

ROUNDABOUT

Working to overcome disadvantage and waste

Charity Registration Number: 1104867

Company Registration Number: 5065046

Annual Report

April 2021-March 2022

Directors/Trustees

Mr Keith Barnes Chairman

Mrs Gabrielle Falkiner Vice Chairman

Mr George Hill

Mr Brian Darwood

Mr Simon Yates

Company Secretary: Mrs Teresa Brimm

Hon Treasurer: Mr George Hill

Manager: Mr Peter Andrews

4 & 7a Blackminster Business Park

Blackminster

Evesham

Worcestershire

WR11 7RE

Tel: 01386 833030

Email: admin@roundaboutevesham.org.uk

Web: www.roundaboutevesham.org.uk

Introduction- Chairman's Report

Covid continues to be a problem for society as it has been over the previous year or so, still providing challenges to the Charity though we have adapted well to it considering the difficult situation. I am pleased that those members of the staff and volunteers who contracted the virus have recovered without any further complications. I welcome once again the opportunity to undertake quarterly trustee meetings in person as opposed to zoom etc.

I would like to thank the management team for suggesting and my fellow trustees for agreeing, to set the hourly rate for staff members on the national living wage at £10 which is above the current NLW of £9.50. Although the increasing labour costs is a concern as well as facing high energy, fuel, and food prices it is equally important to recognize and reward the hard work undertaken by our staff.

The year under review brought some sad news with the passing of former Roundabout chairman John Lashley and former Roundabout Hon Treasurer Dr David Greenwood.

On a less solemn note we welcomed the appointment of our new Trustee and Honorary Treasurer, George Hill who joined us in March. For several years we have been without a Hon Treasurer and so we are looking forward to George having a positive impact.

Thank you to Peter and Teressa for their hard work and commitment. Teressa's new accreditation will be of great benefit to the charity's future vision. I would like to thank the two charity supervisors, Andy and Paul for their sterling efforts contributing to the successes of the charity. I welcome Richard Lewis as our new delivery driver; he has a very responsible role acting as the charities ambassador when he is out and about. I would like to thank Danny in the shop and our apprentice and my daughter, April who is two thirds the way through her business admin apprenticeship. Last but not least I would like to thank Ceileigh for her efforts in keeping Roundabout clean and tidy.

As well as thanking the small band of paid staff I would like to thank all of the many volunteers including the volunteer trustees who without their dedication and commitment Roundabout may not exist.

As for the future, we are looking to increase the number of Trustees and for the charity to continue to meet the demand and continue supplying essential furniture to individuals and families in need across our communities.

Keith Barnes

Roundabout Chairman

Manager's Report

Welcome to my Annual Report, a summary of the most significant events that took place at Roundabout during the past financial year. This report is to be read in conjunction with the Roundabout independent examiners report. This year the independent examiners report has been compiled by Azets Accounting services following the retirement last year of our longstanding independent examiner Janet Chittick.

In April 2021 the third and hopefully the last ever Covid close down came to an end and society started to reopen. On the 6th April 2021 the Roundabout paid staff were requested to return to Roundabout and the following week we reopened fully and we welcomed back the majority of our dedicated volunteers with specific Covid protocols in place.

During the third Covid close down in particular Andy Brimm, Paul Byatt and I had continued providing furniture essentially free of charge to individuals and families in financial need and as a result the warehouse looked rather bereft of furniture.

During the first weeks of reopening retail sales were extremely positive reflecting the pent-up enthusiasm of customers wanting to get back to some degree of normality, donations of furniture soon returned to pre-pandemic levels.

Requests for furniture via our referral process were slow to materialise with only 40 deliveries taking place in the first quarter. It is thought the reason for this slow take up was that the majority of referral agents were still working from home and so they were not meeting their clients in person and so they were unable to fully assess their needs in respect of furniture requirements.

During the second quarter the number of referral requests doubled and 85 deliveries were completed.

At the beginning of April we welcomed April Barnes as the latest Roundabout apprentice. April the daughter of Roundabout Chairman Keith Barnes started her work journey as a Business Administrator/General Assistant apprentice. As part of her apprenticeship April is expected to complete an NVQ level 3 in business administration. The post was fully funded by Government and District Council grants for the first 12 months.

In May we received the sad news that the former Roundabout Chairman John Lashley had passed away. John had had a long association with Roundabout after retiring as a director of Severn Waste initially as a volunteer and then as a Trustee Board Member.

Also in May I made the decision to scrap our Ford Transit Minibus as it was no longer economically viable to repair following serious engine issues.

In June our long serving delivery driver John Rogers resigned and so I set about advertising for a replacement.

On the 30th June Roundabout received a further £4000 from the Government via Wychavon District Council in the form of a Covid restart grant based on our rateable value.

In July we received yet more sad news with the announcement of the death of Dr David Greenwood. Like John Lashley, David had had a long association with Roundabout as a volunteer and as a Trustee and Hon Treasurer. David was an amazing DIY person who could repair virtually anything and had been an enormous asset to Roundabout.

On the 19th July there was a relaxation of Covid related restrictions and Roundabout adopted the Government step 4 Covid-19 guidance enabling staff, volunteers and service users to make informed decisions about how to manage the risk to themselves and others.

At this point in the year we still had not had a positive case of Covid-19 amongst the staff and volunteers or any requirement for any staff members or volunteers having to isolate having been in close contact with a positive case. We recognised the crisis was far from over and we continued to be vigilant.

In August Roundabout appointed Richard Lewis as the new Roundabout delivery driver. Richard from Honeybourne has extensive experience as a delivery driver.

In September after having completed a lengthy application process Roundabout was informed that they had been awarded a grant of £4900 from the Worcestershire Community Foundation Covid Impact Fund partnered with Worcestershire County Council. The grant was made in order for Roundabout to purchase 100 new mattresses, singles and doubles and distribute the same through our referral process to individuals and families in financial need across Worcestershire.

In November the Coronavirus omicron variant had a significant impact on Roundabout staff and volunteers. During the week commencing 15th November so many of the key staff members were isolating after testing positive that I made the decision to close down Roundabout temporarily for a week as a fire-break although Richard Lewis and myself continued with the preplanned deliveries and collections of furniture.

In December the Roundabout Christmas meal went ahead at Rahael's Restaurant, Hampton Ferry. There were some concerns whether the event could go ahead because of the significant rises in Covid infections nationally linked to the omicron variant.

Throughout January and February 2022 Covid infections were still a major issue for Roundabout with several staff members and volunteers having to isolate as a result of testing positive.

In March 2022 following a recruitment campaign we were pleased to appoint Mr George Hill as Roundabout's new Honorary Treasurer. George has extensive experience of working in local government at a senior level and as a Director of resources.

Also in March following another recruitment campaign we invited Mrs Gill Strickland and Mr Pak Kai Hung to assist us as new volunteers working in the contact centre.

As the Roundabout Manager I regularly review and assess the risks faced by the charity in all areas of our work and I plan for the management of those risks and advise the Board of trustees accordingly in order to safeguard the charities funds and assets.

I am pleased to report to the board that during the period under review there have been no 'serious incidents' to report.

Performance

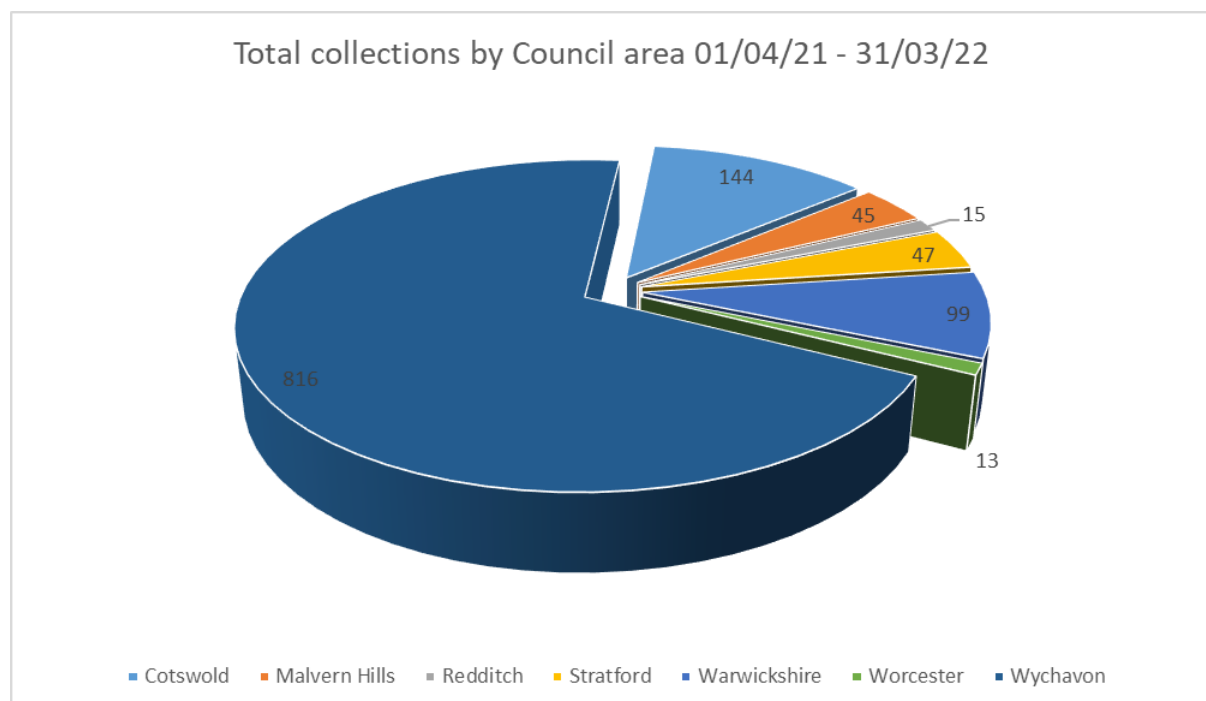
It is important to note that Roundabout continues to be self-funding, other than for the one off grants described previously we receive no grant support what so ever.

The year under review followed one of the most difficult years in Roundabout's history as a result of the Covid pandemic.

Collections

During the period under review Roundabout collected 7024 items of donated furniture in the form of 1252 collections, which is over twice the amount as the previous year. This figure compares with 1311 furniture collections and 7606 furniture items collected for the same period 2019-2020.

During the period under review we have diverted 138.4 tonnes of furniture items which may have been destined for landfill and achieved a saving of 221 tonnes of CO2. The 2020-2021 figure was 71 tonnes and the 2019-2020 figure was 143.8 tonnes.



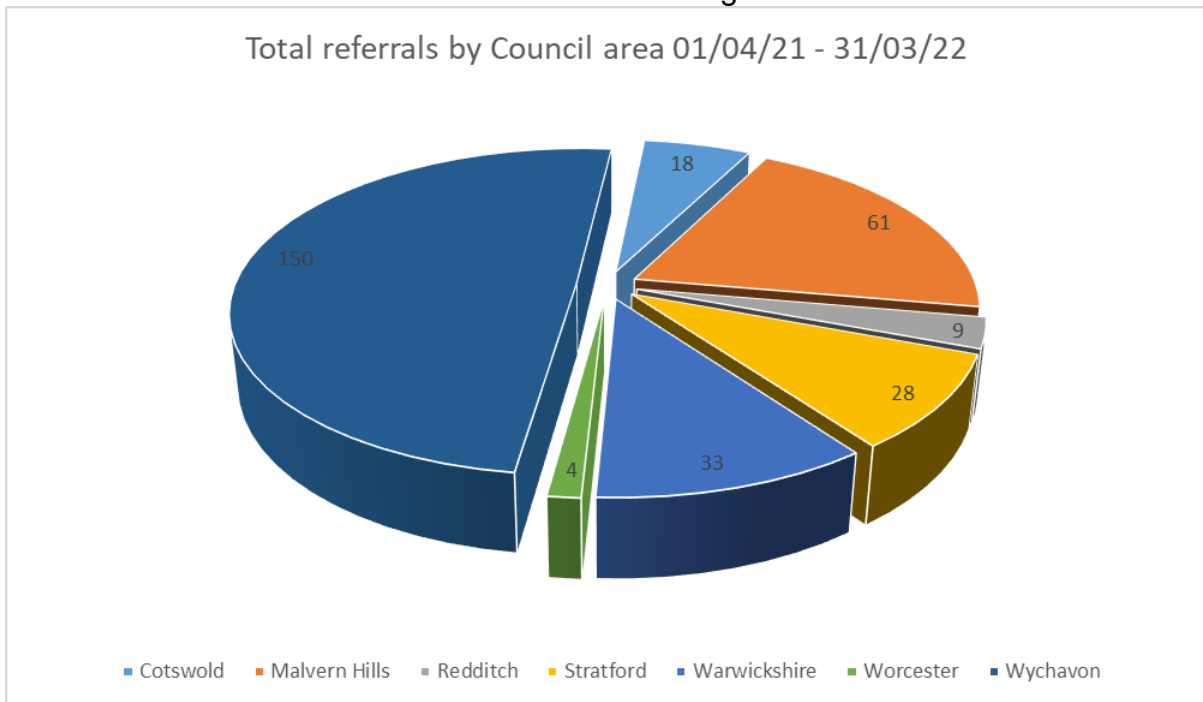
| Council | Total |
|---------------|-------|
| Cotswold | 144 |
| Malvern Hills | 45 |
| Redditch | 15 |
| Stratford | 47 |
| Warwickshire | 99 |
| Worcester | 13 |
| Wychavon | 816 |
| Other | 73 |

Total 1252

Referrals

During the period under review Roundabout has completed 303 separate referral deliveries of furniture and other essential household items such as bedding packs and kitchen starter packs to individuals and families in financial need across Worcestershire, North Gloucestershire and West Warwickshire. In comparison Roundabout completed 179 referral deliveries for the period 2020-2021 and 375 referral deliveries for the period 2019-2020. The slow take up of requests for furniture referrals during the first quarter following the ending of the third national Covid close down in April clearly had an impact on our performance.

Roundabout has continued with its unique selling proposition which sets it above other charities and organisations in our sector by supplying only new mattresses to our referral clients. The period under review has seen several increases in the cost of purchasing the mattresses from our supplier and so unfortunately it is inevitable there will be an increase in the admin charges. Providing a brand new single mattress for £7 and a double for £9 is not sustainable in the longer term.



| Council | Total |
|---------------|-------|
| Cotswold | 18 |
| Malvern Hills | 61 |
| Redditch | 9 |
| Stratford | 28 |
| Warwickshire | 33 |
| Worcester | 4 |
| Wychavon | 150 |

Total 303

Volunteers

Roundabout is primarily a volunteer based organisation governed by a board of volunteer Trustees.

When Roundabout reopened in April 2021 after the third national close down there was a strong uptake in attendance by our volunteers who were enthusiastically looking forward to getting back to work.

I would like to take this opportunity to thank all of the Roundabout volunteers including the Roundabout board of Trustees for all of their contributions in making Roundabout a continued success.

As is now a tradition from my previous annual reports I have featured some of the volunteers who joined Roundabout in the past 12 months.

Alex Morris

I joined Roundabout in October 2021 following a recommendation. I currently attend Evesham College three days a week undertaking a plumbing course on the other days and on the first Saturday of the month I attend Roundabout. I can honestly say I have enjoyed every minute of my time at Roundabout. I work mainly in the warehouse; I enjoy working with the other volunteers and helping customers in the shop. My goal is to achieve paid employment and volunteering at Roundabout has helped with my people skills and has helped with making me 'work ready'.



Dave Hall

I retired from work in June 2021 and I started volunteering at Roundabout the same month. I was looking for some worthwhile activity to keep me out of mischief. Roundabout is a fantastic charity, I attend on a Monday and Thursday and I also help out on the first Saturday of the month. I work mainly in the warehouse but on occasions I also help out on the delivery van if there is a shortage of van crew. I enjoy the relaxed working environment and the camaraderie working with the other volunteers.



Pak Kai Hung

I was formerly a Solicitor specializing in commercial property; I then became involved in the family business growing Chinese vegetables locally. Prior to joining Roundabout in March 2022 I had had two encounters with Roundabout offering furniture as a donation and I was very impressed with the charity and then by a coincidence I saw an advertisement for volunteers to assist in the contact centre at Roundabout and so I applied. I work in the contact centre co-ordinating the collections and deliveries of furniture although I do have an aspiration to go out on the delivery van in order to get a different perspective. I enjoy coming to Roundabout and I get satisfaction by helping Roundabout to achieve the charities core objectives. I would like to commit more of my time to Roundabout however I also volunteer at the Warwick Baptist church 'outreach' café where I am the chef!



Laraine Knight

I joined Roundabout in July 2021 as a volunteer, my friend Marcel who also volunteers at Roundabout recommended it to me. I had been furloughed during the pandemic from my paid work and then made redundant and then I had a bereavement of a close family member and I think I lost confidence in myself. Marcel encouraged me to come to Roundabout, I was a little apprehensive at first but I have not looked back. I generally help out with the bric-a-brac and create seasonal displays and do whatever needs doing. I enjoy the camaraderie and interaction with the other volunteers.



Health and Safety

Although I maintain overall responsibility for Health and Safety at Roundabout I delegate a degree of responsibility to Mrs Teresa Brimm Chair of the Roundabout Health and Safety committee who reports as follows.

Roundabout has a positive culture of continuous improvement in order to maintain the highest standards of health and safety for our employees, volunteers and the public and to ensuring environmental sustainability. We discuss health and safety and wellbeing at every Board meeting, which provides an update on progress against our health and safety strategy.

As the Covid-19 restrictions were lifted we have continued to maintain high standards of cleanliness throughout the organisation and reduce the risk of transmitting the virus. We have continued to offer our staff and volunteers access to lateral flow test kits and encourage those with potential symptoms to remain at home.

Our focus this year has been on collating near miss data and training. Recording near miss data provides us with an early warning that something needs attention and as a proactive organisation, we can take early action when problems are likely to be less serious and prevent these leading to an accident or incident.

We have reviewed our induction procedure and created our own bespoke induction and training videos to give new and existing volunteers the guidance they need to carry out their role safely.

Apprentice April Barnes has completed her training to become a Mental Health First Aider and the majority of the paid staff have completed their Level 3 Award in First Aid at Work. I have completed a Level 6 NVQ Diploma in Occupational Health and Safety Practice.

Volunteers and staff can access corporate discounts on membership at leisure centres across Wychavon, receive a referral to the Living Well service in Worcestershire and access to food and other items donated by Aldi through the Neighbourly scheme. Roundabout is also accredited with Disability Confident and Carer Friendly Employer Network supporting our volunteers and staff who have disabilities and/or caring commitments.

Roundabout is committed to minimising waste, waste recycling, energy and water consumption. As well as a positive environmental impact, this provides financial savings. Through simple initiatives such as recycling any paper, cardboard, plastic and glass we generate on-site Roundabout complies with its statutory and ethical environmental obligations.

Teresa Brimm MCMI, MIIRSM
Assistant Manager/Company Secretary
Chair of the Health and Safety Committee

Conclusion and Comment

In April 2021 Roundabout reopened fully after the third national Covid close down although the spectre of Covid was still ever present. In July 2021 there was a relaxation of control measures in respect of Covid only for the omicron Covid variant to take hold of the Country in the Autumn and Winter and whereas we had not had a positive case of Covid during the first three Covid close downs we then had numerous positive cases amongst staff and volunteers. As a result of the nationwide vaccination programme the effects of the omicron virus were negligible.

As a result of making sound operational decisions we have achieved a respectable financial surplus. The challenge for the next financial year is to maintain or improve performance against a back drop of inflationary pressures, a potential recession and a significant increase in labour costs.

Whatever we do we will always remain true to the Roundabout vision, mission, values and charitable objectives.

Peter Andrews
Roundabout Manager