

Dereham Aid Centre

Dereham Aid Centre was formed as Dereham Ukraine Aid Centre in 2022 – following Charity status application we have dropped the Ukraine and focused on also supporting Domestic Violence, Social isolation, Mental Health, Half way housing tenants, Homeless, Refugees and more.

Dereham Aid Centre Support Network and Services

Over the last 12 months Dereham Aid Centre has been Linking up with other local organisations to support the community – examples of this are

Dereham Meeting Point – when Dereham Aid Centre took 70 people to Thursford Christmas Spectacular, we reached out to the Meeting point and took some of their service users – this event was put on Free for all attending

Salvation Army and Love Dereham – when Dereham Aid were successful for grant funding we worked with these two local organisations and were able to offer Free Christmas day 2 course dinners for 44 local people who would otherwise have not eaten or spent Christmas alone.

Dereham Aid Centre is also part of a Food Forum group being set up to support local food needs for the local community as Dereham and the surrounding area see more and more people reaching out to use this service – we now also receive regular weekly donations from Warburtons Thetford and Greggs Dereham, we are also talking to Fareshare and have regular large Pasta donations from Pasta Foods Norwich as well as donations from local people

Dereham Aid Centre discounted and support funded 70 Local people on the ever popular Polar Express Train – our third year of doing so

Dereham Aid Centre continues to host 4 ESOL lessons per week. Over 40 people from different Nationalities attend our ESOL lessons – all of which come with full qualification, these are completely free to service users

Dereham Aid Centre has helped to source and supply furniture for those in need in the local community this can range from a single item to almost a full house kit out – this is a combination of Refugees, those moving on from temp accommodation or being housed off the streets, Domestic Violence also – over 400 households supported.

Dereham Aid Centre also supply household starter packs that include kitchen sets, food parcels, towels, curtains, bedding, toys and much more

Dereham Aid also supply regular food parcels and essentials like toiletries on a weekly basis. Clothes is another big part of what we do and Toys – these cover such demographics as DV, Refugee, Homeless and more

We have a café that is totally free for all service users run on donations and funding, serving hot and cold food and drinks

Service Providers, Groups and Signposting

Dereham Aid Centre hosts on a weekly basis the following Service Providers and Groups

Norfolk County Council People from Abroad Team

Breckland Council Ukraine Support Team

REDI team from Childrens services

Dereham Community Crafters and Scrap Booking

Man Cave Mens Mental Health Support group

We also host

Brecklands Rough sleeper Officers

Breckland Council Social Prescribing Team

We signpost to various other support networks and are going to be part of a pilot scheme to be able to do referrals to the new Link Mind Hub in Dereham – this is a joint initiative with Breckland Council

Dereham Aid Centre also get regular referrals and requests of support and various items from Children services, Citizen's advice, Social services, People from Abroad Team, Housing and more . Via in Centre referral, phone calls and email. The temporary housing in Dereham and surrounding area has increased rapidly and these people regularly coming to us for various items and support.

We can have as many as 150 visit the centre on a weekly basis – it varies from session to session and if its Term time for lessons. Most that come to socialise would also use other facilities within the centre as it also supports their mental health and socialising. Urgent support and essentials would vary from 10 to 50 per week. We also receive numerous requests of help and support outside of the opening hours of the centre.

As mentioned above we have several professional organisations from across the county that signpost to us. The councils have teams based in the centre and we are able to signpost to them and they also look to us to support people.

We recently hosted Boost ref the grant funded Workshops for training and employment and have more sessions planned

We also network with and support Anon homeless charity, New Routes charity, Baby Bank and REDO charity

We also regularly supply Derehams Charity shops with donations

Funding the Centre

Grant funding is essential to what we do and because of the diverse and unique facility we offer we never quite know who will cross our threshold. We are a one stop shop of support and advice providing a much needed and essential service to the region. We work alongside other such organisations and professional groups to help/assist those in need.

Successful grants that have supported Dereham Aid Centre over this period are

Household Support Scheme – this successful Grant application meant we could support over 500 households with, Grocery vouchers, school uniform vouchers and over 65s heating support

Transport Grants x 2 – helping us to support the collection and delivery of essential items both to and from the centre – also used to support service users getting to and from essential appointments (including a funeral) and events

Laptop Fund – so we are able to do spreadsheets and data capture

D Day Grant – which helped us work with other local community groups to put on an event in our Town. Without which the town would have had no celebration – around 300 people attended and were fed and entertained by live music

Back Pack Fund – With this fund we are able to issue essential items to those visiting the centre and in need – working so closely with the People from Abroad Team as well as similar groups is an essential link with making this happen

Hot Spot Fund – Feeding large numbers on a weekly basis and being able to offer a wide range of choice as well as store the items is only made possible with Grants like this one – we were successful for a second time with this Grant and it helped as to feed 40 plus people on Christmas Day

Dereham Aid Centre is also supported by donations and fund raising activities – the plans for Fundraising over the next 12 months already include

Charity Football match and Live Band 2nd May

Dereham Day 10th May

Live Jazz night and Raffle 30th May

Summer Solstice Sleepout – to raise funds and awareness of the homeless situation in Breckland 21st June

24 hour Bikeathon date TBC

24 hour Radio broadcast date TBC

We have also been successful on further Grant Applications for Back Pack fund, Transport fund and VJ Day Fund – we have won a local Tesco blue token amount also TBC

Dencora – who own the unit we operate in have been based the 20k that we were given by Breckland council for support of the Ukraine Voluntary sector in Norfolk

Dereham Aid Centre Case Studies from Professional Service Providers - April 2025

From Nicole Chilvers (Team Manager, West and Breckland, REDI Team)

Dereham Aid Centre has been an essential source of support for a number of the families we work with, particularly those with No Recourse to Public Funds (NRPF) who are often unable to access help elsewhere. The centre has stepped in at critical times, providing household items which has enabled families to focus limited resources on essentials like food and heating.

For many of our families, this support has not just been helpful—it's been life-changing. Without Dereham Aid Centre, I genuinely don't know where we would have turned in several cases. The dignity and compassion they've shown families in crisis has made a lasting impact.

From Olena Kosiakina (Family Assistant, Breckland, REDI Team)

Helping a Family in Need

A few weeks ago, a family moved into a new home in King's Lynn after they had to leave their old one due to bed bugs. Unfortunately, they had to leave all their belongings behind, which left them with nothing.

We reached out to Dereham Aid Centre for help, and they responded immediately. On the same day, they provided essential items for the family, including clothes, bedding, curtains, and some textiles. The baby even received a pushchair. This quick support made a big difference for the family, as they didn't have to worry about affording these items.

Dereham Aid Centre also delivered furniture to their new home, including:

- A single bed
- A double bed
- Two bedside tables
- A wardrobe

Since the mother is raising her three children on her own, she couldn't move the furniture into the house. Luckily, volunteers from Dereham Aid Centre stepped in to help. They not only delivered the items but also carried them inside making the house more comfortable for the family.

This immediate and generous help brought much relief to the family, allowing them to settle into their new home without added stress. The kindness shown by Dereham Aid Centre made a huge difference in their lives.

From Jade Curtis (Family Assistant, Norwich, REDI Team)

The Dereham Aid Centre has been wonderful in helping families from all backgrounds feel welcome and supported in England. It's a safe and friendly place where families can meet, connect, and receive support, which is invaluable for their well-being. The centre has provided the families I work with essential household items like electronics, crockery, dining tables and chairs, bikes, pushchairs, toys, and children's clothing; these donations have made a hugely positive impact in families lives during difficult time. There's always a warm drink and a friendly smile, making it a comforting place for people adjusting to a new country and culture, especially if they've had tough times. I feel the Dereham Aid centre is invaluable and has made a big difference in many lives.

From Jade Levesley (Senior Family Assistant, West and Breckland, REDI Team)

The Dereham Aid Centre has been an invaluable resource for both myself and the families I support. As a professional working with refugee and migrant families, the Centre offers a fantastic opportunity to network and stay informed about community activities in Dereham. For the families I work with, the Centre has been crucial in helping them settle into Norfolk and feel part of the local community. Recently, within the same week, two families I am

supporting moved into new, unfurnished properties. The Dereham Aid Centre provided essential items such as crockery, pots, a slow cooker, beds, a sofa set, and bedside tables. These families, due to having No Recourse to Public Funds, with five children between them, would have otherwise slept on mattresses and made do in their homes. The support from the Dereham Aid Centre, always given with a smile and no judgement, has drastically improved their lives and eased their transition into the community. These are just two examples from recent weeks; however, I have countless examples of families whose lives have been improved by support from the Dereham Aid Centre.

From Simon Shreeve – Norfolk County Council (People from Abroad Team)

I am writing in connection with our involvement with Dereham Aid Centre, from whose premises we have delivered a migrants welcome drop-in session on Friday afternoons for the past three years. During this time I have observed the evolution and growth of the centre, initially for Ukrainian refugees and their hosts, to become a welcome and safe space for all members of the community who are in need. The centre is also frequently used by Afghan refugees who live in the vicinity and are supported by the People from Abroad Team, as well as a range of other migrants. Service users are able to attend the centre on Wednesday's and Fridays to access ESOL classes, community support, material assistance and other forms of help, including food and hot drinks. Service-users are welcomed without judgement and are able to approach the service for assistance without prejudice or fear. The centre has issued food parcels, rucksacks and donated clothing and furniture to meet the needs of service users without excessive eligibility criteria or intrusive questions.

Anna Ligere – Norfolk County Council - (Family Assistant REDI Team)

I have experienced a lovely and friendly atmosphere at the Dereham Aid Centre. All the staff are kind and supportive. The families required some items from the Aid Centre, and the team was very helpful in providing these items. They even managed to organize delivery to a different town. The families greatly appreciated every bit of assistance, as every little help matters.

DEREHAM AID CENTRE VOLUNTEERS

Due to the change in demographic since the Aid centre first opened its doors in May 2022, originally as Dereham Ukraine Aid Centre (supporting those fleeing war in Ukraine) the volunteer base has changed dramatically too. We have a Centre Manager, Stephanie, who is also a Trustee and a group of around 15 other volunteers who help out and assist as and when available. This sometimes means we have to adjust what we can offer, for example our clothing facility might be unavailable due to having no one to man it or we might make the decision to close a bit early – but also strive to make service users aware.

We use social media as well as Get involved and Networking to promote the centre and also recruit new volunteers.

DEREHAM Aid Centre Trustee Change effective from April 2025

Treasurer

Laura Steward – 2 Reeder Close, Dereham, NR19 1PD

Stepped down 11/04/2025 Due to other commitments

Chairperson

Ian Odgers – 7 Stockholm Way, NR19 1XF

Secretary

Hannah Smith – 23 Allwood Avenue, Scarning

Trustee

Stephanie Wythe -17 Fieldfare Loke, Pound Green Lane,
Shipdham, Norfolk. IP25 7NT Onboarded 10/08/2023

Trustee

Flavia Andreia Martins Ribeiro Gama - 7 Grove Close,
Scarning, Norfolk. NR19 2TE Onboarded 10/08/2023

Trustee

Royston Ashman - The Cottage,
Cawston Road, Brandiston Norwich. NR10 4PG

Derehan Aid Centre
Charity No. 1208177
Income and Expenditure Statement
Year ended 31st December 2024

Income	96,660.23
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Transport (inc. deliveries and collections)	10,402.00
Centre maintenance & cleaning	1287.21
Food for centre	448.14
Client support	3,414.43
Centre activities	3,164
Ukraine Aid	350.26
Council Tax	2,606.44
Vouchers for client support	41,460
DBS checks	213.6
Garage rental	180
Fundraising items	645
Insurance	354.87
Grant admin payment	1,500
Rent	10,000
Subscriptions	50
	<u>76,075.75</u>

Net Income/Loss	<u><u>20,584.48</u></u>
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Capital items purchased

Purchase of counter refrigerator	700	Feb-24
Purchase of laptop	546.58	Apr-24
	<u>1246.58</u>	

Dereham Aid Centre Expenditure 2024

January 2024	
Opening Balance	13,720.10
Income- Public Donations	374.18
	14,094.28
Expenditure Breakdown	
Transport (inc. deliveries and collections)	402
Garage rental	90
Fundraising items	140
Centre maintenance & cleaning	59.34
Food for centre	81.99
Client support	29.78
Total Expenditure	803.11
Closing Balance	13,291.17

Feburary 2024	
Opening Balance	13,291.96
Income- Public Donations	291.5
	13,583.46
Expenditure Breakdown	
Transport (inc. deliveries and collections)	402
Garage rental	90
Fundraising items	140
Centre maintenance & cleaning	59.34
Food for centre	81.99
Client support	29.78
Purchase of counter refrigerator	700
Total Expenditure	1503.11
Closing Balance	12,080.35

March 2024	
Opening Balance	11,775.83
Income- Public Donations	1,164.41
Norfolk Community Grant	569
	13,509.24
Expenditure Breakdown	
Transport (inc. deliveries and collections)	553.84
Centre maintenance & cleaning	42.4
Food for centre	36.07
Client support	182.99
Centre activities	114.99
Total Expenditure	930.29

Closing Balance	12,578.95
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April 2024

Opening Balance	12,578.95
Income- Public Donations	1,675.49
Norfolk County Council	10,000
	24,254.44
Expenditure Breakdown	
Transport (inc. deliveries and collections)	635.52
Centre maintenance & cleaning	16.18
Food for centre	22.38
Client support	900.04
Centre activities	130.96
DBS checks	84
Insurance	354.87
Purchase of laptop	546.58
Community action annual subscription	50
Total Expenditure	2740.53
Closing Balance	21,513.91

May 2024

Opening Balance	21,513.91
Income- Public Donations	637.12
	22,151.03
Expenditure Breakdown	
Transport (inc. deliveries and collections)	1,004.32
Centre maintenance & cleaning	61.73
Food for centre	22.1
Client support	29.64
Centre activities	276.42
Fundraising items	365
Total Expenditure	1759.21
Closing Balance	20,391.82

June 2024

Opening Balance	20,391.82
Income- Public Donations	657
Norfolk Community Grant	20,000
	41,048.82
Expenditure Breakdown	
Transport (inc. deliveries and collections)	483.29
Food for centre	89.93
Client support	117.35

Vouchers for client support	5000
Centre activities	168.21
Total Expenditure	5858.78
Closing Balance	35,190.04

July 2024

Opening Balance	35,190.04
Income- Public Donations	1,124.99
Norfolk Community Grant	30,000
	66,315.03
Expenditure Breakdown	
Transport (inc. deliveries and collections)	583.66
Centre maintenance & cleaning	45.93
Food for centre	41
Client support	1,008.82
Vouchers for client support	6,860
Centre activities	120.46
Total Expenditure	8659.87
Closing Balance	57,655.16

August 2024

Opening Balance	57,312.45
Income- Public Donations	225.00
	57,537.45
Expenditure Breakdown	
Transport (inc. deliveries and collections)	3,075.28
Centre maintenance & cleaning	26.81
Food for centre	19.93
Client support	71.93
Vouchers for client support	10,000
Grant admin payment	1,500
Total Expenditure	14693.95
Closing Balance	42,843.50

September 2024

Opening Balance	42,843.50
Income- Public Donations	251.00
	43,094.50
Expenditure Breakdown	
Transport (inc. deliveries and collections)	721.25
Centre maintenance & cleaning	273.96
Food for centre	29.75
Client support	382
Vouchers for client support	19,600
DBS checks	115.2
Total Expenditure	21122.16

Closing Balance	21,972.34
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October 2024

Opening Balance	21,972.32
Income- Public Donations	2,585
Breckland District Council (refund)	10,000
	34,557.32
Expenditure Breakdown	
Transport (inc. deliveries and collections)	663.24
Centre maintenance & cleaning	10
Food for centre	11
Client support	129.9
Centre activities	313.99
Dencora payment (rent)	10,000
Total Expenditure	11128.13
Closing Balance	23,429.19

November 2024

Opening Balance	23,429.19
Income- Public Donations	1,677.11
	25,106.30
Expenditure Breakdown	
Transport (inc. deliveries and collections)	607.35
Centre maintenance & cleaning	182.6
Food for centre	12
Client support	194.75
Centre activities	1,509
Ukraine Aid	150.26
Council Tax	2,606.44
Total Expenditure	5262.17
Closing Balance	19,844.13

December 2024

Opening Balance	19,844.13
Income- Public Donations	1,421.99
Dencora (refund)	2,606.44
Breckland District Council (refund)	10,000
Norfolk Community Grant	1,400
	35,272.56
Expenditure Breakdown	
Transport (inc. deliveries and collections)	1,270.25
Centre maintenance & cleaning	508.92
Ukraine Aid	200

Client support	337.45
Centre activities	530
DBS check	14.4
Total Expenditure	2861.02
Closing Balance	32,411.54

Independent Examiner's Report to the Trustees of Dereham Aid Centre

I report to the trustees on my examination of the accounts of Dereham Aid Centre for the year ended 31 December 2024.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the Charities Act 2011 ("the Act"). The charity's trustees consider that an audit is not required for this year under section 144 of the Act and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Act;
- to follow the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with the Charity Commission's Directions. 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 the seeking of explanations from the trustees concerning 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'.

Independent examiner's statement

In connection with my examination, no matters have come to my attention:

1. which give me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act 2011; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 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:



Name: Peter Llewellyn-Stamp

Date: 16th September 2025

Address: 37 Newmarket Road, Bury St Edmunds, Suffolk, IP33 3HA