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Foreword

What a busy year this has been! Our core work of course still remains our village visits and I want to thank each one of our villages for the welcome they give us. In some cases this year we have been filmed and I give special thanks to those villages involved in the filming of our visit.



From this core activity come the 'spin offs'; our Golden Age Fairs which are always popular and busy, giving people the opportunity to find out just what is available in the way of support and enjoyment as we grow older. This year was, of course, a special year with our Queen's 90th birthday and we hosted numerous parties in her honour. These were very happy events with bunting, memorabilia of The Queen's reign, and special cake. They were all much enjoyed and well attended, thanks to all who helped in any way to make these happen.

We have such a great team in Ann and Garry with Michael as Administrator and this year Ann Preston took over the role of Treasurer. I take this opportunity of thanking our team for the work they do and, of course, thanking our amazing volunteers without whom we could not work. They do so much and give so generously of their time. So 'Thank you' everyone for the work and support that you give to our charity helping us to play a part in the ongoing work of combatting loneliness and isolation in our community.

Sally Fogden. March 201



1. Introduction

1.1 Administrative Information 2016

Charity Name: Rural Coffee Caravan Information Project

Charity Registration Number: 1125748: founded in 2002, constituted in 2003, received charitable status in 2010

Registered office: c/o The Old Shop, Harleston Road, Weybread, Diss, IP21 5TU

Patron:

Stephen Miles, High Sheriff of Suffolk 2011/2012

Trustee Board:

Canon Sally Fogden (Chair) (re-elected May 2016)

George Frost (Vice-Chair) (re-elected June 2015)

Jean Turnbull (re-elected June 2015)

Richard Browne (re-elected March 2014)

Chris Hamilton (re-elected June 2015)

Ann Preston (elected May 2016)

Committee Members: (elected annually)

John Preston

Diana Patrick

David Love

Treasurer and Secretary:

Ann Preston

Staff:

Ann Osborn – Director

Garry Simmonds – Community Engagement Officer

Michael Osborn -- Administrator

Bankers:

The Co-operative Bank, 11/13 Princes Street, Ipswich, IP1 1PH

1.2 Our Aim.

To combat rural isolation and loneliness throughout Suffolk by visiting rural locations and holding events that act as a catalyst for people to talk with one another in a friendly and non-threatening atmosphere and provide access to services to individuals and communities.

1.3 Structure of the Annual Review Document

The Annual Review this year basically follows last year's format, and contains all relevant base data as before; but this year we have transferred the finer detailed analysis (previously shown as an appendix here) to our website www.ruralcoffeecaravan.org.uk. We feel that this increases the focus of the document and makes it more like a review than a report. It is slightly less time consuming to prepare which also allows us to continue to devote increased time to fundraising in the present day challenging environment whilst maintaining our determination to focus our resources on delivery of our main aims. Irrespective of this, as usual the review sets-out to give a comprehensive and informative view of the year and contains broad overviews which allow the reader to appreciate and evaluate our work in 2016.

In the "Introduction" section we have again included a foreword from Sally. At Section 2.1 we have provided an "at a glance" view of the year providing a quick and easy reference to the year's high level statistics. There is much more information in Section 2.2, the "in depth" section, where there is a greater breadth and depth to our activities which, hopefully, provides a real feel for what we achieved in 2016.

As in last year's review, Section 2.3 is a comment from our patron Stephen Miles In Section 2.4 we list the Local Authorities and organisations we have worked with during the period. It provides an insight into the diverse nature of the organisations we have contact with and, perhaps, highlights how much work has gone into continuing to engage with such a large number in 2016.

Section 2.5 "The year ahead" is a short summary of how we will move on from 2016 and provides a quick look at what will, and what will not, change as we go through a new year.

Again this year Section 2.6 contains an outtake from the comments and emails we have received from various places that remind us that we are very "real" to a great many people and our work is both necessary and appreciated.

This year we have again included the independently assessed accounts in the review document and these can be found at Section 3.

2. Annual Review

2.1 2016 at a Glance

We welcomed 5895 visitors

We made 185 visits

We visited 65 villages in 7 Local Authority districts

...and we worked with 65 Organisations

We exchanged 339 pairs of slippers and replaced 312 ferrules

We held 12 events to celebrate the Queen's 90th birthday

We held 2 Golden Age Fairs

We welcomed around 200 visitors at the Suffolk Show and over 100 at Euston Rural Pastimes

We held 2 Loneliness Awareness Workshops

We maintained contact with Big Lunch Extras; organised an Outreach Camp in Ipswich and presented on fundraising at one of their workshops

We won an award from National Energy Action to purchase two air printers for use in remote locations

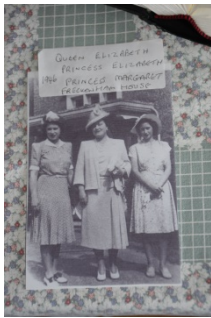
We attracted 2757 followers on Twitter

We worked with all the Local Authorities across the County

During the year we had over 105 volunteers active in delivering our service, volunteering a total of 2079 hours

2.2 2016 in depth.

In 2016 we continued to focus on our core activity of village visits, but also devoted some time to the delivery of mini-events designed to widen our appeal. These events were mainly built around the Queen's 90th birthday celebrations. Our pre-year objective was to hold 10 Queen's birthday cream teas, and we successfully delivered 12 in the year. Open to the whole community, they incorporated a quiz and a great deal of



memorabilia from the past 90 years,

including artefacts, music (continuing to use Garry's amazing homemade "jukebox") and old film footage. This made them enjoyable events for people

living with dementia to attend along with their Carers. These events were attended by agencies offering support to the elderly and also either by the Hearing Aid Centre or Bloom Hearing who offered free hearing tests.



We were careful to ensure that our work remained relevant and valuable to rurally isolated communities as well as developing a greater outreach.

Undoubtedly, the following remains the case:

"In recent years, solving the problem of loneliness and social isolation among older people has become a national priority. Studies have consistently found that 5-16% of people aged 65 or over feel lonely all or most of the time".

Extract: "Hidden Citizens. How can we identify the most lonely adults?":
Study by Campaign to End Loneliness and University of Kent. 2015

The basis of our work in 2016 continued to revolve around combatting loneliness in Suffolk and helping to provide access to information on services that often improve villagers' wellbeing or make a real difference to their quality of life. Access to information that could help can become patchy, poor or non-existent adding to feelings of isolation and loneliness. We aim to directly address this need in Suffolk through our village visits.

We have an effective model that works, so our aim is to spread it further rather than change it. So, again, the year was spent making efforts to build on the progress of previous years both in the delivery of our objectives in the villages and in raising funds to ensure our sustainability.

We continued to forge strong links with Local Authorities, Organisations and Social Enterprises and continued to successfully raise our profile and remain in demand both by villages (measured by the number of invitations we receive) and by Organisations and Social Enterprises (where feedback tells us we are valued as an effective delivery channel for their services).

The year saw another "goodbye", this time to 'Felix' our first campervan which finally succumbed to the effects of consistent working and high mileages over the years. We owe a huge debt of gratitude to the many Councillors across the County



who contributed from their locality budgets to fund the purchase of a replacement vehicle (Maj) that kept us fully operational throughout the year. We took Maj to

Endeavour House in order to give all her sponsors a 'guided tour'. It was a pretty chilly morning but all our visitors enjoyed a hot drink and (of course) a slice of cake!

We now have two brand new (to us) reliable vehicles, resplendent with our updated logo. We hope we can give them each a long and happy working life addressing loneliness and rural isolation in Suffolk.

We worked hard to ensure our infrastructure remained robust enough to support our delivery priorities by holding regular and challenging Committee meetings and maintaining efficient accounting processes. We continued our enthusiastic approach to social media (2757 followers on Twitter) in order to increase our profile and promote our work. We ensured we maintained our discipline for collection of statistics and organised ourselves to allow time for effective networking.

We remain extremely active in all aspects of meeting our stated outcomes.

Our core aim was achieved by means of our caravan and campervan visiting identified target villages to provide a social event and practical advice to individuals, communities and businesses. We encouraged greater social cohesion, especially in areas characterised by lack of transport, distance from a large centre of population, or which are geographically dispersed. Types of visitors we were able to assist included the elderly, young families, lone parents and those on low incomes.

By a slight emphasis change towards mini-events we offered organisations and agencies a greater chance to talk directly to larger groups of rural residents. Organisations finding it difficult to get to talk to 'hard to reach' folk were invited to furnish us with leaflets, have a stand at these events and a link on our website. These invites were extended to, if possible, travelling with us whenever possible on our "more normal" village visits.

Organisations in 2016 who have asked us to help them promote initiatives include Suffolk County Council (debt week), Activlives, Healthwatch, East of England Co-op Community Initiative, Fit Villages, The CAB, Eden Communities ("The Big Lunch"), Suffolk Switched-On, N.E.A., UKPower Networks, EDF, Orbit Housing, and the Rural Need Project's "Flourish" initiative.

Delivery of our core work throughout the year was firmly focussed on loneliness and social isolation in rural Suffolk.

We continued to provide slippers and ferrules at all visits and events and this is now an integral part of our work. We exchanged 339 pairs of slippers and 312 ferrules during the year in an effort to prevent slips, trips and broken hips!



During the year the Suffolk Community Foundation in conjunction with the University of Suffolk published its second “Hidden Needs in Suffolk” report. The first was published in 2011. An extract reads:

“The first Hidden Needs report couched its conclusion in what we now understand as the “early days” of austerity. The first report noted major cuts to public spending and the growing emphasis on the role of the private, voluntary and independent sectors in the delivery of services. Five years on it is clear that, rather than being a temporary response to recession, austerity has driven a fundamental change in public services and triggered a new era of welfare in Britain. Public services have a reduced role, increasingly shifting from direct provision of services to facilitation of services. Expectation on the voluntary and community sector to have a greater role in service provision has become an established feature of the new era. As such demand on the voluntary and community sector has increased – but often without the funding necessary to meet that demand”

Fundraising during the year became a higher priority for us as it became apparent that there was ever increasing competition for this declining resource. The change to Ann’s role initiated in 2015 was maintained this year in order increase our capacity for fundraising. We continued to work with existing funders to ensure, wherever possible, repeat funding occurred and we also pursued vigorously any new funding opportunity we identified. We learned lessons about targeted fund raising with successful initiatives (campervan and Birthday Cream Teas) which will put into practice again when appropriate.



We held a major fundraising event in May, a “royal themed” garden party in the presence of the Lord Lieutenant the Countess of Euston. This



was held in the medieval hall at Milden, and invitees included local dignitaries, entrepreneurs, philanthropists, local authorities and media. The event was deemed a huge success and generated almost £10,000 for us. We are indebted to Karin Norman-Butler, Stephen and Petrina Miles, Jill Taylor and Diana Patrick, our ‘events



management’ team and of course Juliet and Christopher Hawkins for allowing us the use of their spectacular barn. This equally spectacular cake was baked for us by Debbie Lock of Little Barn Cakes.

In the year The Suffolk Constabulary Male Voice Choir very kindly offered to hold a concert to support us. This took place in Redgrave Church and raised £500. It was a very enjoyable evening in a beautiful venue.

During the year we concentrated on brand management as part of our fundraising efforts. We were invited to be part of Suffolk Community Foundation’s “Shine a Light” campaign. This is designed to raise the profile of the many small unrecognised charities in Suffolk that carry out vital work but are often overlooked and struggle for funding. This campaign provided us with training in marketing in all its forms, gave us generous coverage in the East Anglian Daily Times and a presence at the presentation of the Foundation’s Annual Review. We look forward to furthering this initiative with the Foundation and play our part in helping to raise awareness of so many wonderful small Suffolk charities.

We continued to forge a strong relationship with Suffolk Community Foundation and, as well as being part of the Shine a Light Campaign, we were successfully nominated by them to be Suffolk Life's "Charity of the Year 2017". Suffolk Life is a large independent pension provider and they will help raise funds, and our profile, throughout the coming year. We thank them for their support and look forward to working together in 2017.

During the year, Ann was asked to speak on Suffolk Radio programmes on several occasions regarding themes that are the core part of our work; all part of our efforts to raise our profile and awareness of our work.

In the year we again worked to ensure our place as an effective local charity acting for local people and doing good work in their community, raising our profile whenever possible and spreading awareness. To help achieve this we had an active presence at major local events. At the 2016 Suffolk Show our stand was visited by around 200 people and we welcomed over 100 people at the Euston Rural Pastimes event held shortly after in June.

We were successful in getting sponsorship for two Golden Age Fairs (GAFs) in the year, held in Lavenham and Needham Market. They continue to be very popular and well attended and we had 299 visitors to GAFs this year. We had the



added attraction of a café run for us by the East of England Coop who were promoting their "Community Cuppa" scheme. Feedback from organisations and visitors attending Golden Age Fairs remains consistently extremely positive demonstrating that we meet the

expectations of all concerned. They have become and will remain an important part of our work. We have now held 21 of these events, each with high attendance. This and the fact that so many agencies repeatedly attend confirms that the model is tried and tested and very useful.

This year we again saw an increase in our number of visitors with 5,895 visitors during 185 village visits and events. Some of this increase will be a direct consequence of the Queen's Birthday Cream Teas with people continuing to be willing to become more involved with us and then remain engaged with their community to a greater extent.

We continued our links with the Big Lunch Extras (BLE) programme (now called Eden Communities), and travelled Milton Keynes to help to organise and deliver a pilot of their new initiative, 'Share Fair' <https://www.facebook.com/mksharefair>

These events are designed to get local people to join together to promote a sense of



community spirit in a 'money free' setting, at the same time reducing waste and promoting recycling. This was a wonderful event, remarkable in the unique atmosphere created by 'banning' money. Seeds were swapped, jams given away, clothes swished, lessons in knitting and

crochet given, taster Yoga sessions were available, herbal tea tasting, free bookstall, 'rocket stove' demonstrations and lots of activities for children. There was live music, tea, coffee and cakes provided by Tesco through <http://www.fareshare.org.uk> (not to be confused with 'Share Fair'!) and a wonderful Indian street food stall gave away free curry all day, made from vegetables donated on the day. It was magical, and brought the community together in the most harmonious way. We aspire to hold a similar event here in Suffolk and

will look for willing partners to help us make it happen. In the meantime we will endeavour to add a 'Share Fare' element to our Golden Age Fairs.

Our relationship with Eden Communities has also given us the opportunity to mentor a group in Kent who wish to start a project similar to ours. We have advised and encouraged them over the last three years, giving them the benefit of our experience and acquired knowledge and hosting a visit from the leader of their project. They hope to have it up and running by April 2017 and we will be guests of honour at their launch.

'Men's Shed' is another inspiring initiative and we have been delighted to have members from the Halesworth Shed come and talk at our loneliness workshops. Although not founded to specifically address loneliness, they are nonetheless a valuable community resource as they provide companionship in a supportive environment. We were therefore very pleased to help a new one open in Ipswich in 2016 The national website describes them thus..

"A Men's Shed is a larger version of the typical man's shed in the garden – a place where he feels at home and pursues practical interests with a high degree of autonomy. A Men's Shed offers this to a group of such men where members share the tools and resources they need to work on projects of their own choosing at their own pace and in a safe, friendly and inclusive venue. They are places of skill-sharing and informal learning, of individual pursuits" and community projects, of purpose, achievement and social interaction; a place of leisure where men come together to work".



Visiting the original Men's Shed in Ipswich and talking to the truly inspiration chaps who set up Halesworth Men's Shed, we decided that, to really help rural villages think about setting up a similar resource, we should get involved ourselves in the setting up process. This way we would be a good position to advise and encourage.

Activlives run Active Gardens in Halifax Rd, Ipswich. This was local to Garry at the time and he frequently attended their meetings. He had already noticed 2 dilapidated looking sheds outside the Cress pavilion (Activlives base next to Halifax Road allotments) and wondered about their suitability for development as a Men's Shed.



We felt that Garry should offer to give a presentation about the Men's Shed movement to the Activ Garden committee as they were unfamiliar with it. Having explained the concept and benefits Garry suggested that

they may already have a shed and a store. The most difficult thing to find when starting up is a building that is suitable so this was a huge advantage. Upon inspection of the older shed it was discovered that a homeless person had been using it at some point in the past. It was in a bad state of repair, full of



rubbish and dirty. It was an obvious first task for any would-be 'Shedders'. The committee was keen and so work began.



A group of newly acquainted 'shedders' got together to fix up the shed and began painting, re-roofing, fixing doors etc. Garry knew that free timber was available to community groups from B&Q so he phoned them, there and then, and collected a tonne of timber lengths the next afternoon in the Campervan! These were put to good use and are now part of the shed, part of benches, part of shelves and even part of things that they have made since the shed has been open.

The Rural Coffee Caravan attended the launch of the Men's Shed in 2016, it is looking good and they have already been busy making things for the community garden. It has been a pleasure to introduce the Men's Shed movement to Activ Gardens and we are delighted they have taken it up with such enthusiasm.



“Garry was very helpful in advising us when we were setting up our ActivSheds group. He let us know about the Men’s Shed network and how to register on their site so we appear on the national map. He also helped by getting us a donation of wood from B&Q which he collected for us in his van. Garry has been great in promoting our work and on advising us of who to contact and what donations were available. Garry continues to give us information and comes up with creative ideas.”

Jo Whittle

Cress Project Co-ordinator

ActivGardens

For more information about this initiative, go to <http://menssheds.org.uk>

A new aspect to some of our visits is New Age Kurling. Garry, having completed the Activlives New-Age Curling Training Course, allowing him to demonstrate this activity



to visitors at events, now takes our own Curling Set for use on campervan visits wherever possible. This equipment which provides a fun and accessible activity for any age and ability has proved very successful. We are encouraging villages that



want to continue playing, to contact ActivLives and where appropriate are helping them access funding to buy sets for village use. We are now looking at purchasing Boccia, another indoor game suitable for all abilities. These activities are all inclusive and encourage physical activity and social interaction so they are a great tool in combatting loneliness.

Wherever we can we aim to work in partnership with other organisations to reduce isolation and loneliness. Our association with Fit Villages is one such partnership and we are delighted that Freckenham has embraced their Pilates class with such gusto and in fact end each session with a very sociable cuppa (all such classes should

end this way in our opinion!) Fit Villages has created a film case study about their work in Freckenham featuring the Coffee Caravan. It can be viewed on YouTube. <https://www.youtube.com/watch?v=2GABwj7DuZM> We will continue to work with Fit Villages and endeavour to make this happen in other locations.

This year has shown no change to the overriding lesson of the last 14 years that there is a need in people to talk, to have *conversations*. We continue to see so much coming out of this basic human need, ideas, offers of help, requests *for* help, information and seeds of friendship. We continue to find that all these things begin with people just chatting to each other and we are determined to provide a means by which this can be done. Outcomes for a charity like ours can be hard to quantify but we continue to receive feedback that tells us, and our funders, that we have made a difference.

Our work in 2016 took us to 65 villages across Suffolk, engaging directly with 5,895 residents in their own neighbourhoods, making a positive difference to people and providing an opportunity for them to simply chat and to meet others in their community, if that was what they wanted, or to seek help if it was needed.

We provide a friendly, easy going atmosphere on our visits providing a safe place to chat. This can also be a great start to visitors becoming more active members of the community. In 2016 we made 185 visits across Suffolk to make this happen.

Special thanks must go to Freddie Gaythorne-Hardy and Jason Runnquist of Christies Care for the gift of our brand new website which became fully operational in early 2016, providing a modern look, easy to maintain on-line presence. It is designed to be very user friendly and uncomplicated, to ensure increased access to more people. It has been very well received. We are indebted to them for their ongoing support as we continue to build the site. Effective use of social media is vital these days and so we would like to thank Helen Oldfield of Affinitypr. Her knowledge and expertise guides us through the minefield of Facebook, Twitter as well as press releases. She is also a dab hand at washing up!

We continue to be incredibly fortunate to have such dedicated, willing and exceedingly good-humoured 'front line' volunteers. In 2016 they all continued their really hard work displaying their diverse skills....towing, baking, insurance, accounting, health and safety, marketing and tea making are just a few.

This year has been particularly 'cake heavy' with our Queen's Birthday celebrations so we would like to highlight our bakers, friends of the Coffee Caravan, Diana, Hazel, Sharon, Penny, Sharon S. and Sue, who have created the most delicious cakes and scones for our visits and events.

In 2016 we had 105 volunteers providing us with a total of 2079 hours. We simply could not function without them.

And as always, special thanks to CoffeeLink of Neptune Marina Ipswich who so kindly donate all our coffee (and it really is great coffee) and East of England Co-op, who provide us with endless boxes of tea and invaluable help at our Golden Age Fairs.

You are all are truly fantastic people! Thank you.

2.3 A word from our Patron Stephen Miles



"I would like to thank everyone involved in what has been a very busy year, whether rushing around the County with the caravan and

campervan or applying for grants....all a great team effort. For me, being able to help at a Golden Age Fair remains a great experience and it is so interesting to see how much help and information is available at these fairs. The Garden Party to celebrate the Queen's 90th birthday held in a fantastic barn at Mildenhall, thanks to the generosity of Christopher and Juliet Hawkins, was a very memorable afternoon; with a delicious afternoon tea as well as various attractions all helping to raise the profile of the project as well as funds".

2.4 People we worked with in 2016

ActivLives
AgeUK Suffolk
Alcoholics Anonymous
Alzheimer's Society
NHS Healthchecks
Avenues East
Babergh District Council
The Big Lunch
Cancer Campaign in Suffolk
Church of England
Citizens Advice Bureaux
Community Action Suffolk
Country Markets
East of England Ambulance Service
East of England Co-op
East Suffolk Voluntary Assoc. for the Blind
Emergency Alarm Buttons
Falls Prevention
Fit Villages
Forest Heath District Council
Gipping Valley Model Boat Club
Good Neighbour Scheme
Groundwork
Healthwatch Suffolk
Hearing Care Centre
Local Train Modelling Clubs
Lofty Heights
Marie Curie
Mears Group
Meccano Modeller
Museum of East Anglian Life
Neighbourhood Watch
Norcas
One Life Suffolk
Operation Christmas Child
Orbit
Our Special Friends
Parish Councils
Parkinson's UK
Safer Neighbourhood Team
Sensing Change
Snap
Stroke Association
St Edmundsbury Borough Council
Sue Ryder
Suffolk Action for Blind People
Suffolk Careline
Suffolk Climate Change Partnership
Suffolk Coastal District Council
Suffolk County Council
Suffolk County Council – Community Safety
Suffolk Energy Action
Suffolk Family Carers
Suffolk Fire Service
Suffolk Independent Living
Suffolk Police
Suffolk Records Office
Suffolk Wellbeing
The Red Cross
UK Power Networks
U3A
Warmer Homes, Healthy People
West Suffolk Voluntary Assoc. for the Blind

2.5 The Year Ahead

The year ahead will be a challenging one. Funding cuts across the voluntary sector are impacting Agencies and we are already seeing this affecting the availability of representatives for things such as GAFs. Our own efforts to retain and attract funders will need to be a priority, but we also ensure that this does not detract from our core deliverables. In 2017 our objective will be to continue to deliver a service to communities throughout Suffolk that tackles rural isolation and loneliness and promotes community spirit. As in 2016, we will continue to be a catalyst for community development and keep fostering community spirit by being a point of contact for many villagers. We will continue to create an environment in which visitors and support organisations feel a sense of trust, safety and neutrality; and provide a balanced mix of services and events to meet the needs of different communities.

Our work to provide support for 'hard to reach' groups will continue.

However, in 2017 we will need to plan, and organise, for the certainty that the fundraising environment on which we are financially reliant will remain challenging, and will require extra focus whilst we, at the same time, maintain a tight grip on costs.

We will continue our work with other organisations, positioning ourselves as a vital part of the voluntary and "not for profit sector" infrastructure in Suffolk, and we will continue to help Local Authorities and Organisations to serve and to deliver their work to people in rural communities

In our last annual review we said that in 2016 "We will build on what worked well in 2015 and proceeding years, as well as ensuring we work to ensure the sustainability of the charity". We have done this....and it remains the cornerstone of our objectives for 2017.

Specifically in 2017, we will:

- Ensure we concentrate on village visits
- Explore all fundraising opportunities to find alternative sources of funding to cover core costs
- Maintain relationships with local authorities and organisations and encourage representatives from local councils and voluntary organisations to accompany us on visits and take part in our events
- Continue to be an enabler for Local Authorities to deliver more effective services to their customers. We will work with them and be seen as an effective and respected outsourced service provider
- Deliver 3 Golden Age Fairs gradually increasing the attendance and 'reach' of the GAF programme
- Deliver 8 Mini Events
- Raise the charity's profile, continuing our work with "The Big Lunch" and "The Campaign to End Loneliness" organisations
- Ensure we take every opportunity to increase our pool of volunteers
- Review the effectiveness and usability of data collected and implement any new, more appropriate statistical analysis required
- Continue to use SJW Fundraising Consultants to supplement and support our own fundraising efforts
- Ensure that throughout the year we work within budget and cash flow requirements at all times.

2.6 And the final say....

From Partners

"Working with the Rural Coffee Caravan over the last year has enabled **Healthwatch Suffolk** to increase our reach into the more rural areas of Suffolk. The RCC share our leaflets and information as well as encouraging local people to feed back about the health and social care services they are using. Healthwatch were invited to hold stands at the Queen's 90th Birthday Celebration Cream Tea events this year and these were a great success, giving lots of people the opportunity to share their experiences with us. The Loneliness Event workshops at Eye and Bildeston particularly highlighted the positive benefits that social prescribing can bring in both rural and urban settings. Gary from the RCC also took part in our video at the Suffolk Show.

The RCC are a unique organisation with a fantastic team, who make a real impact on the lives of people living in rural Suffolk, sharing not just information about services and support groups but also providing an often much needed conversation and listening ear".

Gill Jones

Senior Community Development Officer

"Hi Ann

Nothing too exciting but I have attached the nomination application that Janine (she is good) submitted to Citizen Advice Rural Issues Group. The extract from the email to let me know is as follows:-

At the recent **Rural Issues Group Conference** we held an informal Awards Ceremony and invited nominations in various categories.

I am delighted to tell you that you were nominated and, even better, won an award in the 'Most Unusual Rural Service Venue' category. Your exploits in the Rural Coffee Caravan were absolutely spot on. Congratulations!

Janine was on holiday the week I received this and as I hadn't seen the nomination I did wonder what she had said I got up to!

I will let you have a copy of the article as soon as its published and thanks to you and Garry for letting me join you on occasion. We really do appreciate it.

Hope to meet up soon".

Sarah

Sarah Bradbury

Advice Session Supervisor &

Rural Money Smart Co-ordinator (Suffolk West and Newmarket Citizens

Advice working in partnership across Forest Heath)

"**Warmer homes Healthy People** needed to deliver a community energy event, well **NEA** need to. As part of winning some money they need to deliver a 20 min (ish) energy saving talk. Garry helped them out and arranged for them to do a presentation at the top time group in Broomhill library, 18people

attended the half hour talk and were very surprised at all the help on offer. Presented by David from NEA the talk consisted of the following.

to cover the following topics if suitable:

- Energy saving advice to reduce energy bills.
- Support with understanding your energy bills.
- Finding the best energy deal.
- Assistance available from energy suppliers.

Regards”

David Crookes
Project Development Co-ordinator
National Energy Action

From Villages

Dear Garry and Ann

Many, many thanks for bringing the coffee caravan Royal birthday celebration tea to **Stansfield** yesterday. Everybody loved it. I have had several messages from people saying what a great time they had.

The hall looked fantastic with all the decorations, the tea was delicious, the music was huge fun – and we thought The Queen at the door was great!

I was pleased that parish councillors also came from Hawkedon and Poslingford and were able to chat to you and Sally and talk about you taking the coffee caravan to their villages.

Some of the photos that Derek took are already on the Stansfield Village Hall facebook page.

Would it be possible to send me the photo of Betty, Anita, Pearl and The Queen that you took at the end of the do as we would like to use it for our village magazine

Best wishes

Mary

Cllr Mary Evans
Suffolk County Councillor for Clare Division
Chairman SCC Scrutiny Committee

From: David Love
To: Ann Osborn
Subject: Grateful thanks
Date: 06 October 2016 17:21:15

Ann,

On behalf of the residents of **Redlingfield** I thank you for the continuing support in 2016 that you, and all at RCCIP, give to the residents of this village.

The visit of the coffee caravan to the village for each of the seven warmer months is the highlight of village life and an opportunity for the residents to get together in a way that would not be available to them otherwise. The information and help that is so freely given to us is essential, especially for those who feel lonely and isolated.

Please continue to support the village as life here would be so much the poorer without you.

Regards

David Love.

Sent from my iPad

From our Service Users

Hi Garry,

Just to say that dad thanks you very very much for what you have done for him re doing an energy comparison online, he can possibly save £230 and he was sorry that he missed you. But will be changing post haste.

Hi Gary,

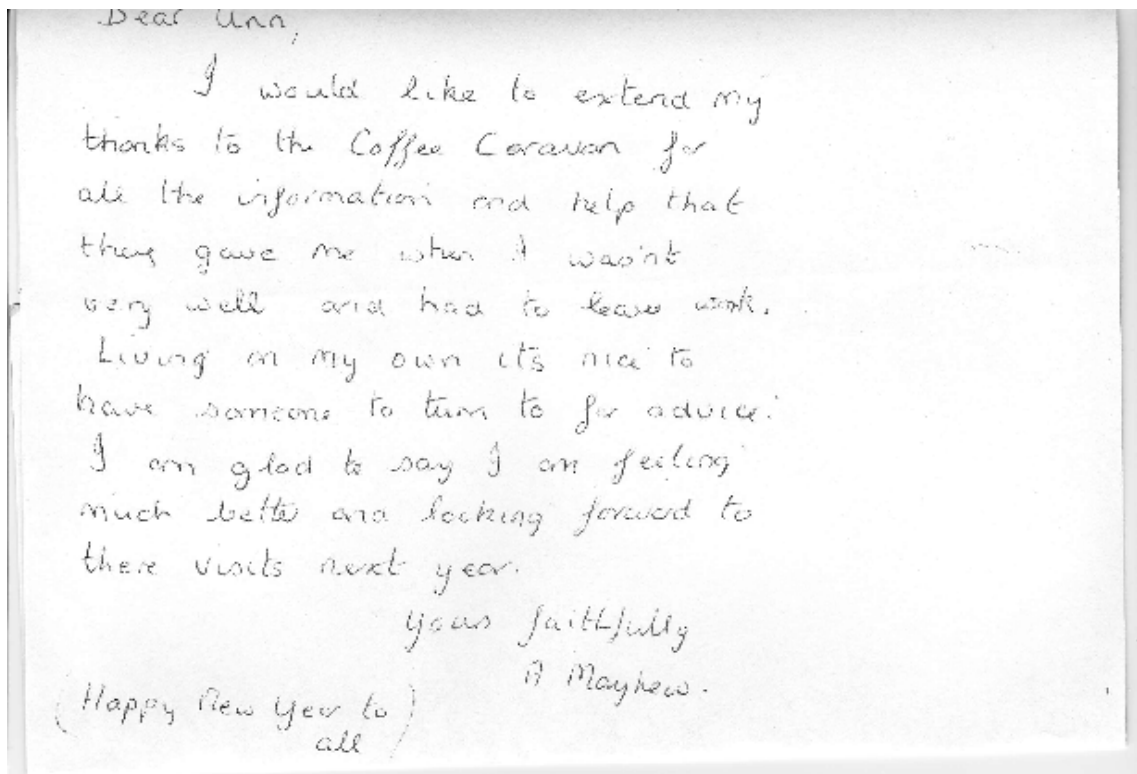
Just to say thankyou very much for coming in to see us all this morning, very informative as usual. Also for bringing in Elizabeth which I hope she found helpful.

The game was a great success and hopefully the council might permit it for general usage, the physios thought it was very good.

See you soon and thankyou again

SJ

Success after Stroke group



3. Accounts

Charity number:
For the year ended:

1125748
31st December 2016

Section A

Receipts and Payments

	Notes	Unrestricted Funds 2016 <i>to the nearest</i> £	Restricted Funds 2016 <i>to the nearest</i> £	Total Funds 2016 <i>to the nearest</i> £	Previous Year 2015 <i>to the nearest</i> £
Grants	1,3,4	35,000	103,414	138,414	81,544
Service Agreement	2	2,584	-	2,584	-
Donations		10,902	-	10,902	2,657
Bank interest		43		43	138
Other income	5	-	4,000	4,000	-
<i>Total receipts</i>		48,529	107,414	155,943	84,339
Vehicle costs	6	-	36,006	36,006	18,209
Staff costs	7	17,002	54,320	71,322	68,597
Volunteer costs	8	-	1,683	1,683	1,153
Support costs	9	10,443	8,351	18,794	18,418
Ferrules & Slippers	1	-	2,071	2,071	1,017
Governance costs	11	550	-	550	713
<i>Total payments</i>		27,995	102,431	130,426	108,107
<i>Net of receipts/(payments)</i>		20,534	4,983	25,517	-23,768
<i>Cash funds at this year end</i>		48,164	20,000	68,164	68,164
		58,885	34,795	93,680	

Section B Statement of Assets and Liabilities at 31st December 2016

		Unrestricted Funds 2016	Restricted Funds 2016	Total Funds 2016	<i>Previous Year 2015</i>
		<i>to the nearest</i>	<i>to the nearest</i>	<i>to the nearest</i>	<i>to the nearest</i>
		£	£	£	£
Bank Current Account		46,955	14,795	61,750	36,248
Bank Deposit Account		11,930	20,000	31,930	31,916
<i>Total cash funds</i>		58,885	34,795	93,680	68,164

		Fund to which asset belongs		Cost	Current Value
		Unrestricted	Restricted	<i>to the nearest</i>	<i>to the nearest</i>
				£	£
Motor vehicle			Restricted	8,225	4,000
Campervan			Restricted	36,865	30,000
Caravan			Restricted	10,500	6,000
Office & IT equipment		Unrestricted		738	150
Chairs			Restricted	2,150	500
Gazebo			Restricted	740	400
<i>Total</i>				59,218	41,050

		Fund to which liability relates		2016	2015
		Unrestricted	Restricted	<i>to the nearest</i>	<i>to the nearest</i>
				£	£
Liabilities	12	1,443	-	1,443	2,939
<i>Total</i>		1,443	-	1,443	2,939

The attached notes form part of these financial statements

Approved by the trustees on 29th March 2017 and signed on their behalf by:

Canon Sally Fogden
Chair of Trustees

The Rural Coffee Caravan Information Project

Charity number 1125748

For the year ended 31st December 2016

Income

Grants	2016	2016	2016	2015
	Unrestricted funds	Restricted Funds	Total Funds	Total
29th May 1961 Charitable Trust			-	8,000
Albert Hunt Trust			-	-
Annie French Memorial Trust			-	250
Annie Tranmer Charitable Trust			-	200
Austin and Hope Trust			-	-
Awards for All Grant		8,775	8,775	-
Babergh DC		3,700	3,700	4,265
Beatrice Lang		1,000	1,000	-
Bridging Fund			-	-
DC Moncrieff Charitable Trust		500	500	-
East of England Co-op		5,000	5,000	-
Elise Pilkington			-	-
Esmee Fairbairn Suffolk Fund	15,000		15,000	15,000
Ex Pat Foundation	10,000		10,000	-
Florence Cohen Trust		5,000	5,000	-
Forest Heath District Council		3,110	3,110	-
Francis Winham		1,000	1,000	-
Ganzoni Charitable Trust		1,000	1,000	500
Geoffry Burton		500	500	-
Groundwork Essex, Suffolk, Norfolk			-	1,100
HDH Wills 1965 Trust		500	500	-
Healthwatch Suffolk			-	500
Henry Smith			-	-
Hobson Charity			-	1,000
Inman Charity			-	4,000
James Wise CT			-	-
J Paul Getty Trust		5,000	5,000	-
Lesley Mary Carter Trust		1,000	1,000	-
Limbourne Charitable Trust		4,000	4,000	-
Lynn Foundation		500	500	500
Matthew Wrightson Trust		500	500	-
Mid Suffolk District Council		10,700	10,700	13,037
Miss A H Cade			-	100
Mrs L D Rope (Third Charitable Settlement)		3,000	3,000	-
Music Sales Charitable Trust			-	535
N Smith Charitable Settlement			-	600

NEA			-	1,500
Ogilvie Charities		500	500	-
Pothecary Witham Weld for Evelyn May Trust			-	2,000
Rank Foundation		2,000	2,000	-
Raymond Oppenheimer Foundation			-	250
Reuben Foundation		250	250	-
Roger Vere Foundation			-	500
Saddlers Charitable Trust			-	1,070
Sir Fred Hiam Charitable Trust		500	500	-
Sobell Foundation			-	5,000
Souter Charity Trust			-	-
St Edmundsbury BC		510	510	-
Suffolk Coastal District Council		1,571	1,571	13,342
Suffolk Community Foundation	10,000	11,527	21,527	6,527
Suffolk County Council inc Councillors' Locality Budgets		21,181	21,181	-
The Cotton Trust			-	200
The Seckford Foundation		5,000	5,000	-
The SMB Charitable Trust		1,200	1,200	-
Truemark CT			-	-
Trustees of Scarfe SCT		1,500	1,500	1,070
Waveney District Council		890	890	-
WG Edwards Charity		2,000	2,000	-
Yorkshire Building Society Charitable Fund		-	-	498
		35,000	103,414	138,414
				81,544

Service agreements	2016	2016	Total Funds	2015
Healthwatch Suffolk	1,500	-	1,500	-
Orbit Group	1,084	-	1,084	-
	2,584	-	2,584	-

Restricted funds	Balance b/fwd 01/01/2016	Incoming Resources	Outgoing Resources	Balance c/f 31/12/2016
The Fuserna Foundation	20,000	-		20,000
29th May 1961 Charitable Trust	4,000	-	4,000	-
Awards for All Grant		8,775	8,775	-
Babergh DC		3,700	3,700	-
Beatrice Lang		1,000	1,000	-
DC Moncrieff Charitable Trust		500	500	-
East of England Co-op		5,000	5,000	-
Florence Cohen Trust		5,000	5,000	-
Forest Heath District Council		3,110	3,110	-
Francis Winham		1,000	1,000	-
Ganzoni Charitable Trust		1,000	1,000	-
Geoffry Burton		500	500	-
HDH Wills 1965 Trust		500	500	-
Inman Charity	4,000	-	4,000	-
J Paul Getty Trust		5,000	-	5,000
Lesley Mary Carter Trust		1,000	-	1,000
Limbourne Charitable Trust		4,000	4,000	-
Lynn Foundation		500	-	500
Matthew Wrightson Trust		500	500	-
Mid Suffolk District Council		10,700	10,700	-
Mrs L D Rope (Third Charitable Settlement)		3,000	3,000	-
NEA	1,500	-	1,500	-
Ogilvie Charities		500	-	500
Rank Foundation		2,000	2,000	-
Reuben Foundation		250	-	250
Sir Fred Hiam Charitable Trust		500	500	-
St Edmundsbury BC		510	510	-
Suffolk Coastal District Council		1,571	1,571	-
Suffolk Community Foundation	-	11,527	5,982	5,545
Suffolk County Council inc Councillors' Locality Budgets		21,181	21,181	-
Suffolk Community Foundation	3,561	-	3,561	-
The Seckford Foundation		5,000	5,000	-
The SMB Charitable Trust		1,200	1,200	-
Trustees of Scarfe SCT	253	-	253	-
Trustees of Scarfe SCT		1,500	1,500	-
Waveney District Council		890	890	-
WG Edwards Charity		2,000	-	2,000
Yorkshire Building Society Charitable Fund	498	-	498	-
	33,812	103,414	102,431	34,795

Restricted Fund Purposes (for grants of £5,000 and above)

The Fuserna Foundation	Reserves
Awards for All Grant	Village visits, gazebo, docking station and filming
East of England Co-op	Village visits
Florence Cohen Trust	Village visits and Golden Age Fair
J Paul Getty Trust	Village visits
Mid Suffolk District Council	Village visits
Suffolk County Councillors Locality Budgets	Replacement campervan
The Seckford Foundation	Village visits and Golden Age Fair

Other income
2016

Trustee 2 year repayable loan to purchase new campervan	4,000
	4,000

Vehicle Costs
2016
2015

Vehicle & Equipment	1,780	1,407
Running Expenses	4,691	4,575
Site Expenses	797	876
Refreshments	1,993	851
Purchase cost of new vehicle (May 2016) *	26,745	10,500
	36,006	18,209

* Purchase price of new campervan £36,865.

Trade in price of existing campervan £10,120. Net payment £26,745.

Staff Costs
2016
2015

Staff Salary	54,320	50,881
Staff PAYE & NIC	13,655	15,401
Staff Travel Expenses	1,379	2,028
Payroll fees	276	287
Session workers (wages & expenses)	1,692	-
	71,322	68,597

Volunteer Costs
2016
2015

Volunteer Expenses	1,683	1,153
	1,683	1,153

Support costs	2016	2015
Telephone	1,459	1,723
Insurance	2,369	2,738
Stationery, Printing and Publicity	5,176	4,144
IT costs	1,293	2,891
Training	-	15
Meeting costs	892	316
Office costs	930	1,095
Consultancy - Fundraising	6,489	3,318
Business Services	72	1,842
Misc & Sundry expenses	114	336
	18,794	18,418

Ferrules & Slippers	2016	2015
Purchases	2,071	1,017
	2,071	1,017

Governance costs	2016	2015
Accounts	550	713
	550	713

Liabilities	2016	2015
HMRC/Payroll costs	1,443	1,577
Consultancy - Fundraising	-	1,340
Volunteer Expenses	-	22
	1,443	2,939

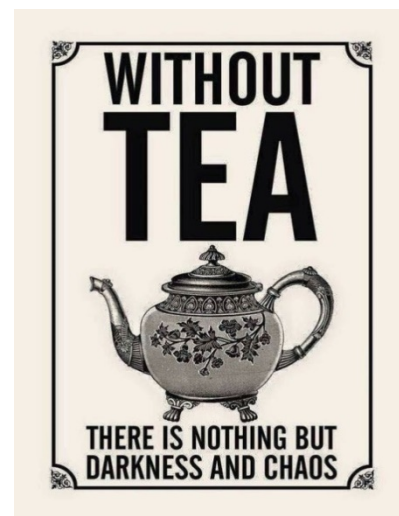
Trustees remuneration

The trustees did not receive any remuneration during the year.

The trustees received reimbursed expenses totalling £1,487 (2015 £828).

All claims related to their work as volunteers on village visits.

And remember.....



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