

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 under estimated. 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



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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".

KARON SWINBURN
CEO



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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



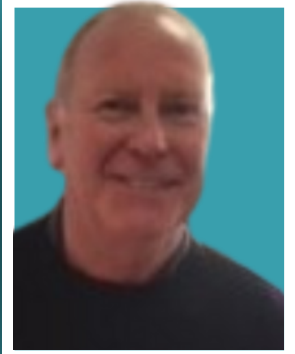
Colin Davidson
Chair



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 Pershire 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 Persnore Plus Volunteer Centre make to the communities of Persnore 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

FINANCIAL REPORT

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
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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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EXAMINERS REPORT

Independent Examiner's Report

Report to the trustees/members of: Pershire 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



AJS
Accounting
Services

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: Pershire Plus Volunteer Centre)

Registered Charity Number 1166141

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

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

AIMS AND OBJECTIVES

The main objectives of Pershire & 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 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 (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.