Volunteer Centre West Berkshire

Charitable Incorporated Organisation No. 1156302 Est 1974

ANNUAL IMPACT REPORT 2025-26

www.volunteerwestberkshire.org.uk



CEO OVERVIEW



Newbury Krazy Races 2025

Writing this report marks the end of another busy and rewarding year as CEO of VCWB – and, much like the last, it seems to have passed in a flash. It has been a year defined by growing demand, important change, and, above all, the continued dedication of our staff, volunteers, and partners.

Our community transport services remain at the heart of what we do, and this year we have seen sustained and increasing need. We have continued to support well over a thousand journeys to essential appointments and wellbeing activities, helping residents stay connected and independent.

A particular highlight has been the successful launch and embedding of our Kingsclere Community Car Scheme, extending our reach into a new area and ensuring more people can access vital services when they need them.

In volunteering and voluntary sector support, the past year has been one of meaningful progress behind the scenes as well as in delivery. The introduction of our new CRM and Volunteer Plus systems has been a significant step forward, giving us better tools to support organisations, respond to enquiries, and understand our impact.



Alongside this, we have continued to see strong engagement from our community, with hundreds of volunteer enquiries and ongoing collaboration across the VCSE sector, reinforcing our role as a trusted partner and connector.

Our work in suicide prevention continues to be both impactful and deeply valued. Over the course of the year, we have delivered training to more than 70 individuals across a wide range of organisations, equipping people with the confidence and skills to support those in distress.

This has been complemented by our decision to step back from formal involvement in the Suicide Prevention Action Group, allowing us to focus our efforts where we can add the most value while ensuring clarity in our governance and role.

Taken together, these achievements reflect a year of strong delivery, growing impact, and thoughtful evolution. Despite ongoing challenges, we end the year more resilient, better equipped, and ready to build on these foundations in the year ahead.

None of this would be possible without the continued support of our funders, partners, and the commitment of our trustees, who have supported both the decisions we've taken and the direction we are heading.

My sincere thanks also go to our dedicated staff and volunteers, whose passion and hard work continue to make a real difference across West Berkshire.

Rachel Peters, Charity CEO
rachel@vcwb.org.uk

GOVERNANCE, TRUSTEES AND STAFF

I find myself writing this report as Basingstoke Hospital, one of the many sites we support through our Community Transport scheme, has declared a “Critical Incident” due to extremely high attendance in A&E, alongside high admission and low discharge rates. It reflects the significant pressure currently facing the NHS as it works to meet growing demand.

As a local provider, we continue to play our part by ensuring patients reach appointments on time, avoiding missed slots and wasted clinical capacity. Increasingly, our volunteer drivers are travelling further afield, to locations such as Henley, Windsor, Andover, Salisbury, Bracknell and Frimley, as the NHS seeks available appointments across a wider geography. I am immensely proud of how Volunteer Centre West Berkshire continues to meet this challenge, ensuring that residents of West Berkshire can access the care they need quickly and reliably.

My sincere thanks go to our dedicated team: our Trustees, who have settled well and contributed strongly to our direction; our office staff; and, of course, our remarkable volunteers who give their time so generously to support our community.

I must also acknowledge our CEO, Rachel, who continues to lead Volunteer Centre West Berkshire with great commitment and clarity. Looking ahead to the new financial year, she will quite literally be going above and beyond by taking part in a sponsored skydive from 13,000 feet to raise funds for the Volunteer Centre. Alongside Gill and others from the team, I look forward to seeing how they all get on and wish them every success – rather them than me!

I look ahead to another challenging year, but with confidence that VCWB will continue to make a meaningful and positive impact across West Berkshire.

Gary Walsh,
Chair of Trustees



Volunteer Centre West Berkshire

CIO 1156302

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www.volunteerwestberks.org.uk

MANAGEMENT COMMITTEE

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Vice Chair Ellis Banfield

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Emma Terleske, Richard Crisp

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Community Services Manager and Deputy to CEO
Bernie Prizeman

Accounts Officer Jacqui Letsome

Volunteer Recruitment Officer Chris Read

Training and Events Officer
Alina Zhykhareva (Maternity cover until June 2025)
Pankaja Samant

Suicide Prevention Outreach Worker Sue Bennett

Handybus Coordinator Ross Wilson

ShopMobility Vicky Preston, Lindsay Malyon,
Sarah Bartlett (Resigned), Juliet Clarke

Patron David Jones (Retired)

Vice Presidents Mary Baker, Tim Barton, Sue Campbell, Sue Cox, Lizzie Fenton, Patsy Giles, Gill Hall, Kath Harding, Katy Hawthorne, Jonathan Hopson, Kate Kenna, Ian Langley, Mary Marsh, Angela Neale, Catriona Ottner, Andy Parsons, Brian Phillips

Auditors James Cowper Kreston

FINANCES AND FUNDERS

Our work would not be possible without the generosity and continued financial support of our partners and supporters. Their commitment enables us to deliver vital services to residents and the VCSE sector across West Berkshire, and we are truly grateful for their ongoing belief in what we do.

To support our work, please scan the QR code or visit www.justgiving.com/charity/volunteerwestberks

Income	
Donations and legacies	7,282.18
Grant income	212,862.83
Direct transport income	59,927.17
Investment income	4,600.62
Other income	20,632.96
	305,305.76

Expenditure	
Transport costs	34,444.84
Employment costs (10 employees, 5.4 FTE)	200,552.25
Premises costs	12,206.69
Advertising and promotion	3,040.85
Depreciation	25,286.48
Postage, stationery and telephones	4,920.84
Other overheads	24,750.05
	305,202.00

Our full accounts for 2025-26 can be found on the Charity Commission for England and Wales website at www.gov.uk/government/organisations/charity-commission

The Volunteer Centre receives financial and in kind support from many sources. We are grateful and give thanks to:

We also wish to express our thanks to those **groups** and **individuals** who have supported VCWB during the year, whether financially or with their time.

The Volunteer Centre is proud of our strategic alliance with **Greenham Trust** and our training alliance with **Connecting Communities in Berkshire**. Our officers meet regularly to discuss and understand the issues and stresses within the sector and work in partnership to provide appropriate support and solutions to VCSE organisations.

VOLUNTEER RECRUITMENT

This year, we have given **434** individuals advice and information on volunteering (a decrease of 28 on last year). 396 of these enquiries were made online/via phone and 38 in person.

Enquiries came from individuals in **43** different West Berkshire parishes.

There are currently **328** active volunteer opportunities on our database.

Our flexiteer service provides a way for volunteers to offer their skills without making a regular, ongoing commitment. Flexiteers receive details of short-term and one-off volunteering opportunities as and when they arise. This year, two new volunteers joined the flexiteer mailing list and one moved away from West Berkshire; this means the total number of registered flexiteers is now **49**.

This year, Chris gave talks on volunteering at **Retirement Rebels** and **Recovery in Mind**, and to two groups of young jobseekers at courses run by **Skillsmax**. We also had tables promoting volunteering at two **Newbury College** events (a Careers and Employability Event and Freshers Fair), **Time to Talk's Mental Wellbeing Conference** and **Trinity School's Careers Fair**.

This year also saw the biggest change we have made to volunteer recruitment since the service first went computerised in 2000. The V-Base system has been retired, and we have moved to Volunteer Plus. Potential volunteers can now access a fully searchable database of roles via a dedicated website, and organisations can also manage their opportunities via this platform.

Chris at Trinity School's Careers Fair



Volunteer Voices

"I approached VCWB having just retired and also being new to the volunteer world. Chris and the team were especially friendly, helpful and patient in setting out many options and explaining which options may suit, based on circumstances and interests.

I went on to choose Greenham Control Tower as a guide; it's a worthwhile and interesting place to get involved and my experience has been rewarding with a welcoming and expert team to support me.

I would recommend VCWB as a great organisation to help make the first steps into volunteering."

– Paul John

"My experience with the Volunteer Centre was extremely positive with fast responses, a comprehensive list of volunteering opportunities and knowledgeable staff.

I've found volunteering a great way to interact with a wide range of people I wouldn't normally meet, use my skills to really contribute to organisations and sometimes to make quite a profound difference to individuals."

– Tony Hersh

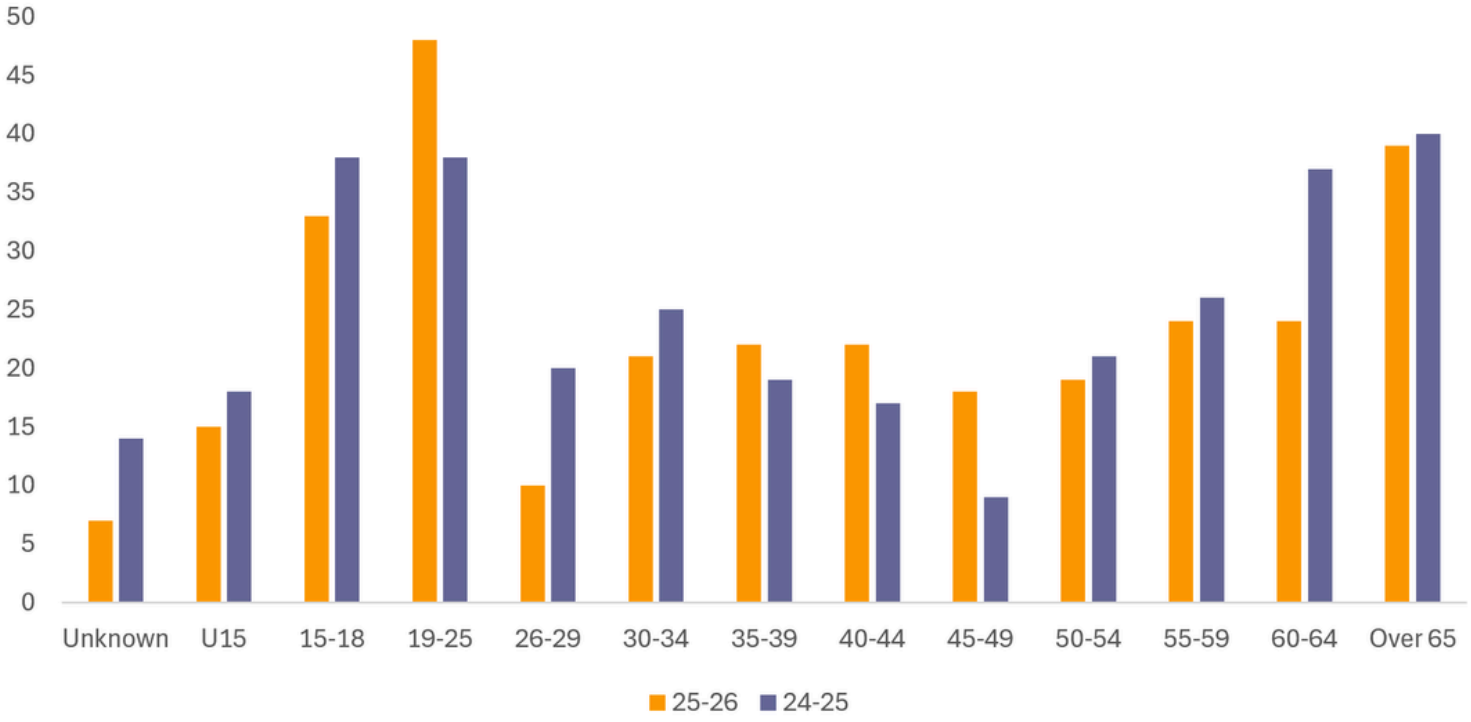
"I am grateful for Chris, Volunteer Centre Officer, for understanding, support, and coordination. Thanks to him, I quickly found the perfect volunteering opportunity that matches both my interests and capabilities.

As a volunteer guardian of St. Mary's Church (Churches Conservation Trust), I am inspired by contributing my bit to the preservation of the national heritage of the country that sheltered me from the war, during the most difficult time."

– Oksana Chornobryvtseva

Try out our new fully searchable database of volunteering roles at vcwb.getvolunteering.co.uk

This graph demonstrates the age range of new volunteers coming into the sector in 25-26 compared to 24-25



What Our Partners Say...

"Many thanks for your help. We were delighted to have picked up two excellent potential directors – now to be confirmed – from your Volunteers' Fair. We took more care with our stand this time around and it seems like it worked."

– John Gatward, The Charity of Mrs Mabel Luke

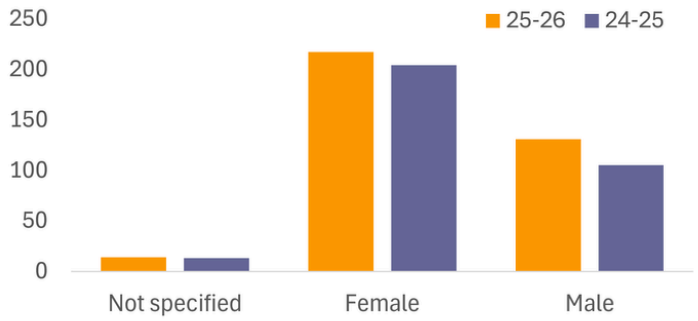
"Major appreciation goes to the Volunteer Centre West Berkshire for their support, advice, and all of the volunteers they directed toward Good Hope Farm."

– Good Hope Farm, from their end-of-year newsletter

"The continued support from Chris has been fantastic, enabling me to successfully recruit volunteers for the cultural and library sectors. It's greatly appreciated and makes a real difference to have such a proactive and supportive contact."

– Rosemary Flower, West Berkshire Council – Culture and Libraries

This graph demonstrates the gender of volunteers



Our volunteer Karen tries out the new online database of volunteering opportunities



V365 VOLUNTEER RECRUITMENT FAIR



Pankaja and Jacqui welcome visitors to V365

The **V365 Volunteer Fair**, held on 10th January 2026 at The Corn Exchange, Newbury, brought together **53 local charities and community groups** to engage with **311 attendees**, resulting in **681 conversations** and **334 volunteer sign-ups**.

Most visitors came from Newbury and Thatcham, with 89% reporting they were more likely to volunteer following the event. Promotion through word of mouth, social media, and local advertising successfully raised awareness.

Feedback from organisations and attendees was overwhelmingly positive, highlighting the well-organised, welcoming atmosphere, strong volunteer engagement, meaningful networking opportunities, and practical support such as clear signage and refreshments. Many organisations reported direct recruitment successes and requested invitations for future events, underlining V365's ongoing value.

Feedback from this year's V365 fair has provided valuable insight into how the events can continue to evolve. We will reflect on these suggestions as part of ongoing development, with a focus on enhancing accessibility, visitor experience, and overall engagement for future events.

The busy hall at V365



Cllr Tony Vickers with Gary, our Chair of Trustees



THE NEWBURY COMMUNITY CAR SCHEME

Our Volunteer Car Scheme plays a vital role in supporting residents across Newbury and Kingsclere, providing a reliable and compassionate service that enables people to access essential healthcare and maintain their independence. Over the past year, demand has remained strong, with **1,517 journeys** completed, the majority of which were to hospitals, clinics, and GP surgeries. Many of these journeys involved travel beyond the immediate local area, underlining just how important the service is for those needing access to specialist care further afield.

At the centre of this service is our dedicated team of volunteer drivers. This year, **44 drivers** actively supported the scheme, together transporting **349 service users**, many of whom rely on the service regularly. Their willingness to give their time, often on a flexible and responsive basis, ensures that no one is left without access to the appointments they need. Alongside this, we said a heartfelt thank you and farewell to several long-standing drivers who retired this year, recognising the extraordinary contribution they have made over many years of service.

Behind the scenes, our office volunteers remain essential to the smooth running of the scheme. From receiving calls and coordinating journeys to supporting clients and drivers alike, they ensure every request is handled with care and efficiency – particularly during a year of change, with new systems and processes being introduced.

We are also incredibly grateful to Jeff Goodenough, whose continued support in maintaining and developing our bespoke database has enabled us to better understand demand, track activity, and improve the overall efficiency of the service.

Our car scheme telephones are open from 10am to 1pm Monday to Friday on 01635 49004

What Our Passengers Say...

"Thank you so much for always being so accommodating. The drivers have always been so cheerful and helpful. Without you, it would be virtually impossible to get to our medical appointments." – *C & S M*

Destinations	25-26	24-25
Newbury	**790**	749.5
Thatcham	**99**	131
Hungerford	**16**	31
Reading	**336.5**	310.5
Oxford	**52**	58
Basingstoke	**128.5**	124
North Hants excl. Basingstoke	**2**	1
Swindon	**1**	1
London	**0**	1
Other	**92**	69
Total	**1517**	1476

Journey type	25-26	24-25
Hospital/clinic	**1023.5**	904
Surgery	**237.5**	247.5
Dentist	**53**	57
Optician	**5**	10
Day centre	**50**	35
Club	**36**	48
Shopping	**2**	3
Relative/friend	**6.5**	3
Care home	**23**	79
Other	**80.5**	89.5
Total	**1517**	1476

NEWBURY & THATCHAM HANDYBUS

2026 marks the 40th anniversary of our Handybus service, with our first vehicle hitting the road back in February 1986.

This year has seen strong engagement across our Handybus and Chairman Vehicle services, helping people in Newbury and Thatcham stay active and involved in their communities. Demand for outings and group trips remains high, with over **4,200 passenger journeys** delivered across the year, supported by more than **2,200 volunteer hours**.

Our programme of trips continues to be a highlight, with garden centre visits, seasonal outings such as Welford Park and the Winchester Christmas Market, and other excursions proving extremely popular, many selling out and demonstrating the importance of these opportunities for social connection and wellbeing.

The Chairman Vehicle continues to provide valuable additional flexibility, supporting smaller groups and individual needs where accessibility or transport options may otherwise be limited. Together with Handybus, this ensures we can respond to a wide range of transport needs across the community.

At the heart of this service is our dedicated team of volunteer drivers. This year, we have been supported by 20 regular drivers and a small number of occasional drivers, with new volunteers joining the team and others currently in the process of coming on board. Their time, patience and commitment make it possible for us to deliver a service that is not only practical, but also welcoming and supportive for those who rely on it.

While we continue to see strong demand and positive engagement, recruitment of drivers remains a key priority to ensure we can maintain and grow the service in the future. Looking ahead, we are planning further trips, continued driver training, and new opportunities to maximise the use of our vehicles so that they remain a visible and valued part of the community.

Our volunteers and staff have delivered another successful year – supporting not just transport, but connection, independence and quality of life for the people we serve.

Celebrating 40 years – our first bus from 1986!



Newbury	
Single trips	899 (660) ▲ 36.2%
Passenger trips	3012 (1844) ▲ 63.3%
Miles	9551 (6867) ▲ 39.1%
Volunteer hours	1535.5 (1080) ▲ 42.2%

Thatcham	
Single trips	356 (450) ▼ 20.9%
Passenger trips	1249 (1819) ▼ 31.3%
Miles	3994 (6287) ▼ 36.5%
Volunteer hours	538 (819.5) ▼ 34.4%

Chairman	
Single trips	156 (246) ▼ 31%
Passenger trips	220 (236) ▼ 6.8%
Miles	2001 (2308) ▼ 13.3%
Volunteer hours	194.5 (337) ▼ 42.3%

Total miles

15546 (15462) ▲ 0.5%



2024-25 figures are in brackets

Contact Ross Wilson, Handybus Coordinator, handybus@vcwb.org.uk or by telephone 01635 37111 9am to 1pm, Monday to Friday

NEWBURY SHOPMOBILITY

At Newbury ShopMobility, we are committed to ensuring that everyone can move around with confidence and ease.

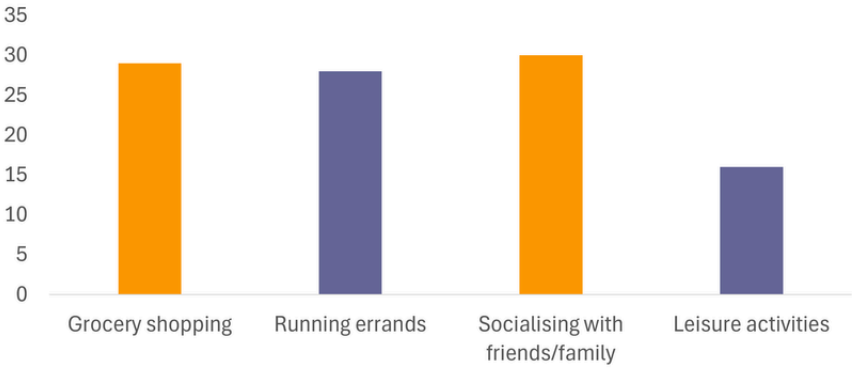
For both local residents and visitors to West Berkshire, limited mobility should not restrict independence or enjoyment of everyday life. Our service is here to provide accessible and affordable mobility solutions to those visiting Newbury town centre that help people stay active, engaged and self-reliant. We offer a wide range of equipment, including manual wheelchairs, powered chairs and mobility scooters, as well as a small selection of daily living aids available to purchase in-store.

Engagement with the service remained strong during the year:

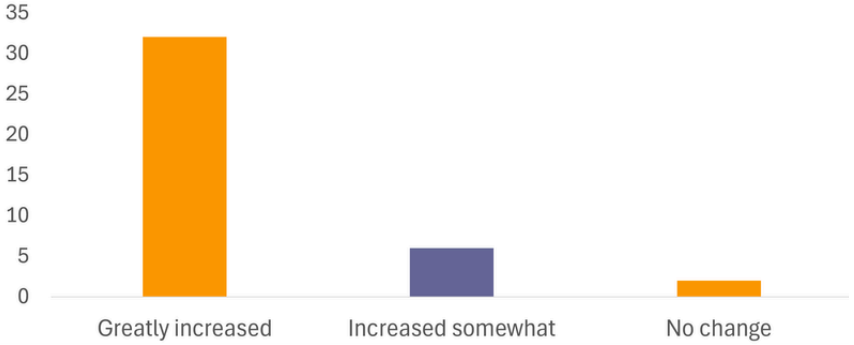
- **108 new members** joined during the year, with the majority coming from Newbury, Thatcham and the surrounding central West Berkshire area.
- **27 memberships were renewed**, demonstrating continued confidence and satisfaction among returning users.
- **59 visitors** accessed the service, reflecting increasing awareness and use by people visiting the area.
- **507 individual hires** were recorded across mobility scooters, manual wheelchairs and powered chairs.

Customer feedback continues to show a very positive impact. The responses received in a recent customer questionnaire demonstrated how our ShopMobility service is making a significant difference to people's lives:

Activities supported by ShopMobility



Impacted your sense of independence - **95%** of users surveyed felt their independence had **increased**, highlighting the life-enhancing value of the service



A happy ShopMobility user!



Membership type	This year	Last year
New members	108	162
Renewals	27	32
Visitors	59	51

Most respondents reported that the service made accessing public spaces much easier and significantly increased their sense of independence, with friendly and helpful staff consistently identified as one of the most valued aspects of the service.

We are proud to operate with the continued support of **West Berkshire Council**, ensuring that this vital service remains accessible and affordable to those who need it most.

Opening Hours:
Tuesday to Saturday, 9.30am – 3.30pm
01635 523854
newburyshopmobility@vcwb.org.uk

West Berkshire COUNCIL

VOLUNTARY SECTOR SUPPORT

Signing the Memorandum of Understanding



Leadership and Advocacy

This year has been one of significant system change, requiring strong leadership and advocacy to ensure the VCSE sector remains visible, influential, and embedded within decision-making structures.

We strengthened strategic partnerships with West Berkshire Council (WBC) and Connecting Communities in Berkshire (CCB) through the Memorandum of Understanding, working collaboratively via regular meetings to review progress and share updates with the sector.

Our representation across system boards has been sharpened to align with strategic priorities – stepping back from forums where we add limited value, while maintaining a strong presence where we can influence outcomes, including the newly established West Berkshire Adult Safeguarding Board.

Together, this reflects a more focused and strategic approach to leadership and advocacy, ensuring the VCSE sector is not only represented but actively shaping local priorities and system change.

Partnerships and Collaboration

Strengthening partnerships and enabling collaboration remains central to our role, with our programme of VCSE forums acting as a key mechanism for connection, influence, and information sharing. During the year, we facilitated **22 themed forums** across six core areas: Arts, Children and Young People, Poverty, SEND, Sports, and Voluntary Sector Voice. These regular sessions brought together VCSE organisations, statutory partners, funders, and wider stakeholders to share intelligence, raise challenges, and identify collective solutions. Consistent attendance and strong engagement from partners highlight the value of these forums in ensuring the sector's voice is heard within local systems.

These forums provide a vital bridge between the VCSE sector and decision-makers, enabling real-time insight into community need, promoting best practice, and strengthening coordinated responses across organisations.



The Knowledge Event opening ceremony



A seminar at the Knowledge Event

They help build relationships, align priorities, and ensure that policy and service development is informed by lived experience and frontline delivery. As a result, the sector is better connected internally and more effectively engaged across the wider system.

A key part of our partnership role is also convening the sector through targeted events that create opportunities for networking, learning, and collaboration. Our **Knowledge Event** brought together **71 organisations and more than 90 visitors**, with many organisations reporting the creation of **five to ten or more new connections.** Networking was identified as the most valuable outcome, while workshops on topics such as funding and wellbeing supported organisational learning and development.

One of the halls at the Knowledge Event



Our **Meet the Funder** event further strengthened relationships between the VCSE sector and funding organisations, bringing together **19 VCSE organisations and six funders**. More than two-thirds **(68%)** of participants met with between three and six funders in a single day, and **100%** said they would recommend the event. By improving understanding of funding processes and creating direct access to funders, the event helped organisations build confidence, develop funding connections, and identify new opportunities for sustainability and growth.

Alongside our forums and flagship events, our wider networking and engagement activity has reinforced our role as a trusted connector across the local system. By creating opportunities for collaboration, facilitating knowledge exchange, and maintaining strong relationships with partners, funders, and stakeholders, we continue to strengthen the visibility, cohesion, and collective impact of the VCSE sector, helping organisations work together more effectively to address local needs and improve outcomes for communities.

Capacity Building

Providing practical support to VCSE organisations remains central to our work, helping to build a resilient, skilled, and responsive sector. During the year, we responded to **198 enquiries from 134 organisations** across email, telephone, online, and face-to-face channels, offering advice on organisational development and sustainability, connecting groups to funding, partners, and opportunities, and facilitating collaboration between VCSE, statutory, and commercial organisations.

The introduction of our CRM system in October has enabled us to take a more strategic and outcomes-focused approach to capacity building by aligning our support activity to NAVCA's Four Functions of Infrastructure. Since implementation, enquiries have focused on **Partnerships and Collaboration (95 enquiries), Capacity Building (90), Leadership and Advocacy (21), and Volunteering (7)**, providing valuable insight into sector needs and how our support contributes to wider system outcomes.

Alongside tailored support, we strengthened sector knowledge and skills through our Training Alliance partnership and communications. Working collaboratively with Connecting Communities in Berkshire, we promoted **160 external training opportunities** through our weekly bulletin, reaching **821 subscribers**, and delivered **18 training courses and workshops attended by 162 delegates** across nine topics. This coordinated approach improved access to learning, information, funding opportunities, and best practice, helping organisations build capacity, strengthen networks, and respond more effectively to the needs of their communities.

These activities demonstrate our commitment to developing a well-informed, connected, and resilient VCSE sector, while improving our ability to evidence impact. Our work ensures organisations are equipped to shape local services and improve outcomes for communities.

Project management course social media advert





First aid training social media advert

To find out more about our upcoming training courses, visit **www.voluntarysectortrainingalliance.org.uk**

Training course/workshop	Number of courses	Delegates
Loan Shark training	1	7
Introduction to Volunteer Management	2	12
Dementia Friend training	1	9
Emergency First Aid at Work - half-day course	1	13
Emergency First Aid at Work - full-day course	1	12
Creative Evaluation	1	9
Children Services Threshold training	1	15
10 Steps of Project Management	1	6
Suicide First Aid Lite	8	75
Suicide First Aid: Children & Young People	1	4
Total	**18**	**162**

SUICIDE PREVENTION

Over the past year, **9 Suicide Prevention First Aid courses** were delivered to **79 attendees** from a wide range of West Berkshire organisations.

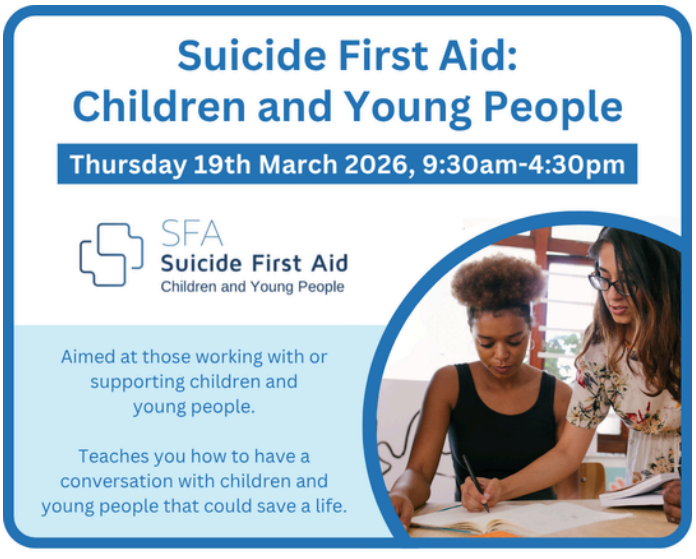
We have supported a wide range of organisations and groups across West Berkshire, including health and social care and local authority professionals, community and voluntary sector organisations, arts and cultural groups, and specialist support services. This has included partnerships with mental health and wellbeing organisations, homelessness and recovery services, youth and community groups, and representatives from the racing community, alongside local councils, charities, and frontline practitioners working with families and vulnerable residents.

Following a governance review, VCWB has stepped back from a formal role within West Berkshire Suicide Prevention Action Group (WBSPAG) to clarify responsibilities and strengthen organisational accountability. Suicide prevention activity continues unchanged, with VCWB maintaining delivery of outreach, training, awareness campaigns, and performance reporting.

Although no longer part of WBSPAG meetings, VCWB continues to contribute strategically to suicide prevention efforts, supporting a coordinated partnership approach and sustained impact working alongside West Berkshire Council.

To book onto a Suicide First Aid course, please visit **www.voluntarysectortrainingalliance.org.uk**

SFA: Children and Young People social media advert



Suicide First Aid Course Feedback

"Thank you – I used the skills I learnt in the course recently when looking after a relative. I felt much more confident in dealing with the situation."

"As a counsellor I attended the workshop on suicide awareness. Sue presented a difficult subject well, with plenty of participation and information, as well as a practical "what to do" if we had to carry out a Suicide Risk assessment and subsequent Safety Plan to support life. My very next client needed exactly this, and I felt well supported by the knowledge I gained and practical worksheets to guide me. Thank you."

"Thank you for delivering a powerful and informative training session. I will definitely be more aware when out and about and will not feel unsure about approaching someone that may need a bit of help or listening ear."

SFA Lite social media advert



Sue Bennett, our Suicide Prevention Outreach Worker, works 8 hours a week and can be contacted by email on sue@vcwb.org.uk

OUR VOLUNTEERS: THE HEART OF OUR SERVICE



Our Christmas party

Our volunteers are the heart of VCWB. Their dedication, generosity and care make our work possible every day, and we are immensely grateful for the difference they make to our organisation and the wider community.

Car Drivers

Since 1974, our service has been sustained by the extraordinary commitment of our volunteer drivers. Their patience, kindness and genuine compassion make a lasting difference to the lives of those we support.

Thank you to:
John Abramson, Micky Adamantos, Steve Bartlett, Jane Bellmont, Caroline Billington, Sam (Simon) Brown, Sue Campbell, Simon Carter, David Cussans, Bob Day, Mervyn Else, Peter Fergusson, Iain Firth, John Fleming, Alice Fogg, Graeme Hindhaugh, Graham Hunt, Ian Langley, Mark Letsome, Tim Lewis, Graeme MacDonald, Jenny McCartney, Robert Meyer, Hazel Owen, Neil Pegg, Annie Potter, Keith Richards, Gary Shambrook, Marian Smitheman, Chris Strang, Malcolm Thomas, Gary Walsh, Karen Sadler, and Clive Self.

We welcomed the following new drivers this year – Elsa Bayliff, Karen O'Halloran, Neil Haynes, Janice Scott, and John Leslie Smith. We also said a fond farewell to Richard Baker, Mary Baker, Duncan Gibb, Bob Whiting and Trevor Lisseman who retired this year after many years of volunteer driving.

Handybus Drivers

Operating since 1986, our Handybus service has been sustained by a dedicated team of volunteer drivers whose care, patience and generosity shine through every day.

Thank you to:
Micky Adamantos, Richard Aston, Adrian Aylward-Brown, Neil Cave, David Coppock, Philip Eaton, Peter Eeles, Alice Fogg, Richard Foster, Graeme Hindhaugh, Oliver Hinton, Ian Langley, Darren Merry, Mark Lewis, Diane Loveridge, Roderick McGregor, Annie Potter, Sheena Ronan, Gary Shambrook, Gary Walsh, Jeremy Whitmore, and Ian Wood.

We welcomed the following new drivers this year – Nia Benning, Les Goddard, Chris Little, Martin Reynard, and Geoff Robe.

Office Volunteers

Behind the scenes, our office volunteers are essential, keeping everything running smoothly.

Thank you to:
Nicole Bakehouse, Rosie Bass, Sarah Boyle, Gill Brown, Karen Eeles, Lizzie Fenton, Jean Fleming, Jeff Goodenough, Julian Greaves, Alyson Hardy, Katy Hawthorne, Julia Jones, Ros Littlejohn, Catriona Ottner, Karen Robbins and Sarah Summerbell.

ShopMobility Volunteers

Supporting both our customers and staff at ShopMobility – your help is invaluable!

Thank you to:
Pat Lisseman

We extend our thanks to everyone who has contributed through bucket collections, cake sales, and other initiatives. We would like to recognise the **Krazy Races Handybus Heroes team** – Chris Lavisher (driver), supported by pit crew members Lee Wilson, Gill Brown and Paul Bennett.

We would also like to give **special thanks** to volunteer drivers Micky Adamantos and Bob Day, who have gone above and beyond in supporting VCWB through their fundraising efforts and photography respectively.



The Queen's Award for Voluntary Service