

ROUNDABOUT

Working to overcome disadvantage and waste

Charity Registration Number: 1104867

Company Registration Number: 5065046

Annual Report April 2014-March 2015

Directors/Trustees:

Mrs Aline Cornish (Chair)

Mr John Lashley

Mrs Pauline Clarke

Ms Sally Earley

Ms Marlene Sale

Company Secretary: Mrs Teresa Brimm

Treasurer: Mrs Pearl Bennett

Manager: Mr Peter Andrews

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Welcome to the 21st annual report for Roundabout.

Chair's Report

"Last year was extremely eventful for Roundabout!"

We achieved 20 years as a charitable organisation. We also said farewell to our long standing Manager Bob Pooler. As a committee we were sad to see Bob retire and apprehensive as to who would "fill his shoes".



Happy to say, we employed Peter Andrews, who has been doing a wonderful job above and beyond his remit. He has a great team around him and Roundabout has flourished in the last 12 months.

Bob organised a trip to London for all the staff, volunteers, committee, friends and family. It was an extremely enjoyable day, including a visit to the House of Commons.

Last but not least, a big thank you to all of our invaluable volunteers, you all do an amazing job and we'd be lost without you."

Aline

*Mrs Aline Cornish
Chair*

Managers' Report

This is my first annual report having succeeded Bob Pooler last year. I would like to express my gratitude to Bob for the fifteen years' service he gave to Roundabout and leaving it as one of the leading furniture reuse charities in the area.

The year under review has been very eventful and has seen substantial changes and hopefully improvement to our service provision.

One of the biggest changes was the decision by Roundabout to employ an apprentice in September 2014.

In order to improve our ability to deliver referred furniture items and collect furniture donations I recognised the need to introduce afternoon deliveries and collections. In comparison to other similar charities the ratio of paid staff to volunteers is very small and historically Roundabout has been able to rely on a bank of loyal volunteers to undertake the majority of tasks. Occasionally, there is a shortage of volunteers to undertake key roles and so the decision to employ an apprentice to fill these roles and assist in afternoon deliveries and collections made good business sense.

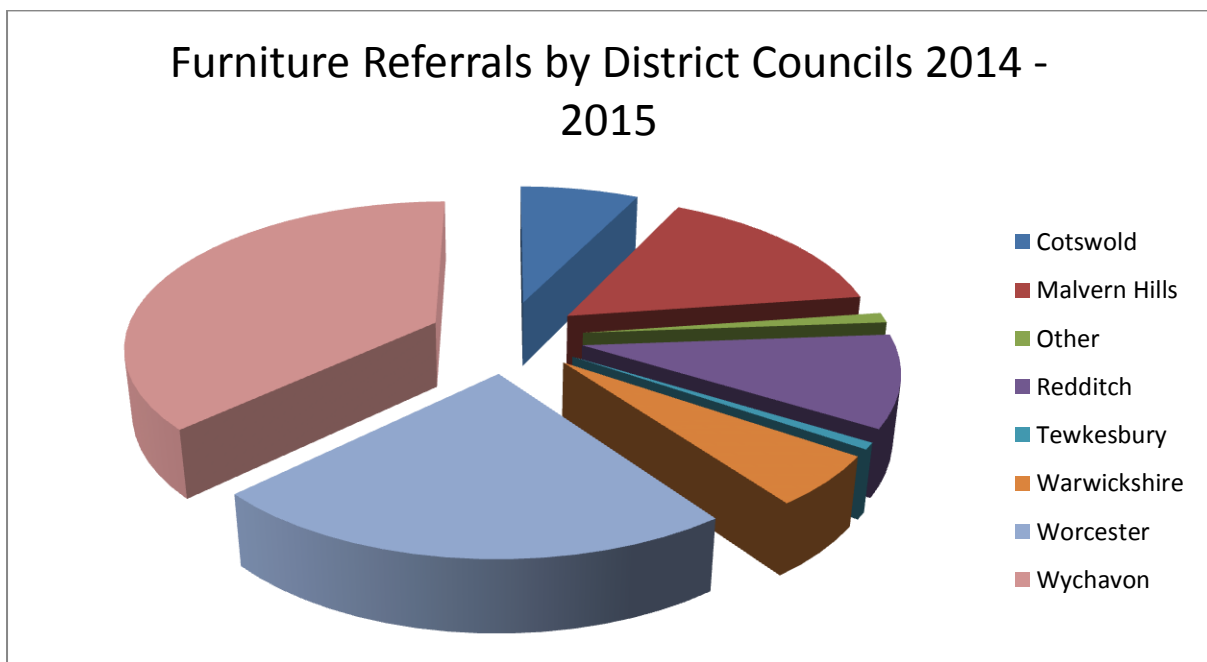
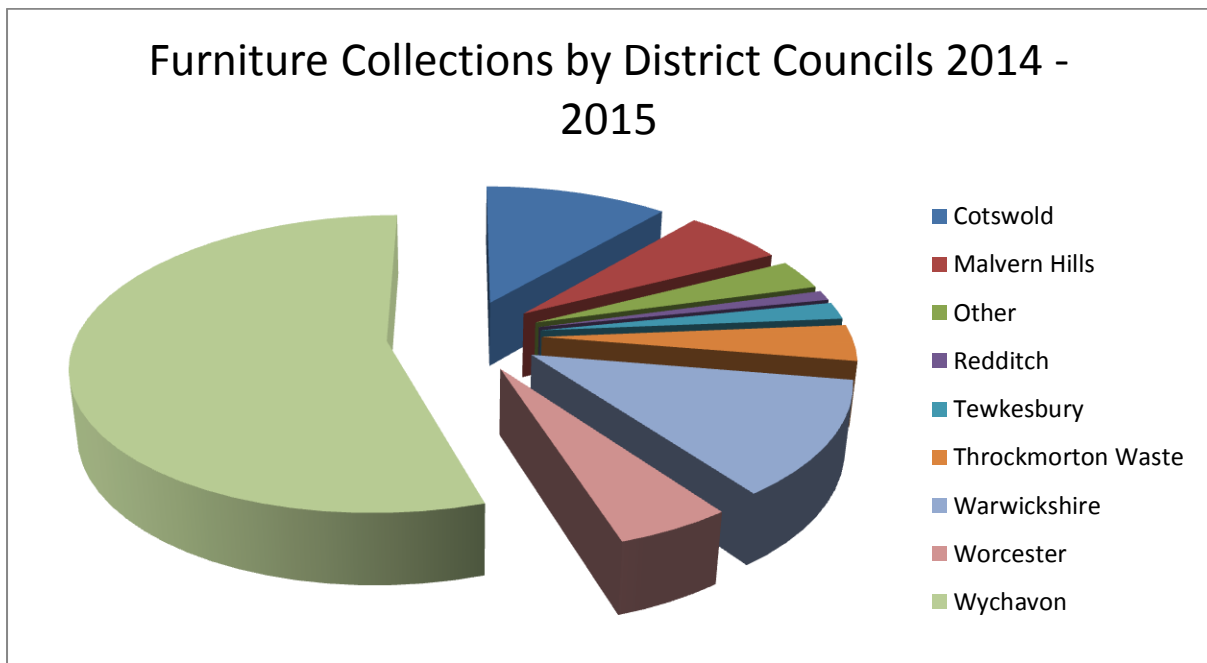
Roundabout has been extremely lucky in appointing Paul Byatt as Roundabout's first apprentice. Paul has exceeded expectations and he has consistently demonstrated his ability to undertake virtually all roles within the organisation. In addition to assisting Roundabout Paul is completing a Level 2 Business Studies NVQ administered through South Worcestershire College.

Another significant change has been the decision to open the shop and warehouse to the public on the first Saturday of the month; this was in response to demand and feedback that often the public were denied the opportunity to attend Roundabout during the week as the opening hours are too restrictive. The first Saturday of the month opening took place in February 2015 and proved to be an instant success and has continued. I must give a special thankyou to the small band of volunteers and the staff members who also volunteer and who have made the Saturday opening a reality.

In the shop area there has been significant structural changes with the walk through to the warehouse and the introduction of a counter and till system.

In performance terms, the year under review has been very successful. Roundabout has made 1289 collections of donated furniture items with a High Street value of £2,105,000.

Roundabout has completed 529 referrals of furniture and other essential items to those in need across Worcestershire, North Gloucestershire and West Warwickshire. As a result of our activities approximately 140 tonnes of furniture items has been diverted from landfill along with the reduction in CO2 emissions.



Although Roundabout has had a successful year I must sound a word of caution. The furniture reuse sector is becoming crowded with new and existing charities appealing to the public for their surplus furniture items and so we cannot afford to be complacent.

At the beginning of 2015 Roundabout conducted a survey with service users in order to ascertain how they first heard of Roundabout. The choices given were Media reports/Advertising, Roundabout Website, Facebook, Word of Mouth. Overwhelmingly word of mouth was the most popular response and so although there may be tough trading times ahead I would like to think Roundabout is equipped to meet the challenges and can continue to prosper.

I would like to thank Fortis Living Housing Association, John Martin's charity, Worcestershire County Council (Councillor Alistair Adams) and Wychavon District Council for their financial support. Last but not least I would like to thank all of the Roundabout Volunteers, Staff and Trustees for their hard work and support.

A handwritten signature in black ink, appearing to read 'P.A.' followed by a horizontal line.

Peter Andrews
Manager

Paul Byatt Roundabout Apprentice

“After completing my GCSEs I attended South Worcestershire College for 2 years studying for a National Diploma in IT Practitioners, hoping for a job in IT once I had finished my 2 years.

Once the 2 years were completed I found it hard to find a job not only in IT but in all work sectors. I finally got a job at 19 but this was only a 6 month contract so once it had ended I had to find work again. Ever since then I have been in and out of work.

I started a work placement at Roundabout in June 2014 learning the ropes helping out in the warehouse for my first few days then being moved into the contact centre. Once in the office I started to thrive and improve in the skills required for the contact centre.

When I was coming to the end of my placement I became aware that Roundabout had advertised for an apprentice. In August 2014 I was invited for an interview and then subsequently offered the position of Roundabout’s first apprentice.

I commenced my apprenticeship on the 1st September 2014.

During my apprenticeship I have worked in all areas including the warehouse, shop, admin office and contact centre and I am now competent to work in all areas without supervision.

Each afternoon I go out on the delivery van delivering referred furniture items or collecting donated

items. I attend South Worcestershire College every alternate Wednesday to complete a workshop and to complete my apprenticeship course work which will lead to a Level 2 Business Studies NVQ.

Since my first day at Roundabout I have never looked back and have enjoyed every minute. I needed to get myself a job to grow as a person and Roundabout have given me that chance and I feel I have thrived”.



Paul Byatt on the fork lift with volunteer Andy Brimm

Volunteers

Volunteers are the life blood of Roundabout and without volunteers Roundabout would cease to exist. Roundabout currently has over 50 active volunteers.

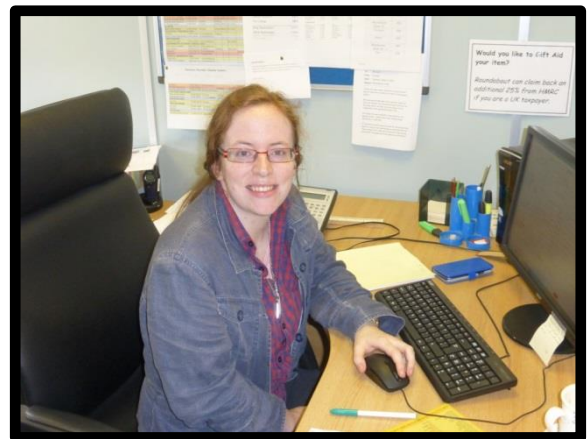
During the period under review several key long standing volunteers moved on, primarily through retirement or relocation. Through a link up with the local Job Centre Plus, Roundabout has seen a succession of volunteers offering their services. It has been most rewarding when a long term unemployed volunteer has achieved paid employment having gained their confidence and skills through Roundabout.

Below are comments made by some of the Volunteers who have joined Roundabout during the last year:

Amy Baldwin (25yrs)

“During my 10 months of volunteering at Roundabout, I have seen the numbers of volunteers and deliveries grow; they are helping countless more people than they were before.

After graduating from University, I found I wanted a break from stressful work, but at the same time I wanted to contribute to the community in a charitable way. I came across Roundabout, while researching charities in the area, and found that their charitable beliefs were something I felt I could help with. It enabled me to feel part of the community without being put under too much stress.



Amy Baldwin at work in the contact centre

When I first arrived at Roundabout, I was a shy person, who lacked confidence. I have now improved my confidence and learnt many other skills that will enable me to be successful in the working world”.

Ian Browning (Retired)

“I am a former Police colleague of the manager Peter. I had time on my hands and so I decided I would like undertake some form of voluntary work for a local charity and I had heard very good things about Roundabout. I have been deployed as a delivery driver delivering referred furniture items to those in need and making collections of donated furniture. I enjoy the role immensely so much so I would like to increase the number of days I volunteer!”



Ian Browning with one of Roundabout's vans

Godfrey Stride (Retired)

“It was an article in the Evesham Journal that first got me interested in Roundabout. Having worked for some years in various areas of the voluntary sector without being truly satisfied with my lot I decided to visit Blackminster to learn more about the operation. I was immediately impressed with what I saw and so signed up there and then. Since that first day I have enjoyed my time at Roundabout. The staff have all been very friendly, supportive, and willing to put themselves out to help colleagues, customers, and the beneficiaries of the service. For me there is a tremendous sense of satisfaction in helping in some small way to ensure Roundabout can achieve its charitable aims”.



Godfrey Stride working in the shop at Roundabout

Martin James (55yrs)

“I joined Roundabout in August 2014. I have been unemployed for some time and Roundabout was recommended to me by the job centre. Prior to joining Roundabout I was probably depressed and definitely demotivated. Roundabout has given me a purpose in life, a reason to get up in the morning. I have thoroughly enjoyed myself, my passion is sales. I really enjoy interacting with the customers that visit Roundabout and assisting them with their purchases.

With my new found confidence I am actively seeking paid employment although I will be sad to leave Roundabout as I have learnt so much about myself”.



Martin James taking a break from unloading one of Roundabouts vans

Roundabout has always prided itself as an organisation that respects and encourages diversity with regard to its workforce, a significant number of the volunteers have physical, mental health and or learning difficulties.

In March 2015, Roundabout celebrated the success achieved by volunteer Sam Elliot, who was awarded a prestigious personal development award by the Worcestershire Council for Voluntary Youth Services. Sam is disabled, however he has managed to overcome his disabilities to become a regular volunteer with Roundabout. Sam's cheerful disposition makes him a popular member of the team.



Sam Elliott with his award

Staff Training

All staff receive training for their respective roles with an induction package for new volunteers. The Health and Safety of staff is a very high priority at Roundabout. The Health and Safety Committee, chaired by the Company Secretary, Mrs Teresa Brimm, has been very active during the period under review, ensuring compliance with Health and Safety legislation to ensure the safety of our staff.

During the year Roundabout has implemented an anti-fraud and corruption policy and a safeguarding vulnerable adults and children policy.

Are we on track?

At each quarterly board meeting the Trustees/Directors are invited to review Roundabout's accounts to ensure there are sufficient funds to continue and to ensure that Roundabout's charitable objective is being fulfilled. It has been rewarding that throughout the year the Trustees/Directors have considered that Roundabout has been on the right track.