

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 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

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 minibuss 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 Pershire 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 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.



"Persnore 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.

Pershire & District Volunteer Centre
1 Billing House, Pershire. 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 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			
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

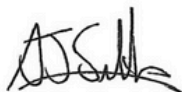
My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures 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: 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: Persnore Plus Volunteer Centre)

Registered Charity Number 1166141

Address: 1 Billing House, Cherry Orchard, Persnore WR10 1EY. Tel: 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), Cllr Tony Rowley (Wychavon District Council), Cllr Tony Wright Jones (Pershore Town Council), Cllr Jodi Arnold Wychavon District Council) (Amanda Tanfield, Andrew Budden.

Tony Rowley and Val Smith were also Trustees of Pershore & 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 Pershore & 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 Pershore & District Voluntary Help Centre to Pershore & 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 Pershore & District Voluntary Help Centre to complete the winding up of its affairs. Pershore & 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.