



March Newsletter 2022

Camberley Care Trust is a Charitable Incorporated Organisation (CIO)
Charity number 1188130

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Message from the Chair

Greetings to all our Volunteer and Handymen,

The worst effects of the Omicron variant and winter storms seem to be behind us, although what's happening in the Ukraine is casting yet another shadow across our world. We all hope and pray for a speedy resolution and return to peace.

COVID is still having an impact on our service, but trip numbers are climbing steadily and are currently at around 65% of pre-pandemic figures. Encouragingly, we have gained new clients and volunteers, and our handymen continue to get a steady stream of work. The outlook is looking positive in spite of all the difficulties we have faced these past two years. And thankfully, due to past generous contributions and ongoing donations, our finances remain healthy.

As many of you know, Ros Terry resigned from the Board of Trustees in January, and has now moved to Buckinghamshire to be with family. On behalf of all of us at Camberley Care, we sent Ros a farewell gift and a bouquet of flowers. A well-deserved thank you for so many years supporting Camberley Care as a Volunteer Driver, Duty Officer, Trustee and Co-Chair. Ros sent this message:

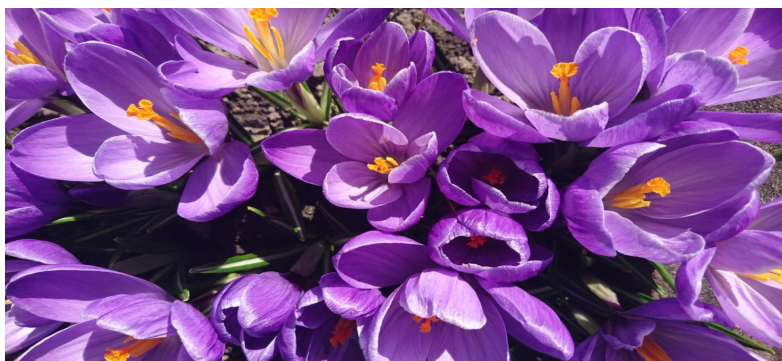
"The dedication and commitment of so many of the volunteers and the friendly team spirit makes Camberley Care a very special organisation to be rightly proud of and I wish you all many more years of success."

Ros will be greatly missed, and we wish her all the very best.

Following Ros's departure, and my return from a short sabbatical, I have now been elected as Chair. The CCT Board of Trustees is now as follows: Angela Barnatt, Chair. Tony Bovenkamp, Vice-Chair. Lesley Parker, Treasurer. Wendy Orr, Secretary. Janet Chapman, Tim FitzGerald, Sue Collett and Ruby Ford. The team are busy working on various initiatives, including the modernisation of our website with the recent move to GoDaddy, ongoing investigations into upgrades and enhancements to the Charity Portal, and looking at the potential of a more cost-effective way to manage our Year-End Accounts.

Sue and Wendy are planning a few social get-togethers in the coming weeks/months, so we hope to see many of you in person soon. As always, our thanks to all of you.

Angela



Office News

The first part of 2022 has been a busy time in the office, mainly due to the email issue we had with our office system the Charity Portal. We are pleased to say that the emails are now working successfully, and we thank you for your patience whilst the issue was resolved.

We wanted to share with you how the trips have been increasing over the past year.

Review of 2021

Camberley Care is continuing to grow since the pandemic. Our trips are not back up to the numbers they were pre-pandemic, but they are increasing. This has been through mainly word of mouth or referrals from the doctors or social service teams.

Transport Service

2021 started with the country being in lockdown. We spent the first few months taking clients to their vaccinations and once we came out of lockdown, our trips started to grow. In December, the Omicron variant caused several trips to be cancelled.

	2021	2020
Number of trips	1192	785
Average per month	99	65

It's early days for 2022, but so far, we have completed 265 trips averaging 134 a month.

During 2021, we registered 96 new clients. Many of these were referred to us for their vaccination appointments with a large number using us since.

Handyperson Service

Our handymen continue to be busy and did not really stop during 2021 even throughout the lockdowns.

	2021	2020
Number of jobs	187	167
Average per month	15	13

So far in 2022, the handymen have taken on board 35 jobs averaging 17 jobs a month.

During 2021 we registered 48 new handyman clients many of which have used us more than once.

Volunteers

In 2021, we were fortunate to have 5 new volunteers join us. Two have now left us due to work commitments but 3 have remained.

So far in 2022, 3 new volunteers have joined us, and 3 volunteers have returned.

Office news (cont'd)

Donations

Primark

We have been chosen by Primark in Camberley as their charity of the year. This is part of Primark's local charity partnership scheme, Step Up. Each year the colleagues in store vote for a local charity they would like to raise money for, and Primark HO send them a kickstart fund to donate and hold additional fundraisers throughout the year to boost the total donation.

The initial donation will be **£750** which is fabulous.

We have sent some leaflets and posters to the Camberley branch for use behind the scenes.

St Michaels Church

We have received a wonderful donation from St Michaels in Camberley of **£700**.

Mrs Norman

Many of you will remember Mrs Norman. We started taking her on trips in August 2018, with her last trip being in March 2020. In the later years, many of you took her shopping list and completed the shopping in Waitrose Frimley and helped unpack the shopping on returning to her home, often to find she already had many tins of food that you had been out to purchase. Mrs Norman and her husband were involved in Camberley Care, and she would recall how it was when she was involved.

As a thank you for all that we did for her, we have received a cheque from the family of **£150** to continue the good work that we do.

Mrs Wagner

One of our handyman clients, Mrs Wagner was so delighted with the service we offered, that she has now set up a standing order each month to donate to us.

Advertising

Round & About magazine

In January we placed an advert in this magazine promoting our service and our volunteering. Due to the issues at Camberley sorting office, it appears that many residents did not receive their copy. The magazine has kindly given us another advert in the April magazine for free, so have a look out for it. The magazine also has a 'ramblings' section, where charities and clubs can advertise their services for free.

Quotes from clients

Any comments we receive from clients for a particular driver or handyman we do try to pass on. Sometimes when they call to book their next appointment, they pass comments such as

"Such a comfort knowing Camberley Care can help me with transport. Without you, I would be confined to my house. Thank you for all you do."

'All the drivers are lovely, and I enjoy meeting them all.'

'My last driver was so kind and patient. Nothing was too much trouble.'

'The handyman was so nice, please can I book him for some more work?'

'I love all your drivers. They are always so friendly and helpful.'

'... show appreciation for the efficient service you and your team of volunteer drivers provide'

Charity Worker Discount

There is a website for exclusive discounts, cash back and vouchers for charity workers and volunteers. It is free to use, with no fees; has the latest deals emailed to your inbox, and has over 900 big name brands with exclusive deals for charity workers.

Join up for free at

www.charityworkerdiscounts.com

Banking

We are completing a banking for the end of the financial year on Tuesday 29 March 2022. Could we ask that all donation envelopes and mileage expense claim forms are submitted to us by this date?

Many thanks

