



Chair Report to year end December 2022

Pershore Wellbeing Hub was incorporated as a charity on 31st December 2021. This report covers our second year of operation, from January to December 2022.

Our mission is twofold:

1. A safe non-clinical space where people of all ages can seek out a friendly ear, where trained volunteers can listen, support, and enable people to live healthier and happier lives. We assist people who have difficulty navigating bureaucracy, offering advice in everything from problems at work, rearing children, caring for elderly relatives.
2. To guide people to existing services within the locality, linking with key partners such as No. 8, the Leisure Centre and the Volunteer centre. Our “virtual-Hub” website extends our reach to the whole community, making us accessible, welcoming, up to date, and available at all times.

2022

Building on our first successful year, and the proof of concept as originally envisaged in the Pershore Town Plan Public Consultation, our second year was about consolidation and sustainability as well as growth.

Notable achievements in 2022 included:

1. Our service provision has grown so that we now consistently help over 100 people every month face-to-face, as well as many more on-line. Our data collection has provided good evidence of how our activity takes the strain away from other stretched resources, such as the NHS, and we hope to use this in the future to secure more regular revenue. Indeed feedback from local GPs confirms





that they direct people to us and use our website themselves during consultations.

2. Our volunteer numbers continued to increase through 2022 despite not actively advertising.
3. A subgroup has worked over this year on Recruitment and Training of new volunteers. This has made the process more robust and is also at the stage of trialling a “Shadow Volunteer Handbook” which will be completed by each new volunteer.
4. One of our volunteers has instigated helping people to complete Attendance Allowance applications during the day we are not open. This has included other volunteers being trained up to help with this too. We have had very positive feedback in how people’s lives have been improved significantly since receiving their Attendance Allowance.
5. Feedback from Hub visitors remains 100% positive.
6. Our website engagement has increased rapidly, allowing us to help the community even when closed, and is now accessed regularly by other organisations who use our directory of local services.
7. The identification of management tasks to enable the development of a management team was established towards the end of this year. They will ultimately report to the Board of Trustees but take responsibility for the day-to-day management of the Hub and participate in its future growth. A Hub manager and admin person can now be engaged either as a volunteer, or on a self-employed contract basis. Funding will need to be sought in the latter scenario.

As chair I am proud to say that we have had an excellent consolidation period in 2022 and I now look forward to a successful third year of development.





The year has seen some challenges:

- One trainee volunteer was unable to reach our required standard of independent working but this difficult situation was handled compassionately and effectively so that there were no repercussions.
- Some volunteers were keen to establish a mental health peer-support group. Their initial plans were rejected by the trustee board due to lack of due diligence but the concept was felt to be good. This has created some ill-feelings amongst certain volunteers, but we hope to repair this by working with the established leader in this field, MIND, using their templates, training and umbrella structures to develop such a group in 2023.

Our origins lay with the Town Council, and with the public consultation of Pershore's needs called the Town Plan. We continue to have a council representative on our **board of trustees**. The board has been strengthened this year with the introduction of 4 new trustees from our volunteer base. This has helped make the team more diverse and enabling a greater volunteer voice in the management of the charity.

In addition, we have received much support and encouragement from **Wychavon District Council** who have funded the rent on our High Street premises and involved us in district-wide collaborative meetings. This has meant we are learning from other similar organisations as well as sharing lessons from our own journey.

In summary, we have achieved a lot in our first two years and can now confirm that the Wellbeing Hub provides a valuable and respected service for our community, in the heart of that community, free at the point of access.

Our aim for the next few years is to continue to deliver on this core service, whilst making it more robust and secure during this period of financial uncertainty which will only make that very service more valuable.

Gill Perks Chair of Pershore Wellbeing Hub

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PERSHORE WELLBEING HUB

STATEMENT OF FINANCIAL AFFAIRS

AS AT 31 DECEMBER 2022

Registered Charity 1192944

		2022	2021	
		£	£	£
Opening bank balance 1 January 2022	Notes	21,781		-
Income				
Donations and Grants	1	<u>19,531</u>		49,376
		41,312		
Expenditure				
Set-up costs			18,976	
Running costs	2	<u>25,102</u>	<u>8,619</u>	<u>27,595</u>
Closing bank balance 31 December 2022		<u>16,210</u>		<u>21,781</u>



**NOTES TO THE STATEMENT OF FINANCIAL AFFAIRS
AT 31 DECEMBER 2022**

Note Income

1	Donations and grants received:		
	Wychavon DC	16,120	
	Rotary Club	720	
	Gift Aid donations	690	
	Other donations	600	
	Fundraising	308	
	Sally Castle 90th Birthday collection	270	
	MS Society	250	
	Vic and Pat Haines	250	
	Gift Aid repayment	173	
	Perschore Embroiderers and Textile Artists	100	
	Perschore Abbey Women's Fellowship	50	19,531

2 Expenditure

Rent	10,000	
Management consultation, etc	2,531	
Electricity/water	2,232	
Office supplies/expenses	2,061	
Sophie rollout	1,600	
Publicity	1,585	
Outreach/marketing	1,395	
Telephone/broadband	569	
Petty cash	555	
Volunteer training	428	
Happiness course	423	
Indemnity insurance	391	
Directory update	260	
Summer party	250	
Building insurance premium share	233	
Window cleaning	150	
Zoom	144	
Contents insurance renewal	96	
SumUp reader for donations	79	
NCVO annual subscription	55	
ICO annual subscription	35	
Annual Sub PVC	30	25,102