

GREAT YARMOUTH UNEMPLOYED WORKERS CENTRE – ANNUAL REPORT TO CHARITY
COMMISSIONERS 2024/2025

The centre, which continues to be staffed entirely by volunteers, serves the East Norfolk and Great Yarmouth areas, which have a population of a little over 100,000. The centre enjoys no fixed funding, relying entirely on donations. We are co-located with Age Connected Great Yarmouth a charity whose objectives include provision of practical social and emotional support to the over 50's. A number of GYUWC clients are also Age Connected service users.

Collated during the working year, the Ministry of Housing, Communities and Local Government, the recently published Indices of Deprivation in England, places the Great Yarmouth Local Authority District as the 26th (out of 295) most deprived area in the country. Recent infrastructure investment in Great Yarmouth has yet to deliver tangible economic benefits. The social and economic climate remains extremely difficult.

Against this backdrop, GYUWC has continued to experience significant demand for its services whilst facing the ongoing challenges of volunteer recruitment and retention. Sadly, during the year our senior advisor, Alison Warner, passed away. A former Social Worker, Alison had been with us since GYUWC's inception. Her breadth and depth of knowledge on the benefits system was encyclopaedic. She had an ability to put clients at ease no matter how difficult the challenges they faced. She was truly an inspirational advocate on behalf of the disadvantaged and deeply admired by us all. Alison is greatly missed.

During the year we were joined by a volunteer advisor whose skills set has enabled us to better resource and thus improve our job search assistance to clients. We now take referrals from the local DWP Jobcentre although, unlike other local charities, we do not receive funding from them for this. Our service includes CV writing, targeting specific vacancies, coaching on job interview preparation and practice interviews. Using this methodology has achieved positive outcomes for individuals.

As in previous years, a major part of our work continues to be assisting clients with Personal Independence Payment and disability benefits claims. We still provide advocacy at Courts and Tribunals Service appeal hearings on these matters. Our clients were successful at appeal in every instance this year. This relates to both the granting of benefit and the level at which it they are granted. Whilst these successes are to be welcomed, preparation and presentation of such cases are a significant drain on our resources and must call into question the quality of DWP decision making.

Other issues dealt with for our clients this year have included liaising with the local authority regarding finding a permanent solution for a disabled client in unsatisfactory housing. On occasion during the reporting period, GYUWC has intervened with energy suppliers to reinvigorate dialogue with our clients on payment plans for arrears, gained access to more favourable tariffs and Warm Home discounts.

We have also assisted some clients with determining their eligibility for Pension Credit and the winter fuel payments. In one specific case where a client was ineligible, we were still able to obtain free dental care for them as well as having a previous charge rescinded.

In cases where the enquiry concerns regulated matters (e.g. finance/criminal law) with which GYUWC are not equipped to advise, we have continued to operate our policy of signposting “plus” i.e. we make contact with the appropriate organisation on behalf of the client and arrange an appointment or other form of consultation for them. Our fellow charity, Norfolk Community Law Services has been most helpful in providing legal support.

SECTION A RECEIPTS AND PAYMENTS

	Unrestricted Funds	Restricted Funds	Endowment Funds	Total Funds
<u>A1 RECEIPTS</u>				
Donations	2640			2255.25
Grants				
Gift Aid				18.41
Misc				
Sub total	2640			2273.66
Total Receipts	2640			2273.66

A2 Asset sales 0**A3 PAYMENTS**

Room Hire	2160			2430
Tel / Net	547.61			438.44
Insurance	382.72			382.72
Subscript				
Adv / Print				650.88
Stat / Cons	8.33			527.6
Volun Exp				
Training				
Fundrais exp				
Bank Chgs				
Sundries				
Hards Grants				
Misc	89.99			42.2
<u>Sub Total</u>	3188.65			4471.84

A4 ASSET/ INVESTMENT PURCHASES 0

<u>TOTAL PAYMENTS</u>	3188.65
<u>NET OF RECEIPTS (PAYMENTS)</u>	2640
<u>PROFIT</u>	-548.65
<u>A6 CASH FUNDS LAST YEAR END</u>	7472.78
<u>CASH FUNDS THIS YEAR END</u>	6924.13

#NAME?