

# WHVC Chairman's report for year ending September 2024

Our financial year runs from October 1<sup>st</sup> 2023 – September 30<sup>th</sup> 2024. During this period, we have been able to continue our regular work with minimal interruption. We continue to receive emails, calls, letters and word of mouth comments about how much our work is appreciated and needed by the Community in both Villages.

## Community

### **2024 Flood**

There were again serious floods in the Village of Wraysbury in January 2024. Many of the roads were cut off due to flooding, and we liaised with the Flood Team and Parish Council to arrange evacuation of some of our regular clients where the water level had become dangerous. However, the majority of our normal clients remained in their homes, and we were able to deliver to them with the help of one of our team who has a 4 wheel drive (very high) car.

The Thursday lunch club had to be cancelled for 2 weeks because the Village Hall Road was also cut off. This also meant the kitchen was inaccessible. But we managed to get to the kitchen in time to move most of the supplies we needed for cooking in our own homes again while the Hall was unavailable.

### **Lunch Club/mobile lunch club**

The mobile lunch club deliveries have continued without interruption throughout the year. Numbers fluctuated slightly but have remained around 50 per week.

Thursday lunch club has also continued with one week off over the Christmas period and the two-week break because of the floods. We have an attendance of between 20-30 people every week. We also held a very successful Christmas event (c. 100 attendees) and were able to cover the costs from our own funds with additional help from local clubs and business providing Prosecco, raffle prizes and decorations. Following the success of the Coronation lunch last year, we held a special summer lunch event which was also very well attended (96 people) and helped us to raise funds towards the community kitchen project.

## Helpline

The helpline was fully manned during the year. We have introduced a system of telephone transfer which allows different members of the team to take calls. A new WhatsApp group has been created to ask for volunteers, but without naming the clients. (Once someone volunteers, we contact them directly with the details and they then confirm to the client). The new system was introduced in April 2024, and from then until the end of September, we responded to 104 calls. The majority of calls are still for transport to medical appointments, although we do receive requests for shopping, and ad hoc help in the home.

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## Finances

The charity's income from coffee mornings, lunch club and mobile lunch club (aka meals-on-wheels) was £29,431, which just about covered the cost of food and containers at £24,045. The rest of the running costs are covered by endless applications for grants to local organisations, various donations, several fundraising events throughout the year and a salary sacrifice contribution of £112.50 per month from a member of the local community.

Last year, our focus was on raising funds for our own kitchen space. With grants from Windsor Lions, Prince Philip Trust, Albert Hunt Trust and from local Wraysbury News, Country Music, Christmas Fayre and Anonymous donation we raised just over 30K, which is making the bank balance at the end of September very healthy! The amount was subsequently spent on completing the works for the kitchen. We have now successfully moved and find the new space immensely helpful.

Our current balance is £16,973 of which £10,000 is our reserves level. With increased running costs we will have to double our efforts at fundraising and grant applications.

Thanks to Jayne Kennedy for auditing the accounts.

## Policies and Reporting

### **DBS certification**

As agreed at the meeting on 29th January 2024 all volunteers who have direct contact with clients have been asked to undergo DBS checking. We have opened an account with the online DBS agency Carecheck, who have advised us that enhanced DBS checks are required only for volunteers in roles involving providing care for vulnerable adults and children. Upon exploring the definition of 'care', Carecheck advised us that food delivery (even into someone's home) is not a role that would be eligible for an extended check and that volunteers in this role should have basic DBS certification. *NB No volunteer is allowed to encourage or help a client to eat (other than plating and cutting up food) as we are not trained as carers.* Driving vulnerable adults or children to appointments is a role that is eligible for enhanced DBS certification.

Subsequently, 8 volunteers have been DBS certified at enhanced level. This is in addition to a further 11 active volunteers who had already been DBS certified at the appropriate level. We maintain a list of DBS-certified volunteers and will continue to ensure that new volunteers are background checked and DBS certified at the appropriate level.

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## ***Health and safety***

An incident was reported involving a volunteer emptying hot water from a heavy urn in which the volunteer required medical treatment. Appropriate treatment was sought and steps have been taken to avoid a repeat (means to empty the urn before moving it and help with moving heavy objects).

## ***Food hygiene***

No issues regarding food hygiene and safety have been reported. We continue to assess clients' requests as regards menu requirements so that individual needs are met to the best of our ability; for example, we provide one client with reduced-sugar puddings. Several have requested smaller portion sizes and volunteer delivery drivers have been active in ensuring that uneaten food is removed after a few days so that it does not present a risk to clients.

## ***Policies and guidelines***

WHVC Safeguarding policy (including Equality statement), Guidelines for helpline volunteers, WHVC Complainants policy and WHVC Risk register have been reviewed and circulated to all volunteers.

## ***Insurance***

WHVC is covered by appropriate community schemes insurance that includes public liability protection.

**No further safeguarding issues have been reported.**

## Volunteers and Rota Management

We decided to close the rota calendar to Trustees only due to items being incidentally deleted or rearranged when used by all volunteers, currently the chairman or Trustee with responsibility for Volunteers are notified of dates and changes etc and are updated as necessary which continues to work well.

We have lost two kitchen staff this year but gained one new member. We have unfortunately lost two volunteer meal delivery drivers which we currently have been unable to replace as yet. We require help on Mondays and Thursday lunch club requires kitchen help 10-12, servers seem to be ok at present. We have gained a new lunch delivery driver who also helps drive our clients to and from appointments.

We continue our efforts to recruit new volunteers, including kitchen help, delivery drivers, and mini-bus drivers which would really help ease the load. The telephone helpline is currently manned by Trustees and has been proving quite a struggle with demand for transport with few volunteers. We have advertised in Wraysbury News, floated flyers door to

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door and at events, Wraysbury's Got Talent, Coffee Morning, Summer Fair and The Grange with little uptake. However, generally, there are a good array of personalities, skills and reliable volunteers working well together.

We would ideally like to recruit help with manning the telephone line and pastoral care.

## Plans for a new permanent kitchen for the Charity

It became clear that whilst we have managed to continue with the meal provision using the Village Hall kitchen, having to clear out the equipment and food most weekends and re-instate on a Monday morning is an untenable overhead.

So, the Trustees took the decision to apply to the Village Hall to take over the lease of the offices and former doctor's surgery for use as kitchen premises. The space is at least double what we currently have and enables us to still provide lunches on a Thursday since the rooms open directly onto the Village Hall Foyer. There is also an external entrance from the car park. We are able to store more of our equipment and all the food rather than in private houses as before.

Having made the decision to obtain our own kitchen and storage space, much of the year was spent raising money towards the costs. We managed to raise sufficient money (C. £30,000) by the end of September and the work was started soon after.

Whilst this report only covers the period to end of September, it is worth noting that the work was successfully completed, and we were able to move into the new kitchen in November 2024.

In the longer term, we are also trying to arrange for our phone line to be permanently installed there rather than in the local pharmacy as now. The kitchen and storage area can then become the effective HQ for the Charity.

# Wraysbury & Horton Voluntary Care

## Annual Accounts Summary

Year end September 30th 2024

	2024	2023	2022	2021
<b>Receipts</b>				
Meals on wheels	17,314	14,544	14,585	21,865
Lunch Club	9,627	7,946	6,789	860
Coffee morning	2,490	2,702	2,209	534
<b>Total from activities</b>	<b>29,431</b>	<b>25,192</b>	<b>23,583</b>	<b>23,259</b>
Charities box/Fundraising	5,272	1,919	716	119
Donations/Grants	4,698	7,213	10,589	6,855
Bank interest received	278			
Funds for the new kitchen	30,154			
Other	55	765	1,487	1,576
<b>Total Grants &amp; Donations</b>	<b>40,457</b>	<b>9,896</b>	<b>12,792</b>	<b>8,550</b>
<b>Total Receipts</b>	<b>69,888</b>	<b>35,088</b>	<b>36,375</b>	<b>31,809</b>
<b>Liabilities</b>				
Food	21,022	20,122	18,242	11,503
Catering equipment	3,023	2,526	2,661	2,287
Other equipment	221	1,631	304	2,152
Hall hire	8,450	8,975	9,271	6,355
Admin/Phone	291	778	889	981
Insurance	448	420	402	345
New Kitchen spending	17,597	1,070	85	963
Other payments	72	92	307	87
<b>Total Liabilities</b>	<b>51,123</b>	<b>35,614</b>	<b>32,161</b>	<b>24,673</b>
Unrestricted Funds	11,977	12,502	8,288	1,152
<b>Surplus/Deficit for the year</b>	<b>18,765</b>	<b>- 526</b>	<b>4,214</b>	<b>7,136</b>
<b>Bank balance</b>	<b>30,742</b>	<b>11,977</b>	<b>12,502</b>	<b>8,288</b>





Section A

Independent Examiner's Report

Report to the trustees/  
members of

Charity Name

WRAYSBURY & HORTON VOLUNTARY CARE

On accounts for the year  
ended

30TH SEPTEMBER 2024

Charity no  
(if any)

1197937

Set out on pages

1

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 30/09/2024.

Responsibilities and  
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent  
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

\* Please delete the words in the brackets if they do not apply.

Signed:

Date:

05-05-2025

Name:

JAYNE KENNEDY

Relevant professional  
qualification(s) or body  
(if any):

ASSOCIATE MEMBER OF CHARTERED INSTITUTE  
OF MANAGEMENT ACCOUNTS

Address:

5 WELLEY ROAD, WRAYSBURY,  
STAINES UPON THAMES  
TN19 5DL

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

N/A

  
05-05-2025