



Volunteer Centre

Whitstable

Annual Report

Financial Year 2009/10

St Mary's Hall
Oxford St
Whitstable
CT5 1DD

T: 01227 772248

E: info@whitstablevc.org.uk

www.whitstablevc.org.uk

Registered Charity No. 292207

Whitstable Volunteer Centre acknowledge the kind support of the following organisations and also to the many individual clients, volunteers and friends who have donated money or support in kind.

The Co-operative Community Fund

KCC Members Grant



Eastern and Coastal Kent
Primary Care Trust



Chairman's Report

Mary Dooley

Like many other Voluntary Organisations the Whitstable Volunteer Centre Trustees have been focusing this year on the anticipated future reduction in financial and grant aid support from our statutory funders, in order to safeguard our services to the community. The Trustees are ever mindful of our obligations towards the continuance of the six core volunteering functions as expected by our Volunteering England Accreditation.

In planning the future, the Trustees have been involved in discussions with a number of other organisations within East Kent and have considered closer collaboration across the area and also potential mergers with other organisations with similar activities and values. As of the date of this report, discussions are still ongoing with a number of other parties.

You will read in other parts of this Annual Report about the volunteering activities undertaken by the WVC under the excellent leadership of the Project Coordinators. However, these activities could not be carried out successfully without the help and cooperation of our excellent band of ever willing volunteers, the lifeblood of the organisation. I thank them for their continued loyalty and support towards the Centre.

All the Members of the Board of Trustees bring to their role a vast amount of experience, dedication, responsibility and expertise in many fields and these skills are put to very good use in many ways on behalf of the Centre. I thank them all for their encouragement, help and leadership during the past year and also our very dedicated Manager and staff members who all work so hard in the interest of the Centre.

A Message from the Manager

Denise Taupin

This has been a very successful year for the WVC with a highly engaged board of trustees providing very active support, centre staff working extremely hard and dedicated volunteers again showing great commitment, all of which has resulted in us achieving beyond our expectations for the year, especially in terms of volunteer recruitment. I am grateful to all 80 of our volunteers for their loyalty and commitment, which has helped make all this happen. The Length of Service Awards that we present to the volunteers who run our Community Services saw 13 volunteers passing the 5, 10, 15, 21 & 22 years mark.

We have effectively raised the profile of the Centre and volunteering through a concerted publicity push involving several poster campaigns, much interaction with local media with numerous newspaper articles and a radio interview with volunteers, hitting the streets in Volunteers Week, Funday on the slopes, coffee mornings and finally an Awareness Day aimed specifically at local businesses. We also now have funding in place for signage outside our office, which should ensure that we are as prominent as ever in Whitstable.

We have also started two new community initiatives: an expansion to our existing PCT backed gardening scheme, funded by European Social Funding (ESF) and the shorter term Estuary View project, both described in more detail below.

This coming year will present us many new challenges one of which will be to adapt to the shift in the funding by KCC and the NHS towards commissioning and their personalisation approach.

Staff

Denise Taupin
 Sophie Quirk
 Phil Stone
 Lisa Loft
 Sharon Lakin
 Patrice Gardner
 Olha Hanzlik

Manager
 Volunteer Co-ordinator
 Community Gardener
 Administrator (job share)
 Administrator (job share)
 Volunteer Car Scheme Co-ordinator
 Development and Community Services Leader

Volunteer Brokerage

Following a conscious decision made in 2006 to target increased recruitment of the under 30s, and notable success in doing so last year, this trend has continued again this year, led by a greater than 50% increase in volunteers in the 15 – 18 years of age bracket.

	2008 - 2009	2009 -2010	% Increase
New Volunteer Registrations	344	403	17%
No. of volunteers under 30	148	216	46%
Unemployed volunteers	46	74	60%

Another notable feature of the last year was the increase in unemployed volunteers. In 2008-9 there were half as many unemployed volunteers as employed volunteers. This year the proportions were almost exactly equal.

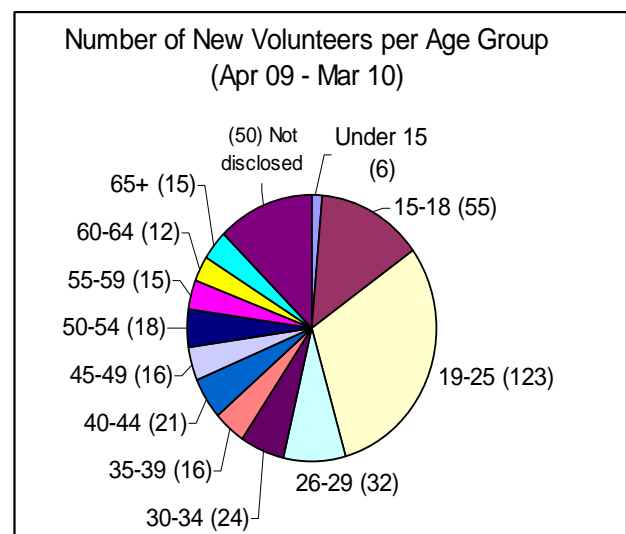
We have also assisted employment agencies such as RBLI and Shaw Trust which have referred people wishing to enhance their CVs and close skill gaps via volunteering.

The 17% increase in total volunteers this year also exceeded the targets set for 2009-10 by our business plan and funders.

The increased administrative support available this year to our Volunteer Co-ordinator was funded by a KCC Members Grant and has proved invaluable in allowing us to meet targets and to get volunteers placed quickly and efficiently.

Meanwhile, the Time2time Project, aimed at those able to volunteer for one-off or short-term events, has continued to expand, doubling the total of volunteers registered to 130. They each receive our newsletter regularly offering new short term opportunities.

In addition to assisting individuals we have continued to provided training, support and advice on all aspects of volunteering to other organisations.



Community Gardening Scheme

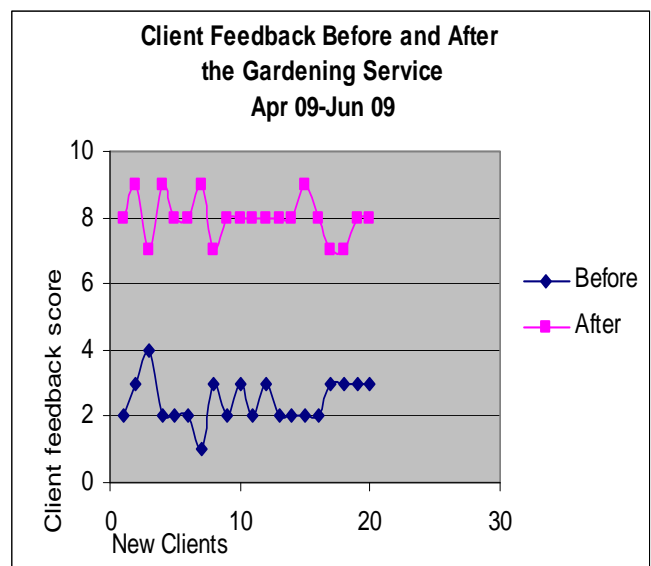
Our gardening scheme has had a highly successful year. The scheme is funded by the PCT for 3 years until Nov 2010, with the aim of helping the elderly and disabled who are having difficulty coping with their gardens and for whom this is affecting their health. We then received ESF funding, which runs until Sept 2010, aimed at assisting the return of the unemployed into work. These two separate funding sources have provided reciprocal benefits to each category of beneficiaries.

By the end of the year 23 volunteers, 12 of whom were unemployed, had put in a total of 880 hours work to assist 88 clients, sometimes making repeat visits to their gardens.

The reasons volunteers had for coming to the scheme included being made redundant and looking to expand skills or use time constructively until their next job, those hoping to gain experience so as to find work in the horticultural sector or even to start their own business, a need for physical activity to assist recuperations from accidents or health issues, a desire to help the community, a chance for someone without a garden to have a garden to work in and those who have retired and are looking for purpose and physical activity.

Some of the jobs taken on were immediate remedying of unsafe situations e.g. a pond that needed filling in, a path overgrown by vegetation impeding someone with limited mobility; some remedied extreme anxiety and negative thoughts around the garden and all brought about hugely positive outcomes to the clients.

This is demonstrated clearly opposite by a representative graph showing before and after score response from our clients on their feelings of well-being measured before and after the work was undertaken.



The human stories behind these statistics are illustrated by the experiences of the two individuals below:

Mrs R. is 82, lives alone and every year finds it increasingly difficult, for physical reasons, to maintain her garden. She was anxious and did not know who to turn to and as the Volunteer Centre was recommended to her by a friend she was happy to contact us as it meant she did not have to “call a stranger from the phone book”.

Mrs R. explained that she did not go into the garden as she was concerned about falling into her pond given its proximity to her path and her poor balance. After it was filled in and the path cleared, she says she now feels confident enough to go into the garden and is motivated to try the odd task herself.

Mr T. is 85 years old, has suffered 2 heart attacks, is diabetic and has very limited vision. He lives in his house alone as his wife died last year. Having so much time on his own was causing Mr T to become frustrated and his well-being was suffering. Although unable to undertake any work in his garden due to his ill-health Mr T wanted to try growing tomatoes in his greenhouse as he had always previously done. The short walk from his back door to the greenhouse was duly made safe and free of obstacles and overhanging shrubs etc and the greenhouse was cleared after 2 years of disuse and a bench created to support a grow bag. Mr T was absolutely delighted and said that he felt he “now had a purpose” and “that something was reliant on him again.”

Future strengthening of links with the community via the gardening scheme include discussions about our involvement for land use both at the Community College and a piece at the centre of the town, earmarked for a proposed community gardens and allotment scheme. The challenge for us now will be to find new sources of funding to continue this key project.

Volunteer Car Scheme

The success of our volunteer car scheme continues with the dedication and commitment of the volunteers involved; 33 volunteer drivers, backed up by 14 office volunteers, delivered 15,210 drives which covered 55,000 miles, most of which (11,034), were health related.

We recruited 183 new members over the year, which is appreciably up on the previous year. While the total number of users of the scheme appears to have fallen back slightly (1556 against a peak of 1941), this reflects work done to update the data base to include only current, active, users of the scheme and remove lapsed members.

A key issue for our drivers is the failure of the Inland Revenue to increase the 40p per mile expense allowance in line with the current price of fuel. There is little belief that despite representations from us and others, the allowance will increase in the near term.

Health Centre Desk

Our volunteer Maureen has run the help desk at Whitstable Health Centre for 2 mornings per week for 16 years now. She provides an invaluable, welcoming, signposting and enquiries service to members of the public. Her desk was moved in 2009 and we believe this may have transiently impacted the number of enquiries received. Now that she has been moved to a more accessible position we would expect that once people are familiar with her new location she will be as busy as previously.

Our positive relationship with this health practice led to us being asked to help them by providing volunteers when the new Estuary View practice opened in mid September 2009. For a period of 6 weeks a team of 15 volunteers acted as ‘meet and greeters’ and guides at peak times, to assist patients in becoming familiar with the layout and services provided in this new building.

Charity Bookshop

After 18 years of sterling service our Bookshop Treasurer, John Mitchell, finally took a well earned complete retirement and we thank him for all that he has done for the WVC. Our dedicated team of 14 volunteers has kept the bookshop open 6 days a week and it has again provided a valuable source of income to the centre.

To give the bookshop new momentum we are planning to totally re-vamp the interior layout now that the new lease has been signed. To assist this we have had a sale to reduce stock held and we are also looking to register the bookshop as a “social enterprise” with Canterbury City Council, which will bring us some professional assistance to look at it anew, and possibly some additional funding.

CaDVAS (Canterbury District Voluntary Action Support)

CaDVAS, a separate charity created and supported by WVC working in collaboration with Canterbury and Herne Bay Volunteer Centre, was launched on 1st May 2008 to provide Infrastructure services to the voluntary and community sector in the district. WVC staff and volunteers continue to provide administrative, management and strategic support to help CaDVAS respond to charities needing assistance with their governance, training and funding.

Trustees Report for the period 1 April 2009 to 31 March 2010

The Trustees of the Whitstable Volunteer Centre present the Annual Report for the financial year ended 31 March 2010. The Whitstable Volunteer Centre is a registered charity (No.292207), the registered address is St Mary's Hall, Oxford Street, Whitstable, CT5 1DD.

The charity's trustees during the year ended 31 March 2010 were:

Mary Dooley	Chairman
Maureen Smith	Honorary Secretary (resigned June 2009)
Andrew Gough	Honorary Secretary (appointed June 2009)
Mike Vaile	Stepped down as Vice-Chair June 2009
Claudia Sykes	
Gillian Breitfeld	
Nick Duggan	appointed January 2010
Philip Goodwin	
Tony Henley	
Roger Livingstone	resigned June 2009
Bob Sayer	

The charity's annual accounts are examined by Janet Holness, Financial Advisor, of Cerne House, Easole St., Nonington, Dover, CT15 4EU.

Structure and governance

The charity is governed by its constitution, which is filed with the Charity Commission. Regular trustee meetings are held and minuted to ensure proper governance of the charity. The Board of Trustees elects new trustees after consideration of the needs of the charity and the skills required when a vacancy arises.

Objectives and activities

The objective of the charity is to promote and undertake voluntary work within the sphere of Social and Community Service, Education and similar charitable activities within Whitstable and the surrounding district. Specifically, the charity aims to:

- Provide a Centre that promotes and provides free access to volunteering opportunities
- Undertake the core services as laid down by Volunteering England that focus on providing the following services – Brokerage, Marketing Volunteering, Good Practice Development, Developing Volunteering Opportunities, Policy Response and Campaigning and Strategic Development of Volunteering
- Undertake community services based upon voluntary activities that meet the needs of the community.
- Undertake social enterprises that support the community and the Centre.
- Provide advice and support to charities and commercial organisation that provide or utilise volunteering.

To achieve these objectives, the charity receives funding from several grant-making bodies, and support from many local volunteers. Volunteers at the Centre contribute in many different ways, including governance, driving, gardening, office administration, working in a bookshop and helping at a health centre. All of this support is absolutely vital to the success of the charity.

Review of the Year

The Trustees are satisfied with the overall performance of the charity during the financial year ended 31 March 2010. During March 2010, as part of the review of the strategic future of the charity, the Trustees began reviewing a possible merger with similar organisations in the Canterbury district. This work is still ongoing.

Financial review

The results for the year ended 31 March 2010 have been prepared on a cash receipts basis as in previous years. This means that the accounts reflect the cash when it is received or paid.

During the year ended 31 March 2010, the charity received net income after expenditure – £2,699, making a loss for the year. This loss was slightly smaller than forecast due to the receipt of a grant of £11,000 from the European Social Fund towards a new gardening scheme. Some of the costs of this programme will be incurred in the financial year 2010-2011. Further details are shown in note (a) to the accounts.

The Trustees forecast that the charity will also make a loss for the next financial year, and this will use up more of the charity's remaining reserves. All of the charity's activities are reviewed regularly by the Trustees and steps taken to minimise losses where possible.

Restricted funds

Restricted funds represent specific donations and grants received under strict terms to be used only in regard to a particular project. During the year ended 31 March 2010, the charity received a grant from the European Social Fund that was deemed restricted income, and this is shown separately within the accounts

Unrestricted funds

The unrestricted funds of £73,209 represent the accumulated income of the charity, which may be used at the discretion of the Trustees. Included within these funds is the balance of an amount of £20,000 received as a legacy in 2008. Whilst no legal restrictions apply to the use of this fund, the Trustees have determined that this legacy should be reserved for use on special projects only, and not for the day to day running of the charity which should continue to be self-funded from existing grant income and donations. Further details about the legacy are given in note (b) to the accounts.

The Trustees also keep sufficient reserves to enable the charity to meet its legal obligations for 3 months, following the guidance from the Charity Commission. An amount of £25,000 is included within unrestricted reserves for this purpose.

The core income for the charity is received from Canterbury City Council, Kent County Council, and Eastern and Coastal Kent Primary Care Trust. Canterbury District Voluntary Action and Support (CaDVAS) also provide support for the projects we deliver in partnership with them.

The Trustees declare that they have approved the Trustees' report above. Signed on behalf of the Trustees

Mary Dooley
Chairman

Date 28th June 2010

Whitstable Volunteer Centre

Receipts and Payments Accounts

Year ended 31 March 2010

		Unrestricted	Restricted	Total	
	Notes	Funds	Funds	Funds	
		2010	2010	2010	2009
		£	£	£	£
Receipts					
Grants: Kent County Council		10,950		10,950	10,683
Canterbury City Council		7,210		7,210	7,000
ECK Primary Care Trust		29,307		29,307	34,298
European Social Fund	a)		11,000	11,000	-
Members Grant		2,700		2,700	-
CaDVAS		5,000		5,000	13,896
Partnership Grant - Capacity Builders		-		-	500
Age Concern		-		-	5,000
The Henry Smith Charity		-		-	4,000
Co-op Grant		-		-	1,755
Legacy from the estate of Mrs Cook	b)	-		-	20,000
Charity Bookshop		2,500		2,500	3,000
Donations & Fundraising		3,363		3,363	1,726
Bank Interest		632		632	1,745
Travel Expenses refunded/Attendance fees		100		100	22
Registration Fees/Admin Fees		6,294		6,294	6,237
- Drivers Invoices		5,100		5,100	8,420
		<u>73,156</u>	<u>11,000</u>	<u>84,156</u>	<u>118,282</u>
Payments					
Salaries		64,487	4,521	69,008	60,380
Rent & Room Hire		6,882		6,882	6,607
Telephone & Postage		1,651		1,651	1,722
Professional Services		1,760		1,760	2,935
Insurance		437		437	346
Printing & Stationery		1,132	164	1,296	1,823
Equipment		598	232	830	2,035
Travel expenses - Manager & volunteers		567		567	556
Training & Conference		70		70	305
Refreshments & Social expenses		557		557	242
Subscriptions		248		248	-
Advertising & Recruitment		332		332	1,498
Miscellaneous Expenses					55
Bank Charges		1		1	65
Drivers Invoices		3,216		3,216	7,413
Total Payments		<u>81,938</u>	<u>4,917</u>	<u>86,855</u>	<u>85,982</u>
Surplus/Deficit for the year		-8,782	6,083	-2,699	32,300
Less:					
Contingency Closure Reserve					-5,000
Plus:					
Surplus brought forward		56,991		56,991	29,691
Surplus carried forward		<u>48,209</u>	<u>6,083</u>	<u>54,292</u>	<u>56,991</u>
<u>CONTINGENCY CLOSURE RESERVE FUND</u>					
		2010			2009
		£			£
Increase In Reserve Funds		-			5,000
Plus:					
Balance brought forward		25,000			20,000
Balance carried forward		<u>25,000</u>			<u>25,000</u>

	Notes	Unrestricted Funds 2010 £	Restricted Funds 2010 £	Total Funds 2010 £	2009 £
SUMMARY					
General Purposes Fund		48,209		48,209	56,991
European Social Fund			6,083	6,083	
Contingency Closure Reserve Fund		25,000		25,000	25,000
Total Amount Held	c)	<u>73,209</u>	<u>6,083</u>	<u>79,292</u>	<u>81,991</u>

Represented by:

2009
£

CASH ASSETS:

Standard Life Savings Account		1,914		1,914	1,898
Standard Life 60 Day Account		33,436		33,436	32,916
CAF Bank - Cash Account		5,611		5,611	5,918
CAF Bank - Gold Account		32,198	6,083	38,281	41,194
Cash in hand - General		50		50	65
		<u>73,209</u>	<u>6,083</u>	<u>79,292</u>	<u>81,991</u>

Petty Cash Summary:

Brought forward from 31.03.09		64			46
Cash introduced to 31.03.10		100			300
					346
Less spending to 31.03.10		114			-281
Balance carried forward		<u>50</u>			<u>65</u>

LIABILITIES:

PAYE & NIGC for March 2010		3,618			3,664
----------------------------	--	-------	--	--	-------

OTHER ASSETS:

Sundry Debtor -			-		-
-----------------	--	--	---	--	---

For the use of the Charity and belonging to:
General Purposes Fund:

	Date purchased	Cost £	Value after depreciation
Laptop Computer	Mar-06	739	-
Computer x 3	Nov-06	1,223	245
Wireless Router	Jul-07	157	31
Telephone System	Dec-07	2,973	595
Office Furniture	Dec07/Mar08	1,132	453
Dell Computer	Aug-08	399	160
Office Furniture	Jan-09	340	136
Digital Camera	Jan-09	289	116
Laser Printer	Feb-09	425	170

Mary Dooley
Chairman

.....

Whitstable Volunteer Centre
Notes to the accounts for the year ended 31 March 2010

The charity received a grant of £11,000 from the European Social Fund for pre employment taster sessions and training, to help the unemployed back into work in its assisted gardening programme, which will run from November 2009 until September 2010. The grant primarily covers the costs of volunteer expenses, clothing and training, equipment and salaries.

The charity received £20,000 as a legacy from the Cook estate in 2008. Whilst no legal restrictions apply to the use of this fund, the Trustees have determined that this legacy should be reserved for use on special projects only, and not for the day to day running of the charity, which should continue to be self-funded from grants and donations.

In the year ended 31 March 2010, approximately £5,000 was spent on legacy projects. The Trustees expect that approximately £9,000 of the remaining legacy will be spent in 2011 as part of a new gardening project, and a further £1,000 on the charity bookshop.

Reserves policy

The unrestricted general purpose fund of £73,209 includes the balance of the £20,000 Cook project income which use has been limited as stated in note (b) above. The remaining balance has been built up over several years to ensure sufficient funds for the successful operation of the charity when one-off grant income may be more difficult to obtain.

The Trustees maintain a contingency reserve of £25,000, being part of the general purpose fund balance of £73,209, to meet the legal obligations of the charity were it required to wind up operations, sufficient for an estimated 3 month's running costs and additional rental payments.

**Independent examiners report to the Trustees of Whitstable Volunteer Centre
on accounts for the year ended 31 March 2010**

I have examined, without carrying out an audit, the accounts for the year ended 31 March 2010 set out on pages 1 to 5.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 43 of the 1993 Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 43(7)(b) of the 1993 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 general Directions given by the Charity Commission. 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 seeking explanations from the trustees concerning any 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 and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention, which gives me reasonable cause to believe that in, any material respect, the requirements:

- to keep accounting records in accordance with section 41 of the 1993 Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Act

have not been met or to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

J Holness
Financial Advisor



Date 22.6.10

Cerne House
Easole Street
Nonington
Dover
CT15 4EU