

Annual Review 2021

Registered
Charity No.
297955



Redbourn Community Group

Connecting and
supporting the village



Redbourn Community Group (RCG) is the new name for Redbourn Care Group. We are a volunteer-led registered charity, which has been serving the village of Redbourn since 1980.

Our purpose is to provide support to all residents regardless of age or background, to connect the community together and to support community projects.

See inside for what we did and the difference we made!

A really good feeling



The Annual Review is a celebration of all our incredible volunteers, new and old across Redbourn and beyond. It's the time for Redbourn Community Group (RCG) to reflect upon its impact in our village and evaluate *'what we did and the difference we made'*. We are proud of our contribution, so are celebrating truly great volunteers, who in Redbourn are not so hard to find but are certainly difficult to part with, and impossible to forget.

I believe volunteering for our Redbourn community is very, very important. There are lots of people who need help and for many, the services we provide are a lifeline.

It's mind-blowing to see all the amazing work that volunteers do to support our community day in day out.

On a personal note, I know that I get a really good feeling and huge amount of enjoyment from helping another person. It's lovely to support people and put something back into the community. I can see the impact of this support and that is hugely rewarding knowing the effect you've had on someone's life.

In March we said 'au revoir' to three longstanding and extraordinarily committed Trustees who stepped down from their role: Barry Welch, Steve Lillywhite and Peter Robey who between them had volunteered for an astonishing 63 years. We are fortunate that they continue in their roles as drivers and street contacts and we thank them for everything they've done and continue to do.

We have been very fortunate in recruiting new trustees from the many generous hearted residents who applied. From 1st April after a set programme of induction, which included enrolling on the NCVO trustee training course, having a DBS certificate and participating in Safeguarding Training, three new Trustees came onboard: Ben Miller, James Regan and Catharine Pusey. These volunteers have already given their time and expertise in ensuring RCG continues its evolution as a Community Group and making a contribution to forward looking and sustainable governance. So, a huge thanks from me to all the Trustees, past and present, who are such a brilliant supportive team, and who, along with Claire-Louise, ensure smooth and efficient running of the charity.

In recent months we have been welcoming the return of our volunteers. We are still dealing with uncertainty and change and there is no doubt that RCG has changed (and had to change because of the pandemic), and there is no going back. We continue to transition to new systems and ways of working as efficiently, effectively and painlessly as possible. We are delighted that so many volunteers have returned, and thank you for being so active in your roles and supporting the necessary adaptations we have made.

It is indeed an honour to be involved and I want to pass on my personal thanks to all for giving me a really good feeling.

Sally Bartlett

Sally Bartlett
Chair



Board of Trustees...



Ben Miller

Dennis Poole
Treasurer



Jan Fenton



Will Gibbs
Pastoral Adviser



Catharine Pusey



James Regan



Peta Gunsen
Vice Chair & Safeguarding Lead

Shopping

What we did:

As the Covid 19 Pandemic continued to make normal life very difficult for residents across Redbourn, we coordinated in excess of 1,000 shopping services to any resident who was shielding, unable to get to the shops or who could not organise deliveries online.

The difference we made:

Many Redbourn residents were able to obtain important supplies when they had no means of shopping for themselves. We alleviated their fears of being left without food and so removed one anxiety from their lives.



"I have been so grateful to all the wonderful community group volunteers who have given up their time to help me during these difficult times. I have received food parcels, regular newsletters and my shopping done for me. My prescriptions have been delivered as well as transport arranged for my doctors and hospital appointments - thank you!" Miriam

Supermarket Trips

What we did:

As life returned to some sort of normality, we restarted trips to the supermarket in the minibus for residents.

The difference we made:

Residents have regained confidence in shopping for themselves and have regained their independence.

Prescription Deliveries

What we did:

Redbourn Community Group volunteers delivered prescription medication to Redbourn residents who could not visit the pharmacy.

The difference we made:

We alleviated the anxiety that vulnerable residents would run short of their regular medication. We helped the hard-working Crown Pharmacy to maintain business continuity for the community of Redbourn during the pandemic. From April 2020 to August 2021 – volunteers delivered approximately **5,000 prescriptions**.



"At the beginning of lockdown, we were grateful for assistance with shopping and continue to appreciate delivery of our medication from the Pharmacy volunteers. The regular newsletter also continues to provide us with a source of local information." Pat and John K

Vaccinations

What we did:

We facilitated the vaccination effort from December 2020 onwards as volunteers drove their own cars and the minibus to ensure all residents could reach local vaccination centres.

The difference we made:

We helped maximise the number of people that were jabbed as soon as they were eligible and so contributed to returning life in Redbourn to normal.

"I volunteer once a week as one of the office administrators. The role involves registering new clients on our computer system, taking phone calls from those who need transport to their medical appointments and finding volunteer drivers to take them there and back. We log the details of all requests, journeys and drivers on our system and ensure that clients and drivers have all the correct information they require. We also take general enquiries to arrange shopping, mobility equipment loans and minibus trips, for example. People are always incredibly grateful for the service the Community Group provides and it's immensely satisfying being part of the coordinating team that assists RCG in carrying out its valued services for the people of Redbourn." Kathie

Food parcels

What we did:

We collected and delivered food parcels from local food banks on a regular weekly basis for several families in need.

The difference we made:

We reduced anxiety for some of our most vulnerable families by ensuring they had food.

Medical Appointments

What we did:

Until our volunteer drivers were able to resume the provision of lifts to medical appointments, we used funds granted by HVCCG (Herts Valley Clinical Commissioning Group), RPC (Redbourn Parish Council) and HCF (Hertfordshire Community Group) to arrange for trips to be made by taxi.

The difference we made:

Residents were able to arrive on time and stress free and did not have to navigate complicated journeys by the scant public transport system in our area.



Volunteer Driving

What we did:

As lockdown eased, our volunteer drivers picked up where they left off.

The difference we made:

Volunteers and taxis have travelled well over **6,500 miles** taking Redbourn residents to their appointments since September last year. This is almost as far as driving from the UK to Singapore!

Friendly Talks and Walks

What we did:

We made hundreds of phone calls over the year to a group of 30-40 clients who were called on a regular basis to give them social contact and ensure they were ok. We also began our Friendly Walkers service during the year which provides clients with an opportunity for a regular walk and social contact with one of our volunteers.

The difference we made:

Residents, especially those who live alone and had no local family were reassured to know that someone cared and had found the time to have a chat. Some had not spoken to anyone else for days. We were also able to check for any safeguarding issues that might have arisen.



"I volunteer to walk with people who for different reasons struggle to get out and walk but we walk together for a time and distance they are comfortable with and it makes so much difference to their lives." Dot



"The newsletter just gets better and better. The latest is just superb. Well done to the team and keep it up!" Olive

Community Newsletters

What we did:

We produced Newsletters on a regular basis throughout the difficult periods which were circulated electronically and in print to those who had no access to the internet.

The difference we made:

We kept people in touch and informed about events and activities with both local and national updates

Mobility Equipment

What we did:

We continued to loan wheelchairs and rollators during the lockdown periods with special attention to Covid safety and precautions.

The difference we made:

Residents were relieved and delighted to know that essential services remained available when they were in need.

"My sincere thanks for all the assistance that RCG have given me personally with transport to two hospital operations and appointments. If there was a 'national care league' then Redbourn Community Group would be 'top of the league'!" Eric

Welcome packs

We delivered 68 welcome packs to households who moved into the village. The information pack provides an introduction to the Redbourn community and includes local services, organisations, churches, schools, and medical contacts which are helpful in the early stage of settling in to the village.

Finance Report

FOR THE YEAR ENDING 31 AUGUST 2021

Expenditure:
£35,762.17

Income:
£117,963.51

Overview

The financial results for 2020-21 inevitably reflect the impact of the pandemic. Our fundraising, services and costs were all affected by lockdowns, shielding and social distancing. It is therefore with some surprise and relief that I can report that RCG has emerged in a sound financial position.

Income

In addition to the grants for transport mentioned on page 4, we received £5,000 from Redbourn Parish Council as in previous years. The Coop Local Community Fund donated £6,617, which is being held to fund outings and social activities in the coming year.

The generous support of the people of Redbourn saw annual donations more than double to nearly £28,000, the highest level ever, from a like-for-like figure of £12,300 last year. We were also humbled to receive a total of £72,647 in legacies from four past clients and volunteers. Therefore, although there were few receipts from collection boxes or minibus fares, we were confidently able to fund all our costs in the year and add a surplus to our reserves.

Expenditure

The cost of running RCG increased this year as a direct result of the additional services that were provided through the office, in particular photocopying of newsletters and telephone support for some of Redbourn's most vulnerable residents. These costs were offset in part by significant savings on minibus costs, as it was used much less frequently than usual.

Redbourn Coronavirus Volunteers

Over the course of the past two years, a number of grants were received for pandemic-specific support services, some of which were delivered by additional volunteers in the Redbourn community. In order to delineate this specific set of costs, and to account for the restricted grants that were received for this work, they are accounted for through our linked charity, Redbourn Care Trust. Sums to cover specific running costs, such as newsletters, have been paid as transfers from the Care Trust to RCG during the year.

Outcome

In summary, a second year of unprecedented and unforeseeable calls on the services of Redbourn Community Group has ended with a net surplus of funds, putting RCG in a strong position for developing more services to the community in the coming year.



Dennis Poole
Treasurer

Income and Expenditure Statement

		2020-21	2019-20
INCOME			
	Standing order donations	704.00	660.00
	Donations	27825.24	19586.86
	Boxes	173.77	457.15
	Bequests / in memoriam	75879.53	4638.77
	Herts CC mileage	0.00	481.50
	Gift Aid tax refunds	3762.63	2256.14
	Bank Interest	3.34	10.59
	Redbourn PC Grant	5000.00	5000.00
	Minibus operations	0.00	2649.66
	Other grants	4615.00	3196.12
		117963.51	38936.79
EXPENDITURE			
	Bus servicing and repairs	236.54	643.15
	Fuel costs	643.61	1008.92
	Minibus insurance	656.19	684.94
	Garage costs	195.86	86.00
	Extra bus hire	0.00	26.40
	Other bus costs	399.70	360.90
	Phone	506.63	506.63
	General office expenses	4354.70	829.54
	Subscriptions and Fees	1247.80	957.80
	Public Liability Insurance	844.28	1109.42
	Office Manager Fees	17565.84	17045.86
	Miscellaneous costs	553.55	2209.79
	Scooter servicing	1437.02	1253.32
	Other scooter costs	700.00	0.00
	Training expenses	671.00	0.00
	Marketing expenses	814.76	909.20
	IT expenses	1020.99	906.98
	Driver Mileage claims	12.50	7.70
	Grants	570.00	314.85
	Village Hall	1246.20	2223.00
	SADC Grant expenditure	2085.00	
		35762.17	31084.40
NET FINANCIAL BALANCE		82201.34	7852.39

SAFEGUARDING REPORT

Presented by **Peta Gunson** – Vice Chair and Safeguarding lead

This financial year Redbourn Community Group has not referred any safeguarding concerns to Hertfordshire Adult Social Services. We have had potential concerns raised with us throughout the year, and we continue to monitor some of these and seek support when required.

We were fortunate to receive a training grant from Hertfordshire Community Foundation for Safeguarding training. Almost 60 volunteers were able to complete these online sessions in April 2021 and we thank everyone for their active participation. Our Safeguarding Policy and Guidance has been significantly updated and expanded because of our training (May 2021). It now includes more detailed information about the types of abuse, the roles & responsibilities for those involved and useful Do's and Don'ts for volunteers. Refer to our website for the updated policy. Please continue to be vigilant about safeguarding issues and if you have any concerns please contact Peta at Peta@redbournccg.org.

The Safeguarding Policy and its application have been discussed and shared with all new volunteers during their induction, whether that was in person or virtually. All Office staff and those who support our remote working and call line have been kept up to date with policy changes and other information as required.

We have applied to receive further funding for Safeguarding Training for those who are new or who weren't able to join us earlier this year. We will share details of this nearer the time.



Donations and Supporters

We are extremely grateful to every individual who has made a donation this year. Your support is very much appreciated. Legacies from the estates of **Harry Hobbs**, **John Bower**, **Sylvia Turner** and **Esther Duras** totalled **£72,547** which, together with over **£3,000** in other in memoriam donations, have made a huge difference.

At this time we do want to thank those who gave us grants to assist with essential services:
Redbourn Parish Council, **Hertfordshire County Council**, **St Albans District Council**, **Hertfordshire Community Foundation** and **Herts Valley Clinical Commissioning Group**.



Thanks to Redbourn based **Whiteing Design Partnership** for keeping prices to a minimum. The costs of both the design and printing of this 2021 Annual Review have been met by a donation given to cover this particular expenditure.



Redbourn Community Group

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