, escort, move tables and generally do a magnificent job of providing a happy meeting place for the diners. Thank you all.

No annual report could be written without a mention of the office under the watchful eye of Tricia, who does far more than is generally known, and Sarah who co-ordinates cars and drivers for those needing transport. Not forgetting Rita who continues to come in on Friday mornings to help out. On behalf of the trustees, thank you all for your dedication.

Finally, our thanks go to Margaret Woodhall who retired at the end of March from her role as a trustee and volunteer after an impressive twenty+ years involvement with the VHC.

Graham Scriven  
Chairman

### **NON-DRIVING REQUESTS** **1<sup>st</sup> April, 2015 – 31<sup>st</sup> March, 2016**

|                       |           |
|-----------------------|-----------|
| Befriending/Shopping  | 12        |
| Dog Walking/Gardening | 4         |
| Odd Jobs              | 5         |
| General               |           |
| Advice/Information    | 11        |
| Food Bank Enquiries   | 1         |
|                       | <b>33</b> |

***Whilst the number of non-driving requests looks few, each request often involves at least weekly visiting, 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 750 people on our register of service users. 38 people have used the VHC for the first time this year.***



