

Annual Report FY 2020 / 2021



Charitable Incorporated Organisation (CIO no: 1157707)

**Castle Donington Volunteer Centre,
Community Hub, 101 Bondgate, Castle Donington, DE74 2NR**

Tel: 01332 850526 email: Admin@CDVC.org.uk

Management Personnel 2020 / 21

Board of Trustees

Chair	Wayne Tranmer
Vice Chair & Treasurer	Alwyn Thorpe
Trustee (Accounts)	John Williams
Trustee (Grow Cook Share)	Dennis Taylor
Trustee (Minutes Secretary)	Gill Schofield
Trustee	Mick Forey
Trustee	John Semons
Trustee	Alex Logan
Trustee	Mark Reddish

Observer members	Robert Sizer	(CD Parish Council)
	Shaun Ambrose-Jones	(CD Parish Council)

Staff

Office Administrator	Helen Hall
Office Administrator	Brian Hindle
Accounts Administrator	Tracy Symcox / Claire Smith
Transport Administrator	Richard Haigh / David Richards
Transport Administrator	Kieron Lehrle

Chair's Report

Our support to the community continued throughout the Coronavirus pandemic providing an essential range of services to many elderly, disabled and isolating residents in real need. The challenges presented by Covid-19 were significant but our careful planning and oversight, taking precautions in line with Government guidelines, allowed us to provide a high level of assistance. Additionally, I am pleased to report that none of our magnificent staff and volunteers succumbed to the virus as a result of our activities. It is appropriate though to remember one of our volunteer drivers, Mr Jim Morrison, an early victim of Covid, whose death inspired us to drive forward our efforts for others. He will be missed.

The necessary changes to our operations during this period has led to a major task to carefully recommence activities once lock-down restrictions were removed. Our efforts have concentrated on safely managing the restart of social and exercise clubs, meals and shopping dial-a-rides to enable a new normality to be regained. We are working closely with local authorities and organisations to ensure we have an integrated approach in developing new options to add variety to our offer.

Our direct support activity, thankfully, is at a lower level post the initial lock down but we retain a flexible capacity to increase our response should local infection rates increase. A summary of activities undertaken during our community response is included as an end piece in this report.

A selection of highlights follow;

GrowCookShare

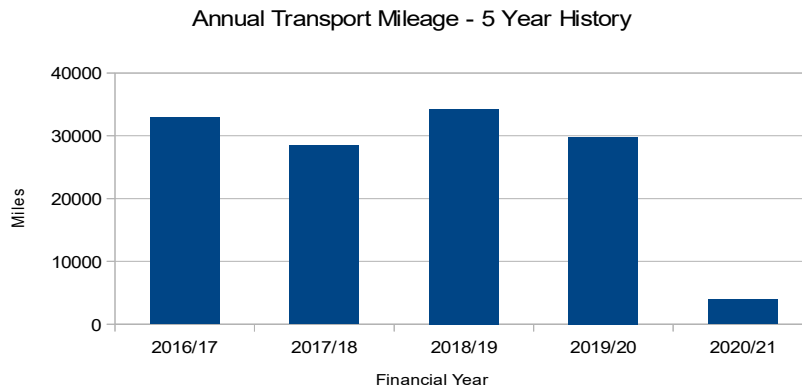
Our face to face GrowCookShare meals were naturally halted throughout the period of lock-downs. Our response was to develop a very efficient "Meals on Wheels" menu and delivery process which provided a hot 2 course meal to residents doors along with a smile and words of support, albeit from a 2m+ distance. My thanks go to those involved including supporters and suppliers who assisted in the provisioning of ingredients and thermal cabinets to enable this.



Community Transport

As to be expected our transport activity was severely impacted as we ceased all operations on the 16th ahead of lock-down on the 23rd March 2020. Two of our 5 strong bus fleet were taken off the road for varying periods to reduce cost whilst the others were used selectively to support shopping and meal deliveries and, critically, provide an option for low risk medical car passenger trips. Strict cleansing and usage protocols were introduced to minimise Covid risks.

As a result, 2020/21 recorded a decrease in fleet miles by 88% on the 2019/20 period.



Medical Car

This valuable service continued at a much reduced level throughout the pandemic as the National Health Service managed their unprecedented demand. Nevertheless, 45 urgent GP and Hospital appointments were facilitated by Volunteers during the height of the restrictions to the end of August 2020. The nature of the medical triage process made these journeys essential.

The end of 2020 justified beyond all doubt the benefit of our provision of a community transport service. The dispersed location of vaccination centres in our region resulted in over 3,000 miles being undertaken ensuring vaccination appointments were met by those unable to attend by other means. Thankfully, this rapid roll-out of the UK vaccination programme provided protection for the majority of our vulnerable client and volunteer base. It is heartening that the funding support of this programme has been rapidly renewed as its vital contribution to the NHS activity has been recognised.

Finances

Pandemic restrictions significantly reduced income from normal activities by -£36.6k, a drop of 95%.

Our response was;

1. Reduce transport costs by putting buses on SORN and managing maintenance and insurance costs producing a reduction of -£6.9k.
2. Whilst support grant income received from normal sources remained stable year on year we successfully applied for additional Covid support grants from government, local trusts and businesses which resulted in a one off contribution of +£35.1k.

Additional costs incurred included salaried overtime and holiday costs +£6.2k, and essential Covid equipment costs such as masks, sanitising, cleaning and fogging supplies at +£4.0k. Other benefits resulted from lower running costs due to the the specific nature of Covid activities.

Our nett position was positive for the year but this has to be viewed in the context that further disruption has continued during the current 2021/22 FY which will not be easily balanced by the availability of support funds. We are working hard to ensure that we act prudently to manage our position

Challenges

Prudent management of both our cost base and our financial reserve position will continue with increased confidence of success.

We anticipate that changes in the location of our bus depot may mean that we have to make alternative arrangements though we remain in close contact with the current landlords. Additionally we are researching the availability and ongoing development of e-buses and their suitability for our journey types and distances. We are in contact with a number of converters and have advised of our equipment and layout needs for elderly and disabled transport. Our development fund is specifically in anticipation of these future costs.

Thanks

As a Volunteer Centre we are fortunate to have a dedicated team of approximately 70 who support us through normal times. As a result of an appeal for assistance as restrictions started, over 100 additional volunteers stepped forward and gave selflessly of their time, efforts and ideas. They have been instrumental in contributing to our achievements and assisted in the support of many dependent individuals who had no others to turn to. We estimate that despite the cessation of our normal activities our extended volunteer group allowed us to commit around 7,500 hours of time, equivalent to c. £75k of financial but much much more of value to our community well-being.

For their dedication and outstanding contribution, putting others before themselves, I send them the deepest thanks on behalf of those they helped. It is heart warming to know that our community thrives under such challenges and brings an extraordinary range of skills and compassion to the fight. Recognition is also due to a wide range of organisations and businesses that responded to our requests for support in a generous and understanding way.

Our community is stronger as a result.

Wayne Tranmer BEM

Chair of Trustees

October 2021

Attachments :

1. Annual Accounts: Statement of Financial Activities
2. Annual Accounts: Balance Sheet
3. Annual Audit Certificate
4. Castle Donington Volunteer Centre, FY 2020-21. Our Corona-virus Response – Activity Report

CASTLE DONINGTON VOLUNTEER CENTRE

**STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account)
For the Year Ended 31st March 2021**

	Unrestricted Funds £	2020/21 Restricted Funds £	TOTAL £	2019/20 Total £
<u>INCOME</u>				
Grant Income Received				
L.C.C.	42,340		42,340	42,340
C.D. Parish Council	3,000		3,000	3,000
Other Grants	0		0	200
Leics. & Rutland County CCG (Hosp. Trans.)	6,228		6,228	6,228
Kegworth P.C. (Hosp. Trans.)	0		0	0
Covid 19 Grants	17,700		17,700	0
Community Transport Income	1,898		1,898	37,972
B.S.O.G. Fuel Rebates received	1,282		1,282	1,392
General Donations	26,503		26,503	9,095
Hospital Transport Donations	2,774		2,774	3,260
Fundraising & Kegworth Tote	183		183	375
Interest Received	852		852	175
Miscellaneous Income	0		0	59
Total Income	102,760	0	102,760	104,096
<u>EXPENDITURE</u>				
Salary Costs	34,404		34,404	28,208
Community Transport Costs				
Fuel	1,395		1,395	8,149
Maintenance servicing & repairs	1,663		1,663	6,685
Insurance	8,177		8,177	9,261
Training, Travel & Equipment Costs	144		144	948
Vehicle Depreciation	6,911	16,516	23,427	27,704
Loss (Profit) on Sale of Vehicle	0		0	-(6,050)
Covid 19 Costs	4,027		4,027	
Volunteer Centre Office Costs	6,957		6,957	9,025
Audit Accountancy, Legal & I.T. Fees	400		400	420
Professional & Consultancy Fees	2,497		2,497	2,692
Hospital Transport Drivers Mileage Claims	5,262		5,262	6,166
Miscellaneous Expenses	438		438	824
Total Expenditure	72,274	16,516	88,791	94,031
Net Incoming Resources being net income for the year	30,486	-(16,516)	13,970	10,065
Transfer to Development Fund	-(25,000)	0	-(25,000)	-(30,000)
Reconciliation of Funds				
Funds brought forward at 1st April 2020	74,081	53,388	127,469	147,404
Funds carried forward at 31st March 2021	79,567	36,872	116,439	127,469

**CASTLE DONINGTON VOLUNTEER CENTRE
BALANCE SHEET AS AT 31st MARCH 2021**

	March 31, 2021 £	March 31, 2020 £
FIXED ASSETS		
Vehicles		
Brought Forward 1 April 2019	85,490	97,232
Additions in the year	0	37,912
Disposals in the year	0	-(21,950)
Depreciation charged in the year	-(23,426)	-(27,703)
Carried Forward 31 March 2020	<u>62,064</u>	<u>85,490</u>
CURRENT ASSETS		
Short Term Investments	111,403	110,633
Bank Accounts		
Main Working Account	149,006	103,680
Sundry Debtors & Prepayments	3,491	10,076
Current Assets Total	<u>263,900</u>	<u>224,389</u>
Less Current Liabilities	-(14,330)	-(12,214)
Net Current Assets	<u>249,570</u>	<u>212,175</u>
TOTAL NET ASSETS	<u><u>311,634</u></u>	<u><u>297,665</u></u>
Represented By:-		
UNRESTRICTED FUNDS		
Revenue fund	79,567	74,081
Development fund	195,195	170,196
RESTRICTED FUNDS	36,872	53,388
TOTAL RESERVES CARRIED FORWARD	<u><u>311,634</u></u>	<u><u>297,665</u></u>

CASTLE DONINGTON VOLUNTEER CENTRE
REGISTERED CHARITY NUMBER 1157707
AUDITORS REPORT FOR THE YEAR ENDED 31ST MARCH 2021

In accordance with instructions given to me, I have audited the financial statements of the Castle Donington Volunteer Centre
in accordance with approved auditing standards.

In my opinion, the financial statements give a true and fair view of the organisation's financial affairs as at 31st March 2021
and of its income and expenditure for the period then ended.

Signed Electronically N Manning

Nigel Manning dated 9th October 2021



Activity Report.
Castle Donington Volunteer Centre
FY 2020 - 21 Our Corona-virus Response - Summary of Activities

Background

The well established social, exercise, shopping and meal provisioning services offered by Castle Donington Volunteer Centre ceased during the week commencing the 16th of March as a result of Government announcements of a lock down due to start on the 23rd of March. This was felt at the time to be a sensible action as we support a largely elderly and vulnerable population within the community, subsequently confirmed as an appropriate response.

Many of our existing volunteers, being over 65 years old, informed us of their intent to self isolate which presented a major issue of how to respond to the major disruption of services and supplies to these vulnerable members of our community.

We supply a service to the following villages and areas in the North West Leicestershire region.

Castle Donington	Hemington	Lockington	Sawley Marina
Cavendish Bridge	Breedon	Tonge	Diseworth
Long Whatton	Wilson	Isley Walton	

What activities have we carried out?

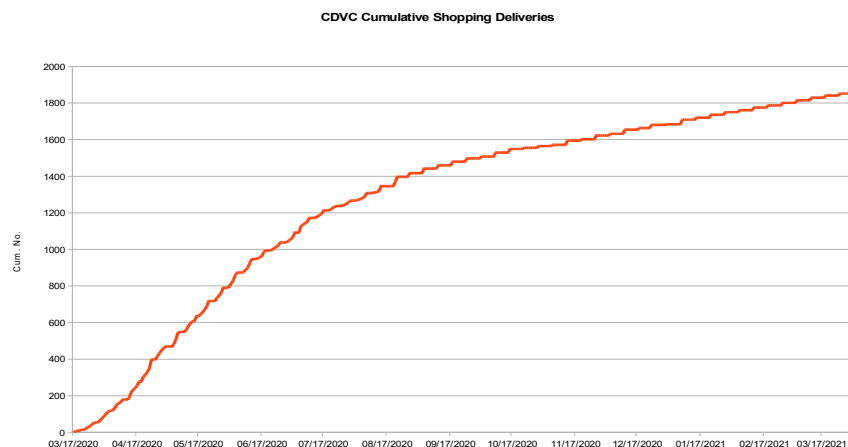
Our Covid response was intense over the first 6 months of restrictions with Trustees, Administration and Accounts employees stepping up to provide necessary services. We employ 5 individuals all of which were essential to the uplift in task and could not be furloughed within the Treasury rules. Our appeal for new volunteers in the villages was phenomenally successful recording 128 people able to provide support to the 11 villages / areas that we cover, they have been unstinting in their support.

We have provided the following services to community residents who required our assistance, whether they were self referred or referred by other agencies. We estimate that the total number of people we have supported exceeds 300.

Shopping deliveries

1863 separate deliveries.

Consisting of supplies from the Castle Donington Co-op supermarket, supplies from our newly started wholesaler contract and volunteer produced frozen foods.



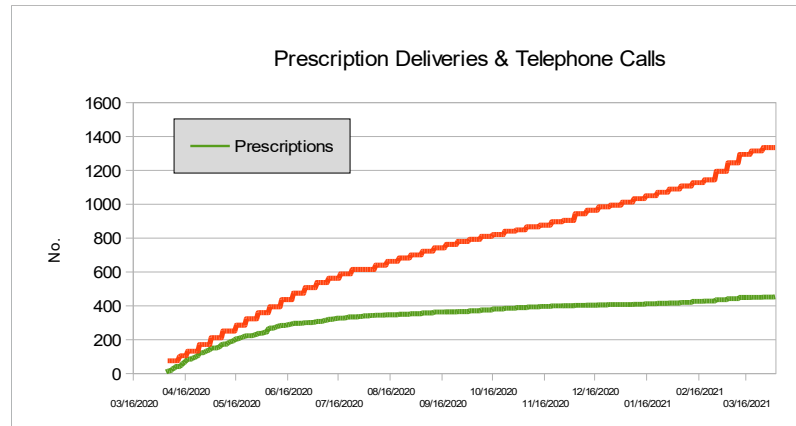
Prescription deliveries

453 deliveries to isolating residents.

A process was agreed with the local GP's & Pharmacy to streamline deliveries including preferential picking to ease their own peak loading of demand.

Telephone Contact

A "Buddy Call" process was introduced to keep in touch by telephone with people living alone without family support. This totaled 1334 support calls



"Medicar" Transport

45 Medical appointment journeys were undertaken in the height of the pandemic to the end of August 2020 taking patients to and from GP and hospital appointments. During the crisis these were assumed to be "triaged" as critically important so our buses were used to ensure distancing and comfort for the patient and driver. Medicar trip volumes significantly increased as the NHS Covid demand decreased.

Others

Many other activities were undertaken to assist including Post Office trips to ensure cash flow availability and bills were paid, dog walking, book loans and importantly, collection and redistribution of food donated by local recipients. These were targeted at people that were known to be struggling financially. 37 Book packages loaned from our honesty book initiative.

VE Day Cream Tea - A Cream Tea was delivered to over 75's and veterans, the population that were present on that day 75 years ago.

We sourced, baked, packed and delivered 318 teas before lunch on the 8th of May to rekindle memories, cheer up those in our villages who lived through the times and remind them that we were here for them. Exhausting but rewarding. All the scones and cakes were home baked by volunteers.



The use of volunteer couples helped our packing efficiency

This theme was repeated for Christmas as we teamed up with the Parish Council to deliver Christmas treats to elderly residents and to all primary school pupils.

During our shopping deliveries we had doorstep feedback that many clients would greatly appreciate some relief from preparing their own meals each day. We developed a range of frozen foods, all with allergen ingredients listings and cooking instructions which we have supplied at cost to our vulnerable clients. We delivered 2200 ready made meals, feedback allowing us to develop and introduce a range of meals including fish, chicken, beef, lamb, gammon stews, hotpots, faggots, and vegetarian options. This is an option that we continue on an “at cost” basis.

Face masks - In anticipation of the need to wear face-masks initially on public transport and GP's, an appeal to create a sewing group was issued among our volunteers and friends. We had 10 sewing machinists turning a mixture of donated and purchased materials into beak, box and pleated masks in close woven cotton capable of being hot washed for safety. A total of 2000 masks in a range of sizes, including children's were made and circulated.

Last but not least, a significant donation of wool has led to the creation of a small group of knitters to start making cannula sleeves for chemo patients and small lap blankets for others. A valued use for unwanted wool.

Re-introduction of services

Changing Government advice and the end of shielding allowed us to recommence selected services during August 2020. Whilst there were a number of reversals we slowly returned to small group shopping and social events by the end of March facilitated by our cleansing and distancing principles. This has proved to be a major step forward for our clients which is providing a feeling of well-being, introducing some normality, independence and a mental release after a long period of isolation.

The rapid roll-out of the vaccination programme has proved to be the basis of much of our activity providing the confidence to many of our clients that the risk to themselves has been much reduced.

Conclusion

Our response has kept people safe, fed, improved their mental well-being and their identity as community members. We are very proud of the contribution of our volunteers, businesses and organisations in our community.

Wayne Tranmer BEM
Chair - Castle Donington Volunteer Centre

April 2021