

Pershore Plus
Volunteer Centre

ANNUAL REPORT

APRIL 2024 TO MARCH 2025



i n s p i r e  **Persshore
Plus**
Volunteer Centre

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.

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

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.

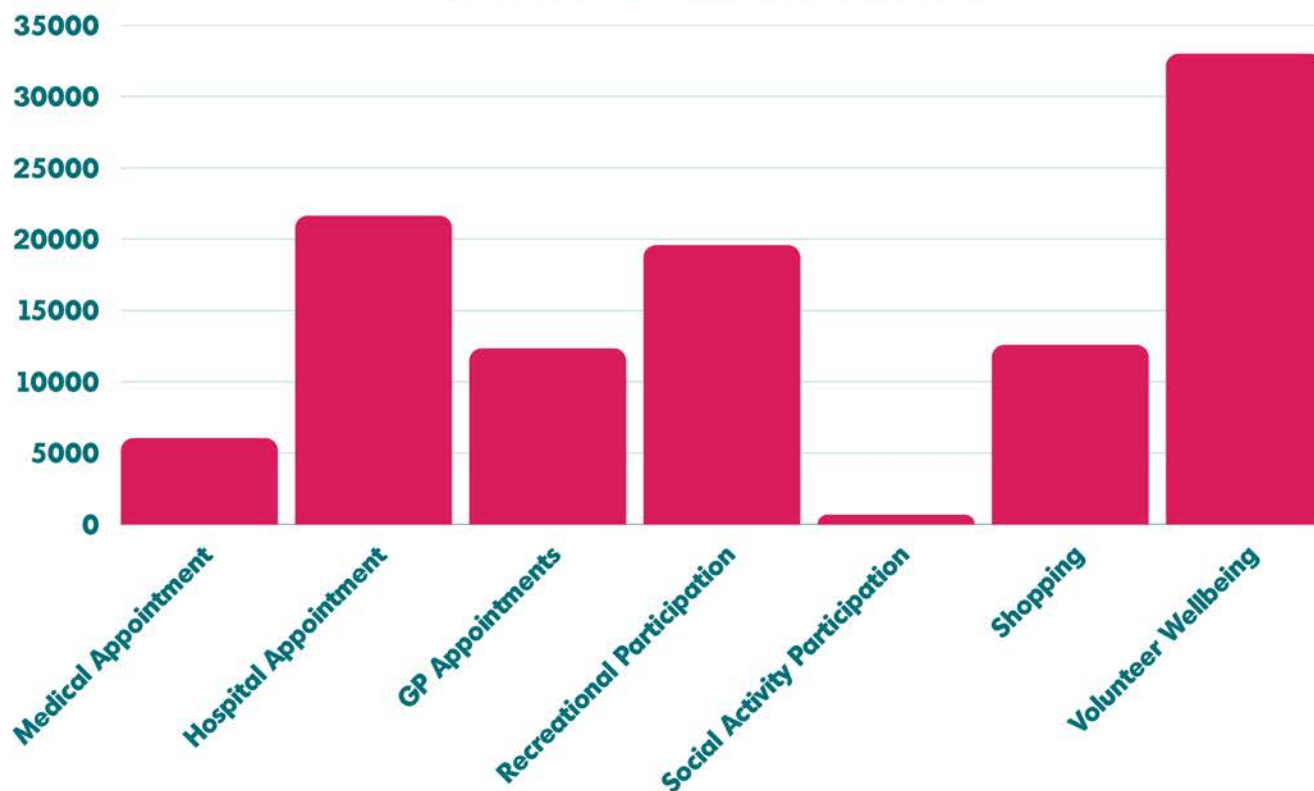


COMMUNITY TRANSPORT

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

● PPVC Community Transport Social Value



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

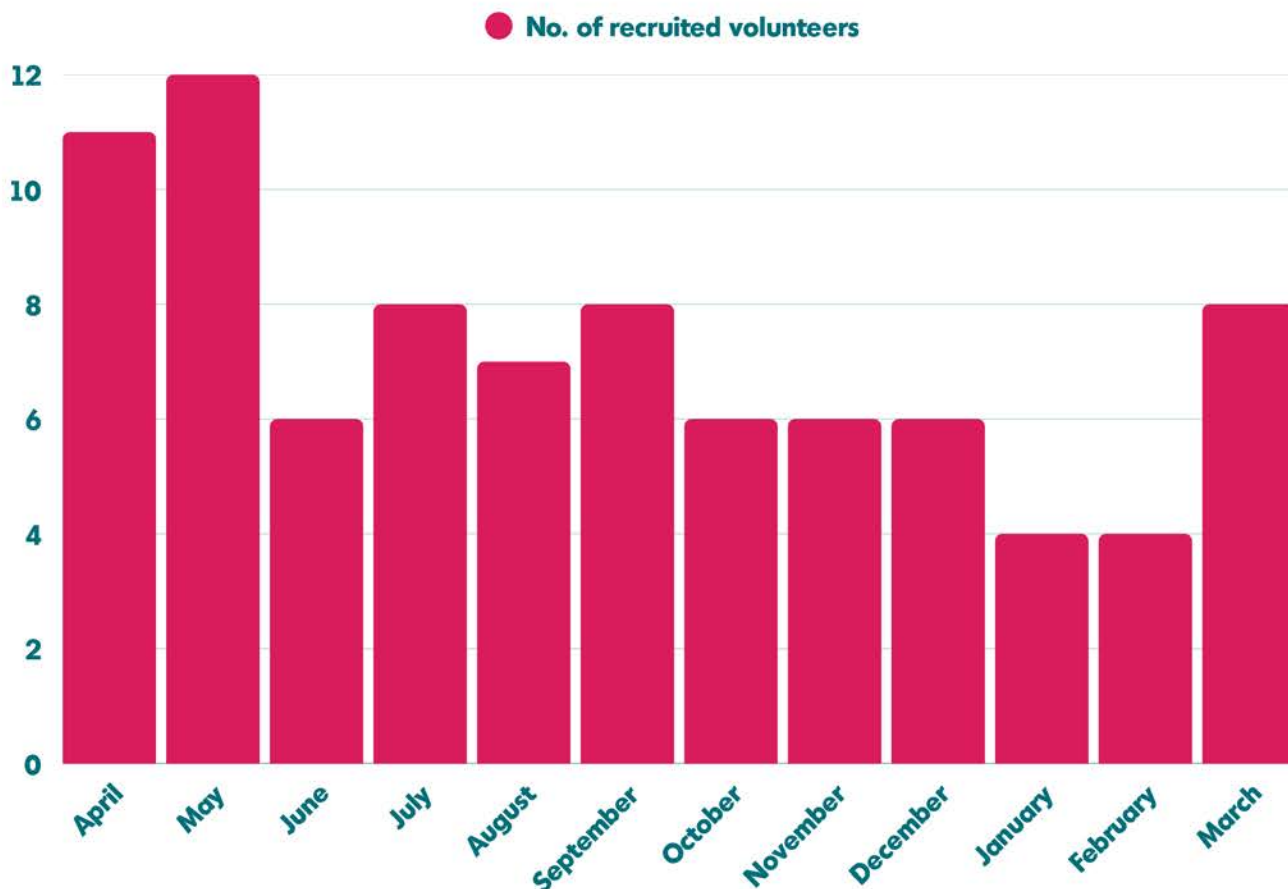
The efforts of our volunteers have a profound impact, not only on the individuals they directly assist but also on the broader community. National Volunteer Week was celebrated with a recognition thank you gift for each volunteer, and our Volunteer Awards Evening acknowledged the outstanding contributions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

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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

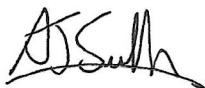
My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures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

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