

ROUNDABOUT

Working to overcome disadvantage and waste

Charity Registration Number: 1104867

Company Registration Number:5065046

Annual Report

April 2016-March 2017

Directors/Trustees

Mr John Lashley (Chair)

Mrs Pauline Clarke

Mrs Pearl Bennett

Ms Marlene Sale

Mrs Gabrielle Falkiner

Committee Member

Ms Caroline Bovey

Company Secretary: Mrs Teresa Brimm

Treasurer: Mrs Pearl Bennett

Manager: Mr Peter Andrews

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Foreword by the chair of Roundabout

Welcome to the 23rd annual report for Roundabout.

Another successful year for Roundabout due in no small measure to the dedication and enthusiasm of the staff and volunteers. My thanks especially to Peter in managing the organisation and Teresa in supporting Peter with administration and finance tasks. Thanks are also due to other Trustees and Committee members whose contributions keep us on track.

Peter mentions in his report his wish to reconnect with our referral agencies as it seems changes within the agencies may have affected our links with them. This next year will also see a new waste collection contractor in Wychavon who may wish to strengthen the working relationship with regard to collection of bulky household waste.

Waste reduction, re-use, recycling, up-cycling and waste minimisation are all well used buzz words but are all important messages nevertheless. I believe Roundabout plays an important part in this process and in so doing helps all those less fortunate families in society.

John Lashley

Roundabout Chair

Managers' Report

As in previous years the period under review has been very eventful.

In April Roundabout received confirmation that Fortis Living Housing association had decided they were no longer going to provide the annual infrastructure grant which they had provided for a number of years, although in recent years the grant had been reduced annually. Fortis stated a reduction in government funding had resulted in their decision. Regardless of this decision Roundabout continues to provide furniture referrals to Fortis clients.

This reduction in funding was offset when Roundabout received the second year infrastructure grant from the combined district councils of Malvern Hills, Worcester City and Wychavon. As in the previous year the three district councils are no longer providing furniture items as part of the discretionary welfare assistance scheme, the expectation is that Roundabout will continue to provide furniture items to eligible residents across Wychavon and Malvern Hills District Council areas. Leaving Armchair and Second Chance to provide furniture items to eligible residents in Worcester City. In the event that Armchair and Second Chance are unable to provide a particular furniture item to a resident of Worcester, Roundabout has given an assurance that they will provide the item if we have it available.

Since receiving a grant from the combined district councils, Roundabout has put aside a proportion as a discretionary hardship fund for where there are exceptional circumstances such as when a referral client cannot even afford the small administration charge attached to each item of furniture.

In May the inaugural Roundabout skittles evening took place at the Dumbleton Social Club. The event was very well attended and will likely become an annual event.

In June the Roundabout Chair John Lashley, Company Secretary Teresa and I attended the Hive Library in Worcester for the presentation of the Worcestershire County Council 'celebrating volunteering awards'. Roundabout had been short listed as one of the final three organisations in the 'volunteer team of the year' category. Although Roundabout was not successful, reaching the final three nominations from across Worcestershire was a significant achievement. A Roundabout volunteer Kieran Beechey was also short listed as a finalist in the category 'New Volunteer of the Year'

In August Roundabout held its annual BBQ which was very successful.

In September the long running infamous 'crash for cash' saga was concluded when Fazal KHAN and Irsalan MAHBOOB pleaded guilty to fraud and perverting the course of justice. In August 2013 the above named had deliberately created a collision with a Roundabout van in order to make fraudulent claims for non-existent whip lash injuries. KHAN received 20 months imprisonment and MAHBOOB received 12 months imprisonment suspended along with 200 hours of unpaid work.

During the period under review, the Roundabout retail outlet has been very successful and so as result I have not sought any additional funding.

In October following on from the success of the Roundabout shop, the Roundabout committee agreed to purchase a number of new mattresses intended for referral clients. In November Roundabout took delivery of 60 double and 40 single new mattresses, this purchase was a significant milestone for Roundabout as no longer would donated used mattresses be allocated to referral clients; instead referral clients will receive new mattresses.

In November Roundabout Paul Byatt who is a paid member of staff commenced driving lessons, the cost of which has been part subsidized by Roundabout. Paul is on a very limited income and so he would not be able to finance driving lessons on his own. I consider this is an excellent example of a charity assisting someone to fulfil their potential.

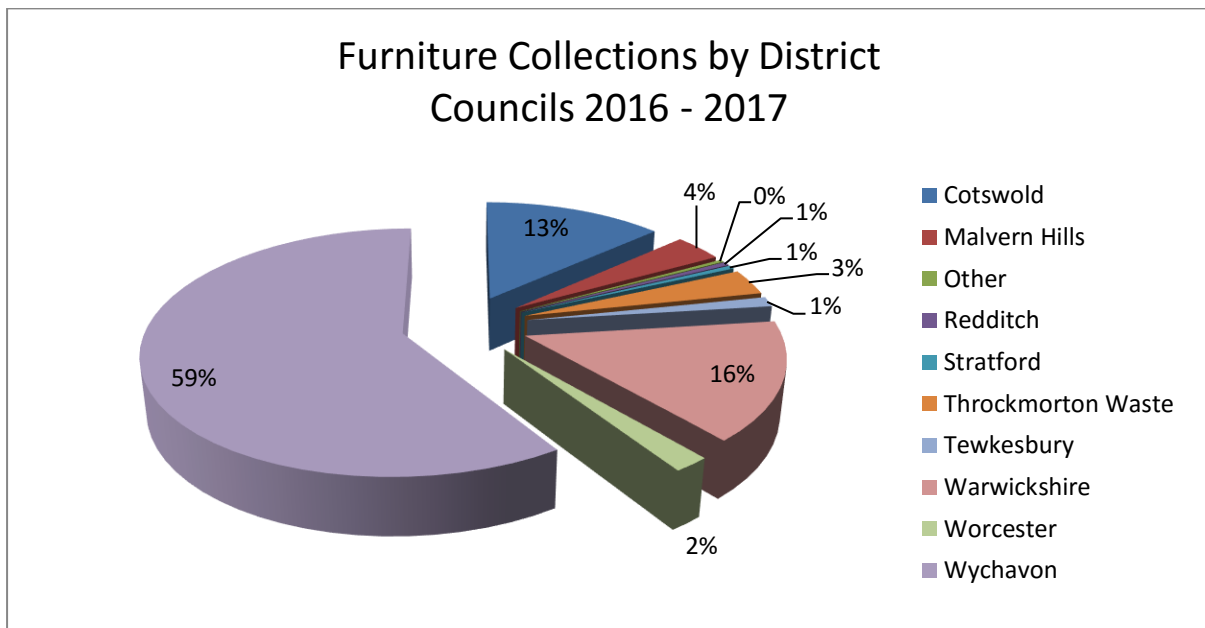
In December Company Secretary Teresa completed her NVQ Level 5 in Management and Leadership. Also in December Roundabout held its annual Christmas meal at the Ecgwins members club in Evesham, the event was very successful and well attended.

In February following on from the success of providing new mattresses to referral clients Roundabout took delivery of 50 new flat pack wardrobes. Prior to this date there had been occasions when it had become increasingly difficult to source suitable wardrobes for furniture referrals.

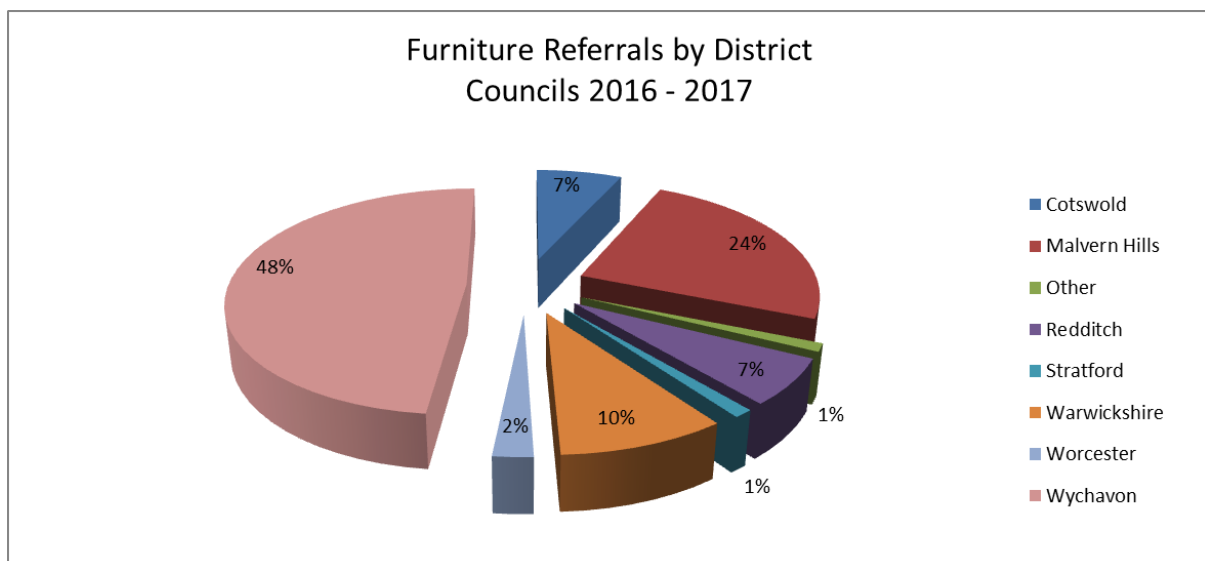
In March I accompanied Roundabout volunteer Ceileigh Langford, 20yrs old, to the Young Solutions Worcestershire triangle awards ceremony held in Worcester. Ceileigh was presented with a bravery award which acknowledged her commitment to Roundabout and overcoming significant disabilities. Ceileigh was born prematurely and weighed just 580 grams at birth. As a result of her premature birth she has cerebral palsy; she is also profoundly deaf and has severe sight impairment, Ceileigh also has mobility issues.

The first Saturday opening of the month has continued to very successful. During the period under review the paid Roundabout staff who support this initiative have continued to volunteer their services without pay.

As for performance, during the period under review Roundabout has collected 8428 items of donated furniture in the form of 1452 collections.



During the same period Roundabout has completed 263 referrals of furniture and other essential items to those in need across Worcestershire, North Gloucestershire and West Warwickshire. This figure compares with 394 referrals completed last year.



The number of furniture referrals is down from last year and it is not clear why this is the case, although it may be that as a result of the Government's austerity policy a number of referral partners/agencies no longer exist. My strategy for the next year is to try and reconnect with the organisations that have previously made referral requests and to identify and contact organisations who would be suitable to make referrals on behalf of persons in need and who may be unaware of our services. The growth in the number of food banks would suggest deprivation is still a significant issue locally.

I will also endeavour to try and increase the amount of furniture collections in the Malvern Hills District Council area as this area accounts for 24% of furniture referrals whereas only 4% of furniture collections take place in this area.

During the year there have been additions to the Roundabout committee and we have been joined by Mrs Gabrielle Falkiner from Hampton, Evesham and Ms Caroline Bovey who is the Malvern Hills District Councillor for the Pickersleigh ward of Malvern, the ward where Roundabout undertakes the majority of furniture referrals in the Malvern area.

Roundabout continues to prosper primarily through the commitment and dedication of the Roundabout volunteers. I would like to thank all of the Roundabout volunteers and the Committee members, along with the small band of paid staff for their exceptional service to Roundabout and I look forward to another successful year.

Volunteers

Without the commitment of Roundabout's volunteers Roundabout would not exist. As in previous years I am keen to feature a selection of volunteers who have joined Roundabout in the past 12 months.

Pearl Dobbin

I joined Roundabout in 2016 having found out about the charity via the local Job Centre. I help out in the contact centre, learning new skills such as inputting data on to the data base. Roundabout is a peoples charity, helping the community when required. Meeting new people and being part of a team has added to my enjoyment along with making a difference. All good fun!



Pearl at work in the Roundabout contact centre

Lee Fisher

I have been undertaking volunteer work at Roundabout. I work in the contact centre answering the phone and taking down customers contact details arranging for the collection of donated furniture items and arranging deliveries of furniture to people in need. I was referred to Roundabout by the 'Rooftop Housing' job coach in order to gain more customer service experience to increase the chance of me gaining paid employment in the future because I am partially sighted and I had been looking for work for some time.



Lee hard at work in the Roundabout contact centre

Pat Niblett

I retired from a local company Auto Sleepers after 30 years of being involved in the fitting out and conversion of motor homes. I contacted a Roundabout member of staff with regard to becoming a volunteer as I was keen to use my transferable skills for the benefit of others. I attend Roundabout on a Tuesday and I work mainly in the work shop repairing and checking donated furniture items. I like the camaraderie and working with people with the same interests.



Pat in the Roundabout workshop

April Barnes

My brother Cameron was already a volunteer at Roundabout and having spoken to him and looking for new experiences myself I decided to join him. I work between the contact centre and the Roundabout shop and I have found enjoyment in the different tasks I take on.



April in the Roundabout shop

Konrad Monks

I had heard of Roundabout through my former occupation as a Social Worker specialising in mental health and so I offered my services once I had retired. I work mainly on a Wednesday and I drive what is known as Van 2 delivering and collecting furniture items. I am accompanied by two younger volunteers who do most of the lifting. I thoroughly enjoy my role, all good fun!



Konrad with Van 2

In March 2017 Ceileigh Langford was awarded a 'Young Solutions' Worcestershire triangle award.



Ceileigh with her award

Health and Safety

The health and safety of Roundabout staff and volunteers is paramount. The Health and Safety Committee chaired by the Company Secretary, Teresa Brimm has been very active during the period under review. As a result of the emphasis on health and safety, the period under review has seen a significant reduction in minor accidents.

Are we on track?

At each quarterly board meeting the Roundabout Trustees and Directors are invited to review Roundabout's financial status to ensure the charity is viable and that the funds are being used appropriately and to ensure Roundabout's charitable objectives are being achieved. It has been extremely rewarding that throughout the period under review the Trustees/Directors have considered Roundabout to be on the right track.

A handwritten signature in black ink, appearing to read 'P.A.' with a horizontal line extending to the right.

Peter Andrews

Roundabout Manager