

PERSHORE AND DISTRICT VOLUNTEER CENTRE

England & Wales · Charity number 1166141

Details

Other names	PERSHORE VOLUNTEER CENTRE, PERSHORE PLUS VOLUNTEER CENTRE
Status	Registered
Legal form	CIO
Registered	2016-03-21
Register	View on the Charity Commission register

Contact

Address 1 Billing House
Persnore Market
Persnore
WR10 1EY

Phone 01386554299

Website www.pershorevolunteers.org.uk

Activities

Objects: 1. TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY, PRINCIPALLY BUT NOT EXCLUSIVELY IN THE AREA OF PERSHORE AND ITS SURROUNDING DISTRICT AND ENVIRONS AND IN PARTICULAR THE ADVANCEMENT OF EDUCATION, THE PROTECTION OF HEALTH AND THE RELIEF OF POVERTY, DISTRESS AND SICKNESS. 2. TO PROMOTE THE EFFICIENCY AND EFFECTIVENESS IN THE CHARITABLE ACTIVITIES OF NOT-FOR-PROFIT ORGANISATIONS, VOLUNTARY GROUPS AND CHARITIES WORKING FOR THE BENEFIT OF THE PUBLIC BY THE PROVISION OF ADVICE AND ASSISTANCE.

Activities: To recruit and place volunteers, work with statutory partners and Voluntary and Community Sector (VCS) organisations to promote volunteering, provide advice and support for local civil society organisations and provide or support appropriate community services.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes
- **Who:** Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies

Geography

- Worcestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£143,094	£169,743	-	-
2024-03-31	£175,655	£161,505	-	-
2023-03-31	£131,616	£168,139	-	-
2022-03-31	£164,093	£125,410	-	-
2021-03-31	£122,411	£43,167	-	-

Trustees

Name	Role	Appointed
Anthony Owen Jones		2023-05-22
David Peckham		2024-09-30
Gary Battersby		2024-11-25
JODI CLAIRE ARNOLD		2023-09-25
Louise Wallis		2024-10-17
MICHAEL ANTHONY ROWLEY		2017-07-24
Simon John Neale		2025-12-01

PERSHORE AND DISTRICT VOLUNTEER CENTRE

England & Wales - Charity number 1166141

Accounts

Pershore Plus
Volunteer Centre

ANNUAL REPORT

APRIL 2024 TO MARCH 2025



inspire 

inclusive nurturing sustainable professional integrity resilient empathetic

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Tony Rowley
Chair

A WORD FROM THE CHAIR

Pershore Plus Volunteer Centre (PPVC) continues to be at the heart of the communities of Pershore and the surrounding villages and will be so in the future, thanks to the dedicated staff and our wonderful volunteers and supporters.

I have completed my first full year as Chairman of the Board of Trustees. It has been a year in which the Board continues to support Karon and the team, irrespective of the challenges we all face.

One of the many highlights of the year for me was the hosting of the inaugural Inspire Awards evening held at the Banking Hall in Pershore. The event epitomises all that is good in the volunteering sector. Volunteering is such an important and integral part in all aspects of life within our communities for residents - from the very young to the more elderly. The awards recognise the tremendous efforts of our volunteers, and long may it continue with our centre at the helm.

Pershore Plus Volunteer Centre is principally acknowledged as a community transport provider and a go-to place for all volunteering. However, some of the specific functions operated by the PPVC team justify individual mention such as the Lunch Club and the Telephone Befriending scheme. Such initiatives are so critical in reducing isolation. To me, these schemes offer hope for the future of a caring society. The Trustees will continue to support Karon and her team in the work they do, to improve the well-being of the communities.

It has been a very challenging year, particularly with regard to income generating and the resulting pressure on all charities. I am confident that with the help of our volunteers and supporters, and the continued efforts of our committed team, we will achieve our goals and expand our activities in all our sectors for a better and caring future.

PPVC is a special place. On behalf of the Board, I would like to extend my thanks to all staff, volunteers and supporters for their efforts throughout the year.

A handwritten signature in black ink that reads "Tony".

TONY ROWLEY
CHAIRMAN

A MESSAGE FROM THE CEO

The year 2024–2025 brought both significant challenges and important achievements for Pershore Plus Volunteer Centre (PPVC) as it continued to deliver its organisational strategy.

Community transport remained central to our mission of tackling loneliness and isolation. Although total journeys decreased slightly across all transport services, registrations increased, highlighting the essential role PPVC plays in supporting community health and wellbeing.

At the same time, the Telephone Befriending scheme expanded, building strong referral partnerships and a growing waiting list, prompting a focus on volunteer recruitment and sustainable funding.

Volunteer recruitment was a notable success, with 86 new volunteers joining PPVC or our partnership organisations who are registered with the PPVC brokerage service. Training initiatives were also strengthened, to improve volunteer skills and expand future service capability.

Grant funding proved difficult to secure, despite the efforts of an experienced bid writer, making it a particularly challenging year financially. To counter funding pressures, PPVC increased community fundraising efforts. A highly successful sponsored swim event, where people swam the distance of the English Channel 'there and back' in the pool, raised £2,700 thanks to enthusiastic participants and volunteers.

The organisation also celebrated its volunteers' contributions: two long-standing volunteers received awards from Charles Moyle JP, The High Sheriff of Worcester, and PPVC hosted its first INSPIRE Awards to honour exceptional volunteer achievements across multiple categories. The INSPIRE Awards will now feature as an annual event in the PPVC calendar, ensuring that our amazing volunteers are recognised and rewarded.

I want to express my deep gratitude to all volunteers, staff and supporters for their commitment to reducing loneliness and isolation, improving wellbeing, and helping make Pershore a vibrant community.



Karon Swinburn
CEO

A handwritten signature in black ink that reads "Karon". The signature is fluid and cursive.

KARON SWINBURN
CEO

MEET THE TEAM



Karon Swinburn
CEO



Donna King
Operations Manager



Kim Macdonald
Volunteer Co-ordinator



Robin Gaden
Administrative Officer



Gabby Thomas
Finance Administrator



Tony Rowley
Chair



Andrew Budden
Treasurer



Louise Wallis
Company Secretary



Tony Wright Jones
Trustee



David Peckham
Trustee



Jodi Arnold
Trustee



Gary Battersby
Trustee



COMMUNITY MATTERS!

The **Pershire Plus Volunteer Centre** is a community hub located close to Asda, in close proximity to key local landmarks such as **Pershire Town Football Club, Pershire Leisure Centre,** and the **Riverside Youth Centre.** This central location makes it easily accessible to residents from Pershire itself, as well as the surrounding **40 villages and hamlets in south Wychavon.**

The centre plays a vital role in **supporting and connecting** volunteers with opportunities to contribute to their local communities. Through its various programmes and services, the Volunteer Centre helps strengthen community ties and enhances social well-being across the area. It's a **crucial resource** for those looking to volunteer, as well as for organisations seeking to engage local people in meaningful community service.

With a population of approximately **8,500 people** in Pershire and an additional **27,500** in the surrounding villages, the area is home to a significant number of residents who are likely to rely on **private transportation.** This is especially true given the limited availability of **public transport** options, which may not always meet the needs of local residents, particularly those in more rural areas.

'We aim to tackle loneliness and isolation by bringing communities together'

We aim to connect people from all walks of life, ensuring that everyone, regardless of income or background, feels part of **a supportive, inclusive community** to ensure that no one feels left behind.

COMMUNITY TRANSPORT

Community transport continues to be at the heart of our mission to 'Inspire volunteers to create connections in the community by providing transport and associated services suitable for all needs, with the aim of tackling loneliness and isolation.'

From April 2024 to March 2025, the Social Car Scheme volunteer drivers provided a total of **2265 journeys**, a decrease from the previous year of 16%, or 418 journeys.

The Community Transport Minibus / WAV provided a total of **1406 journeys** in the same period, down 272 drives compared to last year (also a decrease of 16%).

In total, 3671 passenger journeys were made using our Social Car Scheme and Minibus, which was a decrease YOY of 16% too.

We registered 136 new clients in this period, compared to 125 registrations in the previous year, an increase of 9%.

Our most visited destination was Evesham with a total of 385 journeys, and we provided regular journeys for 12 of our customers, driving them to day centres and on shopping trips.

The most frequent journeys made during the period April '24 to March '25 were to the following destinations:

- Day centres & clubs - 1328 journeys
- Hospital visits - 709 journeys
- Other medical - 281 journeys

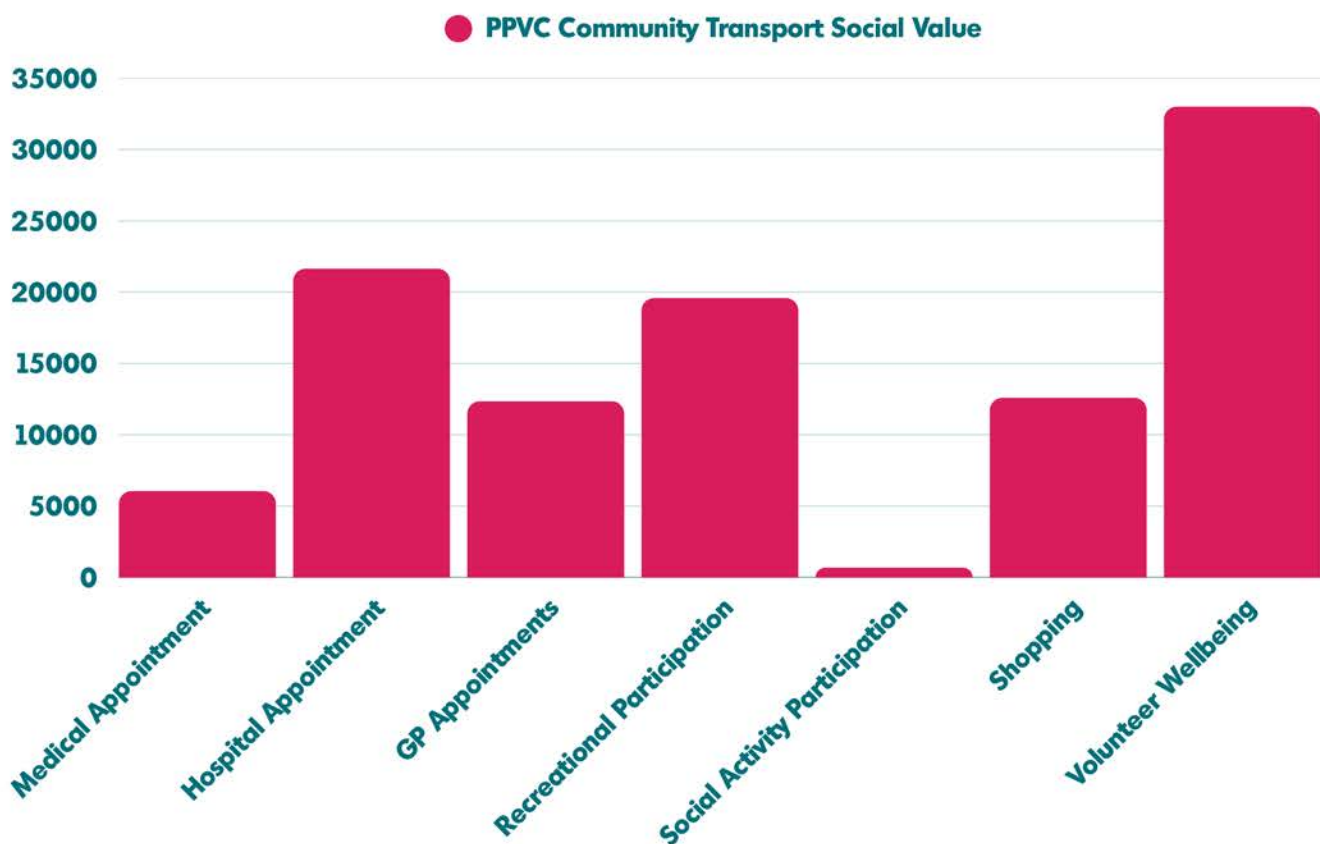
'1222 journeys made were for medical appointments.'

618 journeys were taken by people aged 81-90, 414 journeys were taken by clients aged 71-80 and 246 journeys were requested by those in the 61-70 age bracket.



COMMUNITY TRANSPORT SOCIAL VALUES £'S

Journey	Community Transport Value £'s / Trip	Annual Total by PPVC	PPVC Community Transport Value £'s
Medical appointment	£21.50	281	£6041.50
Hospital appointment	£30.52	709	£21,638.68
GP appointment	£53.19	281	£12,340.08
Recreational Activity	£14.74	709	£19,574.72
Social Activity	£5.46	122	£666.12
Shopping	£9.40	1338	£12,577.20
Volunteer Wellbeing	£1001.00 (per annum)	33	£33,000.00
TOTAL			£105,838.30



Although our Vauxhall Vivaro electric vehicle WCC contract has now ended, we are looking forward to a new contract beginning in April, taking a young person from their day centre to respite.

Our wheelchair accessible Citroen Berlingo provided 165 journeys from April '24 to March '25, covering a distance of 4298 km.

The minibus is regularly used as a village connector service, as well as for our twice monthly lunch club and day trips. Bookings are also taken from other charities and non-profit organisations.

**HOW OUR TRANSPORT SERVICES HELP
OUR COMMUNITY**

FACTS AND FIGURES

- The highest percentage of our customer base is between **80 – 90 years of age.**
- We have **728 registered customers.**
- 675 individuals are registered to use the Social Car Scheme alone!
- During the last year, our **Social Car Scheme volunteer drivers completed 1206 journeys.**
- Collectively, our passenger assistants and volunteer drivers completed **1910 journeys in our minibuses and wheelchair accessible vehicles.**
- Due to changes in the way we **recruit volunteers**, this year we have seen a **17% increase** on interviews completed and a **43% increase on volunteers that have started.**
- We are currently **recruiting volunteers** for nearly **100 external charities and non-profit organisations** that are registered with us.
- During the past year we have **completed 35 DBS checks.**

WEDNESDAY LUNCH CLUB

This year 649 individuals attended the twice monthly Lunch Club held at St. Andrews Hall.

132 individuals utilised our minibus transport service, which amounted to 46 return trips.

A total of eleven new customers signed up for the minibus transport service from April '24 to March '25, and we currently have a waiting list for individuals needing minibus transport.

Three new volunteers joined during the year, and collectively 168 volunteers supported the lunch club over the course of the year, each volunteering for around 3.5 hours, which accounted for a massive 588 voluntary hours collectively.

The customers recently completed a consultation survey based on the menu, the activities, and the entertainment, which this year has included Songster Griff, Worcester Ukulele Group, Hereford & Worcester Fire Safety & Prevention Team and the Pershore Town Choir.

'168 volunteers supported the Wednesday Lunch Club in 24/2025, collectively donating over 588 hours of their time.'

ANGEL LUNCH

During the past year, 168 individuals attended the monthly lunch held at the Angel Hotel. A paid member of staff greets and collects the money, the customers are then left to enjoy their subsidised two-course lunch.



HOUSEHOLD SUPPORT GRANT

The Household Support Grant is awarded over two six month periods, April to September inclusive, and then from October to March.

In the first six month period, the total grant received was £4,000. After deductions including 15% for admin fees, the remaining £3,400 was split between 30 households, and of those, 28 had dependants living in the home.

'The grant has helped over 50 households, and many adults and children.'

Over the second six month period, a top up grant of £4,000 was awarded, and after administration fees, the £3,400 was split between 20 homes, 12

of which had children living in the household.

To date, the grant left is £1,373.

DAY TRIPS

During the past year we have organised 12 day trips, of which two were cancelled due to a lack of interest.

The trips were promoted online and via social media, to reach a different audience, and proved very popular with the villages and younger people.

A total of 65 individuals attended the trips, with the most popular being a day trip to Moreton in Marsh, and all attendees asked that we repeat this trip if possible.



VOLUNTEERING

We have an incredible team of volunteers who give their time freely to deliver the fantastic services we offer. Their commitment, enthusiasm, care and empathy is truly outstanding and we simply couldn't run our Volunteer Centre without them.

In the last year, our volunteer statistics are as follows:

- Volunteer registrations received - **88**
- Contact made since registration form received - **88**
- Interviews taken place - **88**
- Number of potential volunteers who didn't turn up - **11**
- Registered external charities - **96**
- Number of contacts made to external charities - **45**
- New volunteers who have started - **77**
- Talks or promotional event given in the community - **14**
- Visits made to charities - **5**



We are very proud of all our volunteers and it makes the whole experience worthwhile when they are recognised by the wider community.

Two of our hard working and dedicated volunteers were recently awarded for their valuable services to our community by Charles Moyle JP, The High Sheriff of Worcestershire for 2024/2025.

VOLUNTEERS ANNUAL SUMMARY APRIL '24 TO MARCH '25

The year from April 2024 to March 2025 has been a remarkable journey for our volunteer program. Our dedicated volunteers have made a significant impact across various initiatives, demonstrating an unwavering commitment to our mission. This report highlights the key activities, achievements and growth during this period.

Volunteer Engagement

Throughout the year, the overall volunteer base has grown by 15%. However, the PPVC volunteer base has remained static due to a number of retirees and leavers, balanced out by the newly recruited volunteers. We've seen a diverse range of individuals from different age groups, backgrounds and skill sets, fostering an inclusive and vibrant volunteer community.

Fundraising Events

Volunteers have supported six fundraising events, which have helped our volunteer centre funding, enabling us to carry on helping the many lonely and isolated people in our communities.

Volunteer Training and Support

We have enhanced our volunteer training program this year, by providing regular workshops on topics like Dementia, Epilepsy, Safeguarding and Befriending. Volunteers received continuous support through regular check-ins, fostering a sense of community and encouraging open communication.

Impact and Recognition

The efforts of our volunteers have a profound impact, not only on the individuals they directly assist but also on the broader community. National Volunteer Week was celebrated with a recognition thank you gift for each volunteer, and our Volunteer Awards Evening acknowledged the outstanding contributions that our volunteers make. Their dedication truly helps to drive our mission forward.

Looking Ahead

As we move into the next year, we are focused on expanding our volunteer programs, increasing outreach efforts, and exploring new partnerships with local organisations. We are also committed to improving volunteer retention and engagement, by introducing more flexible opportunities and enhancing the volunteer experience.

This year has been a year of growth and shared accomplishments. We are deeply grateful for the contributions of our volunteers and look forward to continuing this journey together, to create a lasting impact on the communities we serve.

VOLUNTEERS RECRUITED APRIL '24 TO MARCH '25



DISCLOSURE AND BARRING SERVICE (DBS)

During the past year we have completed 35 DBS checks covering either of the following:

- A 'Standard Check' which shows any spent and unspent convictions, cautions, reprimands and final warnings.
- An 'Enhanced Check' which shows any additional information held by local police that's considered relevant to the role.

BECOME A VOLUNTEER

If you know of someone who would like to get involved with fundraising or volunteer at Perschore Plus Volunteer Centre, or for any of the organisations that we partner with, please telephone our centre on 01386 554299.



"Volunteering has helped my mental health by giving me a purpose to get out and meet people. It has also helped build my confidence after struggling with being able to socialise."

"Volunteering has made such a difference to my retirement. It has enabled me to fill my spare time and kept me involved in my community whilst helping others."

"I used volunteering as a stepping stone when I was made redundant. It enabled me to fill my time helping others whilst looking for employment."

IT'S ALL ABOUT THE DIFFERENCE WE MAKE!

FINANCIAL REPORT

Persnore and District Volunteer Centre As at 31 March 2025

	31 MAR 2025	31 MAR 2024	31 MAR 2023
Fixed Assets			
Motor vehicles			
Computer NBV			
Computer Equipment	7,926.23	7,926.23	9,094.23
Computer - Grant funding	(7,926.23)	(7,926.23)	(7,926.23)
Total Computer NBV	-	-	1,168.00
Furniture and Fixtures	-	-	164.39
Motor Vehicles - Berlingo	12,950.00	13,368.80	12,950.00
Motor Vehicles - Vivaro- e Elite 5 Plus WC	51,311.00	51,311.00	51,311.00
Total Motor vehicles	64,261.00	64,679.80	65,593.39
Total Fixed Assets	64,261.00	64,679.80	65,593.39
Current Assets			
Stocks			
Stock of Stationery	-	-	1,054.00
Total Stocks	-	-	1,054.00
Debtors			
Debtors Control Account	192.60	308.40	150.00
Total Debtors	192.60	308.40	150.00
Prepayments and accrued income			
Prepayments	-	-	1,726.83
Total Prepayments and accrued income	-	-	1,726.83
Cash at bank and in hand			
Bank Deposit Account	30,439.09	40,722.34	51,169.25
HSBC Current Account	6,043.42	27,898.26	2,295.25
Cash in Hand			
Lunch Club Petty cash	100.00	100.00	198.00
Petty Cash	(92.34)	(39.42)	204.64
Total Cash in Hand	7.66	60.58	402.64
CAF BANK	2,737.56	-	-
Total Cash at bank and in hand	39,227.73	68,681.18	53,867.14
Total Current Assets	39,420.33	68,989.58	56,797.97
Creditors: amounts falling due within one year			
Creditors Control Account	1,950.86	2,033.70	629.68
Accruals	-	-	2,116.86
Employee Pension Contribution	186.08	1,280.10	(208.68)
Employees NI	8,149.33	498.63	962.20
Employers Pension Contribution	139.57	(1,024.77)	490.99
PAYE	(6,950.63)	347.60	2,701.70
Wages Control Account	481.28	-	(685.07)
Total Creditors: amounts falling due within one year	3,956.49	3,135.26	6,007.68
Net Current Assets (Liabilities)	35,463.84	65,854.32	50,790.29
Total Assets less Current Liabilities	99,724.84	130,534.12	116,383.68
Net Assets	99,724.84	130,534.12	116,383.68
Capital and Reserves			
General Reserves			
General Reserves	104,034.12	89,883.69	126,406.87
Current Year Earnings	(30,809.28)	14,150.43	(36,523.18)
Total General Reserves	73,224.84	104,034.12	89,883.69
Movemybooks Suspense Account	-	-	(0.01)
Restricted Funds			
Restricted Reserves	26,500.00	26,500.00	26,500.00
Total Restricted Funds	26,500.00	26,500.00	26,500.00
Total Capital and Reserves	99,724.84	130,534.12	116,383.68

NB. Full Annual Report available on the Charity Commission website

A VOLUNTEER'S STORY

After spending many years working in various office roles, aged 63 I had reached a point where I felt ready to step back from paid employment. I wanted to slow down, but I also hoped to find a way to give something back.

Attending a mental health group at the Wellbeing Hub in Pershire played a big part in that decision. In the past year, the group has supported me enormously, helping me feel like my usual, cheerful self again, and I still attend because the friendships I've made there have become incredibly important to me. Although I considered volunteering at the Hub, continuing both as a member of the group and working there too wouldn't be appropriate.

A volunteer at the Wellbeing Hub suggested I looked at Pershire Plus Volunteer Centre, so I reached out to see what opportunities were available. Since August, I've been welcomed into a wonderful community of friendly people.



From organising trips and holidays, to running lunch clubs, dementia groups, craft sessions, and providing minibus services for those without easy access to transport, this dedicated team of people do so much for Pershire and the surrounding areas, and I'm proud to be a part of it.

My role is on the Transport Desk, where I volunteer around seven hours a week. I take calls from people who need transportation to hospital appointments or other commitments, help new clients register with us, and work closely with our fantastic volunteer drivers.

I'm genuinely grateful to be part of such a caring organisation. Thank you for giving me the chance to help others - it means a great deal to be able to contribute to something so positive.

Sara Taylor



HIGHLIGHTS OF 2025



Pershore & District Volunteer Centre
1 Billing House, Pershore. WR10 1EY

Tel: 01386 554299

Email: admin@pershorevolunteers.org.uk



inclusive nurturing sustainable professional integrity resilient empathetic

Balance Sheet

Pershore and District Volunteer Centre As at 31 March 2025

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Profit and Loss

Pershore and District Volunteer Centre For the year ended 31 March 2025

	2025	2024	2023
Income			
INCOME			
Grants - WCC Social Engagement	146,617.00	143,215.80	59,905.55
Grants	7,067.05	56,957.23	102,659.75
Other Grants	9,291.52	14,008.71	3,201.24
Activities & Outgoings			
Grant expenditure - WDC 2021/2022	-	2,213.00	8,262.24
Grant expenditure - Worcestershire Community Foundation	-	-	770.77
Grant expenditure-Lunch Club 2019/Community Projects 2020/21	-	-	30.10
Grant Payments - WCPT	77,938.75	77,259.44	77,230.57
Total Activities & Outgoings	77,938.75	79,472.44	86,293.68
Total INCOME	85,036.82	134,709.30	79,472.86
Other:			
Transport Charges	30,453.03	29,367.09	43,401.84
Individual and Corporate Donations	-	1,228.74	1,290.56
Community Resources	4,601.60	6,006.19	5,836.44
Fund Raising	4,110.69	3,210.39	1,320.56
Bank interest	725.55	722.34	163.11
Total Other:	39,890.87	40,534.75	52,012.51
Income	18,166.39	410.92	130.50
Total Income	143,094.08	175,654.97	131,615.87
Cost of Sales			
Grant Expenditure	221.78	1,679.04	450.00
Total Cost of Sales	221.78	1,679.04	450.00
Gross Profit	142,872.30	173,975.93	131,165.87
Administrative Costs			
Staff Cost	106,500.01	87,257.04	91,048.42
Rent and Rates	12,985.74	12,975.67	12,387.89
Heat and Light	5,478.01	7,364.96	8,260.88
Telephone	5,446.56	4,307.83	2,146.00
Insurances	1,544.43	1,613.16	1,347.24
Office Expenditure	25,392.37	22,985.79	20,334.72
Reimbursement of Volunteer Expenses	4,941.69	9,176.25	17,731.51
Volunteer Training	766.00	1,552.50	2,431.70
Community Events	396.70	245.00	293.00
Minibus Running Costs	6,291.77	12,907.86	11,707.69
Equipment Purchases <£1000	-	1,085.37	-
HMRC-Interest	-	47.07	-
Total Administrative Costs	169,743.28	161,518.50	167,689.05

	2025	2024	2023
Operating Profit	(26,870.98)	12,457.43	(36,523.18)
Other Income			
Trips and Outings	740.70	-	-
Household Support Fund	(4,688.00)	1,693.00	-
Bredon Bus	9.00	-	-
Total Other Income	(3,938.30)	1,693.00	-
Profit on Ordinary Activities Before Taxation	(30,809.28)	14,150.43	(36,523.18)
Profit after Taxation	(30,809.28)	14,150.43	(36,523.18)

Independent Examiner's Report

Report to the trustees/members of: Pershore and District Volunteer Centre

On accounts for the year ended: 31st March 2025

Charity No: 1166141

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for the year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts under section 145 of the Charities Act
- To follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- To state whether particular matters have come to my attention

Basis of independent examiners statement

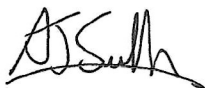
My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. Which give me reasonable cause to believe that, in any material respect, the requirements:
 - a. To keep accounting records in accordance with section 130 of the charities act;
 - b. To prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date: 13th August 2025



Name: Alex Smith ACMA, CGMA, for and on behalf of AJS Accounting Services Ltd

Relevant professional qualification(s) or body (if any): CIMA

Address: 1 Chester Court, High Street, Knowle, Solihull B93 0LL

PERSHORE AND DISTRICT VOLUNTEER CENTRE

England & Wales - Charity number 1166141

Accounts

Pershore & District Volunteer Centre
operating as Pershore Plus Volunteer Centre
Charity Number 1166141

TRUSTEES' ANNUAL REPORT AND ACCOUNTS

2023/24



inspire  **Pershore Plus**
Volunteer Centre

inclusive nurturing sustainable professional integrity resilient empathetic

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A WORD FROM THE CHAIR

This year, Pershore Plus Volunteer Centre launched its Strategic Plan for 2023-2028, clearly outlining our goals and the path forward as an organisation. The work we undertake is already an asset to the communities in Pershore and the surrounding villages. Building on the excellent foundations we have established with our Mission, Vision, and Values in the last financial year, we are now focused on further strengthening our presence.

Pershore Plus Volunteer Centre aims to become firmly established on the map, showcasing the incredible work of our volunteers. We will expand our services, foster collaborations, and build partnerships with other organisations in the surrounding areas. Our goal is to reduce social isolation and loneliness, making Pershore a better place to live and work for everyone.

A special thanks to all our amazing volunteers, staff, and trustees, who work together to make Pershore Volunteer Centre the fantastic and responsive organisation it has become. While we've experienced some changes in both our volunteer and staff teams over the past year, we are confident that we now have the right people in place to ensure our organisation continues moving in the right direction and to successfully implement our strategy.

We would also like to extend our heartfelt thanks to the Pershore Co-op, The Angel Hotel, and Wychavon District Council for their ongoing support of Pershore Plus Volunteer Centre. Their contributions make a significant difference to the work we do and the communities we serve.

It is my intention to step down from the Board of Trustees in the next financial year, and so I would like to take this opportunity to bid farewell to all the wonderful people I've had the pleasure of meeting and working with over the last seven years. I have truly enjoyed my time with Pershore Plus Volunteer Centre, and I believe I leave it in a much more stable position than when I first joined in 2017.

Pershore Plus Volunteer Centre holds a special place in my heart, and I want to extend my best wishes for the future to all the volunteers, trustees and staff. I am confident that the Centre is in 'safe hands' and will continue to thrive, ensuring a positive future for what is undoubtedly an invaluable community asset.

A handwritten signature in black ink that reads "Colin".

COLIN DAVIDSON
CHAIRMAN

A MESSAGE FROM THE CEO



The year 2023-2024 has steadily built on the fantastic achievements of the previous year, but it has also presented even greater challenges. The current success rate for grant applications stands at just 1 in 10, with grant agencies being inundated with requests. Many are having to close their schemes before the deadline, and as such, we have engaged a bid writer to assist with grant applications, which is starting to yield positive results.

We finalised and launched our 2023-2028 Strategic Plan in December 2023, and we would like to express our immense gratitude to Wychavon District Council for their invaluable support in making this possible.

Throughout the cost-of-living crisis, we have been able to assist many individuals and families by distributing grant funding from the Household Support Fund on behalf of the District Council. This support has benefitted over 60 households, including 39 children, providing food and white goods vouchers, school uniform vouchers, and assistance with utility costs.

As a charity competing for limited funding, we have actively sought opportunities to collaborate with other organisations. We've organised essential training in Health and Safety, Moving and Handling, and Safeguarding for our staff and volunteers. These sessions were also made available to other local charities, including Wick Care Farm, Pershore Foodbank, Pershore Wellbeing Hub, and Upton Community Transport. We aim to continue growing these collaborative efforts to support all our community colleagues.

Looking ahead to next year, we have some exciting, but challenging initiatives coming up. We will be relaunching our befriending scheme, which will include both telephone and face-to-face sessions. Additionally, we are developing a new initiative aimed at encouraging young people to become volunteers in their local communities.

As we continue the next stage of our journey, working towards the ambitious aims and objectives of our new five-year strategy, I would like to express my sincere thanks to the fantastic staff team at Pershore Plus Volunteer Centre, to the incredible volunteers who selflessly give their time and always go the extra mile, the Board of Trustees for their unwavering commitment, and all our supporters who actively engage in fundraising and promoting the invaluable work we do in our communities.

A handwritten signature in black ink that reads "Karon".

KARON SWINBURN
CEO

MEET THE TEAM



Karon Swinburn
CEO



Donna King
Operations Manager



Gabby Thomas
Finance Administrator



Kim Macdonald
Volunteer Co-ordinator



Robin Gaden
Administrative Officer



Colin Davidson
Chair



Amanda Tanfield
Company Secretary



Andrew Budden
Treasurer



Tony Rowley
Trustee



Tony Wright Jones
Trustee



Jodi Arnold
Trustee



COMMUNITY MATTERS!

Pershire Plus Volunteer Centre (PPVC) is centrally located in the small market town of Pershire.

As well as covering the town, we also serve 40 of the surrounding villages, which illustrates our very rural location and all the challenges this brings.

The population of Pershire is approx. 8,500 people, and the total number of people in the surrounding villages is around 27,500, which clearly demonstrates that many of our customers and potential customers live in areas heavily reliant on a car, or the very limited public transport.

Pershire and its surrounding villages are mainly affluent areas with many people being educated to a level 4 qualification or above. However, there are key pockets of low-income households, and affluence does

not guarantee someone will not experience social isolation and loneliness, particularly in old age.

'Central to our charity's mission is to tackle loneliness and isolation, by bringing communities together.'

Our membership of the Worcestershire Community Transport Partnership, in conjunction with a strategic grant from Worcestershire County Council, helps to contribute to the overall costs of the services we offer, both locally and across the county. The total funding of £90,000 is shared between the Partners, and the charity acts as the grant administrator for the partnership which has nine partners, and the PPVC receives 5% for acting as the lead body.

COMMUNITY TRANSPORT

Community transport continues to be at the heart of our mission to 'Inspire volunteers to create community connections by providing transport and associated services suitable for all needs, with the aim of tackling loneliness and isolation.'

From April 2023 to March 2024, the Social Car Scheme volunteer drivers provided a total of **2683 journeys**, a slight decrease from the previous year of 1.43%, or 39 journeys.

The Community Transport Minibus / WAV provided a total of **1678 journeys** in the same period, down 477 drives compared to last year (a decrease of 22.13%).

In total, 4361 passenger journeys were made using our Social Car Scheme and Minibus, which was a decrease YOY of 10.5%.

We registered 125 new clients in this period, compared to 157 registrations in the previous year, a decrease of 20%.

Our most visited destination was Evesham with a total of 488 journeys, and we provided regular journeys for 13 of our customers, driving them to day centres and on shopping trips.

The most frequent journeys made during the period April '23 to March '24 were to the following destinations:

- Day Centres & Clubs - 843 Journeys
- Hospital visits - 749 Journeys
- Other medical - 413 Journeys

'1162 journeys made were for medical appointments.'

799 journeys were taken by people aged 81-90, 372 journeys were taken by clients aged 71-80 and 380 journeys were requested by those in the 61-70 age bracket.



Our Vauxhall Vivaro electric vehicle is used to fulfil the WCC contract, transporting three individuals with additional needs to a day service in Bromsgrove, twice daily, five days a week.

Our wheelchair accessible Citroen Berlingo provided 184 journeys from April '23 to March '24, covering a distance of 5725 km.

Our VW minibus is used for our twice monthly lunch club, contract drives, various regular outings and day trips, and bookings are taken from other charities and non-profit organisations.

**WHAT DOES THE SERVICE MEAN TO
OUR COMMUNITY?**

FACTS AND FIGURES

- The highest percentage of our customer base is between **80 – 90 years of age.**
- We have nearly **600 registered customers.**
- **125 individuals** are registered to use the Social Car Scheme alone!
- During the last year, our Social Car Scheme volunteer drivers **completed 2683 journeys.**
- Collectively, our passenger assistants and volunteer drivers **completed 2612 journeys** in our minibuses and wheelchair accessible vehicles.
- Due to changes in the way we recruit volunteers, we have seen a **200% increase** YOY on interviews completed and **volunteers that have started.**
- We are currently **recruiting volunteers** for over **100 external charities and non-profit organisations** that are registered with us.
- During the past year we have **completed** more than **50 DBS checks.**

WEDNESDAY LUNCH CLUB

This year 707 individuals attended the twice monthly Lunch Club held at St. Andrews Hall.

222 individuals utilised our minibus transport service, which amounted to 46 return trips.

A total of fifteen new customers signed up for the minibus transport service from April '23 to March '24, and we currently have a waiting list for individuals needing minibus transport.

Ten new volunteers joined during the year, and whilst three left, collectively, 219 volunteers supported the lunch club over the course of the year, each volunteering for around three hours, which accounted for a massive 657 voluntary hours.

The customers recently completed a consultation survey based on the menu, the activities, and the entertainment, which this year has included Songster Griff, Worcester Ukulele Group, Hereford & Worcester Fire Safety & Prevention Team and the Pershore Town Voice Choir.

'219 volunteers supported the Lunch Club from April '24 to March '25, donating over 650 hours of their time.'

ANGEL LUNCH

During the past year, 150 individuals attended the monthly lunch held at the Angel Hotel, which includes a two-course lunch kindly subsidised by **XXX**.



HOUSEHOLD SUPPORT GRANT

The Household Support Grant is awarded over two six month periods, April to September inclusive, and then from October to March.

During the first six month period, the total grant received was for £4,000. After deducting 15% for administration fees, the remaining £3,600 was split between 23 households, and of those, 18 had dependants living in the home.

'The grant has helped over 60 households, 22 adults and 39 children.'

Over the second six month period, the same grant was awarded, and after administration fees, the £3,600 was split between 38 households, 21 of

which has children living in the home.

At the beginning of February, a top-up grant of a further £4,000 was awarded, and to date, there is £1,683 left.

DAY TRIPS

During the past year we have organised 11 day trips, of which two were cancelled due to a lack of interest and a vehicle breakdown.

The trips were promoted online and via social media, to reach a different audience, and proved very popular with the villages and younger people.

A total of 60 individuals attended the trips, with the most popular being a day trip to Bath on the Great Western Railway, which we have been asked to repeat if possible.



VOLUNTEERING

We have an incredible team of volunteers who give their time freely to deliver the fantastic services we offer. Their commitment, enthusiasm, care and empathy is truly outstanding and we simply couldn't run our Volunteer Centre without them.

Post COVID, volunteer recruitment has been very challenging, but we are now beginning to see things improving and volunteer numbers increase.

In the last year, our volunteer statistics are as follows:

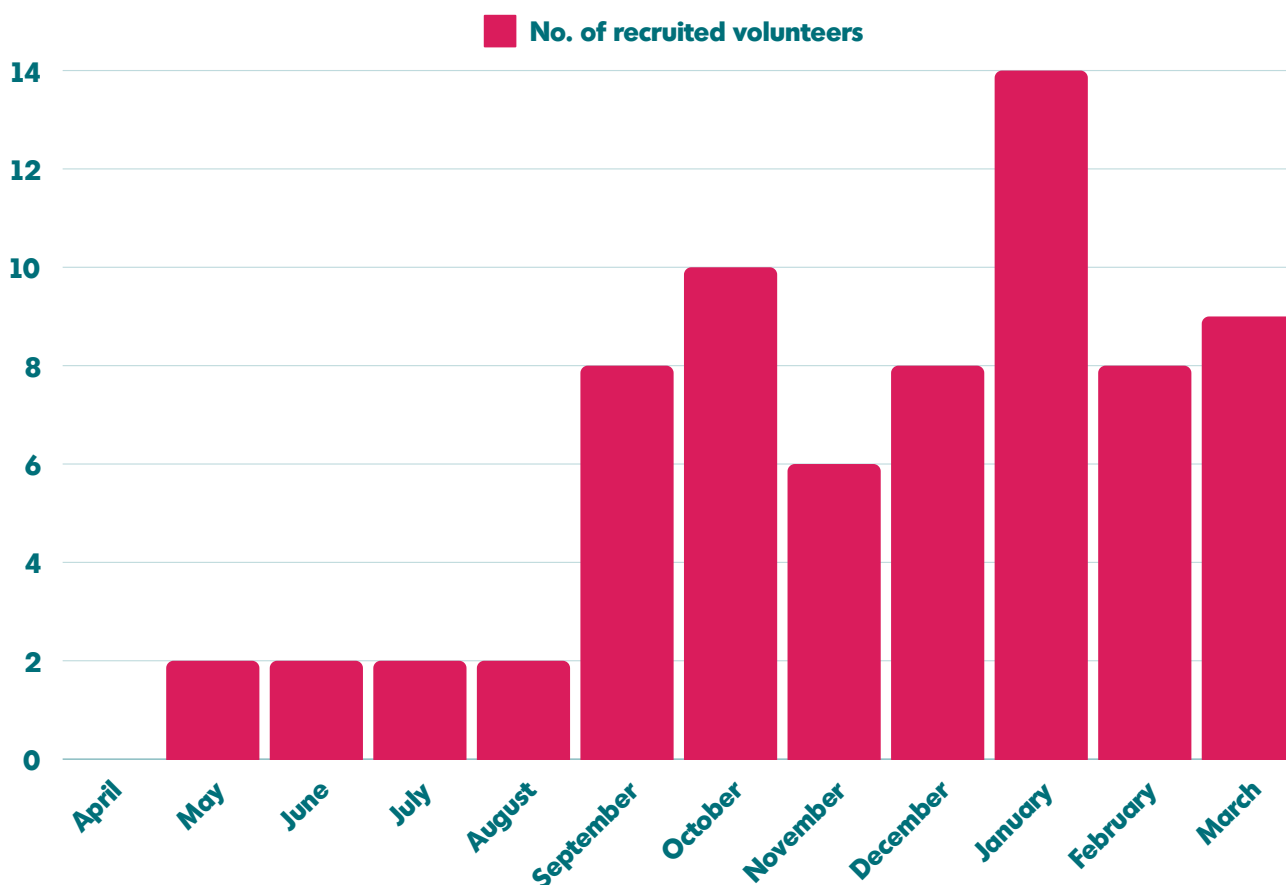
- Volunteer registrations received - **75**
- Contact made since registration form received - **75**
- Interviews taken place - **75**
- Number of potential volunteers who didn't turn up - **4**
- Registered external charities - **102**
- Number of contacts made to external charities - **80**
- New volunteers who have started - **54**
- Talks or promotional event given in the community - **7**
- Visits made to charities - **3**

We have reached out to our local communities with newsletters and regular pop-up village events which have been a great success in spreading the word about the services we offer, and the face to face pop-up events have been very successful in recruiting volunteers.

We update our window display frequently with adverts and events, volunteer roles and eye catching displays, and this has resulted in a much greater footfall of interested volunteers and more general enquiries about the services we offer.

Overall, this has resulted in a 200% increase on interviews completed and volunteers that have started.

VOLUNTEERS RECRUITED APRIL '23 TO MARCH '24



DISCLOSURE AND BARRING SERVICE (DBS)

During the past year we have completed over fifty DBS checks covering either of the following:

- A 'Standard Check' which shows any spent and unspent convictions, cautions, reprimands and final warnings.
- An 'Enhanced Check' which shows any additional information held by local police that's considered relevant to the role.

BECOME A VOLUNTEER

If you know of someone who would like to get involved with fundraising or volunteer at Perschore Plus Volunteer Centre, or for any of the organisations that we partner with, please take a look at our website for the current opportunities or telephone our centre.



"Pershore Volunteer Centre is providing a much needed, low cost, transport service for those who are unable to drive themselves to hospital and clinics in the large Worcestershire County where often there is little or no public transport near individual's homes and where the major hospitals can be many miles from the small villages and market towns in the county." GM

IT'S ALL ABOUT THE DIFFERENCE WE MAKE!

VOLUNTEERING IS SO REWARDING

RC came to us as a referral from a local businessman, who felt he needed support and something to fill his time.

The Volunteer Coordinator (VC) interviewed RC in the early part of November 2023. He had recently lost his job as an Architect and was finding adjusting to his new situation hard. He told the VC he was feeling isolated, lonely and was clearly depressed with having no job and an income which he was used to. They had a long chat about volunteering and all the benefits that a volunteer role can make to a person's wellbeing. The VC explained to him that as well as helping and giving something back, volunteering can also help with social skills, stress, depression, anxiety, and loneliness. RC said he felt he had time to give and very much wanted to help. After discussing the kind of role that would be best suited, RC's volunteering journey began.

After completing the required checks and outstanding references, RC started working on our Transport Desk in our Volunteer Centre, taking calls from new and existing clients, booking transport, entering data and general administrative duties. He was hardworking, friendly, polite, and quickly learnt his role. He seemed so much happier and really enjoyed his volunteering role, and as well as meeting new people and socialising, it was noticed he was smiling again and had a newly found self-confidence, which he didn't have when we first met him.

After nearly two months of volunteering with us, RC found himself a new paid job which he was overjoyed about and rightly so. Of course, we were very happy for RC, but also sad to say goodbye to such a valued member of our team.

Perschore & District Volunteer Centre
1 Billing House, Perschore. WR10 1EY

Tel: 01386 554299

Email: admin@perschorevolunteers.org.uk

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Profit and Loss

Pershire and District Volunteer Centre For the year ended 31 March 2024



	2024	2023	2022
Income			
INCOME			
Grants - WCC Social Engagement	143,216	59,906	156,117
Grants	56,957	102,660	-
Other Grants	14,009	3,201	12,886
Activities & Outgoings			
Grant expenditure - WDC 2021/2022	2,213	8,262	9,346
Grant expenditure - Worcestershire Community Foundation	-	771	1,225
Grant expenditure-Lunch Club 2019/Community Projects 2020/21	-	30	-
Grant Payments - WCPT	77,259	77,231	76,583
Total Activities & Outgoings	79,472	86,294	87,155
Total INCOME	134,709	79,473	81,848
Other:			
Transport Charges	29,367	43,402	28,782
Individual and Corporate Donations	1,229	1,291	41,919
Community Resources	6,006	5,836	9,082
Fund Raising	3,210	1,321	2,455
Bank interest	722	163	6
Total Other:	40,535	52,013	82,245
Income	411	131	-
Total Income	175,655	131,616	164,093
Cost of Sales			
Grant Expenditure	1,679	450	-
Total Cost of Sales	1,679	450	-
Gross Profit	173,976	131,166	164,093
Administrative Costs			
Staff Cost	87,257	91,048	63,144
Rent and Rates	12,976	12,388	10,785
Heat and Light	7,365	8,261	2,298
Telephone	4,308	2,146	577
Insurances	1,613	1,347	1,483
Office Expenditure	22,986	20,335	16,652
Reimbursement of Volunteer Expenses	9,176	17,732	14,766
Volunteer Training	1,553	2,432	1,272
Community Events	245	293	10,354
Minibus Running Costs	12,908	11,708	4,079
Equipment Purchases <£1000	1,085	-	-
HMRC-Interest	47	-	-
Total Administrative Costs	161,519	167,689	125,410
Operating Profit	12,457	(36,523)	38,683
Other Income			
Household Support Fund	1,693	-	-
Total Other Income	1,693	-	-
Profit on Ordinary Activities Before Taxation	14,150	(36,523)	38,683
Profit after Taxation	14,150	(36,523)	38,683

Balance Sheet

Pershore and District Volunteer Centre As at 31 March 2024



31 MAR 2024 31 MAR 2023 31 MAR 2022

Fixed Assets

	31 MAR 2024	31 MAR 2023	31 MAR 2022
Motor vehicles			
Computer NBV			
Computer Equipment	7,926	9,094	8,499
Computer - Grant funding	(7,926)	(7,926)	(7,926)
Total Computer NBV	-	1,168	573
Furniture and Fixtures	-	164	164
Motor Vehicles - Berlingo	13,369	12,950	12,950
Motor Vehicles - Vivaro- e Elite 5 Plus WC	51,311	51,311	12,828
Total Motor vehicles	64,680	65,593	26,515
Total Fixed Assets	64,680	65,593	26,515

Current Assets

Stocks			
Stock of Stationery	-	1,054	1,054
Total Stocks	-	1,054	1,054
Debtors			
Debtors Control Account	308	150	3,075
Total Debtors	308	150	3,075
Prepayments and accrued income			
Prepayments	-	1,727	1,727
Total Prepayments and accrued income	-	1,727	1,727
Cash at bank and in hand			
Bank Deposit Account	40,722	51,169	60,006
HSBC Current Account	27,898	2,295	65,897
Cash in Hand			
Lunch Club Petty cash	100	198	198
Petty Cash	(39)	205	173
Total Cash in Hand	61	403	371
Total Cash at bank and in hand	68,681	53,867	126,274
Total Current Assets	68,990	56,798	132,130

Creditors: amounts falling due within one year

Creditors Control Account	2,034	630	2,554
Accruals	-	2,117	2,117
Employee Pension Contribution	1,280	(209)	-
Employees NI	499	962	293
Employers NI	-	-	373
Employers Pension Contribution	(1,025)	491	-
PAYE	348	2,702	255
Student Loan	-	-	13
Wages Control Account	-	(685)	-
Total Creditors: amounts falling due within one year	3,135	6,008	5,605

Net Current Assets (Liabilities)	65,854	50,790	126,524
Total Assets less Current Liabilities	130,534	116,384	153,040
Net Assets	130,534	116,384	153,040

Capital and Reserves

General Reserves			
General Reserves	89,884	126,407	87,857
Current Year Earnings	14,150	(36,523)	38,683
Total General Reserves	104,034	89,884	126,540
Movemybooks Suspense Account	-	-	-
Restricted Funds			
Restricted Reserves	26,500	26,500	26,500
Total Restricted Funds	26,500	26,500	26,500
Total Capital and Reserves	130,534	116,384	153,040

EXAMINERS REPORT

Independent Examiner's Report

Report to the trustees/members of: Persnore and District Volunteer Centre

On accounts for the year ended: 31st March 2024

Charity No: 1166141

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for the year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts under section 145 of the Charities Act
- To follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- To state whether particular matters have come to my attention

Basis of independent examiners statement

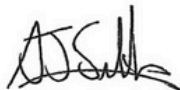
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Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. Which give me reasonable cause to believe that, in any material respect, the requirements:
 - a. To keep accounting records in accordance with section 130 of the charities act;
 - b. To prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date: 21st May 2024



Name: Alex Smith ACMA, CGMA, for and on behalf of Athena Accounting Services Ltd

Relevant professional qualification(s) or body (if any): CIMA

Address: 1 Chester Court, High Street, Knowle, Solihull B93 0LL

CHARITY GOVERNANCE INFORMATION



ADMINISTRATION

PERSHORE & DISTRICT VOLUNTEER CENTRE (working name: Persshore Plus Volunteer Centre)

Registered Charity Number 1166141

Address: 1 Billing House, Cherry Orchard, Persshore WR10 1EY. Tel: 01386 554299

Email cosec@persshorevolunteers.org.uk Website www.persshorevolunteers.org.uk

AIMS AND OBJECTIVES

The main objectives of Persshore & District Volunteer Centre (the Charity), as set out in the constitution, are to promote any charitable purposes for the benefit of the community in Persshore and the surrounding villages, and in particular the advancement of education, the protection of health and relief of poverty, distress and sickness.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Charity is a Charitable Incorporated Organisation (CIO), registered with the Charity Commission. Its Trustees operate under a Constitution which was adopted on 14 March 2016.

The Charity is managed and administered by a Board of at least three and at most ten Trustees (there are currently six). Trustees are appointed at a properly-convened meeting of Trustees for a term of three years.

New Trustees may be introduced to the Charity in a variety of ways, such as registering/working as a volunteer or recommendation by existing Trustees. It is the Charity's policy to appoint at least one Trustee from Persshore Town Council and one from Wychavon District Council.

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

TRUSTEES

The Trustees who served throughout the year were: Colin Davidson (Chair of Trustees), Cllr Tony Rowley (Wychavon District Council), Cllr Tony Wright Jones (Pershire Town Council), Cllr Jodi Arnold Wychavon District Council) (Amanda Tanfield, Andrew Budden.

Tony Rowley and Val Smith were also Trustees of Pershire & District Voluntary Help Centre, which is therefore deemed to be a related party.

There were nine ordinary Board meetings plus the AGM during the year.

NB: John Rees was a trustee from April 2023 – Nov 2023, Katreena Barnes was a staff member from April 2023 – June 2023 and Jo Stylianou, a staff member from April 2023 – January 2024

FINANCES

The Charity's work is reliant on income from grants, donations and fundraising. The Charity aims to utilise as much of its income as possible to fulfil its objectives, within the year the income is generated. The Charity, therefore, aims to maintain its cash reserves at the level which would, when taken together with expected income, meet its expected out goings for a rolling period of at least 12 months.

The Charity and Pershire & District Voluntary Help Centre had a mutual support understanding, agreed by the Trustees of both charities, whereby staff and resources from either charity could be utilised by the other charity without the need for cross charging. This agreement was put in place to allow implementation of a longstanding strategy to transfer the operations of Pershire & District Voluntary Help Centre to Pershire & District Volunteer Centre gradually, over a number of years. All operations and staff had transferred by 31 March 2022. The Charity continued to provide such office support and staff time as required by Pershire & District Voluntary Help Centre to complete the winding up of its affairs. Pershire & District Voluntary Help Centre transferred its remaining funds to the Charity in 2022/23 and was deregistered by the Charity Commission on 26 September 2022.

PERSHORE AND DISTRICT VOLUNTEER CENTRE

England & Wales - Charity number 1166141

Accounts

Pershore & District Volunteer Centre
operating as Pershore Plus Volunteer Centre
Charity Number 1166141

TRUSTEES' ANNUAL REPORT AND ACCOUNTS

2022/23



inspire  **Pershore Plus**
Volunteer Centre

inclusive nurturing sustainable professional integrity resilient empathetic

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A WORD FROM THE CHAIR

It's hard to believe that another year has passed, and it's been one that has been full of challenges, changes and many events. The demand for our services has not diminished and we continue to ensure our charity responds to the diverse needs of our community.

In this day and age, it's imperative to portray a clear and unambiguous image, and as such, we decided to change our name to Pershore Plus Volunteer Centre to raise our charity's profile. We wanted to communicate 'Who we are' and 'What we do' more clearly and along with the name change, we have had a rebrand and updated our website accordingly.

Pershore Plus Volunteer Centre continues to work in partnership with Pershore Town Council, the Wychavon District Council and Worcestershire County Council, and this has ensured the continuation of our primary services which encourage social integration through the provision of critical transportation, befriending services, the distribution of household support grants, and of course our ever-popular lunch club.

Special thanks must go to the Pershore Co-op and the Pershore Factory Shop, along with all of the other benefactors whose financial support is key to enabling the Pershore Plus Volunteer Centre to continue to provide essential services to our local community, and of course none of our services would be possible without the continued support from all of our wonderful volunteers, staff and fellow trustees who ensure the charity is available to respond to the ever-increasing demand for its services. Current times are very challenging, but we are confident that we have collectively developed a 'new' strategy which will positively help to sustain the charity's ability to deliver these important goals.

Of course, I cannot finish my Annual Review without a 'small' mention about our CEO Karon Swinburn, who has raised nearly £2000 by running 5 km for 30 consecutive days, a feat definitely not to be underestimated. Very well done indeed Karon!

I look forward to working with my fellow trustees, Karon and her team to ensuring that Pershore Plus Volunteer Centre has a long and successful future ahead.

COLIN DAVIDSON
CHAIRMAN

inspire 

inclusive nurturing sustainable professional integrity resilient empathetic

A MESSAGE FROM THE CEO



As the financial year April 2022 - March 2023 drew to a close, we have had a lot to celebrate.

We have a fantastic group of volunteers who are caring, committed and go above and beyond in providing an exceptional service for our customers.

The highlight of the year was our new brand, the launch of our mission vision and values, and development of a new strategic plan for 2023 - 2028 which was put together by volunteers and staff alike and aims to **INSPIRE** all of us to make Pershore Plus Volunteer Centre the very best service for our volunteers and the communities in and around Pershore.

However, the year has not been without its challenges in terms of resources. We still have a way to go to get our volunteer numbers up to pre-pandemic levels and as COVID recovery monies started to come to an end, grant funding and fundraising activities have been difficult for recruitment events.

You will see as you read this report how much we have achieved throughout the last year, but the demand for our services outweighs the number of volunteers we have, and at times, we have had to turn some people away. Although research shows that since the pandemic recruitment of volunteers has become more difficult, we are committed to finding new, innovative, and flexible ways to engage with volunteers going forward.

I am extremely proud of all our volunteers and staff for the resilience they have shown in our pandemic recovery, and I look forward to the launch of the strategy for the fantastic Pershore Plus Volunteer Centre, with a stronger governance and a modern, dynamic new brand. We will build on our successes in the year ahead, we will learn from our challenges and will be investing in all aspects of our work.

Thank you to all our volunteers, the board of trustees, and our staff for all their support over the year, and I am extremely proud of all those associated with our fantastic charity.

I look forward to working with you for a successful year ahead, as we move towards our 40th year!

A handwritten signature in black ink that reads "Karon". The signature is fluid and cursive.

KARON SWINBURN
CEO



inclusive nurturing sustainable professional integrity resilient empathetic

MEET THE TEAM



Karon Swinburn
CEO



Donna King
Operations Manager



Gabby Thomas
Finance Administrator



Jo Stylianou
Social Engagement Officer



Kim Macdonald
Volunteer Co-ordinator



Robin Gaden
Administrative Officer



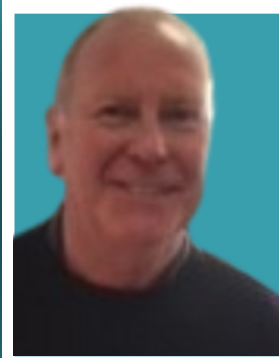
Colin Davidson
Chair



Amanda Tanfield
Company Secretary



Andrew Budden
Treasurer



John Rees
Trustee



Tony Rowley
Trustee



Tony Wright Jones
Trustee



Jodi Arnold
Trustee



COMMUNITY MATTERS!

Pershire Plus Volunteer Centre (PPVC) is centrally located in the small market town of Pershore.

As well as covering the town, we also serve 40 of the surrounding villages, which illustrates our very rural location and all the challenges this brings.

The population of Pershore is approx. 8,500 people, and the total number of people in the surrounding villages is around 27,500, which clearly demonstrates that many of our customers and potential customers live in areas heavily reliant on a car, or the very limited public transport.

Pershore and its surrounding villages are mainly affluent areas with many people being educated to a level 4 qualification or above. However, there are key pockets of low-income households, and affluence does

not guarantee someone will not experience social isolation and loneliness, particularly in old age.

'Central to our charity's mission is to tackle loneliness and isolation, by bringing communities together.'

Our membership of the Worcestershire Community Transport Partnership, in conjunction with a strategic grant from Worcestershire County Council, helps to contribute to the overall costs of the services we offer, both locally and across the county. The total funding of £90,000 is shared between the Partners, and the charity acts as the grant administrator for the partnership which has nine partners, and the PPVC receives 5% for acting as the lead body.

COMMUNITY TRANSPORT

The community transport service continues to be the project with the most volunteer involvement within the charity, as well as being a source of income generation. Community transport is at the heart of our mission.

The Social Car Scheme volunteer drivers

provided a total of 2722 passenger journeys, whilst the Community Transport Minibus / WAV provided 2155 passenger journeys. In total, 4877 passenger journeys were made in 2022-23, reflecting a 12% increase on the previous year, and we registered 157 new clients, compared to 187 registrations in the previous year.

'We aim to inspire volunteers to create community connections by providing transport and associated services suitable for all needs, with the aim of tackling loneliness and isolation.'

OUR FLEET

Our Vauxhall Vivaro

Our EV joined our fleet in April following the successful Spacehive Crowdfund Green campaign. Our electric vehicle is used to fulfil the WCC contract, transporting four individuals who have additional needs to a day service in Bromsgrove, twice daily, five days a week.

Our Citroen Berlingo

Our wheelchair accessible vehicle provided 266 journeys from April '22 to March 2023 covering almost ten thousand kilometres.

Our VW Minibus 14-Seater

Working in partnership with Worcester County Council, our minibus / WAV has a contract with Wychavon Parish Council to deliver the CB4 Village connector minibus trip, which enables people living in the surrounding villages to connect to Persnore town for shopping essentials.

With the exception of Christmas, this service ran every week, and in total the minibus has completed 2155 journeys.



"The minibus is a big lifeline for me as I don't drive, so it's my only time out of the house for a few hours to see my friends."

"I look forward to this outing with friendly, helpful drivers and a chance to visit shops and the market and with door-to-door transport provided."

"The Pershore service is a lifesaver, since I had to give up driving for health reasons. The drivers are brilliant."

WHAT DOES THE SERVICE MEAN TO OUR COMMUNITY?

FACTS AND FIGURES

- The highest percentage of our customers are aged between **80 - 91 years of age.**
- We have over **600 registered customers** using the Social Car Scheme
- During the last year, the volunteers provided **2155 journeys** in our minibuses / wheelchair accessible vehicle.
- **1500 journeys** were for medical appointments.
- Our volunteers provided over **500 minibus journeys.**
- We currently have over **80 active volunteers.**
- In April we welcomed an **electric 9-seater vehicle** to our fleet.
- During the past year, nearly **200 individuals registered** to use our Social Car Scheme.
- During the last financial year **2722 journeys** were completed by **230 different volunteer drivers** using their own vehicles.

WEDNESDAY LUNCH CLUB

This year 645 hot meals were served to elderly and vulnerable people, with 208 return journeys provided for those with mobility issues to get to the lunch club. There are 35 customers on our register, with an average of 28 attending each lunch. In the last year, 18 new customers joined the lunch club, with 6 on the waiting list who require transport.

The community transport project provides door-to-door access for those Lunch Club members who are unable to travel independently. This is clear evidence of the synergy between the projects where addressing rural and social isolation are common issues. The format of the club is very successful and offers an opportunity for increased socialising for isolated residents. 18.6% of the total population are currently

aged 65 or older, compared to 16.4% in 2013, which reflects the Perschore and surrounding areas demographic, and the increased demand for this type of service.

'Collectively, our 12 Lunch Club volunteers have donated over 445 hours.'

The club is managed by one part time member of staff and could not run without the invaluable gift of time from the volunteers, who support the Lunch Club during the year. There are currently 12 volunteers including two new volunteers who have joining the team in the last year. Collectively, they have donated over 445 hours of their own time to support and improve the well-being of others in the community.



ANGEL LUNCH

Held once a month, this social lunch enables people to maintain their independence, but to have the chance to meet with friends and peers at the Angel Hotel in Persnore.

There are between 5 and 14 people that attend this lunch, and transport is organised for those that need it. The staff at the Angel are fabulous in hosting this monthly event, to ensure it's a positive experience for all.

HOUSEHOLD SUPPORT GRANT

During the last financial year, we received two grants of £4,500 and £5,000. The initial £4,500 grant had to have at least £1,500 spent on households with vulnerable pensioners. £4,495.91 was spent on vulnerable people living in our area with £1,514 going to vulnerable

pensioners. Persnore Plus Volunteer Centre were the only local charity to achieve the criteria of 33.3% to spend on pensioners.

A further £5,000 additional funding was secured from Wychavon District Council for the remainder of the financial year, which enabled us to support 37 adults and 22 children across 31 households.

DAY TRIPS

As a result of a £2,500 grant from Worcestershire County Council, Persnore Plus Volunteer Centre was able to encourage some of our more vulnerable customers to venture out of their homes after Covid 19. A total of 72 subsidised return outings were carried out to locations such as Rococo Gardens, Western Super Mare and Moreton in Marsh. Some of the fund was allocated to recruitment, training and the admin of volunteer drivers and the associated journeys.





"On the morning of the trip, we met Gary our driver, and Kirsty our passenger assistant. We took a lovely scenic route to Gloucester, had a nice few hours shopping, and found a great restaurant for lunch. All too soon 3.00pm arrived and it was time to leave. We returned home very happy with our purchases. I'm really looking forward to going again on another day trip when more have been advertised. All in all, it was a good day out. Well done to the team at the centre." Ros

**IT'S ALL ABOUT THE DIFFERENCE
WE MAKE!**

TELEPHONE BE-FRIENDING

During the last quarter of the year, we have established a good line of communication between the team and Social Prescribers in Worcestershire, and they will be working more closely with each other during the upcoming financial year, particularly in building this service.

One PPVC customer has continued to be supported through the whole of this period, and sadly two of our customers have passed away in the last year.

We are expecting two new volunteers to join the team. in the next couple of months, and the staff will focus more time on telephone be-friending during the next 12 months.



VOLUNTEERING



Without all our valuable volunteers, the fantastic offering that Persshore Plus Volunteer Centre make to the communities of Persshore and the surrounding areas would not be possible.

We massively appreciate the volunteers who freely give their time to assist with the delivery of the services, and carry out their duties with commitment, care, and a cheery smile!

In the last year, our volunteer statistics are as follows:

- Volunteer registrations received - **42**
- Contact made since registration form received - **42**
- Interviews taken place - **36**
- Number of potential volunteers who didn't turn up for interview - **6**
- Registered external charities - **65**
- Number of contacts made to external charities - **19**
- New volunteers who have started - **28**
- Talks or promotional event given in the community - **4**
- Visits made to charities - **5**

We held our first Volunteer Fayre in January, which was supported by Councillor Dan Boatright, District Councillor for Wychavon.

This is something we would like to repeat this year and in future years, as it gives us an opportunity to engage with potential volunteers outside of the very busy environment of the centre itself, enabling us to focus fully on each volunteer's interests and the opportunities we have to offer.

Volunteer recruitment is a concern for us all at PPVC, and post COVID, our experience of volunteer recruitment has been difficult. Recruitment has been steady but nowhere near the numbers that we have seen in previous years.

RAISE MONEY OR BECOME A VOLUNTEER

If you know of someone who would like to get involved with fundraising or volunteer at Pershire Plus Volunteer Centre, or for any of the organisations that we partner with, please take a look at our website for the current opportunities or telephone our centre.



**Pershire & District Volunteer Centre
1 Billing House, Pershore. WR10 1EY**

Tel: 01386 554299

Email: admin@pershirevolunteers.org.uk

Profit and Loss

Persnore and District Volunteer Centre For the year ended 31 March 2023



	2023	2022
Income		
INCOME		
Grants - WCC Social Engagement	59,906	156,117
Grants	102,660	-
Other Grants	3,201	12,886
Activities & Outgoings		
Grant expenditure - WDC 2021/2022	8,262	9,346
Grant expenditure - Worcestershire Community Foundation	771	1,225
Grant expenditure-Lunch Club 2019/Community Projects 2020/21	30	-
Grant Payments - WCPT	77,231	76,583
Total Activities & Outgoings	86,294	87,155
Total INCOME	79,473	81,848
Other:		
Transport Charges	43,402	28,782
Individual and Corporate Donations	1,291	41,919
Community Resources	5,836	9,082
Fund Raising	1,321	2,455
Bank interest	163	6
Total Other:	52,013	82,245
Income	131	-
Total Income	131,616	164,093
Cost of Sales		
Grant Expenditure	450	-
Total Cost of Sales	450	-
Gross Profit	131,166	164,093
Administrative Costs		
Staff Cost	91,048	63,144
Rent and Rates	12,388	10,785
Heat and Light	8,261	2,298
Telephone	2,146	577
Insurances	1,347	1,483
Office Expenditure	20,335	16,652
Reimbursement of Volunteer Expenses	17,732	14,766
Volunteer Training	2,432	1,272
Community Events	293	10,354
Minibus Running Costs	11,708	4,079
Total Administrative Costs	167,689	125,410
	2023	2022
Operating Profit	(36,523)	38,683
Profit on Ordinary Activities Before Taxation	(36,523)	38,683
Profit after Taxation	(36,523)	38,683

Balance Sheet

Pershore and District Volunteer Centre As at 31 March 2023



31 MAR 2023 31 MAR 2022

Fixed Assets

Motor vehicles

Computer NBV

Computer Equipment	9,094	8,499
Computer - Grant funding	(7,926)	(7,926)
Total Computer NBV	1,168	573

Furniture and Fixtures	164	164
Motor Vehicles - Berlingo	12,950	12,950
Motor Vehicles - Vivaro- e Elite 5 Plus WC	51,311	12,828
Total Motor vehicles	65,593	26,515

Total Fixed Assets	65,593	26,515
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Current Assets

Stocks

Stock of Stationery	1,054	1,054
Total Stocks	1,054	1,054

Debtors

Debtors Control Account	150	3,075
Total Debtors	150	3,075

Prepayments and accrued income

Prepayments	1,727	1,727
Total Prepayments and accrued income	1,727	1,727

Cash at bank and in hand

Bank Deposit Account	51,169	60,006
HSBC Current Account	2,295	65,897

Cash in Hand

Lunch Club Petty cash	198	198
Petty Cash	205	173
Total Cash in Hand	403	371

Total Cash at bank and in hand	53,867	126,274
---------------------------------------	---------------	----------------

Total Current Assets	56,798	132,130
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Creditors: amounts falling due within one year

Creditors Control Account	630	2,554
Accruals	2,117	2,117
Employee Pension Contribution	(209)	-
Employees NI	962	293
Employers NI	-	373
Employers Pension Contribution	491	-
PAYE	2,702	255
Student Loan	-	13
Wages Control Account	(685)	-
Total Creditors: amounts falling due within one year	6,008	5,605

Net Current Assets (Liabilities)	50,790	126,524
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Total Assets less Current Liabilities	116,384	153,040
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Net Assets	116,384	153,040
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Capital and Reserves

General Reserves

General Reserves	126,407	87,857
Current Year Earnings	(36,523)	38,683
Total General Reserves	89,884	126,540

Movemybooks Suspense Account	-	-
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Restricted Funds

Restricted Reserves	26,500	26,500
Total Restricted Funds	26,500	26,500

Total Capital and Reserves	116,384	153,040
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Independent Examiner's Report

Report to the trustees/members of: Persnore and District Volunteer Centre

On accounts for the year ended: 31st March 2023

Charity No: 1166141

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for the year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts under section 145 of the Charities Act
- To follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- To state whether particular matters have come to my attention

Basis of independent examiners statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. Which give me reasonable cause to believe that, in any material respect, the requirements:
 - a. To keep accounting records in accordance with section 130 of the charities act;
 - b. To prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date: 3rd November 2023



Name: Alex Smith ACMA, CGMA, for and on behalf of AJS Accounting Services Ltd

Relevant professional qualification(s) or body (if any): CIMA

Address: Greville Court Business Centre, High Street, Knowle, Solihull B93 0LL

CHARITY GOVERNANCE INFORMATION



ADMINISTRATION

PERSHORE & DISTRICT VOLUNTEER CENTRE (working name: Persnore Plus Volunteer Centre)

Registered Charity Number 1166141

Address: 1 Billing House, Cherry Orchard, Persnore WR10 1EY 01386 554299

Email cosec@persnorevolunteers.org.uk Website www.persnorevolunteers.org.uk

AIMS AND OBJECTIVES

The main objectives of Persnore & District Volunteer Centre (the Charity), as set out in the constitution, are to promote any charitable purposes for the benefit of the community in Persnore and the surrounding villages, and in particular the advancement of education, the protection of health and relief of poverty, distress and sickness.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Charity is a Charitable Incorporated Organisation (CIO), registered with the Charity Commission. Its Trustees operate under a Constitution which was adopted on 14 March 2016.

The Charity is managed and administered by a Board of at least three and at most ten Trustees (there are currently six). Trustees are appointed at a properly-convened meeting of Trustees for a term of three years.

New Trustees may be introduced to the Charity in a variety of ways, such as registering/working as a volunteer or recommendation by existing Trustees. It is the Charity's policy to appoint at least one Trustee from Persnore Town Council and one from Wychavon District Council.

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

TRUSTEES

The Trustees who served throughout the year were: Colin Davidson (Chair of Trustees), John Rees, Cllr Tony Rowley (Wychavon District Council), Cllr Val Smith (Persore Town Council), Ian Middleton (to 20 June 2022), Amanda Tanfield, Andrew Budden.

John Rees, Tony Rowley and Val Smith were also Trustees of Persore & District Voluntary Help Centre, which is therefore deemed to be a related party.

There were nine ordinary Board meetings plus the AGM during the year.

FINANCES

The Charity's work is reliant on income from grants, donations and fundraising. The Charity aims to utilise as much of its income as possible to fulfil its objectives, within the year the income is generated. The Charity, therefore, aims to maintain its cash reserves at the level which would, when taken together with expected income, meet its expected out goings for a rolling period of at least 12 months.

The Charity and Persore & District Voluntary Help Centre had a mutual support understanding, agreed by the Trustees of both charities, whereby staff and resources from either charity could be utilised by the other charity without the need for cross charging. This agreement was put in place to allow implementation of a longstanding strategy to transfer the operations of Persore & District Voluntary Help Centre to Persore & District Volunteer Centre gradually, over a number of years. All operations and staff had transferred by 31 March 2022. The Charity continued to provide such office support and staff time as required by Persore & District Voluntary Help Centre to complete the winding up of its affairs. Persore & District Voluntary Help Centre transferred its remaining funds to the Charity in 2022/23 and was deregistered by the Charity Commission on 26 September 2022.

PERSHORE AND DISTRICT VOLUNTEER CENTRE

England & Wales - Charity number 1166141

Accounts

Independent Examiner's Report

Report to the trustees/members of: Pershore and District Volunteer Centre

On accounts for the year ended: 31st March 2022

Charity No: 1166141

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- To follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- To state whether particular matters have come to my attention

Basis of independent examiners statement

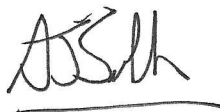
My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

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 - a. To keep accounting records in accordance with section 130 of the charities act;
 - b. To prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date: 21st November 2022



Name: Alex Smith ACMA, CGMA, for and on behalf of AJS Accounting Services Ltd

Relevant professional qualification(s) or body (if any): CIMA

Address: Greville Court Business Centre, High Street, Knowle, Solihull B93 0LL

PERSHORE VOLUNTEER CENTRE

An independent local charity helping the local community.

ANNUAL REPORT

1/4/2021

To

31/3/2022



**Volunteer
Centre**

Pershore



Registered Charity No. 1166141

Charity Information

PERSHORE & DISTRICT VOLUNTEER CENTRE (known as Pershore Volunteer Centre)

Registered Charity No 1166141

Address: 1 Billing House, Cherry Orchard, Pershore WR10 1EY ☎️ 01386 554299

Email cossec@pershorevolunteers.org.uk Website www.pershorevolunteers.org.uk

AIMS AND OBJECTIVES

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The Charity is a Charitable Incorporated Organisation (CIO), registered with the Charity Commission. Its Trustees operate under a constitution which was adopted on 14 March 2016.

The Charity is managed and administered by a Board of at least three and at most ten Trustees (there are currently six). Trustees are appointed at a properly convened meeting of Trustees for a term of three years.

New Trustees may be introduced to the Charity in a variety of ways, such as registering/working as a volunteer or recommendation by existing Trustees. It is the Charity's policy to appoint at least one Trustee from Pershore Town Council and one from Wychavon District Council.

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

TRUSTEES

The Trustees who served throughout the year were: Colin Davidson (Chair of Trustees), John Rees, Cllr Tony Rowley (Wychavon District Council), Cllr Val Smith (Persshore Town Council), Ian Middleton, Eric Wiles (to 13 December 2021), Geoff Ransted (to 28 March 2022), Amanda Tanfield (from 28 June 2021), Andrew Budden (from 13 December 2021) and Kerry Young (13 December 2021 to 8 March 2022). Eric Wiles, John Rees, Tony Rowley, Geoff Ransted and Val Smith were also Trustees of Pershore & District Voluntary Help Centre, which is therefore deemed to be a related party.

Covid-19 pandemic restrictions again disrupted the normal meeting schedule. For the first half of the year, Trustees met by videoconference, as is permitted under the constitution,



Registered Charity No. 1166141

but were able to resume in-person meetings from September. There were ten ordinary Board meetings plus the AGM during the year.

Chairman's Overview

Pershore & District Volunteer Centre is a locally based charity, formed some five years ago to meet the needs of the people and organisations of Pershore and the surrounding villages. The Charity was created in order to replace an earlier charity (Persnore & District Voluntary Help Centre), which effectively ceased operations in December 2021 and will be formally wound up late in 2022, beyond the reporting period of this Report. This structural change has provided a more appropriate operating platform that will enable a long term, stable future for the charity.

The essence of what the Charity provides has been adapted over time to ensure a sustainable and relevant service provision to the community as a whole but has never deviated from the desire to provide guidance and/or support to those who need it.

The effects of COVID-19, during the early part of this reporting period, were still influencing the operation of the Charity but thankfully, during the summer things progressively returned to "normal". However, the impact from the pandemic clearly has still affected how our Community functions with the inevitable drag upon our finances. Nevertheless, the Charity has managed to embrace these constraints by adapting our service provision and associated operations. Fortunately, both Worcestershire County Council and Wychavon District Council continued to provide support, which, along with many smaller individual donations from within the community, ensured the Charity's survival.

The Charity, in June 2021, engaged a new Chief Executive, Karon Swinburn. This decision has demonstrated the Trustees confidence in the long-term future of the charity whilst also enabling the Staff and Trustees to commence the development of a more sustainable operational framework. This has included the establishment of a new operational structure along with the agreement of associated roles and responsibilities for all the staff.

The Charity is extremely grateful to all its Trustees, both past and present, staff, volunteers, and supporters, without whom our services could not have been delivered. We are also grateful to our funders and donors, as without their financial support, we would have struggled to survive.

Finally. I would like to take the opportunity to formally recognise the significant contribution that my predecessor, Eric Wiles, has made to the Charity. Although Eric has now resigned as a Trustee the benefits of all his hard work have not been lost for which the Trustees are eternally grateful.

Strategic Development

Our networks within the voluntary and statutory sectors are very important. Our relationship with Worcestershire County Council, Wychavon District Council and Persnore Town Council remain strong, and without their financial support we would not be able to

provide all the services we do. Our strategic aim is to maintain and strengthen these relationships.

Both the District and Town Councils continue to provide a representative for the Board of Trustees. We support many local initiatives, attending Wychavon's Partners Together events, engaging with the Health Improvement Co-ordinator and the Rural Communities Programme as well as contributing to Wychavon's Community Recognition Awards. Within the district, we have continued to support multi-agency activities and networks.

We have maintained good working relationships with our sister organisations across the county, recognising that working collaboratively at a county level is the most efficient way to deliver and enhance services. The Charity continues to manage the county-wide Community Transport Grant and works in partnership with other Community Transport providers to deliver a high quality and cost-effective service.

Financial Review

The Charity's work is reliant on income from grants, donations, and fundraising. Total income for the year amounted to £164,093 and expenditure to £125,410. There was £126,274 in the Charity's bank and petty cash accounts at year end.

The Charity aims to utilise as much of its income as possible to fulfil its objectives, within the year the income is generated. The Charity, therefore, aims to maintain its cash reserves at the level which would, when taken together with expected income, meet its expected outgoings for a rolling period of at least 12 months.

Staff Team 2021/2022

Karon Swinburn (from Jun 2021)	Chief Executive Officer	30 hours pw
Kate Walton (to Jul 2021)	Grants Manager	10 hours pw
Donna King	Transport & Office Manager	21 hours pw
Sue Nutting	Finance Officer	12 hours pw
Angela Ballard (to Feb 2022)	Volunteer Manager	12 hours pw
Joanne Stylianou (from Nov 2021)	Social Engagement Officer	15 hours pw
Nicky O'Sullivan (from Jan 2022)	Administrative Assistant	12 hours pw
Jemima Osborne (from Jan 2022)	Sick leave cover	26 hours pw
Adam Hayes (from Mar 2022)	Apprentice Admin Assistant	26 hours pw

Paid members of staff are issued with job descriptions and contracts of employment; other work is undertaken by volunteers, including office work, community transport driving and escorting, running the Lunch Club and the Resource Centre, and other miscellaneous tasks.



Registered Charity No. 1166141

Related Party Transactions

The Charity and Pershore & District Voluntary Help Centre have a mutual support understanding, agreed by the Trustees of both charities, whereby staff and resources from either charity can be utilised by the other charity without the need for cross charging. This agreement was put in place to allow implementation of a longstanding strategy to transfer the operations of Pershore & District Voluntary Help Centre to Pershore & District Volunteer Centre gradually, over a number of years. All operations had transferred by 31 March 2021. On 1 April 2021, the staff of Pershore & District Voluntary Help Centre also transferred to Pershore & District Volunteer Centre. Since then, the Charity has provided such office support and staff time as required by Pershore & District Voluntary Help Centre to complete the winding up of its affairs. An interest-free loan of £6,036 from Pershore & District Voluntary Help Centre to the Charity was repaid in full in 2021/22. Pershore & District Voluntary Help Centre intends to transfer its remaining funds to the Charity in 2022/23 and seek the Charity Commission's agreement to deregistration.

Activities

All service activity was severely curtailed for the whole of 2021/22, with the Charity's efforts focused on bringing back into operation our transport services and community development activities to support the needs of local residents affected by the Covid-19 pandemic and bring some normality back to the lives of members of the communities we serve.

There has been very real anxiety amongst staff and clients in returning to our regular operations and there has been an increase in mental health issues across both groups. We have worked in partnership with other organisations to alleviate these issues, receiving funding to provide food parcels during the winter to people unable to get out. We have also continued to provide the prescription service to the most vulnerable of our clients.

The Wednesday Lunch Club started up again in November, with 17 attendees, eight using the transport service. During the period November 2021 to March 2022 the Lunch Club has slowly grown, with 22 clients now regularly attending. Twelve new clients have joined during this period, with six who require transport remaining on the waiting list. There are plans to expand on the Lunch Club activities around the Pershore area.

The community transport project provides door-to-door access for those Lunch Club members who are unable to travel independently, which is evidence of the cooperation between the projects where addressing rural and social isolation are common aims. The format of the club is very successful and offers a clear opportunity to develop increased socialising opportunities for isolated residents.

The club is managed by one part time member of staff and could not run without the invaluable gift of time from the volunteers. Nine volunteers supported the Lunch Club during the year, contributing over 252 hours of their own time giving support to improve the well-being of others in the community.



Registered Charity No. 1166141

During the period of January to March 2022 nine roadshows were organised as part of the Covid-19 recovery programmes, working in collaboration with the Pershore Wellbeing Hub to raise awareness of our services, and to seek views from our communities. These were held within the area of Wychavon we support and included Fladbury, Peopleton, Eckington, Stoulton, St Andrews Pershore and Elmley Castle. We had 80 attendees at these events.

From these roadshows we recruited three new volunteer car drivers, and two volunteers for other community organisations. Also, four people joined the Wednesday Lunch Club.

We were also able to assist another family struggling with hardship from the Household Support Fund, who had slipped under the radar of other communications of this fund. A number of the villages raised the main issue of lack of public transport into Pershore. This issue will be addressed within the work programme going forward.

Community Transport

The community transport service continues to be the Charity's most volunteer-dependent project, as well as being a source of income generation. Community transport is at the heart of our determination to address issues of rural and social isolation.

Our volunteer drivers provided a total of 3,675 passenger journeys in 2021/22, 2,429 by car and 1,246 by minibus/MPV. This compares with 1,083 passenger journeys in 2020/21, the previous pandemic year, 857 by car and 226 by minibus, an increase of 320% and 890% respectively.

We received 187 new client registrations, compared to 42 registrations in the previous year, being a 345% increase.

The demographic profile of the people accessing the service in general, and health-related journeys in particular, continues to be almost exclusively older people who have mobility issues: 58% of new registrations reported limited mobility and/or rural isolation. Of the 2,429 car journeys over the year, 1,361 were health related: 699 to hospitals and 662 to GP surgeries/other medical appointments.

The Charity's membership of Worcestershire Community Transport Partnership, supported by a strategic grant from Worcestershire County Council, contributes to the overall costs of the service both locally and across the county. Total funding of £90,000 is shared between the Partners. The Charity acts as the grant administrator for the partnership, which has nine partners, receiving 5% for acting as lead body. Administration involves the collection and analysis of numeric data monthly, calculation and distribution of each member's share of the grant, as well as the completion of written quarterly and annual reports required by Worcestershire County Council. The current grant agreement is for a two-year period, running until 31 March 2024. The amount of grant is agreed in December.

Vehicle Fleet

Following a successful grant application, the Charity was able to purchase a wheelchair accessible (WAV) Citroen Berlingo in August 2021. The vehicle's taxation class is "disabled",



Registered Charity No. 1166141

and it offers space for a driver plus three seats and additional space for a wheelchair. The WAV also operates under a section 19 permit.

The number of journeys undertaken since the purchase of the WAV in September up to the end of March was 194. Journeys included ongoing transport twice weekly, morning and afternoon, to a Day Service in Evesham for a lady needing extra space and a passenger assistant as well as a driver; transporting a gentleman who is an electric wheelchair user twice weekly to a specialist Head Injury Day Service; and transporting clients to various medical and social appointments. One new client had not been out of her home for over a year due to mobility issues following a stroke.

Since July 2016 the Charity has owned a 14-seater VW minibus, operating under a Section 19 permit. This minibus is used for our twice monthly lunch club, contract drives, various regular outings and bookings are taken from other charities and non-profit organisations.

In January 2022, the Charity tendered successfully for three contracts with Worcestershire County Council, the main one being 5 days a week transporting clients from Worcester and Droitwich to and from a day service in Bromsgrove. The other two drives were occasional respite journeys which we no longer carry out due to commitment to main contract drive.

The CB4 Village connector minibus trip continues to run following a successful Spacehive crowdfunding campaign. The weekly trip enables people living in surrounding villages to connect to Pershore Town for essential shopping. Ninety-eight trips have taken place during this period.

The Charity launched a second Spacehive Crowdfund Green campaign to raise funds for an electric multi-passenger vehicle (MPV). The campaign was successful and therefore an order has been placed with Vauxhall, with delivery due in April 2022.

Volunteering Contribution

During the first half of the year, April 2021 to October 2021, the Charity started to resume its services for the support and guidance of members of our local communities, although we were very careful to continue with the safety guidance and practices introduced in response to Covid-19. The Volunteer Centre reopened fully, with staff returning to the building to work.

Sadly, as we reopened our services, we found that many of our volunteers were quite anxious about returning and indeed, some decided the time was right to step back from their volunteer roles altogether. Therefore, recruitment and retention became a priority for the centre. As the furlough scheme neared its end, we found that the volunteer numbers dropped off again as people started to return to their formal employment.

Building on the momentum of people starting to enquire about permanent volunteering roles again at the end of the last financial year, when organisations slowly started to register volunteering roles again, we started to return to face-to-face interviews and induction sessions, and people were encouraged by this development.



Registered Charity No. 1166141

During the year 2021/22, the total number of volunteers recruited was 38, and eighteen referrals were made to organisations that we work with. These figures were still a long way from pre-pandemic levels, although numbers did start to improve in the latter quarter of the year.

Organisations we worked with during the year, through the volunteering brokerage service, were; The Children's Society, the Prison Advice and Care Trust (PACT), Mentoring Link – School Mentors, Broadway Museum, Pershore Community Cupboard, Pershore Foodbank, and the Pershore Wellbeing Hub. The centre provided training for the volunteers of Pershore Wellbeing Hub in a number of volunteering areas, including safeguarding, and other organisations are keen for us to increase this offer to them in the future.

The telephone befriending scheme continues, with volunteers supporting registered clients on a weekly basis. We will look to expand the scheme to offer a face-to-face service.

Achievements and Performance

Funding

Despite the challenges and difficulties that presented themselves in starting to reintroduce services and manage the anxiety of staff, volunteers and clients, there was some grant funding made available specifically for Covid-19 recovery programmes.

A total of 11 applications were made, eight of which were successful and realised over £30,000 in grant income, ranging from small grants for household support and Christmas gifts for elderly and vulnerable people to more significant grants to cover core running costs for the Charity. Particular thanks must go to Allen Lane Foundation, who provided a grant for the befriending project, Worcestershire Community Foundation who awarded funds for Covid-19 recovery, and Wychavon District Council, who provided support through the business grant fund, and with whom we also negotiated additional funding through our Service Level Agreement.

In addition to grant income, we ran a successful Spacehive campaign for a vehicle project, raising £43,000. Donations from the public and small charities totalled £7,064.

Support for Local Charities

The Charity supports other local charities, by providing office-based support, including photocopying, printing, and franking services. These services are only provided to local charities and not-for-profit organisations and are provided on a cost-plus basis, rather than as a fully commercial enterprise.

PERSHORE AND DISTRICT VOLUNTEER CENTRE

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022

Pershore and District Volunteer Centre

Registered Charity No.; 1166141

Company No: CE006975

1 Billing House

Cherry Orchard

Pershore

Worcestershire

WR10 1EY

www.pershorevolunteers.org

PERSHORE AND DISTRICT VOLUNTEER CENTRE
PROFIT AND LOSS FOR THE YEAR ENDED 31ST MARCH 2022

	12 MONTHS TO 31ST MARCH 2022			12 MONTHS TO 31ST MARCH 2021		
	Total	General Funds	Restrict ed Funds	Total	General Funds	Restrict ed Funds
INCOME						
Grants Income	81,848	81,848	-	98,430	97,430	1,000
Grants - Mini Bus	-	-	-	-	-	-
Other Grants	-	-	-	-	-	-
	<u>81,848</u>	<u>81,848</u>	<u>-</u>	<u>98,430</u>	<u>97,430</u>	<u>1,000</u>
Other:						
Transport Charges	28,782	28,782	-	10,549	10,549	-
Individual and Corporate Donations	41,919	41,919	-	6,326	6,326	-
Community Resources	9,082	9,082	-	5,516	5,516	-
Fund Raising	2,455	2,455	-	1,591	1,591	-
Bank interest	6	6	-	-	-	-
	<u>82,245</u>	<u>82,245</u>	<u>-</u>	<u>23,981</u>	<u>23,981</u>	<u>-</u>
	<u>164,093</u>	<u>164,093</u>	<u>-</u>	<u>122,411</u>	<u>121,411</u>	<u>1,000</u>
EXPENDITURE						
Staff Cost	63,144	63,144	-	6,725	6,725	-
Rent and Rates	10,785	10,785	-	9,207	9,207	-
Heat and Light	2,298	2,298	-	1,714	1,714	-
Telephone	577	577	-	1,319	1,319	-
Insurances	1,483	1,483	-	1,185	1,185	-
Office Expenditure	16,652	16,652	-	10,622	10,622	-
Reimbursement of Volunteer Expenses	14,766	14,766	-	5,312	5,312	-
Volunteer Training	1,272	1,272	-	305	305	-
Activities and Outgoings	-	-	-	3,256	3,256	-
Community Events	10,354	10,354	-	437	437	-
Minibus Running Costs	4,079	4,079	-	3,085	3,085	-
	<u>125,410</u>	<u>125,410</u>	<u>-</u>	<u>43,167</u>	<u>43,167</u>	<u>-</u>
PROFIT/(DEFICIT) FOR THE YEAR	<u>38,683</u>	<u>38,683</u>	<u>-</u>	<u>79,244</u>	<u>78,244</u>	<u>1,000</u>

PERSHORE AND DISTRICT VOLUNTEER CENTRE
BALANCE SHEET FOR THE YEAR ENDED 31ST MARCH 2022

	31 Mar 2022	31 Mar 2021
Fixed Assets		
Computer NBV	573.00	0.00
Motor vehicles	25,942.39	0.00
Total Fixed Assets	26,515.39	0.00
Current Assets		
Stocks	1,054.00	1,220.00
Debtors	3,075.35	3,123.70
Prepayments and accrued income	1,726.83	110.00
Deposit Account	60,006.14	60,000.00
Current Account	65,896.70	63,004.64
Cash in Hand	370.87	60.00
Total Current Assets	132,129.89	127,518.34
Creditors: amounts falling due within one year		
Creditors	2,554.29	2,428.38
Pershore & District Voluntary Help Center Inter Company	0.00	6,035.79
Accruals and prepaid Income	2,116.86	4,697.35
Employees NI	293.08	0.00
Employers NI	373.09	0.00
PAYE	255.10	0.00
Student Loan	13.00	0.00
Total Creditors: amounts falling due within one year	5,605.42	13,161.52
NET CURRENT ASSETS	126,524.47	114,356.82
NET ASSETS LESS CURRENT LIABILITIES	153,039.86	114,356.82
REPRESENTED BY:		
General Reserves	126,539.86	87,856.82
Restricted Reserves	26,500.00	26,500.00
Total Capital and Reserves	153,039.86	114,356.82
MOVEMENT ON RESERVES		
Opening Balance as at 1st April 2021	87,856.82	8,612.58
(Deficit)/Surplus for the year	38,683.04	79,244.24
Closing Balance as at 31st March 2021	126,539.86	87,856.82
Restricted Funds		
Opening Balance as at 1st April 2021	26,500.00	26,500.00
(Deficit)/Surplus for the year	0.00	0.00
Total Restricted Funds	26,500.00	26,500.00

Notes to the Accounts

1. Accounting Policies

- a. Turnover. All turnover is generated in the UK and is unrestricted.
- b. Depreciation. Where fixed assets have been Grant funded they are all fully depreciated. The policy to be applied:
 - i) Computer Equipment – Straight Line basis over three years.
 - ii) Motor Vehicles – 25% Reducing Balance.

2. All debtors are deemed recoverable, within one year.

3. An interest free loan was provided by Pershore and District Voluntary Help Centre in 2021. The loan has been repaid in year.

4. The Charity received grant income of £90,000, from Worcestershire County Council (WCC), on behalf of the Worcestershire Community Transport Partnership (WCTP, a collection of Community Transport providers based in Worcestershire). The Charity distributes this grant to the other partners based on an agreed formula. The Financial Statements reflect £13,417 (2020/21 £12,485) of income, which is the Charity's retained proportion of this grant.

5. The highest-paid employee received £17,831 during the year.

The Trustees declare that they have approved the Trustees' Report above.

Signed on behalf of the Trustees:



Dr Amanda Tanfield
Charity Secretary
22 December 2022

PERSHORE AND DISTRICT VOLUNTEER CENTRE

England & Wales - Charity number 1166141

Accounts



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Pershore and District Volunteer Centre

**On accounts for the year
ended**

31 March 2021

**Charity no
(if any)**

1166141

Set out on pages

1 to 11

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2021

**Responsibilities and
basis of report**

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

Date:

23.11.2021

Name:

M A SMITH

**Relevant professional
qualification(s) or body
(if any):**

FMAAT

Address:

3 TAYLORS LANE

WORCESTER

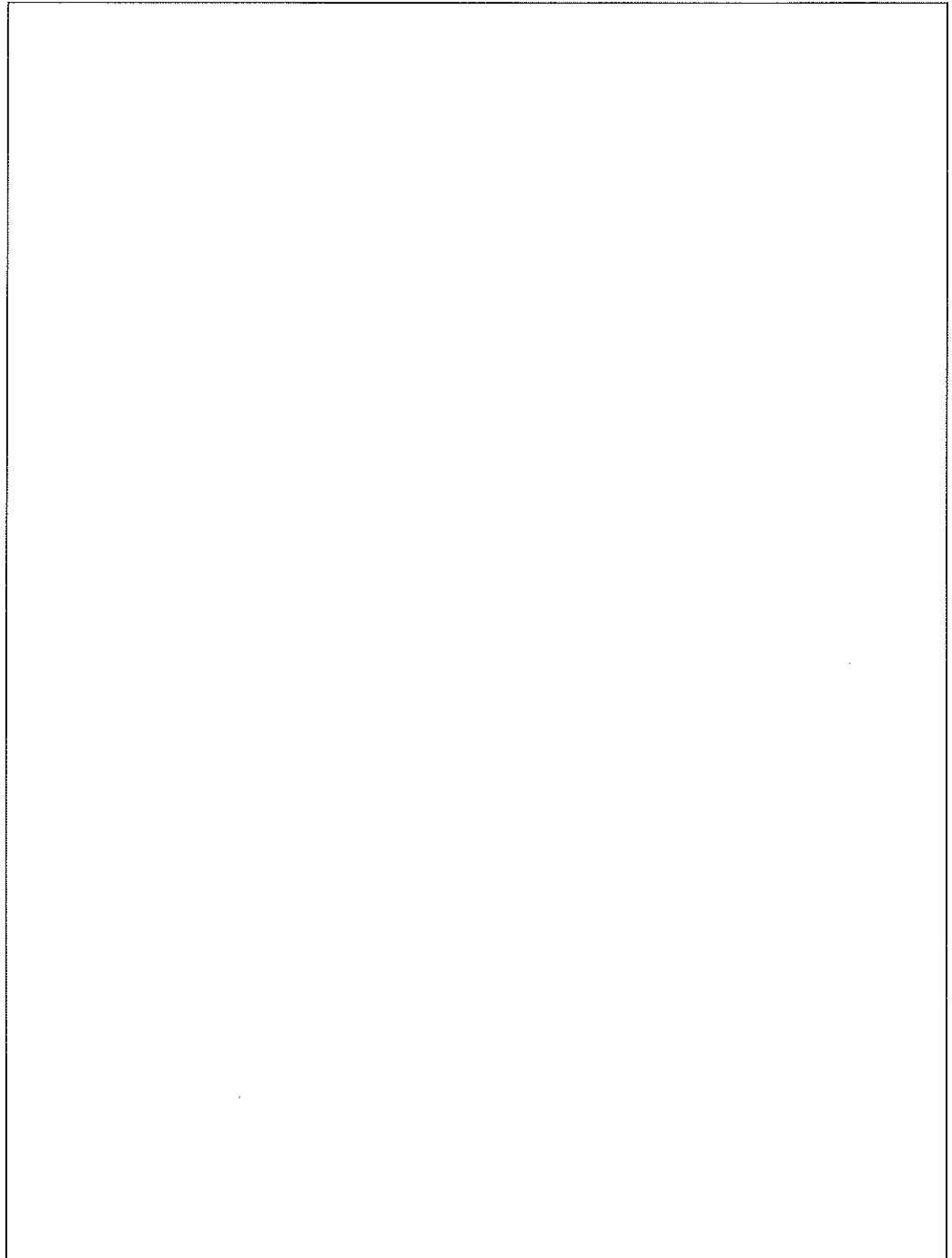
WR1 1PN

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.



PERSHORE VOLUNTEER CENTRE

An independent local charity helping the local community.

ANNUAL REPORT

1/4/2020

To

31/3/2021





Registered Charity No. 1166141

Charity Information

PERSHORE & DISTRICT VOLUNTEER CENTRE (known as Pershore Volunteer Centre)

Registered Charity No 1166141

Address: 1 Billing House, Cherry Orchard, Pershore WR10 1EY ☎ 01386 554299

Email cosec@pershorevolunteers.org.uk Website www.pershorevolunteers.org.uk

AIMS AND OBJECTIVES

The main objectives of Pershore & District Volunteer Centre (the Charity), as set out in the constitution, are to promote any charitable purposes for the benefit of the community in Pershore and the surrounding villages, and in particular the advancement of education, the protection of health and relief of poverty, distress and sickness.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Charity is a Charitable Incorporated Organisation (CIO), registered with the Charity Commission. Its Trustees operate under a Constitution which was adopted on 14 March 2016.

The Charity is managed and administered by a Board of at least three and at most ten Trustees (there are currently seven). Trustees are appointed at a properly-convened meeting of Trustees for a term of three years.

New Trustees may be introduced to the Charity in a variety of ways, such as registering/working as a volunteer or recommendation by existing Trustees. It is the Charity's policy to appoint at least one Trustee from Pershore Town Council and one from Wychavon District Council.

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

TRUSTEES

The Trustees who served throughout the year were; Eric Wiles (also Chair of Trustees until 18 January 2021), Colin Davidson (became Chair of Trustees from 18 January 2021), Ian Middleton (from 18 January 2021), Geoff Ransted, John Rees, Cllr Tony Rowley (Wychavon District Council) and Cllr Val Smith (Pershore Town Council). Amanda Tanfield is the Charity Secretary. All Trustees other than Colin Davidson and Ian Middleton are also Trustees of Pershore & District Voluntary Help Centre, which is therefore deemed to be a related party.

The ongoing Covid-19 pandemic disrupted the normal meeting schedule. The Trustees held seven ordinary Board meetings plus the AGM via videoconference during the year. The Charity's constitution permits virtual meetings. There was also one special planning meeting in person.



Registered Charity No. 1166141

Chairman's Overview

Pershore & District Volunteer Centre is a locally-based charity, formed some four years ago to meet the needs of the people and organisations of Pershore and the surrounding villages. The Charity was created in order to replace an earlier charity (Pershore & District Voluntary Help Centre), which is to be formally wound up during 2021/22. This structural change provides a more appropriate operating platform that will enable a long term, stable future for the charity.

The essence of what the Charity provides has been adapted over time to ensure a sustainable and relevant service provision to the community as a whole, but has never deviated from the desire to provide guidance and/or support to those who need it.

The effects of the Covid-19 pandemic have been profound. The Charity remained operational throughout most of the lockdown periods, despite the Office being closed to the public. Essential services, such as prescription deliveries and transportation to and from hospital, were facilitated whilst fully respecting the guidelines/regulations associated with Covid-secure operations. This was an extremely challenging time but, through the dedication of the Charity's staff and volunteers, the local community benefited from what is considered an invaluable service, without which many of the more isolated and disadvantaged members of the community would have suffered.

Ensuring that the Charity was able to sustain itself financially was also critical during the year, as many of the "normal" sources of income were not available. Fortunately, both Worcestershire County Council and Wychavon District Council provided assistance, which, along with many smaller individual donations from within the community, ensured the Charity's survival.

The Board of Trustees was unable to meet as normal in person during the year but maintained regular Board meetings using modern Zoom technology, which although not ideal, enabled a reasonable level of communication.

The Charity is extremely grateful to all its Trustees, staff, volunteers and supporters, without whom our services could not have been delivered. We are also grateful to our funders and donors, as without their financial support, we would have struggled to survive.

Strategic Development

Our networks within the voluntary and statutory sectors are very important. Our relationship with Worcestershire County Council, Wychavon District Council and Pershore Town Council remain strong, and without their financial support we would not be able to provide all the services we do. Our strategic aim is to maintain and strengthen these relationships.

Both the District and Town Councils continue to provide a representative for the Board of Trustees. We support many local initiatives, attending Wychavon's Partners Together events, engaging with the Health Improvement Co-ordinator and the Rural Communities Programme as well as contributing to Wychavon's Community Recognition Awards. Within the district, we have continued to support multi-agency activities and networks.

We have maintained good working relationships with our sister organisations across the county, recognising that working collaboratively at a county level is the most efficient way to deliver and enhance services. The Charity continues to manage the county-wide Community Transport Grant and



Registered Charity No. 1166141

works in partnership with other Community Transport providers to deliver a high quality and cost-effective service.

Activities

Normal activity was severely curtailed for the whole of 2020/21, with the Charity's efforts focused on supporting the needs of local residents affected by the Covid-19 pandemic.

During the course of the year, work was completed to transfer all remaining activities, along with their respective staff, volunteers and services, previously undertaken by Pershore and District Voluntary Help Centre (an unincorporated charity, number 516080). The three members of staff of Pershore and District Voluntary Help Centre have received the required TUPE notice of transfer to the CIO and will become CIO employees as of 1 April 2021.

Financial Review

The Charity's work is reliant on income from grants, donations and fundraising. Total income for the year amounted to £122,411 and expenditure to £43,167. There was £123,065 in the Charity's bank and petty cash accounts at year end.

The Charity aims to utilise as much of its income as possible to fulfil its objectives, within the year the income is generated. The Charity, therefore, aims to maintain its cash reserves at the level which would, when taken together with expected income, meet its expected out goings for a rolling period of at least 12 months.

Staff Team 2020/2021

The only member of staff employed by the Charity was:-

Angela Ballard	Volunteer Manager	12 hours pw
----------------	-------------------	-------------

Paid members of staff are issued with job descriptions and contracts of employment; other work is undertaken by volunteers, including office work, community transport driving and escorting, running the Lunch Club and the Resource Centre, and other miscellaneous tasks.

Related Party Transactions

The Charity and Pershore & District Voluntary Help Centre have a mutual support understanding, agreed by the Trustees of both charities, whereby staff and resources from either charity can be utilised by the other charity without the need for cross charging. Such services include, telecommunication, office rental and IT equipment, all of which are now provided by the Charity to Pershore & District Voluntary Help Centre, and some staff time, which was provided by Pershore & District Voluntary Help Centre to the Charity up until 31 March 2021 (after which the three staff members of Pershore & District Voluntary Help Centre will transfer to the CIO). Pershore & District Voluntary Help Centre has provided the Charity with an interest-free loan of £6,036 (£6,550 – 2019/20), which is due to be repaid in full in 2021/22.



Registered Charity No. 1166141

Achievements and Performance

Funding

The year began with a continuation of the challenges that presented themselves in March 2020, so the grants focus has been primarily on securing emergency funding to replace lost or suspended income.

A total of 35 applications were made, 20 of which were successful and realised over £60,000 in grant income, ranging from small grants for PPE resources to more significant grants to cover core running costs for the charity. Particular thanks must go to Charities Aid Foundation and Princes Countryside Fund who provided resilience grants, Worcestershire Community Foundation who awarded funds from the National Emergencies Trust, and Wychavon District Council who provided support through the business grant fund, and with whom we also negotiated additional funding through our Service Level Agreement.

Despite or indeed because of the challenges, 2020/21 presented some new opportunities: we successfully completed a crowdfunding campaign and became a distribution agent for the national Winter Grants Fund, both of which enabled us to raise awareness of our work through general publicity, while the winter grants fund brought us into direct contact with individuals and families needing emergency support through the pandemic.

Community Transport

Community Transport

The community transport service continues to be the Charity's major volunteer-involvement project within the organisation, as well as being a source of income generation. Community transport is at the heart of our determination to address issues of rural and social isolation.

The ongoing Covid-19 pandemic has unfortunately greatly compromised this vital service over the past year. Community transport became a key component of the Charity's overall focus on supporting those needing help to cope with the pandemic – this work is described in the Volunteering Contribution section below.

Volunteer drivers provided a total of 1,083 passenger journeys in 2020/21, 857 by car and 226 by minibus. This compares with 4,128 car and 2,482 minibus journeys in the previous year, reflecting a reduction of 74% and 91% respectively.

The charity received 42 new client registrations, compared to 122 in the previous year. The demographic profile of the people accessing the service in general, and health-related journeys in particular, continues to be almost exclusively older people who have mobility issues: 60% of new registrations reported limited mobility and/or rural isolation. Of the 1,023 car journeys over the year, 669 were health related: 362 to hospitals and 307 to GP surgeries/other medical appointments.

The Charity's membership of Worcestershire Community Transport Partnership, supported by a strategic grant from Worcestershire County Council, contributes to the overall costs of the service



Registered Charity No. 1166141

both locally and across the county. Total funding of £90,000 is shared between the Partners. The Charity acts as the grant administrator for the partnership, which has nine partners. Administration involves the collection and analysis of data monthly, calculation and distribution of each member's share of the grant, as well as the completion of quarterly and annual reports required by Worcestershire County Council. The current grant agreement is for a two-year period, running until 31 March 2022.

Minibus Transport

Pre-pandemic, the Charity operated two wheelchair-accessible minibuses, under a Section 19 permit. One minibus, leased from Worcestershire County Council, was returned to them at the end of March 2021, as it was not being used, while the other is owned by the Charity.

The Worcestershire County Council transport contract, under which the Charity transported vulnerable adults to their day centre, ended five months early in March 2021; Covid-19 had suspended the service since the previous March.

Covid-19 also halted the weekly shopping trip combined with home delivery from the Co-op store in Pershore and put an end to minibus hire by local community and volunteer groups.

Most minibus journeys were carried out as a trial service, funded by Peopleton Parish Council for the period October 2020 to March 2020, enabling people living in surrounding villages to connect to Pershore Town for essential shopping. The minibus can seat up to eight people safely while ensuring social distancing; on average, seven people use the service each week. Peopleton Parish Council subsequently set up a "Village Connector" crowdfunding page to raise further funds to run the service until the end of 2021; this project reached its target ahead of the July 2020 closing date.

Volunteering Contribution

During the first five months of the year, April 2020 to September 2020, it was necessary for the Charity to change working practices in response to Covid-19. We had to adapt swiftly and learn to do things very differently. The office had to be closed to visitors, we were unable to see potential

volunteers in person and staff worked from home. Our popular Lunch Club events had to be suspended. In place of helping those living in isolation to come out into the community, we found ourselves called on to support individuals, often living in fear, to remain in isolation.

Many of our volunteers are older and had to retreat into isolation. We therefore recruited a new army of 36 Covid-19 volunteers. They rose to the challenge, joining forces with our partners across the area to help those self-isolating. During the course of the year, we supported 1,500 individual client needs. At the height of the pandemic, we were supporting over sixty individual needs in any one week; some clients had two or three different needs. We were collecting and delivering medication, including chemotherapy treatments, from hospitals and pharmacies, doing essential shopping for individuals, providing urgent transport to medical appointments, and even providing regular dog-walking.



Registered Charity No. 1166141

We began to see an growing need for mental health support: driven by fear and loneliness, individuals were asking for assistance. We responded by setting up a telephone befriending service, staffed by health and wellbeing volunteers.

A list of village representative contacts was also established, of people who would be prepared to co-ordinate a response to any needs within their village if needed during the pandemic.

From September 2020 until March 2021, despite two further national lockdowns, people started to enquire about permanent volunteering roles again and organisations slowly started to register volunteering roles again, although these were in smaller numbers and volunteer interviews were still being carried out remotely.

33 enquiries from prospective volunteers were received in the second half of the year and 21 volunteering referrals were made (down from 70 last year). 14 roles were registered from outside organisations (down from 40 last year).

Following on from the need established during the first lockdown for regular support on the telephone for vulnerable people, we have to date recruited four permanent telephone befriending volunteers to support registered clients on a weekly basis. This is a service we are looking to expand.

Organisations we worked with during the year, once the volunteering brokerage service was able to resume, were The Children's Society (who have a new initiative called The Climb Project, funded by West Mercia Police and Crime Commissioner, to recruit Mentors to support children and young people in the West Mercia Area who may be at risk of being exposed to crime or criminal activity); the Prison Advice and Care Trust (PACT) for volunteering roles at HMP Long Lartin; The British Red Cross; Sight Concern; and the Pershore Wellbeing Hub.

Support for Local Charities

The Charity supports other local charities, by providing office-based support, including photocopying, printing and franking services. This support has in the past been provided by Pershore & District Voluntary Help Centre. These services are only provided to local charities and not-for-profit organisations and are provided on a cost-plus basis, rather than as a fully commercial enterprise.

PERSHORE AND DISTRICT VOLUNTEER CENTRE
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

Pershore and District Volunteer Centre

Registered Charity No: 1166141

Company No: CE006975

1 Billing House

Cherry Orchard

Pershore

Worcestershire

WR10 1EY

www.pershorevolunteers.org

THE BOOK KEEPERS (PERSHORE) LTD

3 TAYLORS LANE

WORCESTER

WR1 1PN

PERSHORE AND DISTRICT VOLUNTEER CENTRE
PROFIT AND LOSS FOR THE YEAR ENDED 31ST MARCH 2021

	12 MONTHS TO 31ST MARCH 2021			12 MONTHS TO 31ST MARCH 2020		
	Total	General Funds	Restricted Funds	Total	General Funds	Restricted Funds
	£	£	£	£	£	£
INCOME						
Grants Income	98,430	97,430	1,000	32,043	15,543	16,500
Grants - Mini Bus	-	-	-	9,000	-	9,000
Other Grants	-	-	-	1,402	1,402	-
	<u>98,430</u>	<u>97,430</u>	<u>1,000</u>	<u>42,445</u>	<u>16,945</u>	<u>25,500</u>
Other:						
Transport Charges	10,549	10,549	-	2,831	2,831	-
Individual and Corporate Donations	6,326	6,326	-	201	201	-
Community Resources	5,515	5,515	-	5,775	5,775	-
Fund Raising	1,591	1,591	-	12,462	12,462	-
Bank and National Savings Interest	-	-	-	86	86	-
	<u>23,981</u>	<u>23,981</u>	<u>-</u>	<u>21,356</u>	<u>21,356</u>	<u>-</u>
	<u>122,411</u>	<u>121,411</u>	<u>1,000</u>	<u>63,801</u>	<u>38,301</u>	<u>25,500</u>
EXPENDITURE						
Salaries - Co-ordinator and Assistant Co-ordinators	6,725	6,725	-	5,627	5,627	-
Rent and Rates	9,207	9,207	-	12,145	12,145	-
Heat and Light	1,714	1,714	-	1,842	1,842	-
Telephone	1,319	1,319	-	2,203	2,203	-
Insurances	1,184	1,184	-	274	274	-
Office Expenditure	10,623	10,623	-	8,562	8,562	-
Reimbursement of Volunteer Expenses	5,312	5,312	-	-	-	-
Volunteer Training	305	305	-	-	-	-
Activities and Outings	3,256	3,256	-	2,679	2,679	-
Community Events	437	437	-	455	455	-
Minibus Running Costs	3,085	3,085	-	162	162	-
	<u>43,167</u>	<u>43,167</u>	<u>-</u>	<u>33,948</u>	<u>33,948</u>	<u>-</u>
	<u>79,244</u>	<u>78,244</u>	<u>1,000</u>	<u>29,853</u>	<u>4,353</u>	<u>25,500</u>
PROFIT / (DEFICIT) FOR THE YEAR						

PERSHORE AND DISTRICT VOLUNTEER CENTRE
BALANCE SHEET FOR THE YEAR ENDED 31ST MARCH 2021

	31.03.2021	31.03.2020
	£	£
<u>FIXED ASSETS</u>		
<u>Motor Vehicles:</u>		
Cost as at 1st April 2020	-	-
Additions	-	-
Less: Grants Received	-	-
Disposals	-	-
	<u>-</u>	<u>-</u>
Less: Depreciation	-	-
NBV Cost as at 31st March 2021	<u>-</u>	<u>-</u>
<u>Office Fittings and Equipment:</u>		
Cost as at 1st April 2020	-	-
Additions	-	606
Less: Grants Received	-	(606)
Disposals	-	-
	<u>-</u>	<u>-</u>
Less: Depreciation	-	-
NBV Cost as at 31st March 2021	<u>-</u>	<u>-</u>
TOTAL FIXED ASSETS	<u>-</u>	<u>-</u>
<u>CURRENT ASSETS</u>		
Stock	1,220	1,600
Debtors	3,124	397
Prepayments	110	1,260
Deposit Account	60,000	-
Current Account	63,005	62,796
Cash In Hand	60	-
TOTAL CURRENT ASSETS	<u>127,519</u>	<u>66,053</u>
<u>CREDITORS (amounts falling due within one year)</u>		
Creditors	(2,428)	(1,626)
Pershore & District Voluntary Help Centre Inter Company	(6,036)	(6,550)
Accruals and prepaid income	(4,698)	(22,764)
	<u>-</u>	<u>-</u>
NET CURRENT ASSETS	114,357	35,113
NET ASSETS LESS CURRENT LIABILITIES	<u>114,357</u>	<u>35,113</u>
<u>REPRESENTED BY:</u>		
General Reserves	87,857	9,613
Restricted Funds Reserve	26,500	25,500
	<u>114,357</u>	<u>35,113</u>
<u>MOVEMENT ON RESERVES:</u>		
General Reserves		
Opening Balance as at 1st April 2020	9,613	5,260
(Deficit)/Surplus for the year	78,244	4,353
Closing Balance as at 31st March 2021	<u>87,857</u>	<u>9,613</u>
Restricted Funds		
Opening Balance as at 1st April 2020	25,500	-
(Deficit)/Surplus for the year	1,000	25,500
Closing Balance as at 31st March 2021	<u>26,500</u>	<u>25,500</u>



Registered Charity No. 1166141

Notes to the Accounts

1. Accounting Policies

- a. Turnover. All turnover is generated in the UK and is unrestricted.
- b. Grant income has been spent on providing support for people in the local community and protective equipment for our staff and volunteers during the Covid pandemic.
- c. Depreciation. All fixed assets have been grant funded or are full depreciated.

2. All debtors are deemed recoverable, within one year.

3. An interest free loan has been provided by Pershore and District Voluntary Help Centre. The Trustees believe that this loan will be required to be repaid within the next 12 months. The Charity's cash balances exceed this loan and the Trustees do not envisage any issues repaying this loan.

4. During the year, the Charity received a further £1,000 worth of grant income which has been treated as restricted. All other grants received during the year are unrestricted. As at 31 March 2021, the Charity held £26,500 of Restricted Reserves and £87,869 of Unrestricted Reserves.

5. The highest-paid employee received £6,480 during the year.

6. Long-term Contracts

- a. The Charity has entered into a premises lease which is terminatable with 3 months' notice.
- b. Broadband and telephone contracts are supplied under fixed 3-year contracts.

The Trustees declare that they have approved the Trustees' Report above.

Signed on behalf of the Trustees:

A handwritten signature in black ink that reads 'Amanda Tanfield'.

Dr Amanda Tanfield
Charity Secretary
18 January 2022