



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
Pershore and District Volunteer Centre

On accounts for the year
ended

31 March 2021

Charity no
(if any)

1166141

Set out on pages

1 to 11

(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 31/03/2021

Responsibilities and
basis of report

As the charity's trustees, 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 all 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 in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

Signed:

Date:

23.11.2021

Name:

M A SMITH

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

FMAAT

Address:

3 TAYLORS LANE

WORCESTER

WR1 1PN

Section B**Disclosure**

Only complete if the examiner needs to highlight material 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.

PERSHORE VOLUNTEER CENTRE

An independent local charity helping the local community.

ANNUAL REPORT

1/4/2020

To

31/3/2021





Registered Charity No. 1166141

Charity Information

PERSHORE & DISTRICT VOLUNTEER CENTRE (known as Pershore Volunteer Centre)

Registered Charity No 1166141

Address: 1 Billing House, Cherry Orchard, Pershore WR10 1EY ☎ 01386 554299

Email cosec@pershorevolunteers.org.uk Website www.pershorevolunteers.org.uk

AIMS AND OBJECTIVES

The main objectives of Pershore & District Volunteer Centre (the Charity), as set out in the constitution, are to promote any charitable purposes for the benefit of the community in Pershore and the surrounding villages, and in particular the advancement of education, the protection of health and relief of poverty, distress and sickness.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Charity is a Charitable Incorporated Organisation (CIO), registered with the Charity Commission. Its Trustees operate under a Constitution which was adopted on 14 March 2016.

The Charity is managed and administered by a Board of at least three and at most ten Trustees (there are currently seven). Trustees are appointed at a properly-convened meeting of Trustees for a term of three years.

New Trustees may be introduced to the Charity in a variety of ways, such as registering/working as a volunteer or recommendation by existing Trustees. It is the Charity's policy to appoint at least one Trustee from Pershore Town Council and one from Wychavon District Council.

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

TRUSTEES

The Trustees who served throughout the year were; Eric Wiles (also Chair of Trustees until 18 January 2021), Colin Davidson (became Chair of Trustees from 18 January 2021), Ian Middleton (from 18 January 2021), Geoff Ransted, John Rees, Cllr Tony Rowley (Wychavon District Council) and Cllr Val Smith (Pershore Town Council). Amanda Tanfield is the Charity Secretary. All Trustees other than Colin Davidson and Ian Middleton are also Trustees of Pershore & District Voluntary Help Centre, which is therefore deemed to be a related party.

The ongoing Covid-19 pandemic disrupted the normal meeting schedule. The Trustees held seven ordinary Board meetings plus the AGM via videoconference during the year. The Charity's constitution permits virtual meetings. There was also one special planning meeting in person.



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Chairman's Overview

Pershore & District Volunteer Centre is a locally-based charity, formed some four years ago to meet the needs of the people and organisations of Pershore and the surrounding villages. The Charity was created in order to replace an earlier charity (Pershore & District Voluntary Help Centre), which is to be formally wound up during 2021/22. This structural change provides a more appropriate operating platform that will enable a long term, stable future for the charity.

The essence of what the Charity provides has been adapted over time to ensure a sustainable and relevant service provision to the community as a whole, but has never deviated from the desire to provide guidance and/or support to those who need it.

The effects of the Covid-19 pandemic have been profound. The Charity remained operational throughout most of the lockdown periods, despite the Office being closed to the public. Essential services, such as prescription deliveries and transportation to and from hospital, were facilitated whilst fully respecting the guidelines/regulations associated with Covid-secure operations. This was an extremely challenging time but, through the dedication of the Charity's staff and volunteers, the local community benefited from what is considered an invaluable service, without which many of the more isolated and disadvantaged members of the community would have suffered.

Ensuring that the Charity was able to sustain itself financially was also critical during the year, as many of the "normal" sources of income were not available. Fortunately, both Worcestershire County Council and Wychavon District Council provided assistance, which, along with many smaller individual donations from within the community, ensured the Charity's survival.

The Board of Trustees was unable to meet as normal in person during the year but maintained regular Board meetings using modern Zoom technology, which although not ideal, enabled a reasonable level of communication.

The Charity is extremely grateful to all its Trustees, staff, volunteers and supporters, without whom our services could not have been delivered. We are also grateful to our funders and donors, as without their financial support, we would have struggled to survive.

Strategic Development

Our networks within the voluntary and statutory sectors are very important. Our relationship with Worcestershire County Council, Wychavon District Council and Pershore Town Council remain strong, and without their financial support we would not be able to provide all the services we do. Our strategic aim is to maintain and strengthen these relationships.

Both the District and Town Councils continue to provide a representative for the Board of Trustees. We support many local initiatives, attending Wychavon's Partners Together events, engaging with the Health Improvement Co-ordinator and the Rural Communities Programme as well as contributing to Wychavon's Community Recognition Awards. Within the district, we have continued to support multi-agency activities and networks.

We have maintained good working relationships with our sister organisations across the county, recognising that working collaboratively at a county level is the most efficient way to deliver and enhance services. The Charity continues to manage the county-wide Community Transport Grant and



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works in partnership with other Community Transport providers to deliver a high quality and cost-effective service.

Activities

Normal activity was severely curtailed for the whole of 2020/21, with the Charity's efforts focused on supporting the needs of local residents affected by the Covid-19 pandemic.

During the course of the year, work was completed to transfer all remaining activities, along with their respective staff, volunteers and services, previously undertaken by Pershore and District Voluntary Help Centre (an unincorporated charity, number 516080). The three members of staff of Pershore and District Voluntary Help Centre have received the required TUPE notice of transfer to the CIO and will become CIO employees as of 1 April 2021.

Financial Review

The Charity's work is reliant on income from grants, donations and fundraising. Total income for the year amounted to £122,411 and expenditure to £43,167. There was £123,065 in the Charity's bank and petty cash accounts at year end.

The Charity aims to utilise as much of its income as possible to fulfil its objectives, within the year the income is generated. The Charity, therefore, aims to maintain its cash reserves at the level which would, when taken together with expected income, meet its expected out goings for a rolling period of at least 12 months.

Staff Team 2020/2021

The only member of staff employed by the Charity was:-

Angela Ballard	Volunteer Manager	12 hours pw
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Paid members of staff are issued with job descriptions and contracts of employment; other work is undertaken by volunteers, including office work, community transport driving and escorting, running the Lunch Club and the Resource Centre, and other miscellaneous tasks.

Related Party Transactions

The Charity and Pershore & District Voluntary Help Centre have a mutual support understanding, agreed by the Trustees of both charities, whereby staff and resources from either charity can be utilised by the other charity without the need for cross charging. Such services include, telecommunication, office rental and IT equipment, all of which are now provided by the Charity to Pershore & District Voluntary Help Centre, and some staff time, which was provided by Pershore & District Voluntary Help Centre to the Charity up until 31 March 2021 (after which the three staff members of Pershore & District Voluntary Help Centre will transfer to the CIO). Pershore & District Voluntary Help Centre has provided the Charity with an interest-free loan of £6,036 (£6,550 – 2019/20), which is due to be repaid in full in 2021/22.



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Achievements and Performance

Funding

The year began with a continuation of the challenges that presented themselves in March 2020, so the grants focus has been primarily on securing emergency funding to replace lost or suspended income.

A total of 35 applications were made, 20 of which were successful and realised over £60,000 in grant income, ranging from small grants for PPE resources to more significant grants to cover core running costs for the charity. Particular thanks must go to Charities Aid Foundation and Princes Countryside Fund who provided resilience grants, Worcestershire Community Foundation who awarded funds from the National Emergencies Trust, and Wychavon District Council who provided support through the business grant fund, and with whom we also negotiated additional funding through our Service Level Agreement.

Despite or indeed because of the challenges, 2020/21 presented some new opportunities: we successfully completed a crowdfunding campaign and became a distribution agent for the national Winter Grants Fund, both of which enabled us to raise awareness of our work through general publicity, while the winter grants fund brought us into direct contact with individuals and families needing emergency support through the pandemic.

Community Transport

Community Transport

The community transport service continues to be the Charity's major volunteer-involvement project within the organisation, as well as being a source of income generation. Community transport is at the heart of our determination to address issues of rural and social isolation.

The ongoing Covid-19 pandemic has unfortunately greatly compromised this vital service over the past year. Community transport became a key component of the Charity's overall focus on supporting those needing help to cope with the pandemic – this work is described in the Volunteering Contribution section below.

Volunteer drivers provided a total of 1,083 passenger journeys in 2020/21, 857 by car and 226 by minibus. This compares with 4,128 car and 2,482 minibus journeys in the previous year, reflecting a reduction of 74% and 91% respectively.

The charity received 42 new client registrations, compared to 122 in the previous year. The demographic profile of the people accessing the service in general, and health-related journeys in particular, continues to be almost exclusively older people who have mobility issues: 60% of new registrations reported limited mobility and/or rural isolation. Of the 1,023 car journeys over the year, 669 were health related: 362 to hospitals and 307 to GP surgeries/other medical appointments.

The Charity's membership of Worcestershire Community Transport Partnership, supported by a strategic grant from Worcestershire County Council, contributes to the overall costs of the service



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both locally and across the county. Total funding of £90,000 is shared between the Partners. The Charity acts as the grant administrator for the partnership, which has nine partners. Administration involves the collection and analysis of data monthly, calculation and distribution of each member's share of the grant, as well as the completion of quarterly and annual reports required by Worcestershire County Council. The current grant agreement is for a two-year period, running until 31 March 2022.

Minibus Transport

Pre-pandemic, the Charity operated two wheelchair-accessible minibuses, under a Section 19 permit. One minibus, leased from Worcestershire County Council, was returned to them at the end of March 2021, as it was not being used, while the other is owned by the Charity.

The Worcestershire County Council transport contract, under which the Charity transported vulnerable adults to their day centre, ended five months early in March 2021; Covid-19 had suspended the service since the previous March.

Covid-19 also halted the weekly shopping trip combined with home delivery from the Co-op store in Pershore and put an end to minibus hire by local community and volunteer groups.

Most minibus journeys were carried out as a trial service, funded by Peopleton Parish Council for the period October 2020 to March 2020, enabling people living in surrounding villages to connect to Pershore Town for essential shopping. The minibus can seat up to eight people safely while ensuring social distancing; on average, seven people use the service each week. Peopleton Parish Council subsequently set up a "Village Connector" crowdfunding page to raise further funds to run the service until the end of 2021; this project reached its target ahead of the July 2020 closing date.

Volunteering Contribution

During the first five months of the year, April 2020 to September 2020, it was necessary for the Charity to change working practices in response to Covid-19. We had to adapt swiftly and learn to do things very differently. The office had to be closed to visitors, we were unable to see potential

volunteers in person and staff worked from home. Our popular Lunch Club events had to be suspended. In place of helping those living in isolation to come out into the community, we found ourselves called on to support individuals, often living in fear, to remain in isolation.

Many of our volunteers are older and had to retreat into isolation. We therefore recruited a new army of 36 Covid-19 volunteers. They rose to the challenge, joining forces with our partners across the area to help those self-isolating. During the course of the year, we supported 1,500 individual client needs. At the height of the pandemic, we were supporting over sixty individual needs in any one week; some clients had two or three different needs. We were collecting and delivering medication, including chemotherapy treatments, from hospitals and pharmacies, doing essential shopping for individuals, providing urgent transport to medical appointments, and even providing regular dog-walking.



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We began to see an growing need for mental health support: driven by fear and loneliness, individuals were asking for assistance. We responded by setting up a telephone befriending service, staffed by health and wellbeing volunteers.

A list of village representative contacts was also established, of people who would be prepared to co-ordinate a response to any needs within their village if needed during the pandemic.

From September 2020 until March 2021, despite two further national lockdowns, people started to enquire about permanent volunteering roles again and organisations slowly started to register volunteering roles again, although these were in smaller numbers and volunteer interviews were still being carried out remotely.

33 enquiries from prospective volunteers were received in the second half of the year and 21 volunteering referrals were made (down from 70 last year). 14 roles were registered from outside organisations (down from 40 last year).

Following on from the need established during the first lockdown for regular support on the telephone for vulnerable people, we have to date recruited four permanent telephone befriending volunteers to support registered clients on a weekly basis. This is a service we are looking to expand.

Organisations we worked with during the year, once the volunteering brokerage service was able to resume, were The Children's Society (who have a new initiative called The Climb Project, funded by West Mercia Police and Crime Commissioner, to recruit Mentors to support children and young people in the West Mercia Area who may be at risk of being exposed to crime or criminal activity); the Prison Advice and Care Trust (PACT) for volunteering roles at HMP Long Lartin; The British Red Cross; Sight Concern; and the Pershore Wellbeing Hub.

Support for Local Charities

The Charity supports other local charities, by providing office-based support, including photocopying, printing and franking services. This support has in the past been provided by Pershore & District Voluntary Help Centre. These services are only provided to local charities and not-for-profit organisations and are provided on a cost-plus basis, rather than as a fully commercial enterprise.

PERSHORE AND DISTRICT VOLUNTEER CENTRE
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

Pershore and District Volunteer Centre

Registered Charity No: 1166141

Company No: CE006975

1 Billing House

Cherry Orchard

Pershore

Worcestershire

WR10 1EY

www.pershorevolunteers.org

THE BOOK KEEPERS (PERSHORE) LTD
3 TAYLORS LANE
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PERSHORE AND DISTRICT VOLUNTEER CENTRE
PROFIT AND LOSS FOR THE YEAR ENDED 31ST MARCH 2021

	12 MONTHS TO 31ST MARCH 2021			12 MONTHS TO 31ST MARCH 2020		
	Total	General Funds	Restricted Funds	Total	General Funds	Restricted Funds
	£	£	£	£	£	£
INCOME						
Grants Income	98,430	97,430	1,000	32,043	15,543	16,500
Grants - Mini Bus	-	-	-	9,000	-	9,000
Other Grants	-	-	-	1,402	1,402	-
	<u>98,430</u>	<u>97,430</u>	<u>1,000</u>	<u>42,445</u>	<u>16,945</u>	<u>25,500</u>
Other:						
Transport Charges	10,549	10,549	-	2,831	2,831	-
Individual and Corporate Donations	6,326	6,326	-	201	201	-
Community Resources	5,515	5,515	-	5,775	5,775	-
Fund Raising	1,591	1,591	-	12,462	12,462	-
Bank and National Savings Interest	-	-	-	86	86	-
	<u>23,981</u>	<u>23,981</u>	<u>-</u>	<u>21,356</u>	<u>21,356</u>	<u>-</u>
	<u>122,411</u>	<u>121,411</u>	<u>1,000</u>	<u>63,801</u>	<u>38,301</u>	<u>25,500</u>
EXPENDITURE						
Salaries - Co-ordinator and Assistant Co-ordinators	6,725	6,725	-	5,627	5,627	-
Rent and Rates	9,207	9,207	-	12,145	12,145	-
Heat and Light	1,714	1,714	-	1,842	1,842	-
Telephone	1,319	1,319	-	2,203	2,203	-
Insurances	1,184	1,184	-	274	274	-
Office Expenditure	10,623	10,623	-	8,562	8,562	-
Reimbursement of Volunteer Expenses	5,312	5,312	-	-	-	-
Volunteer Training	305	305	-	-	-	-
Activities and Outings	3,256	3,256	-	2,679	2,679	-
Community Events	437	437	-	455	455	-
Minibus Running Costs	3,085	3,085	-	162	162	-
	<u>43,167</u>	<u>43,167</u>	<u>-</u>	<u>33,948</u>	<u>33,948</u>	<u>-</u>
PROFIT / (DEFICIT) FOR THE YEAR	<u>79,244</u>	<u>78,244</u>	<u>1,000</u>	<u>29,853</u>	<u>4,353</u>	<u>25,500</u>

PERSHORE AND DISTRICT VOLUNTEER CENTRE
BALANCE SHEET FOR THE YEAR ENDED 31ST MARCH 2021

	31.03.2021 £	31.03.2020 £
<u>FIXED ASSETS</u>		
<u>Motor Vehicles:</u>		
Cost as at 1st April 2020	-	-
Additions	-	-
Less: Grants Received	-	-
Disposals	-	-
	-	-
Less: Depreciation		
NBV Cost as at 31st March 2021	-	-
 <u>Office Fittings and Equipment:</u>		
Cost as at 1st April 2020	-	-
Additions	-	606
Less: Grants Received	-	(606)
Disposals	-	-
	-	-
Less: Depreciation	-	-
NBV Cost as at 31st March 2021	-	-
TOTAL FIXED ASSETS	-	-
 <u>CURRENT ASSETS</u>		
Stock	1,220	1,600
Debtors	3,124	397
Prepayments	110	1,260
Deposit Account	60,000	-
Current Account	63,005	62,796
Cash In Hand	60	-
TOTAL CURRENT ASSETS	127,519	66,053
 <u>CREDITORS (amounts falling due within one year)</u>		
Creditors	(2,428)	(1,626)
Pershore & District Voluntary Help Centre Inter Company	(6,036)	(6,550)
Accruals and prepaid income	(4,698)	(22,764)
NET CURRENT ASSETS	114,357	35,113
NET ASSETS LESS CURRENT LIABILITIES	114,357	35,113
 <u>REPRESENTED BY:</u>		
General Reserves	87,857	9,613
Restricted Funds Reserve	26,500	25,500
	114,357	35,113
 <u>MOVEMENT ON RESERVES:</u>		
General Reserves		
Opening Balance as at 1st April 2020	9,613	5,260
(Deficit)/Surplus for the year	78,244	4,353
Closing Balance as at 31st March 2021	87,857	9,613
 Restricted Funds		
Opening Balance as at 1st April 2020	25,500	-
(Deficit)/Surplus for the year	1,000	25,500
Closing Balance as at 31st March 2021	26,500	25,500



Registered Charity No. 1166141

Notes to the Accounts

1. Accounting Policies

- a. Turnover. All turnover is generated in the UK and is unrestricted.
- b. Grant income has been spent on providing support for people in the local community and protective equipment for our staff and volunteers during the Covid pandemic.
- c. Depreciation. All fixed assets have been grant funded or are full depreciated.

2. All debtors are deemed recoverable, within one year.

3. An interest free loan has been provided by Pershore and District Voluntary Help Centre. The Trustees believe that this loan will be required to be repaid within the next 12 months. The Charity's cash balances exceed this loan and the Trustees do not envisage any issues repaying this loan.

4. During the year, the Charity received a further £1,000 worth of grant income which has been treated as restricted. All other grants received during the year are unrestricted. As at 31 March 2021, the Charity held £26,500 of Restricted Reserves and £87,869 of Unrestricted Reserves.

5. The highest-paid employee received £6,480 during the year.

6. Long-term Contracts

- a. The Charity has entered into a premises lease which is terminatable with 3 months' notice.
- b. Broadband and telephone contracts are supplied under fixed 3-year contracts.

The Trustees declare that they have approved the Trustees' Report above.

Signed on behalf of the Trustees:

A handwritten signature in black ink that reads "Amanda Tanfield".

Dr Amanda Tanfield
Charity Secretary
18 January 2022