



ANNUAL REPORT

1st April 2011 – 31st March 2012

Community Resource Centre
Murchfield Hall
Sunnycroft Lane
Dinas Powys
Vale of Glamorgan
CF64 4QQ

Tel No: (029) 2051 3700
Email: wendy@dpvc-dinaspowys.com

Dinas Powys Voluntary Concern is a Registered Charity No. 502496



OUR STATEMENT OF PURPOSE:

THE PRIMARY PURPOSE OF DPVC IS TO:

**SUPPORT VOLUNTARY GROUPS AND
INDIVIDUALS WHO SEEK TO IMPROVE THE
QUALITY OF LIFE:**

**FOR THE ELDERLY,
FOR PEOPLE WITH DISABILITIES
OR THOSE OTHERWISE
DISADVANTAGED AND LIVING IN
OUR COMMUNITIES**

**AND TO ACT AS A FIRST PORT OF CALL
FOR THOSE SEEKING HELP OR ADVICE**

Serving the Community for 40 Years

DPVC was first established as the Council of Social Services in 1972 as a result of a meeting of services and voluntary organisations who elected Dr Haydn Jones as chairman. It was later renamed **Dinas Powys Voluntary Concern (DPVC)**. A registered charity, it promotes charitable activities for the benefit of people living in and around Dinas Powys.

DPVC provides a service to individuals, groups and organisations, the elderly and people with disabilities. It does this in many ways such as by:-

- Recruiting, inducting and training Volunteers and holding an Annual Garden Party to recognise their work
- Organising a Good Neighbours' Scheme and running a Befriending scheme for the lonely or housebound
- Maintaining and running a Minibus/Ambulance used by many organisations in the village such as the WRVS, The Wednesday Club and the Stroke Group. It is also used by DPVC for supermarket visits, the library run and conveying older people to various events. In addition volunteers provide a car ferry service for appointments with doctors, dentists etc.
- Producing and distributing the Community Directory and a periodic newsletter called **DEPEND** to every home in the community
- Operating the Community Resource Centre and an information database and providing a "first port of call" for those seeking advice and information

- Providing a Photocopying, Laminating and Comb-binding Service at the resource centre

- And by cooperating with and supporting other Dinas Powys organisations and events

DPVC is managed by a Management Committee which has responsibility for planning, development and financial control. The Committee is supported by four working groups:

- Community Services
- Publications
- Transport Services
- Human Resources, Policies and Finance Operations

The Community Resource Centre is the administrative base for all the activities of DPVC. It is manned five mornings a week from 9.30 to 12.30, four of them by our co-ordinator. Help, advice and information are provided on a wide range of subjects relating to both voluntary and statutory services.

Our Coordinator's role is to organise and support the activities of volunteers in the **Good Neighbours' Scheme**. Her role is also:

- to support DPVC and its administration
- to publicise DPVC services
- to manage the CRC and maintain its information base
- to liaise with the Befriending Coordinator

Our volunteers are key to all our activities and without them the organisation would not exist.

FORWARD by the Chairman – John Fanshaw

This is my first year as chairman and it is still a time of financial doubts and anxiety about care for the elderly. Dinas Powys Voluntary Concern, and other voluntary organisations that help vulnerable and older residents in our communities, are needed to fill the gaps in the statutory sector and DPVC, a charitable organisation unique in the Vale of Glamorgan, does much to assist older people who wish to maintain independence in their own homes in our local area.

We are extremely grateful to the Vale of Glamorgan Council for the support they give us, both financially and in kind. It is only through the Vale's financial support that our part-time coordinator can be funded. Our kind and approachable coordinator, Wendy Lees, is the contact that many of our elderly, frail, vulnerable and often isolated residents know, and her efficiency and local knowledge ensures that appropriate support and advice can be offered to volunteers as well of those we help. This continuing support from the Vale also allows us to plan for the future and develop the charity's range of services and activities.

We are also extremely fortunate to have dedicated and supportive volunteers and the help that Wendy receives from Janet Flye, our volunteer minibus coordinator and Pat West, who mans the office on Thursdays, is invaluable. In February, we launched the BIG Lottery funded Befriending project and a part time coordinator, Angela Campbell, was appointed and is working hard to recruit volunteers and to find those who would benefit from the support we can offer.

As an organisation, we have a great team of volunteers that we can call on, often at short notice. Their experience and their knowledge ensures that our users receive the help and support that we strive to give. We constantly need volunteers for all aspects of our work. Recruiting and training new ones while retaining our existing team is always a challenge. As many of our volunteers are themselves retired there is an inevitable turnover, and some of our volunteers have become clients themselves. However, as last year, we have been fortunate to have welcomed a number of new volunteers including some experienced minibus drivers and escorts, a group whose consistent hard



work and dedication cannot be underestimated. Training needs have continued to occupy our minds and all our drivers, and escorts have or will have MIDAS (Minibus Driver Awareness Scheme) training.

Our successful BIG Lottery bid, BIG AdvantAGE, in conjunction with other voluntary organisations in Cardiff and the Vale, has been successfully launched and funding is available to ensure that all our befriending volunteers are fully trained and CRB checked.

Each of our working groups has identified priorities for action from our corporate plan. Some of the details are to be found in the reports in this document. I would like to thank all who have worked so hard for the organisation and, in particular my fellow members of the Management Committee and working groups.

2012 is the 40th Anniversary of DPVC and a series of events to celebrate the anniversary will be arranged.

Forty years have passed since the organisation was first established and over these years, Dinas Powys Voluntary Concern has evolved into the organisation it is today. The need for the charity has not diminished, and with the increase in the number of elderly residents in our community, the demand for our help and support is greater than ever. This need is likely to continue to increase and volunteers will inevitably continue to fill the gaps in the statutory sector. As chairman of this locally based organisation, run and supported by the community, I am proud to be part of a charity that is able to adapt to the ever changing needs of those who live here and look forward to the future.

OUR YEAR IN PICTURES

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|---|--|---|--|
| 1 | Storms caused havoc in Dinas Powys this year | 5 | The DPVC Community Club started in May |
| 2 | "The Mexicans" entered the spirit on our Quiz Night | 6 | Minibus drivers and escorts successfully completed MIDAS training this summer |
| 3 | "Depend" deliverers were thanked with mince pies and mulled wine | 7 | DPVC volunteers and Wendy, our coordinator, visited Llandough Hospital on their open day in August |
| 4 | CAVMS Big Band entertained us on our Jazz Evening | | |

COORDINATOR'S REPORT – Wendy Lees



As you can see from the picture I have now been joined by Angela Campbell, who is working part time as our befriending coordinator

as part of the Big Friendly Advantage project which has enabled us to expand our already existing befriending scheme. Our befriending target is to try and recruit more volunteers who are able to spend some of their time visiting those living on their own and help reduce their isolation. One of our biggest challenges is making contact with those who could use our help.

We were able to show our gratitude to the many volunteers who deliver Depend twice a year by holding a mulled wine and mince pie evening. As you can see from the photo the evening was a great success.



The table shows the type of request for help we are receiving, transport still being the most needed. Our aim is to see befriending listed regularly on our enquiries in the future.

regular meeting place for old and new friends with refreshments, activities, talks and dare I say just enjoy yourself!

Nature of enquiry	Number of enquiries
Housing	1
Minibus use	1
Practical help/Gardening	2
Practical help/Help in house	6
Practical help/Other	19
Practical help/Plumbing	1
Social services/disability	1
Transport	48

It cannot be repeated enough how vital volunteers are to our organisation. And I am pleased to be able to say that, through the goodwill shown by our volunteer minibus drivers and escorts, we have been able to maintain an extra shopping trip to the supermarket. These trips enable those who are less mobile be able to do their own shopping with the added bonus of meeting up with friends for a tea in the supermarket café afterwards.

I would like to say how grateful I am for the support that I receive from all our volunteers, trustees and supporters. Thank you to you all!

Minibus - Summary of Use

01/04/2011 to 31/03/2012

User organisation	Times Used	Mileage Total	Mileage Average	Total Number of Passengers	Number of Wheelchairs
British Legion	1	8	8	12	0
Brymelthin Home	2	27	14	9	0
DPVC - All Shops	117	1526	13	755	50
DPVC -Maintenance	31	197	6	18	0
DPVC- Other passenger use	1	6	6	1	0
St Mary's Church	45	428	10	263	36
Stroke Support Group	8	114	14	45	3
Wednesday Afternoon Club	28	275	10	382	8
Womens Institute	8	68	9	47	0
WRVS Friday Lunch Club	40	562	14	496	66
TOTAL MILEAGE		3211			

MANAGEMENT COMMITTEE 2011 – 2012

Officers

Mr John Fanshaw (Chairman) Mrs Barbara Daniels (Treasurer)
Mr Alan Higgins OBE (Vice Chairman)
Miss Wendy Lees (Secretary and Coordinator)

Members

Cllr Val Hartrey (Community Council) Mrs Lesley Robinson
Mrs Chris Holder Mr Brian West
Mr Colin Turner Mr Keith Hatton
Mr Chris Franks
Mr Steve Nottingham (Secretary – Murchfield Community Association)
Mrs Heather Todd-Bennett (Area Development Officer – Community Learning)

REPORTS FROM THE MANAGEMENT WORKING GROUPS

COMMUNITIES WORKING GROUP

Chairman: John Fanshaw

Members: Alan Higgins OBE, Mike Robinson, Cllr Val Hartrey, Cllr Keith Hatton, Cllr Chris Franks, Chris Holder, Pat Charters, Penny Ann Evans MBE, Wendy Lees

The Community Services Sub-group has, once again, had a busy and productive year and I would like to start this report by thanking them all for their hard work.

The working group has been addressing the need to raise the profile of DPVC amongst those that use the services that we offer and in particular those members of our community who could benefit from our support, but are unaware that DPVC would be able to help them, and to reach those who are missed by our usual means of communication.

Local traders are often a valuable link with older and isolated members of our community who visit the local shops on a regular basis and who, in many cases, have goods delivered to their homes. Small, handy, folded calling cards have been produced with, a basic outline of the ways in which we can help, our location and our contact telephone number in a simple large print. These cards are distributed by volunteers, by local shops – both in store

and with deliveries, are available in local doctor's and dentist's surgeries, and by our Community Police Support Officers. We have also updated the more comprehensive users and volunteers leaflets.

A new look DPVC website (www.dpvc-dinaspowys.com) is being developed with links both to the DPVC coordinator and the Management Team. Documents, including volunteer and user leaflets, our newsletter Depend, and other information can be downloaded from this website. There are also links to new DPVC Facebook and Twitter sites.

Meetings of volunteers have been arranged, with refreshments and an opportunity to share experiences and to discuss issues that may arise whilst volunteering. One meeting included a very interesting talk on scams and the exploitation of consumers given by Kate Palmer of the Vale Trading Standards Department.

The programme of Coffee Mornings is continuing. At the Christmas Coffee Morning we were entertained by the delightful choir from St Andrew's Major C in W Primary School. The coffee mornings continue to provide an opportunity for volunteers, our service users and local residents to meet in an informal setting. We

were very pleased to welcome both Jane Hutt AM and Alun Cairn MP to this coffee morning.

Finally, when the Welsh Government introduced a 5p charge for plastic carrier bags, small retailers were allowed to donate this charge directly to a local charity. Many

of the shops in Dinas Powys now have collection boxes and this has proved a valuable source of funding as well as helping to raise the profile and awareness of DPVC. In fact, many local shoppers put their small change in the collection box even when they have not purchased carrier bags.

TRANSPORT WORKING GROUP

Chairman: Barbara Daniels
Members: Chris Russon, Colin Turner, Derek Mills, John Flye, Keith Hatton

Our current minibus/ambulance will be two years old in June 2012. We would have expected after a few teething problems that the bus would be running smoothly and not giving our group too many problems. Unfortunately this has not been the case and the past year has been one of frustration for our drivers, escorts and clients.

In 2011 we began to experience problems with the sliding passenger door which began to jam and on some occasions come adrift from the door runners. Still under warranty it was returned to Euro Commercials, Mercedes-Benz dealership in Cardiff for their inspection and opinion. This visit was to be the first of many. The runners were replaced and due to the conversion a coach builder was required to undertake this work. This was completed in November 2011. Unfortunately in the New Year a cable broke and the door became inoperable. Time for serious action! We decided to go to the top and wrote to the Managing Director Customer Services Group of Mercedes UK. We received a prompt response to our letter which was followed by swift intervention by Mercedes Customer Service. The bus was with Euro Commercials for one week where the local body shop managed to finally resolve the problem. Throughout this period our drivers, escorts and clients dealt with the inconvenience with remarkable patience.

Unfortunately their patience was put to the test again with a recurring problem to the passenger step mechanism. The minibus was off the road for short periods of time and once more we were involved in a long and frustrating journey before the problem was

resolved. Our thanks are extended to RVS Engineering for their time and willingness in dealing with this issue as we received no help from the distributors of the step.

Being a non-driver I have been very reliant on members of the sub group to drive the bus on its many visits to the repair shops. My grateful thanks to Chris Russon, Colin Turner and Mike Hartrey who went that extra mile with a smile.

As part of our commitment to training we had intended to extend the Minibus Drivers Awareness Scheme (MIDAS) to organisations using the minibus. Unfortunately Graham Cartwright who provided the training for DPVC drivers has left the area and the offer of training has been postponed until a replacement provider can be identified.

It hasn't been the best of years for the minibus. However we survived due to the help of many people; without their help and intervention it could have been a different story. Our elderly clients were transported to the lunch clubs, supermarket shopping and other social occasions. This happened because everyone pulled together. Our private car drivers took over when the bus was off the road while Wendy Lees, our Coordinator, and Janet Flye organised the 'troops'. Our thanks to everyone for rolling up their sleeves and coming to the rescue.

Finally I should say that the minibus is mechanically very reliable and lives up to its reputation. We will look forward to another year and enjoy what the minibus has to offer.

Barbara Daniels

HUMAN RESOURCES, POLICIES AND FINANCE OPERATIONS WORKING GROUP

Chairman: Brian West
Members: John Fanshaw, Alan
Higgins OBE, Wendy Lees

The Charity Commission laws seem to grow each year to ensure charities operate correctly, as our working group shows finance operations has been included with the help of Barbara Daniels.

A 'Reserve Policy' was required to show the reason why we have reserved finances in our account, these must be designated funds which include mini bus replacement, sufficient funds to continue operation of Dinas Powys Voluntary Concern should we have funding problems.

Three members have been accepted as verifiers to check details submitted for Criminal Records Bureau [CRB] checks through Wales Council Voluntary Action [W.C.V.A] Our policies have proved necessary as many of these were required in applying for Big Friendly Advantage Scheme [Befriending]

The chairman is a member of the Vale of Glamorgan Area Adult Protection Committee Board which helps to keep the important issues regarding the protection of vulnerable adults up to date.

My thanks to group members, John Fanshaw, Alan Higgins and Wendy Lees for the contribution and expertise given.

PUBLICATIONS WORKING GROUP

Chairman: Lesley Robinson
Editor: John Fanshaw
Members: Anthony Daniels, Chris Franks, Val Hartrey, Steve Nottingham, Gale Smith.

We have produced our usual two editions of **Depend** this year, both well-received. In the Spring "Danny" Daniels also produced a colour supplement to mark our 40th anniversary.

The **Dinas Powys Directory** has now been put in PDF form on the internet. This can be accessed easily and can also be altered if the details of any group should change. We would ask if there are any such changes, we would be grateful if members would contact us, either by e mail, to the office or in writing.

Before Christmas we thanked all our deliverers for their unfailing support by holding a mulled wine and mince pie evening. This was well attended and enjoyed by all. Once more we say a big "Thank you" to all involved as without them we couldn't deliver to every house in the village, St Andrews and Michaelston.

Thanks are also due to Mike Robinson who has worked so hard organising the delivery schedules. This is appreciated by us all.

Lastly, we thank all the contributors. Without you we would have no **Depend**.

ACCOUNTS FOR DPVC 2011 – 2012

This Financial Year has seen an increase in our excess of income over expenditure. This was due to an additional fundraising event and the very successful Strawberry Tea. We also received additional income from the Collecting Boxes which are in our village shops. The income of £22,367 includes Big Advantage Lottery Payments of £3,844 and the expenditure of £15,340 includes a payment of £594 being the salary of the Big Advantage Lottery Coordinator. We are most grateful for the financial support we receive by way of individual donations and Gift Aid on those donations received from our loyal 'Supporters'. These donations support existing and new activities of the organisation.

This year our grant funding remains at the same level as 2010 – 2011. This core funding from the Vale of Glamorgan supports our Good Neighbour Scheme and contributes towards the salary of our part time

Coordinator. We would like to extend our grateful thanks to the Council for the continuation of this funding.

The accounts at the end of this current Financial Year show a balance of £23,303. This is represented on the Statement of Accounts by £3,636 held in the current account and £19,667 held in the deposit account. Due to this healthy balance we are now able to maintain a level of reserves to ensure long term financial sustainability and to develop our activities. A copy of our Reserves Policy with our reserves position is disclosed in our Annual Report.

Finally I would like to record our gratitude and thanks to Martyn Warren, Independent Examiner of our Accounts.

Barbara Daniels
Treasurer

DINAS POWYS VOLUNTARY CONCERN

INCOME AND EXPENDITURE FOR THE YEAR ENDED 31 MARCH 2012

	YEAR ENDED 31 March 2012 £	YEAR ENDED 31/03/2011 £
INCOME		
Mini Bus Donations:		
Contributions from Organisations	999	1,212
Contributions from Individuals	1,141	1,372
	£2,140	£2,584
Grants and Other Donations:		
Vale of Glamorgan Council GNS	6,779	6,779
Vale of Glamorgan Council	7	0
DPVC Supporters	1,036	856
Gift Aid	275	285
Bliss Dancers	152	0
Mrs G Cameron-Brookes	1,000	0
Methodist Women on Wednesday	50	0
Dinas Powys Civic Society	0	1,100
Methodist Church	150	0
St Mary's Church Social Committee	142	134
Village Show (Donation Depend Publication)	50	50
Natwest Community Fund	0	1,000
Dinas Powys Tennis Club	133	0
Kibbor Lodge (Masons)	250	0
Dinas Powys Golf Club	0	600
Family Practice Dinas Powys	40	0
Dinas Powys Community Council	0	1,300
Dinas Powys Womens Institute	30	0
Misc Donations	410	378
Collection Boxes	330	0
Good Neighbour Scheme	110	57
New Mini Bus Fund		7,875
	£10,944	£20,414
Events:		
Strawberry Tea	1,421	476
Bridge Party	316	380
Volunteer Garden Party Donations	78	83
Quiz Night	1,203	0
Jazz Concert	1,088	0
Coffee Morning	282	586
Carols	40	0
Concert	0	1,246
	£4,428	£2,771
Other		
Misc (Replacement Mini Bus Keys)	294	33
Fuel Rebate	349	349
St Peters Church - shredder	122	0
Big Advantage Lottery - DPVC	204	0
Sales of Mini Bus	0	5,400
Insurance refund	0	26
Minibus - Keys Deposit	0	200
Photocopying	42	20
	£1,011	£6,028
Big Advantage Lottery Payments	£3,844	£0
TOTAL INCOME	£22,367	£31,797

DINAS POWYS VOLUNTARY CONCERN

INCOME AND EXPENDITURE FOR THE YEAR ENDED 31 MARCH 2012

	YEAR ENDED 31 March 2012	YEAR ENDED 31 March 2011
EXPENDITURE	£	£
Minibus Costs:		
Fuel	1,075	1,233
New Mini Bus	0	36,655
BJK Insurance	974	824
CTA Membership	72	68
Permit renewal	0	7
Repairs and Maintenance	558	155
	£2,679	£39,042
CRC + GNS Costs:		
Coordinator Salary	6,100	5,720
Rent	1,100	1,650
Telephone	492	460
Stationery	688	347
Postage	52	19
Post Office Mail Collect	0	26
Data Protection	35	35
Insurance	289	352
Collection boxes	103	0
Maintenance contracts	186	175
Web Domain	0	39
Computer expenses	67	790
Equipment PAT Testing	50	0
Signage	0	175
Volunteer Training & Expenses	25	0
Repairs and Renewals	337	199
Subscriptions	45	45
	£8,569	£10,032
Event Costs		
DPVC Workshop	170	0
Bridge/Garden Party/Strawberry Tea/AGM	257	192
Quiz Night	367	0
Mince Pie/Mulled Wine Evening	55	0
Jazz Concert	431	0
Coffee Morning	0	20
Concert	0	261
Mini Bus Launch	0	99
	£1,280	£572
Equipment and Printing		
Depend Publication	1,080	835
Depend Supplement	355	0
Community directory	0	1,740
	£1,435	£2,575
Other		
Petty Cash	£90	£157
Royal British Legion wreath	£16	£16
Big Advantage Lottery DPVC Expenses	£204	£0
Advertisement Parish News	£100	£0
Cardiff Council - Shredders	£122	£0
Miscellaneous	261	52
	£783	£226
Big Advantage Lottery - Coordinator Salary	£594	£0
TOTAL EXPENDITURE	£15,340	£52,446
EXCESS OF INCOME OVER EXPENDITURE	£7,027	-£20,649

DINAS POWYS VOLUNTARY CONCERN

STATEMENT OF ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2012

	£	£
<u>OPENING BALANCE AT 1 APRIL 2011</u>		
Current Account	£2,110	
Deposit Account	<u>£14,040</u>	£16,150
Total Income	£0	
Total Expenditure	<u>£0</u>	
Surplus Income over Expenditure		£0
Interest on New Deposit Account		£126
GROSS SURPLUS AT 31 MARCH 2012		<u><u>£16,276</u></u>

REPRESENTED BY

Current Account as per Statement at 31 March 2012	£4,007	
<u>Add</u>		
Income not Banked at 31 March 2012	<u>£3,334</u>	
	£7,341	
Less		
Cheque not presented at 31 March 2012	<u>£3,705</u>	£3,636
Deposit Account Balance		£19,667
CLOSING BALANCE AT 31 MARCH 2012		<u><u>£23,303</u></u>

Barbara Daniels Honorary Treasurer

ACCOUNTANTS REPORT

We confirm that the above accounts have been prepared in accordance with the books and records produced by you and from information and explanations as provided to us.

Signed:.....

Date:..... 18-7-12.....

AWG Warren & Son
Chartered Accountants
74 Wyndham Crescent
Cardiff
CF11 9EF

NOTE TO ACCOUNTS

RESERVE POLICY

The Trustees of DPVC aim to maintain a level of unrestricted reserves representing six months expenditure. This level would enable the continuation of DPVC's core activity during a period of unforeseen difficulty whilst it considered the best way forward.

The Trustees will assess the reserves policy on an annual basis.

Our Reserves Position:

	Current Year	Previous Year	%Increase/ (Decrease)
Unrestricted Funds (Reserves)	£6500		
Designated Funds:			
Mini Bus Replacement	£5000		
Restricted Funds:			
Big AdvantAGE Lottery	£3083		
Depend	£146		
Community Directory	£104		
MIDAS Training	£1000		
Mini Bus Key Deposits	£200		
Total Funds	£16033		

The level set aside for reserves represents 6 months expenditure which equates with the current annual core funding from the Vale of Glamorgan which supports the provision of the Good Neighbour Scheme.

Printed in house by DPVC