

ROUNDABOUT

Working to overcome disadvantage and waste

Charity Registration Number: 1104867

Company Registration Number: 5065046

Annual Report April 2019-March 2020

Directors/Trustees

Mr Keith Barnes (Acting Chairman)

Ms Marlene Sale

Mrs Gabrielle Falkiner

Company Secretary: Mrs Teresa Brimm

Treasurer: Vacant

Manager: Mr Peter Andrews

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Introduction- Chairman's Report

I feel privileged to have been the Acting Chairman of Roundabout for the past five months. I would not have foreseen in 2019 the pandemic that was going to take place earlier this year.

To echo Peter's sentiments, we have achieved our new amended charity objectives as stated in his annual report:

- Furniture Referrals have increased by 27%. This year we have excelled in supplying what is effectively free (subject to a small admin charge) essential furniture and other essential items such as bedding packs, curtains and kitchen starter packs to those individuals and families in financial need.
- Roundabout has achieved a surplus on the balance sheets along with strong cash reserves which is down to excellent management, this strong financial position helped us to prepare for the COVID- 19 close down at the end of March with confidence.
- Roundabout has been awarded the Queens Award for Voluntary Service, an MBE equivalent for the charity in recognition of our charitable work and the high esteem held in the local community along with the care and compassion provided by staff and able volunteers for the less able volunteers by developing their work and social skills and seeing to their pastoral needs in particular by our Assistant Manager, Teresa Brimm.
- Also, in attaining the Worcestershire County Council 'Worcestershire Works Well' Level 2 award. The award is an accreditation scheme developed to help businesses to improve health and wellbeing of employees. As Peter states in his report, this achievement places Roundabout on the same level of much larger and respected organisations such as the Worcester University and Worcester Bosch.
- Congratulations to Teresa for achieving an ICQ Level 7 NVQ Diploma in Strategic Management and Leadership. I am sure this qualification will be of benefit to Roundabout in the future.

I would like to thank the Roundabout management team of Peter and Teresa. I would also like to congratulate Paul and Andy on their appointments as charity supervisors. My thanks go to Kayleigh, John and Dan who complete the small group of part time paid staff.

Most of all I would like to thank all of the amazing volunteers who through their different contributions continue to make Roundabout a success.

Finally, my gratitude to our Trustees who worked well throughout the year for Roundabout. Welcome to our new Trustees who will no doubt further our success in times to come with their specific talents.

Keith Barnes

Managers' Report

Welcome to my Annual Report a summary of the most significant events that took place at Roundabout during the last financial year. In April 2019 no one could have anticipated the catastrophic impact of Covid-19 which brought the country to a standstill in March 2020.

Once again 2019/2020 has proved to be very eventful and rewarding.

In April 2019 we received official notification that Roundabout had been selected as a recipient of the volunteer sector most prestigious award 'The Queens award for voluntary service, the MBE for volunteer groups. The award is bestowed on volunteer organisations for outstanding achievement by a group of volunteers.

A huge amount of work had gone into the application process even just to be considered and I would like to thank John Daniels of Evesham based John Martin's charity for nominating Roundabout in the first place, I would also like to thank our now acting Chairman Keith Barnes and Patrick Spiers of the P3 charity for their contribution in providing letters of support. These letters of support were critical in the decision to award Roundabout with the QAVS.

I must clarify Keith at the time of providing his letter of support was not connected with the management or operation of Roundabout or was he a volunteer. In his letter of support Keith described the practical support given by Roundabout to his disabled Son and Daughter who are both volunteers at Roundabout. Patrick Spiers described his role as a Roundabout referral agent and working for the P3 charity which deliver services for socially excluded and vulnerable people. Patrick described the essential role Roundabout has in the community by providing what is effectively free furniture items to P3 clients in his area of operation of the North Cotswolds. As much as we wanted to share our good fortune the news of the award was embargoed until the 2nd June, the anniversary of HM Queen Elizabeth's coronation.

In April we mourned the loss of one of Roundabouts' long serving volunteers Bill Wiltshire. Bill had served Roundabout for over 15 years retiring two years previously.

In May we held the fiercely contested Skittles evening where the Van 2 team were victorious

In June details of the QAVS award were made public and we learnt that Roundabout and the Regal Theatre, Tenbury Wells were the only recipients of the QAVS in Worcestershire.

In July at the AGM we said farewell and thank you to our Chairman and former Roundabout volunteer John Lashley.

On Friday 19th July the Lord Lieutenant of Worcestershire Lt Col Patrick Holcroft LVO,OBE, CStJ attended Roundabout in a chauffeured Jaguar in his full regalia. We had been advised to treat the occasion as a Royal visit as the Lord Lieutenant is the Queen's representative. Lt Col Holcroft was accompanied by his aide de camp who happened to be the smartest air cadet NCO I have ever seen. The award of the QAVS also coincided with the 25th Anniversary celebration of the founding of Roundabout.

In addition to our current volunteers we invited past Roundabout volunteers and committee members including the very first Roundabout Manager Eric Mitchell appointed in 1996 and Bob Pooler who was the Roundabout Manager for 15 years from 1999-2014. The Mayors of Evesham and Pershore along with the leader of Wychavon DC were in attendance and other civic dignitaries.

Lt Col Holcroft was very complementary about Roundabout referring to the charity as a charity within a charity, not only providing essential furniture items to individuals and families in need but providing all manners of support for its less able volunteers. Lt Col Holcroft then made the presentation of the QAVS certificate signed by HM Queen Elizabeth and a commemorative crystal.

After this formality Lt Col Holcroft presented individual commemorative QAVS badges to all of the current volunteers including trustees with the volunteers lined up as a parade. Lt Col Holcroft took time out to engage with every volunteer, a memorable and marvellous occasion.

In August we registered our new amended charity objectives with the Charity Commission and Companies House. It was felt by the Trustees the former charity objective did not fully describe our charitable aims.

Also in August the annual BBQ took place at Roundabout.

In November Roundabout was awarded the Worcestershire County Council 'Worcestershire Works Well' Level 2 award. Worcestershire works well is a free accreditation scheme designed to support businesses to improve health and wellbeing of their employees. This award places Roundabout in the same notable company of respected organisations such as the Worcester University and Worcester Bosch.

Also in November Mrs Teresa Brimm Roundabout Assistant Manager was awarded an ICQ Level 7 NVQ Diploma in Strategic Management and Leadership, congratulations to Teresa from everyone connected with Roundabout.

In December Roundabout warehouse manager John Meadows retired after 8 years' service.

Also in December the annual Christmas meal at Raphael's Restaurant, Hampton Ferry took place. This occasion has become more enjoyable every year as people dress up in Christmas themed outfits resulting in a fancy dress competition.

In February 2020 I embarked on a new management structure at Roundabout. Teresa Brimm Company Secretary was appointed Assistant Manager and Paul Byatt Roundabout General Assistant was appointed as one of two charity supervisors. I advertised the other charity supervisor vacancy and following the submission of two completed applications a long standing Roundabout volunteer Andy Brimm was selected as the other charity supervisor.

In March the unprecedented Covid-19 situation was recognised as a global pandemic and by the 19th March all of the Roundabout volunteers had been stood down until further notice. I had hoped to keep Roundabout open in a limited form utilising the paid staff however following government advice we closed down completely on Tuesday 24th March. I am extremely satisfied that we were able to complete all of the outstanding furniture referrals before we closed down.

As recognised by the award of the QAVS Roundabout is totally reliant on the good will and commitment of the Roundabout volunteers including the trustees who are also volunteers to deliver Roundabout's charitable objectives. I am extremely proud to be a part of this amazing organisation.

Performance

Roundabout continues to be self-funding we receive no grant support what so ever. Through careful management we have maintained a very healthy positive net cash balance and a small accounting profit set against a small accounting deficit recorded last year.

Taking all things considered 2019-2020 fiscal year has been a very successful year for Roundabout.

During the period under review Roundabout has collected donated furniture in the form of 1311 furniture collections made up of 7606 furniture items. This figure compares with 1294 furniture collections and 7617 furniture items collected for the period 2018-2019.

During the period under review we have diverted 143.8 tonnes of furniture items which may have been destined for landfill. The 2018-2019 figure was 143 tonnes.

As you will have observed the collection of donated furniture performance is very similar to the previous year.

The Wychavon district council area still accounts for the majority of our furniture donations with the South of the Wychavon DC area being the most productive area, the next highest yielding area for furniture donations is the North Cotswolds. Although

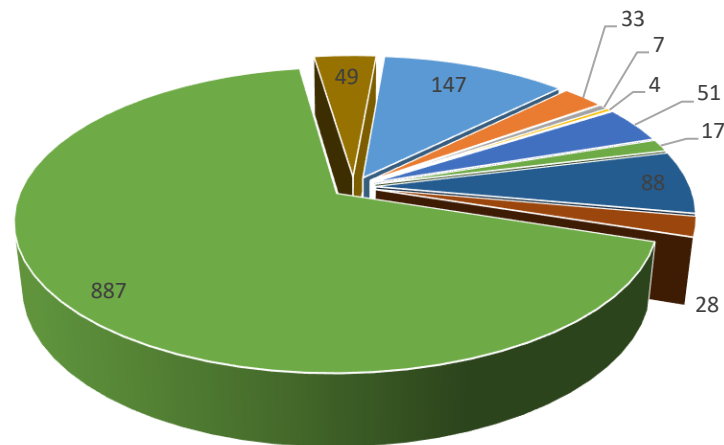
we receive sufficient furniture donations to meet the demand for furniture referrals I would still like to see an increase in furniture donations in the Malvern area as the Malvern Hills district council area still accounts for roughly 17% of all of our furniture referrals whereas collections only account for 3% of the total. On occasions we have had a scenario where the delivery van returns empty after making referral furniture deliveries in the Malvern area, a situation in a conventional logistics operation that would be unthinkable.

During the year under review I have been in contact with senior Wychavon DC/ MHDC council officials seeking their assistance in increasing our presence in the Malvern area and increasing furniture collections. As a result of these conversations in October Roundabout in support of the Worcestershire County Council Zero waste campaign Roundabout hosted a Reuse and Repair week. As a result of our involvement in this initiative a piece about Roundabout appeared in the Wychavon DC resident's magazine which was delivered to all 55000 Wychavon DC households. For a while it looked like Malvern Hills DC had found an empty shop premise in Great Malvern which we could use as a temporary hub to publicize our services but unfortunately the premise became unavailable.

We provide furniture referrals across a very large geographical area and so it is inevitable we are not so well known to residents in the outlying areas who may be considering furniture donations and also several of our much larger competitors such as St Richards Hospice in the West of our area of operation and Shakespeare Hospice in the North are very active in the field of collecting furniture donations.

It is not absolutely vital to our survival as a charity that we increase furniture donations in the outlying areas of our operation as we currently receive sufficient furniture donations to meet our charitable objectives however I am confident that if the residents of Malvern and also West Warwickshire were aware of our services then they would in turn donate furniture.

Total collection by Council area 1/4/19 - 31/3/20



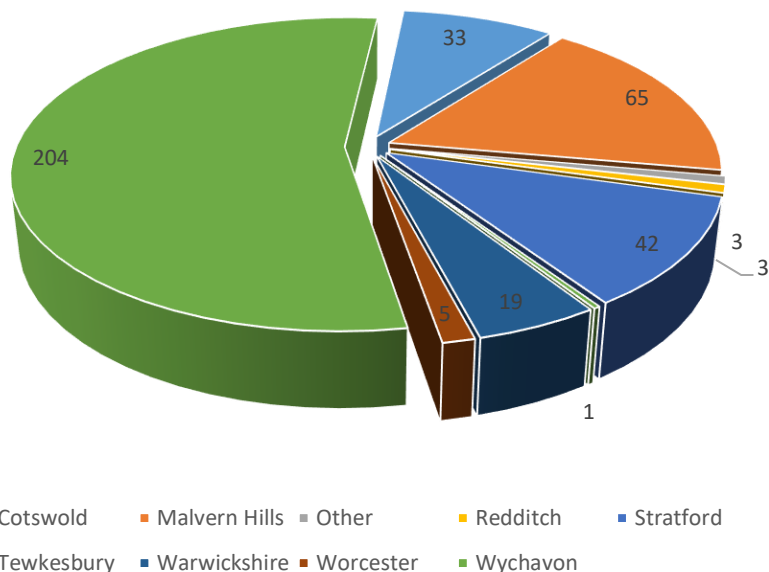
- Cotswold
- Stratford
- Wychavon
- Malvern Hills
- Tewkesbury
- Throckmorton Waste
- Other
- Warwickshire
- Redditch
- Worcester

The period under review has seen a substantial increase in the number of furniture referrals undertaken by Roundabout which denotes an increase in incidents of deprivation or more organisations and individuals becoming aware of the service we provide. During the period under review Roundabout has completed 375 separate referrals of furniture and other essential items such as bedding packs and kitchen starter packs to individuals and families in financial need across Worcestershire, North Gloucestershire and West Warwickshire an increase of 27% over last year's figure of 294. The 2017-2018 total was 272 furniture referrals.

There has been a notable increase in requests for furniture referrals via Wychavon DC housing services for residents across Wychavon DC area and we have noticed an increase in demand in the Droitwich area which is located in the North of the Wychavon DC area. This fiscal year we have completed 204 furniture referrals in the Wychavon DC area whereas last year the figure was 154.

We continue to supply only brand new mattresses to our referral clients which is funded by investing profits from the retail outlet. If the request is to provide three or more mattresses, then we only supply two new mattresses and then we provide a donated mattress to complete the request this is in order to maintain stocks of the new mattresses. The new mattresses we provide are free other than for a small admin charge of £7 single, £9 for a double.

Total referrals by Council area 1/4/19 - 31/3/20



Volunteers

Roundabout is totally indebted to the volunteers who contribute so much of their time and energy in making the charity a success and whose contribution this year was recognised by the award of the QAVS. As has become traditional in my annual report I am keen to feature volunteers who have joined Roundabout during the period under review and have contributed to the success of the charity.

Mandy Smith

I joined Roundabout about a year ago. I was looking for a voluntary placement and I saw an advert in the local job centre. I came for a trial morning and everyone was really nice and so I have come in two mornings a week and the first Saturday opening ever since. All of the volunteers and staff are really supportive and the working environment has really helped my depression. I generally work in the bric a brac section assembling kitchen starter packs and also helping with furniture sales, I enjoy coming to Roundabout and I would definitely recommend Roundabout to others in my position.



Arthur Davies

I live locally and about a year ago I visited Roundabout to ascertain whether they could mend a drawer for me. I could see the volunteers at work were very contented and so one thing led to another and I became a volunteer delivery van driver on a Wednesday, I also come in on the first Saturday of the month opening. Roundabout is an excellent charity and I would have no hesitation in recommending it to others who may be looking to fill some spare time.



Health and Safety

The health and safety of all of the Roundabout volunteers and staff is paramount. The Roundabout Health and Safety Committee is chaired by the Roundabout Assistant Manager Mrs Teresa Brimm who during the period under review achieved the National Examination Board in Occupational Safety and Health general certificate.

Teresa is very active in ensuring all of the volunteers and staff are kept safe and that the potential for harm is minimised. Health and safety meetings take place quarterly with the committee made up of key members of staff. Every year the organisation is assessed by an external Health and Safety consultant.

Are we on track?

At each quarterly board meeting the Roundabout Trustees/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.

Peter Andrews

Roundabout Manager