



**Wilton Help Community Interest Company**  
**For the Period Covering 13th November 2020 to 20th June 2021**

**6 Month Grant Income and Expenditure**

	£	£
<b><u>Revenue</u></b>		
Grant		3,500.00
		<u>3,500.00</u>
<b><u>Expenditure</u></b>		
Shopping	1,248.53	
Website Costs	75.87	
Telephone Costs	270.74	
Insurance	273.73	
Advertising	675.00	
Gifts	300.00	
Accountancy	177.00	
	<u>3,020.87</u>	
		<u><u>479.13</u></u>

## **Activities of Wilton Help CIC (from 13 November 2020 through to 21 June 2021):**

**During this time**, 805 calls were received, resulting in 462 individual interventions being initiated.

### **Reassurance calls**

Wilton residents can choose to receive 'reassurance calls' which range from a single call through to regular contact. 6 participants used this service.

### **Transport**

Wilton residents can request transport from Wilton Help! 6 participants used this service.

### **Shopping**

Wilton residents can request shopping to be purchased for them: they pay back the cost of the shopping. Residents used this service 131 times. Where residents were able and willing to move onto using standard commercial shopping solutions etc they have been supported to do so.

### **Medication**

Wilton residents can request medication to be purchased for them; they pay back the cost of the medication/prescription (if applicable). Residents used this service 273 times. Where residents were able and willing to move onto standard commercial medication solutions etc they have been supported to do so.

### **Errands**

Wilton residents may ask for support completing errands other than shopping (for example, errands have included posting letters, returning parcels to the post office for prepaid return to sender and assembly of a piece of flatpack furniture. Residents used this service 46 times.

### **Christmas gifts for vulnerable clients**

A total of 250 pounds was spent to permit Salisbury College to put together small hampers, containing festive treats. Alongside 50 poinsettias (provided at cost by Wilton Garden Centre, cost 50 pounds), these were provided as Christmas gifts to vulnerable clients.

### **Hardship donation**

Two families in particular hardship were given small, one-off specific items of significant benefit to them, which they were not expected to repay.

### **Covid marshals**

Wilton Help teamed with the Rotary Club, providing an average of 50% of the volunteer marshalling for the Michael Herbert Hall covid vaccination drive.

## **Operating costs**

Operating costs are being reviewed by a professional accountant and the CIC will register these with Companies House as appropriate. However, we have received Wilton Council's request for additional information. This goes beyond the grant fulfilment criteria (Jan 27, 2017) of 'explaining how the funding has been used and the benefit delivered to the community'. However, we realise that the council may be interested in specific operating costs incurred by Wilton Help. A document

outlining this has been completed by the accountant and is attached, but a précis of this information is below.

### **Communications and media costs to date.**

675 pounds (Spectrum – leaflet printing for delivery by volunteers during the 2020-2021 winter)

270.74 pounds (Dial 9 – VOIP telephone solution).

115.97 pounds (Katapult – of which 100 pounds was donated by the Katapult.io kickstart fund)

25.90 pounds (UK Web Solutions Direct – web and email hosting).

Oncosts for communications are circa 60 pounds per month.

### **Insurance**

273.73 pounds – 12 months' operating insurance

### **Death, incapacity and departure**

While ordinarily service users repay any costs, they occasionally very sadly are not able to do so for some reason or another (for example, death). Under these circumstances, the debt is written off.

Repayment is occasionally challenging to arrange for reasons of diminished capacity (e.g. Alzheimers) or due to a service user relying on the Office of the Public Guardian to manage their affairs, which may be met with internal delays associated with Covid. Efforts are made to recover costs of this nature and to date whilst there has been delay we are progressing well on collecting reimbursements. The grant is currently covering the gap between volunteer payments and client payments against receipts.

### **DBS**

Funds have been retained to cover these checks. Wiltshire Council have kindly agreed to act as an umbrella body for Wilton HELP!, the registration is in place. The Government website is still clear that there is no requirement for volunteers within Covid-19 provision to have DBS checks, although all volunteers have had identity checks completed and the majority had a DBS from elsewhere.

Whilst the volunteer application is free, the admin fee is 18.60 pounds per application.

### **Future plans**

There remains a need for the service, with a high degree of uncertainty perceived by (previously) shielding individuals regarding the future, given that the Delta variant is currently an increasing concern in the United Kingdom, particularly the North and South-west.

As a volunteer-led body Wilton Help is open to considering proposals of opportunities to support the community contributed by volunteers within the service, or by members of the community in general. Any future plans beyond this system of operation will be financed separately to the current grant.