



ANNUAL REPORT

2024-2025

Message from our Chair - *Patrick*

This year has been both busy and productive for St Albans Good Neighbours. The demands on the charity sector, and on us, continue to grow as the needs of our community evolve. For 45 years, St Albans Good Neighbours has been a steadfast presence, providing practical and emotional support to residents in need. Our services—ranging from shopping and gardening to providing lifts and companionship—have touched countless lives. The gratitude expressed by our clients is a testament to the dedication and compassion of our volunteers.

Celebrating 45 Years of Service

We spent a considerable time over the year thinking about how we recognise and celebrate our volunteers. While not strictly held within this year's reporting period, I would like to mention the event held last month to celebrate our 45th anniversary celebration at Verulam Golf Club. This event was a significant highlight of mine and brought together volunteers old and new, meeting the face that is often at the end of the phone line, fostering connections and celebrating our shared achievements. The positive feedback received underscores the importance of coming together, celebrating and reflecting on the role of our charity for our volunteers as well as our clients. Special thanks go to Jane B and Lucie T for their outstanding organisation of such a super event.



Strengthening Our Voice: Social Media

This year, we made significant strides in our social media presence, particularly on Facebook. With expert guidance from Claire Truscott and the ongoing efforts of Marcus C, a volunteer with professional social media experience, we have shared stories that highlight the impact of our work. Posts about befriending partnerships, dementia training, and community events have resonated with followers, helping to raise our profile and attract new volunteers. We encourage all volunteers to share their experiences, and we look forward to expanding our presence.

Volunteer Training and Development

Ongoing training remains a priority. Dementia training, led by Christine Elsley, has equipped volunteers with valuable skills and understanding. Our Duty Officer refresher training, delivered by Paul M and Ali B, has ensured that our team remains professional and consistent in their approach.

Leadership and Succession

This year saw changes in section leadership. We thank Dana C for her years of service as Shopping Section Leader and welcome Leah W as her successor. Tessa P's return to Practical Help, after a period away, has been invaluable, and Mark H's contribution as deputy is deeply appreciated.

Trustees and Governance

Andre B is stepping down as Trustee but continues to play a crucial role in IT. We are pleased to welcome Marcus C, Ellen T, and John C as new trustees at the upcoming AGM, bringing fresh perspectives to our board.

Volunteer Recruitment and Retention

Recruitment is vital to our sustainability. Despite losing 25 volunteers, we welcomed 32 new ones, maintaining a strong team of 146. Recruitment is aided by Go Volunteer Herts, internet searches, and word of mouth. Our thanks go to Nicky S and Ellen T for their tireless efforts.

Innovation: The Drivers App

The Drivers App now handles 30% of driving jobs, streamlining the process for Duty Officers and drivers. The IT Department and Michelle P have been instrumental in its success.

Befriending and Community Engagement

Our Befriending section has grown to 28 active pairs, up from 21 last year, thanks to the dedication of Nigel and Serena.

Recognition and Thanks

This year, we honour volunteers with over 10 years of service. Your commitment is the foundation of our success.

Thank you for making a difference to so many lives and making sure that in St Albans, there is always a good neighbour to call on.



Our Mission, Vision and Values

Our Mission

To be a dependable good neighbour to any St Albans resident in need, providing support quickly and informally

Our Vision

To reach into our community, seeking out people in need, regardless of background or personal circumstances, to connect them with Good Neighbours, so we can support as many residents as possible in leading fulfilling, independent lives

Our Values

As a trusted community charity, we provide 'organised kindness' with

Respect - valuing diversity, equality, inclusion, fairness and consideration, and respecting our natural environment

Integrity - maintaining strong moral principles and high standards of welfare, including health and safety, always in line with our procedures and policies

Teamwork - recognising and valuing the vital contribution of our volunteers and encouraging a culture of working together with support.



Volunteer Recruitment

This year, St Albans Good Neighbour Scheme continued to thrive thanks to the dedication of our volunteers. As of the end of September, we had 146 active volunteers. Over the past year, we welcomed 32 new volunteers and archived 25, reflecting both growth and natural turnover.

Sources of New Volunteers:

GoVolHerts: 11
Internet search: 10
Word of Mouth (Referral): 4
Event Day (Cathedral): 2
Facebook: 2
Poster: 1
Returning volunteer: 1
Communities 1st: 1



GoVolHerts remains our main recruitment channel, although less than a third of applicants progress to volunteering due to various reasons (such as unsuitable IT skills, age restrictions, or incomplete applications). We have temporarily paused recruitment for IT helpers, confident that our current team will meet our needs for the foreseeable future.

While recruitment remains steady, we must not be complacent. Volunteer resignations have been high this year, with departures due to a range of factors including personal circumstances, health, relocation, and changes in availability. Of the 37 new volunteers, five resigned during the year, highlighting the importance of ongoing engagement and support.

We encourage section heads to stay in touch with volunteers and, where possible, suggest alternative roles if their initial section does not offer opportunities. Cross-section collaboration is promoted at every stage of the volunteering journey.

Internet searches are increasingly significant for recruitment (we rank second to Open Door on Google), and referrals remain a valuable source. We thank everyone who has referred new volunteers to us. Volunteering offers personal benefits, including participation in our social calendar of Coffee Mornings, the AGM, and Duty Officer & Befriending socials.

Our referencing system is now running smoothly, with references deleted automatically after six months. With IT support, we are refining our application process to encourage more detailed feedback on why applicants would make good volunteers.

A special thank you goes to my Deputy, Ellen T, for her invaluable support, and to Andre B, Bill W, and Taynor D for their ongoing IT contributions.

Safeguarding

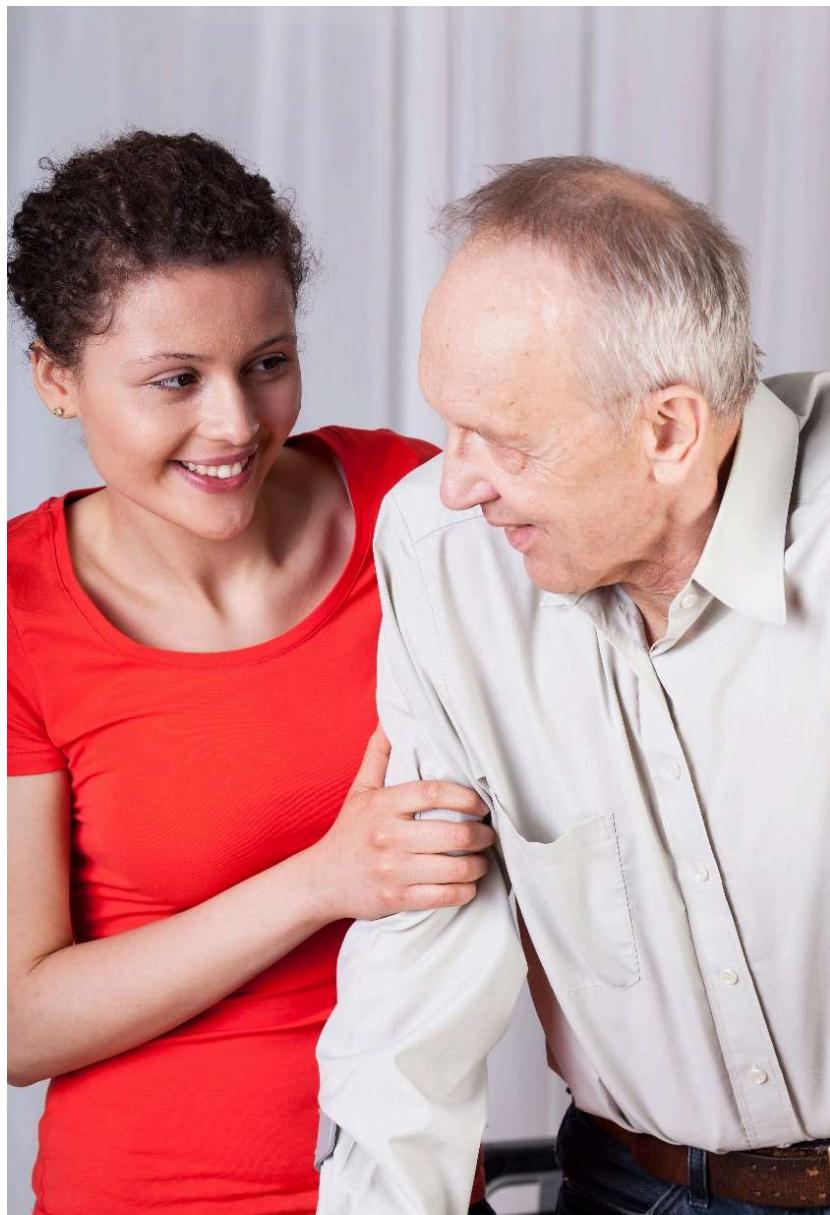
St Albans Good Neighbours remains fully committed to protecting vulnerable adults who engage with our services. Over the past year, we have maintained robust safeguarding policies and procedures, ensuring they remain in line with current legislation and best practice. Our Safeguarding Policy was last reviewed in May 2023 and will be formally reviewed again in 2026, or sooner if required.

All new volunteers receive clear safeguarding guidance and access to a tailored training video. This is monitored regularly with reminders issued, ensuring strong ongoing compliance. Safeguarding is a standing item at every Board meeting, keeping it central to our work. The Safeguarding Lead continues to attend external training and regularly updates their knowledge.

This year, one safeguarding referral was made to social services regarding a client with dementia. Additionally, volunteers and members of the public have proactively sought advice on safeguarding matters, reflecting excellent awareness and confidence within our team.

We continue to welcome feedback from volunteers, clients, and families to improve our safeguarding practices. Our ongoing priorities are to complete outstanding training, maintain safeguarding as a regular agenda item, and encourage open communication and learning around safeguarding issues.

Through continued training, vigilance, and compassion, we aim to build on our strong safeguarding culture and ensure that everyone involved with the Scheme feels confident and supported in keeping people safe.



Managing our phone line

At the end of the scheme year in 2025, we had 33 operational Duty Officers—two below our target, but an improvement of two compared to last year, reversing a two-year trend of declining numbers.

Duty Officer Numbers

| | Dec 2020 | Oct 2021 | Oct 2023 | Oct 2024 | Oct 2025 |
|-----------------|----------|----------|----------|----------|----------|
| Operational DOs | 26 | 38 | 35 | 31 | 33 |

Changes

| | 2023 | 2024 | 2025 |
|-----------------------|------|------|------|
| Newly Trained DOs | 11 | 1 | 9 |
| Retirals/Resignations | (14) | (5) | (5) |
| Temporary Stand Down | | | (2) |
| Total Change | (3) | (4) | 2 |

We have had a much better year from a recruitment standpoint than last year. Nine new Duty Officers were trained (against only one last year). Of these, one resigned after finding the role too demanding, seven have made solid starts, and one is about to begin. Four other Duty Officers left due to age, ill health, relocation, or after many years of service.

Experience shows that we lose a handful of Duty Officers each year, often for age or personal reasons. Currently, 18% of our team are aged over 75, including two over 80, and their experience and dedication are highly valued.

Activity Levels

| | 2021 | 2022 | 2023 | 2024 | 2025 |
|----------------------|------|------|------|------|------|
| Average Bookings/Day | 2.5 | 3.5 | 4.3 | 5.3 | 5.3 |

Bookings have levelled off this year at an average of 5.3 per day, which equates to roughly seven per weekday. Duty Officers manage referrals for new clients, practical help, shopping, befriending, and miscellaneous queries, making most days busy and some days particularly challenging.



Maximum 8 Job Per Diary Day Rule

A major change this year was the introduction of the “Maximum 8 Job Per Diary Day Rule” in November 2024. Once eight jobs are booked for a day, further requests are politely declined as we are “at capacity.” While some jobs could have been filled, this rule has helped manage stress and set a practical limit based on available drivers. Demand continues to rise, as shown by the increasing number of days reaching the eight-job threshold.

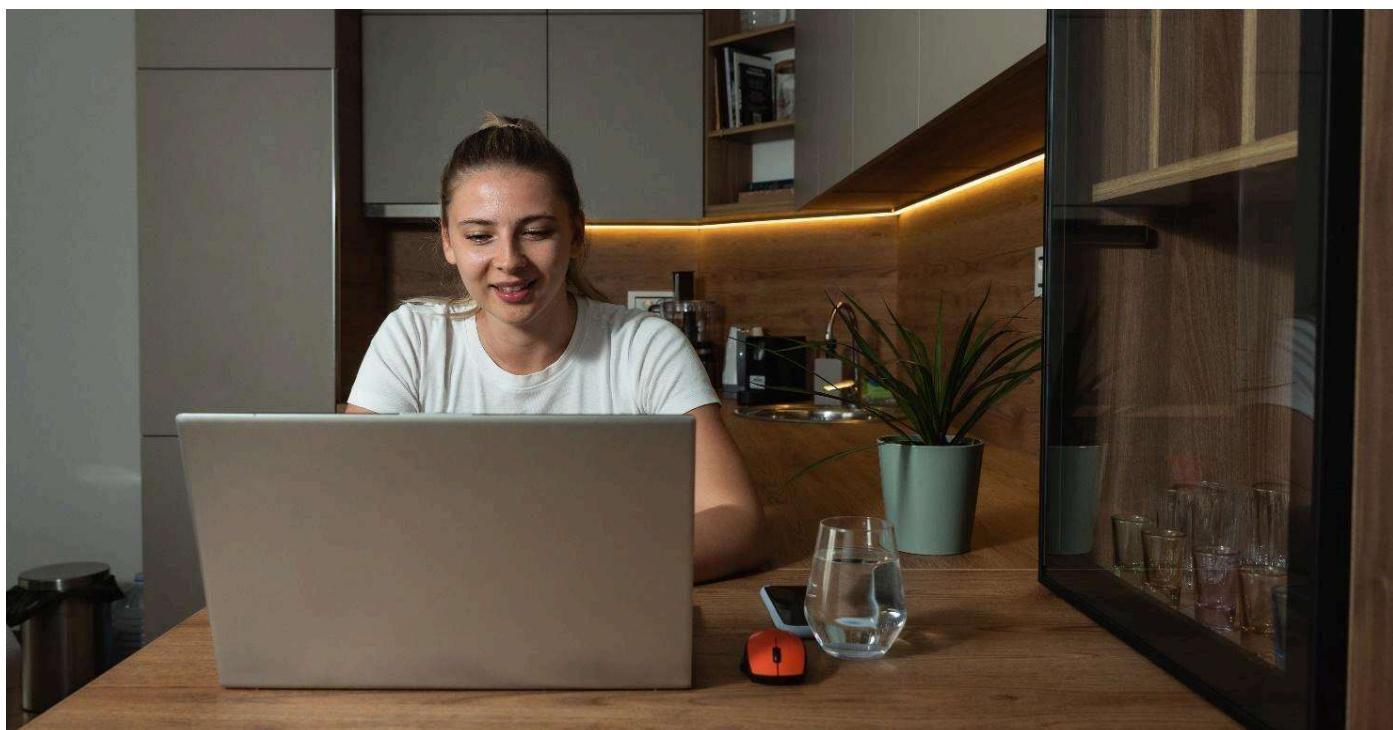
For example, January and September 2025 were similar in terms of jobs booked (6.0 and 6.2). However, January had 10 days that hit the 8-job threshold out of 22 weekdays (45%), while September had 18 of 22 (82%). This indicates that demand is still rising, and we are gradually having to turn down more people, more often.

Clients are gradually adjusting to the reality that requests may sometimes be declined due to capacity, although some conversations can be challenging.

Training and Priorities

This year’s Duty Officer Refresher Training was a highlight, with 25 Duty Officers participating. The training aimed to raise professionalism, consistency, and provide helpful tips for managing busy days.

Looking ahead, our priorities are to continue recruiting and training Duty Officers to maintain a sustainable team and to focus on recruiting more drivers, as rising demand means we are increasingly having to turn down client requests.



Our Sections: Transport

The transport service continues to be a cornerstone of St Albans Good Neighbours, enabling residents to access essential appointments and maintain independence. This year, our team comprised 71 active drivers, with two additional drivers temporarily unavailable due to work commitments or personal circumstances. We are grateful for the flexibility and dedication shown by all our volunteers, whether they drive regularly or occasionally.

Service Activity

Between October 2023 and September 2024, our drivers completed 1,662 jobs. In the same period this year, we completed 1,738 jobs—a 4.57% increase. This growth reflects both the rising demand for our services and the commitment of our volunteers to meeting the needs of our clients.

Volunteer Support and Administration

Throughout the year, we have focused on supporting our drivers in practical ways. This includes keeping records up to date, such as holiday schedules and the Parking Information letter, and facilitating the annual Volunteer Driver Declaration. We are pleased to report that all drivers have now completed this important compliance step.



Technology and Innovation

A major development has been the introduction and adoption of our new driver app. Approximately 60% of our drivers are now using the app, which has significantly streamlined the process of picking up unfulfilled jobs. The app provides all necessary information for each driving assignment directly to volunteers' phones, making it easier to manage jobs and schedules. Feedback from new drivers has been especially positive, with many appreciating the flexibility to select jobs that best fit their availability. We are continuing to develop the app, with plans to add an expense form and further improvements are underway.

Communication and Feedback

We encourage open communication between drivers and the transport team. Drivers regularly email updates about clients' needs, which are added to 'Drivers notes' in the app. This helps ensure everyone is informed and prepared for each assignment. We are also mindful of the complex needs of some clients and strive to ensure that all drivers feel comfortable and supported in their roles. If any driver feels unsure about a particular responsibility, we encourage them to reach out for support.

Looking Ahead

As we look forward to another year, we remain committed to supporting our drivers and adapting our service to meet evolving needs. Whether you are a busy driver or contribute occasionally, your efforts make a real difference in the lives of our clients. Thank you for your continued support and dedication.



Our Sections: Shopping

Overview

The past year saw a slightly lower demand for the Regular Shopping Service, with 16 referrals compared to 19 in 2023/24. Notably, referrals were paused twice during the year due to capacity constraints.

Referral Outcomes

Of the 16 new referrals received:

- 6 resulted in new shopping partnerships.
- 3 clients decided they no longer required support.
- 4 only needed one-off shops or driving assistance and were referred to the Transport section.
- 3 could not be supported due to their location or because their needs were for weekly shopping.



Volunteer and Client Engagement

Currently, our volunteers support 21 clients with fortnightly shops, a slight increase from 20 last year. The service is delivered by 17 volunteers, including two who each support two clients and one who supports three. We were pleased to welcome a new volunteer with disabilities, who has been able to assist several regular shoppers in his local area.

Changes and Challenges

During the year:

- One volunteer stepped back due to health reasons.
- Another volunteer's client moved away, leaving them unable to take on a new match at this time.
- Sadly, one regular shopping client passed away.

Six new volunteers joined the service and have all been successfully matched with clients. As a result, the service is currently operating at full capacity, with no available volunteers. This has led to a temporary freeze on new Regular Shopping referrals for the second time this year, until further volunteers can be recruited.

Interim Support and Referrals

While the Regular Shopping Service is at capacity, one-off shops remain available for clients needing occasional support with a basic shop. Suitable clients can also be referred to Communities 1st, although their support is limited to those who are housebound.

Our Sections: Befriending

The Year in Focus

This year has been both busy and rewarding for the Befriending Section. We ended the year with 29 befriendee-client pairings, an increase from 25 last year and 18 the year before. Throughout the year, we recruited 15 new volunteers and successfully paired many with clients. At times, demand for befriendees exceeded supply, leading to a short freeze on new client requests, but we are now able to offer every approved client a befriendee.

Key Statistics

- Current Befriender and Client Pairings: 29 (25 last year)
- Befriending Pairings ending during year (illness, died, incompatible): 9 (10)
- Clients Approved Waiting to Pair: 3 (5)
- New Client Requests to investigate: 3 (5)
- Client Requests investigated but dropped by client or could not accommodate: 12 (18)
- New Befriendees paired during year: 12 (11)
- Befriendees available (including two to be approved): 8 (5)
- Befriendees withdrawing: 3
- New Approved Volunteers who withdrew: 3 (3)

Recruitment and Pairings

We are particularly pleased that befriending has attracted more younger volunteers this year. Despite full-time jobs and family responsibilities, many want to make a meaningful contribution to their community. Volunteering, as several new recruits have remarked, benefits them as much as the people they visit, providing connection, variety, and the satisfaction of doing something valuable beyond their working lives.



Volunteer Experiences and Activities

Befriending takes many forms, from weekly home visits and friendly chats to outings in parks, cafés, pubs, restaurants, garden centres, singing or memory classes, or simply a walk outdoors. Some volunteers assist clients with home administration, helping to interpret official letters or forms. Others go above and beyond, such as arranging speech therapy or specially equipped swimming sessions for clients with specific needs.

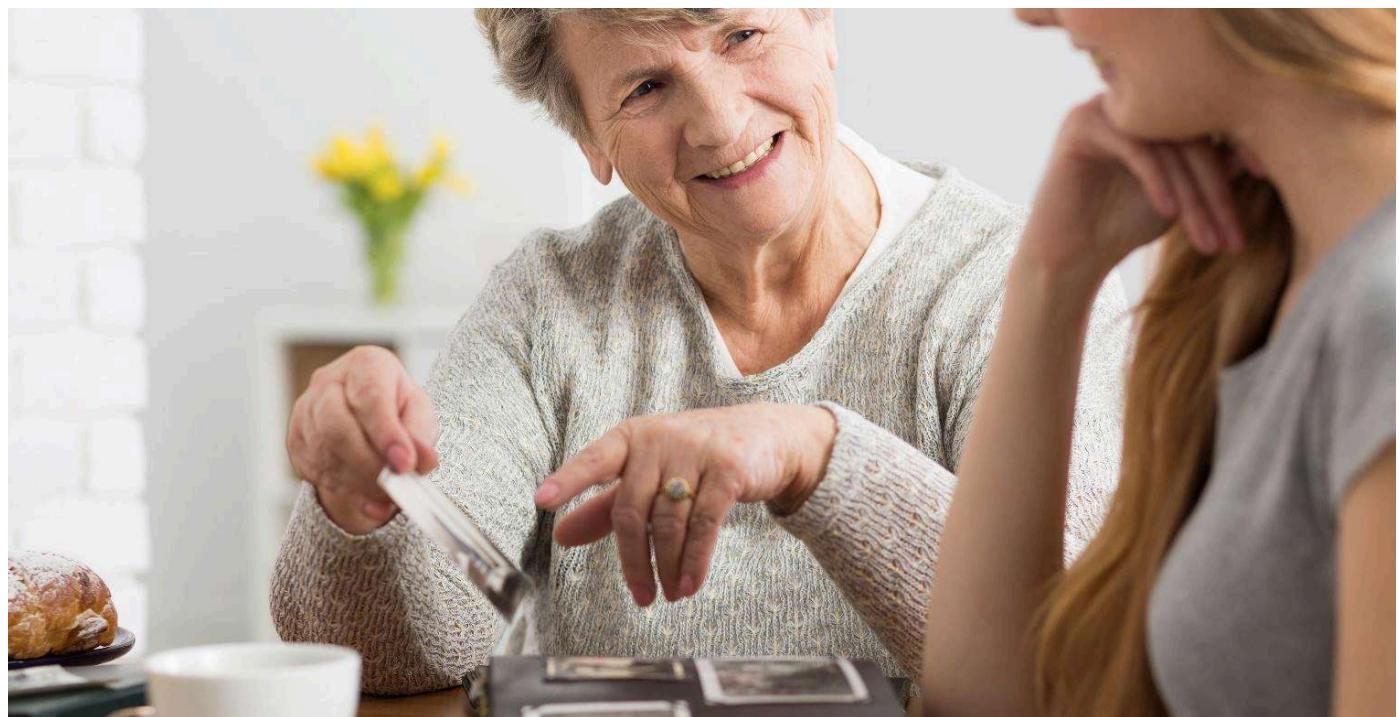
Our first Befriending Afternoon Tea, held in August and attended by 17 volunteers, was a lively and enjoyable occasion. Sharing experiences and ideas proved invaluable, and we discovered a wealth of collective knowledge about local activities available to clients. We plan to pool links to these on our website and through a WhatsApp group to help volunteers connect clients with opportunities that reduce isolation.

Partnerships and Training

Many local organisations now refer clients to us, and we are increasingly able to return the favour by directing our clients to their activities, such as lunch clubs run by Age Concern in St Albans. We continued to offer our volunteers training in understanding dementia, with sessions provided by The Orchard Care Home, Home Instead, and Communities 1st. These sessions have given volunteers greater confidence in communicating with clients living with dementia. The Orchard has also expressed interest in developing further links with community organisations like ours, which we see as highly valuable.

Appreciation

While we celebrate a successful year, we also acknowledge that some of our volunteers have faced sadness in losing clients to illness. We extend our heartfelt thanks to all our volunteers who give so generously of their time, skills, and kindness.



Our Sections: Practical Help

Overview

There has been increasing demand for Practical Help in the 2024–2025 year. In the 2025 financial year, there were 175 referrals, of which 21 were duplicates or were cancelled by the client, and we completed 136 jobs (refusing 12). This is a significant increase compared to the previous year, when there were 118 referrals (20 duplicates or cancelled), and 89 jobs were completed (with 9 refused).

As ever, the job types most in demand were gardening and DIY.

Completed jobs:

- Gardening: 45
- DIY: 40
- Technology: 17
- Electrical: 11
- Other: 23



Acknowledgements

A huge thank you goes to Mark H for holding the fort during such a busy year. Since returning as Practical Help section lead at the beginning of October 2025, I have been reminded how much time is taken up liaising with volunteers and clients. Mark has often said, "it is easier to do the job myself," and this is proved by the fact that, apart from doing about 10 jobs with another volunteer, he did around 80 of the 136 completed jobs on his own. What a star!

I was also delighted to note that during my 18-month absence, we welcomed 12 new Practical Help volunteers. Hopefully, from now on, the jobs will be able to be shared out in such a way as to give Mark some well-earned space in his life!

Finally, as usual, a massive thanks go to all our Practical Help volunteers who offer their time and skills to help our clients, all of whom are intensely grateful for the help they receive.

IT Support

Drivers App: Year in Review

The Drivers App continues to be a vital tool for our operations. Of the more than 3,000 journeys logged since the App's inception, over 500 were added this year alone. Ongoing improvements have included bug fixes and integration with the Scheme Accounts spreadsheet to better record expenses. These efforts will culminate in the launch of Drivers App V2.0 in the near future.

Despite being denied direct access to download journey data from Optimise for real-time updates, our new recruit, Taynor D, developed a program to achieve the same result, ensuring our data remains current and accurate.

Google Workspace Management

A special thanks goes to Bill W and Jane B, who continue to work together to tidy up our online resources on Google Workspace. Efforts have also focused on minimizing the need for updates when key volunteers join or leave, by using email aliases wherever possible.

IT Support Team Growth

This year, the IT Support team welcomed two highly experienced new volunteers, Taynor D and Sachin J. Their contributions have strengthened our ability to support Scheme volunteers and improve our online IT systems. The team now consists of four members.

After nearly six years of deep involvement with Scheme IT, I am pleased to share the workload with my capable colleagues now that we have a full IT team.



Our Finances

Treasurer's Report for Y/E 30th September, 2025

First of all I would like to thank all our volunteers that have responded and supported me over the past year; particularly at the end of each quarter and more so in September in submitting their online forms in good time.

Please find below the Scheme's Final Accounts and Analysis as at 30.9.25.

FY2025 Financials

| | |
|----------------|----------------|
| Bank Balance | £ 47,920 |
| Donations | £ 22,672 |
| Gift Aid Claim | £ |
| Expenses | - £ 17,799 |
| Surplus | £ 4,873 |

Income

Included in the Donations Total are the following:-

2 x £500 received from John Laing Charitable Trust, £202 in donations from the Groundswell Charitable Foundation Fund and £200 from an external donor

In addition we were successful in adding a Donation page to the Scheme's website of which there have been external donations to the total of £310.

Expenditure

Stationery replenishment, re: the upcoming St Albans Community Showcase, new volunteers and upcoming events.

Future Expenditure

Going forward we can expect to see the Scheme's funds being invested in Digital Marketing as we continue to expand and showcase to the local community.

Surplus

£4,873 versus **£3,309** last year

The Scheme's Administration Costs are kept low due to the fact we do not have any premises or employees as unusually we are all volunteers.

The Accounts have again been independently examined by Peter Harrison, FCA.

Peter has advised that he will be stepping down as the Scheme's external examiner.

We all thank him for his support and guidance over the last 10 years and wish him and his family well for the future.

The Scheme will be looking for a suitable replacement over the coming months.

St Albans Good Neighbour Scheme

Registered Charity No. 1074638
 [A Company (No. 3675149) limited by guarantee and not having a share capital]

Income & Expenditure Account for the year ended 30 September 2025

| 30/9/24 | % | Income | 30/9/25 | % |
|----------------------------|-------------|--------------------------------|----------------|-------------|
| £141 | 1% | HMRC Gift Aid | £0 | 0% |
| £0 | 0% | Legacy | £0 | 0% |
| £18,457 | 99% | Donations | £22,672 | 100% |
| £18,598 | 100% | | £22,672 | 100% |
| Expenditure | | | | |
| £11,423 | 75% | Mileage | £12,815 | 72% |
| £254 | 2% | Phone | £ 253 | 1% |
| £289 | 2% | Insurance | £311 | 2% |
| £267 | 2% | Stationery | £861 | 5% |
| £239 | 2% | Stamps | £316 | 2% |
| £348 | 2% | Meetings | £746 | 4% |
| £1276 | 8% | IT | £1,505 | 8% |
| £258 | 2% | Marketing | £0 | 0% |
| £252 | 2% | DBS | £443 | 2% |
| £470 | 3% | Gifts / Cards | £317 | 2% |
| £0 | 0% | Training | £0 | 0% |
| £93 | 1% | Subs | £77 | 0% |
| £121 | 1% | Sundries | £155 | 1% |
| £0 | 0% | HCF/QAVS | £0 | 0% |
| £15,290 | 100% | | £17,799 | 100% |
| £ 3,309 | 14% | Surplus/(Deficit) for the year | £ 4,873 | 18% |
| Balance Sheet as at | | | | |
| 30/9/24 | | 30/9/25 | | |
| £39,738 | | Balance b/f | £43,047 | |
| £3,309 | | Surplus / (Deficit) | £4,873 | |
| £43,047 | | | £47,920 | |
| £43,047 | | Cash at Bank | £47,920 | |

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES
OF THE ST ALBANS GOOD NEIGHBOUR SCHEME ("THE SCHEME")**

Charity number 1074638

I report to the trustees on my examination of the accounts of The Scheme for the year ended 30th September 2025, which are attached.

Responsibilities and basis of report

As the charity trustees of The Scheme, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

You consider that an audit is not required for this year under section 144 of the Act and that an independent examination is needed.

I report in respect of my examination of The Scheme's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Basis of independent examiner's statement

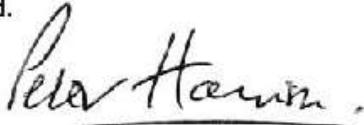
My examination includes a review of the accounting records kept by The Scheme and a comparison of the accounts presented with the records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts do not accord with the accounting records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Peter Owen Harrison FCA

Fellow of the Institute of Chartered Accountants in England and Wales.

9 Marshals Drive, St Albans, Hertfordshire, AL1 4RB.

24 October 2025



Reserves Policy

Background

The Charity Commission for England and Wales describes reserves as that part of a charity's unrestricted funds that is freely available to spend on any of the charity's purposes. The starting point for calculating the amount of reserves held is the amount of unrestricted funds held by the charity. However, some or all of the unrestricted funds of a charity may not be readily available for spending. This is because spending those funds may adversely impact on the charity's ability to deliver its aims. The items that should be excluded from reserves are:

- tangible fixed assets used to carry out the charity's activities, such as land and buildings
- programme-related investments held solely to further the charity's purposes
- designated funds set aside to meet essential future spending, such as funding a project that could not be met from future income
- commitments that have not been provided for as a liability in the accounts

Purposes for holding Reserves

The Trustees of the St Albans Good Neighbour Scheme (the "Scheme") take the view that sufficient reserves should be maintained to cover the following purposes, in order to ensure the continued operation of the Scheme in accordance with its charitable objects:

- repair and replacement of equipment necessary to carry out the Scheme's objects. (These items are written off at purchase and therefore considered as zero value assets.)
- increased volunteer demand for reimbursement of expenses
- payment of contractors or professionals for unanticipated, yet essential, operational duties and professional services that cannot be performed by available volunteers
- the premium required for essential insurance (including public liability insurance) in the absence of sufficient income
- unforeseen expenditure
- unexpected reductions in sources of income, for example, client donations or grants not renewed
- unanticipated financial commitments, if any

Level of Reserves

The Scheme's Trustees have resolved to maintain reserves at a level equivalent to the Scheme's average annual expenditure over the preceding three years. They have made this decision on the basis that they consider this is an appropriate level to meet any unforeseen expenditure or reduction in income, whilst not restricting availability of funds to meet clear charitable need within the objects of the Scheme.



Structure, management and governance

The Directors of the Company are also Charity Trustees for the purposes of Charity Law and are also known as members of the Management Committee. They give their time voluntarily and receive no benefits from the Charity. Any expenses reclaimed are included in the Accounts.

Management Committee (known as Members/Directors/Trustees) October 24 September 25:

Patrick Brooks, Chair

Lauren Breed

Andre Bottin

Jane Burstow

Jan Caley

Sue McElroy

Lucie Tate

Company Secretary: Jane Burstow

Treasurer: Jan Caley

Post Holders:

Minutes Secretary: Ali B

Designated Safeguarding Lead: Lauren B

Volunteer Coordinator: Nicky S

Deputy Volunteer Coordinator: Ellen T

Duty Officer Section Leader: Paul M

Deputy DO Section Leader: Ali B

DO Rota Coordinator: Paul M

Befriending Section Leader: Nigel R

Deputy Befriending Section Leader: Serena D

Practical Help Section Leader: Tessa P

Deputy Practical Help Section Leader: Mark H

Shopping Section Leader: Dana C until December 2024, then Leah W from January 2025

Transport Section Leader: Michelle P

Helpline Administrator: Anne H

IT Advisor: Andre B

IT Support Team: Bill W, Taynor D from May 2025 and Sachin J from June 2025

DBS Rechecks: Kathryn W

Independent Advisors:

Accounts Examiner: Peter Harrison

Legal Advisor: Niall McAlister



Declaration

The trustees declare that they have approved the Annual Report.

Signed on behalf of the charity's trustees

| | |
|-----------|-----------------------|
| Signature | <i>Patrick Brooks</i> |
| Name | Patrick Brooks |
| Position | Chair |
| Date | <i>29/11/2025</i> |

