

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
Frostenden Parochial Charities
Reydon Parish Council
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,ights Road, Southwold. IP18 6BE
Registered Charity No. 1164155
Web site – www.southwoldvhc.com
Telephone: (01502)724549

30th ANNUAL REPORT **1st April, 2016 – 31st March, 2017**

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 2016-2017

Chairman's Report 2017

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

This year the Voluntary Help Centre is 30 years old and this is quite an achievement. The facts and figures in this annual report show how the organisation has grown in those years to become the organisation it is today. The past year has been our first as a Charitable Incorporated Organisation; the change has been straightforward and we now have a new charity number. On behalf of the trustees I must thank Tricia for all her work and commitment to her role and to Sarah for her efficient administration of the car service, which is not an easy task. Thanks must also go to Rita who still volunteers to assist in the office on Fridays and to all our volunteers and supporters without which the VHC could not function.

Jenny Heil and Jan Wilkins have recently retired from their roles in the kitchen cooking for the lunch club. Also stepping down are Suzie Gooch and Brenda Miller from their duties in the dining room. This team of four has been involved since the lunch club was formed over seven years ago and our thanks go to them all. We also lost Rosemary Digby and Jan Wilkins, who both retired from their positions as trustees at the end of March, thank you both. We welcomed four new trustees on 1st April, Angela Yates, Pat Hendrickson, Jon Hadgraft and Mike Mayhew, all of whom will, I'm sure, bring new thoughts and ideas with them.

In June last year Suffolk County Council reduced our support grant and in April of this year the funding stopped altogether, meaning we now receive no support grants and must rely on our own fund raising and donations from individuals and local organisations, who I might add are extremely generous. The accounts show we have a healthy financial situation at present but this can quickly change as costs continue to rise.

Looking ahead to August, as you all know by now Tricia is retiring after twenty three years as our Co-ordinator. The trustees were faced with the task of replacing someone who has worked hard to develop the VHC into the organisation it is and we knew it was going to be difficult. The position was advertised, a shortlist drawn up, candidates interviewed and a decision reached and I am pleased to say Mrs Vicki Doy has been appointed and will start working alongside Tricia and Sarah in July. I'm sure you will all make Vicki welcome. I would like to thank the trustees for their help and support during this challenging process and also for their commitment throughout the past year.

The VHC is always looking for new volunteers to help in our endeavours to support those who need it in our local community and I remain honoured to be part of it.

Graham Scriven

VOLUNTARY HELP CENTRE

RECEIPTS & PAYMENTS ACCOUNT
YEAR: 01/4/2016 – 31/3/2017

	2017		2016
Receipts			
Donations:			
General donations	21,600		15,461
Walberswick Common Lands Trust	1,000		1,000
Southwold Trust	- 22,600		<u>2,000</u> 18,461
Grants	2,102		2,387
Car Receipts	6,652		7,502
Fund Raising	2,005		927
Sale of Christmas Cards	971		-
Interest Received	1,438		3,029
Sundry	<u>3</u>	35,771	<u>-</u> 32,306
Payments			
Salaries	22,772		22,717
Rent	2,520		2,420
Office Expenses	4,252		2,710
Car Service	4,350		4,469
Advertising	880		712
Printing Christmas Cards	306		-
Sundry	<u>964</u>	36,044	<u>1,088</u> 34,116
Surplus/(Deficit)		<u>(273)</u>	<u>(1,810)</u>

LUNCHES AND TEAS

Receipts			
Donations	1,753		1,170
Lunches and Teas	6,866		6,973
Sundry	<u>122</u>	8,741	<u>60</u> 8,203
Payments			
Food	3,677		3,291
Transport	1,710		1,845
Rent	1,394		1,562
Summer Outing	776		491
Training	140		145
Sundry	1,270	8,967	963 8,297
Surplus/(Deficit)		<u>(226)</u>	<u>(94)</u>

100 CLUB

	2017		2016
Receipts			
Subscriptions	3,348		3,421
Donations	<u>4</u>	3,352	<u>42</u> 3,463
Payments			
Prize money	1,170		1,170
Sundry	20	1,190	20 1,190
Surplus/(Deficit)		<u>2,162</u>	<u>2,273</u>

SUMMARY

Funds at 31st March, 2017

Cash in hand	235	Receipts	47,864
Current accounts	3,329	Payments	<u>46,201</u>
Deposit accounts	128,062	Surplus/(Deficit)	1,663

Funds at 1st April, 2016 129,963

131,626	<u>131,626</u>
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Mrs. C. Verity
Treasurer

STATISTICS

DRIVING

1st APRIL, 2016 – 31st MARCH, 2017

	2017	2016
Hospital Appointments		
James Paget	783	917
Norwich Hospitals	154	174
Other hospitals (Beccles, Ipswich, Halesworth, Addenbrookes, Papworth)	132	326
Nursing home/hospital visits	45	41
Appointments for doctor, dentist, chiropody, optician	1,019	1,119
Shopping, library, social, vets	2,376	2,368
Churches, cemeteries	21	10
Links to coaches, trains	41	74
“44” Kirkley Cliff	72	32
	4,643	5,061

Our drivers have, between them, driven Over 50,000 miles this Year

NON-DRIVING REQUESTS

1st April, 2016 – 31st March, 2017

Befriending/Shopping	16
Dog Walking	1
Prescription Collection	10
General	
Advice/Information	18
Respite Care	4
	49

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.

