

## **AVB Chairman's report 2010**

Welcome to the AVB 2010 AGM & thank you for attending. We are such a modestly sized organisation that each person who comes along makes a difference.

This is my first AGM as Chairman & I have become very aware of how generous all our volunteers are with their time. I'd like to thank all of the people who man the office & all our drivers who together make it possible for us to operate & provide such a worthwhile & essential service to our local elderly people. I also want to thank Liz Horrocks our Secretary, Brian King our Treasurer, Margot Carpenter our Coordinator & the other members of the committee for their support.

As many people are aware, Margot has been out of action since early March following a knee operation, but we have managed to keep the office open 5 days a week with Marion's help. We all wish Margot a speedy recovery.

Without the support of our benefactors we would not be able to provide the services that we do, & we are extremely grateful for their continuing contributions.

During the last year we have taken steps to raise awareness of AVB locally, both with any prospective service users & as part of our continual search for volunteers. Notices have been placed in all local GP surgeries, libraries, & most church & community halls, & also in the various sheltered housing schemes. We also had a presence at the Golden Age event in August.

We now have a web site. It has information about the background & history of AVB, details the service we provide, tells potential volunteers how they can help, gives information about our benefactors & in addition it has the latest news & important dates, plus links to other related organisations. It gives our contact details & allows people to contact us by email.

There does seem to have been an increase in the number of prospective volunteers contacting us & this has resulted in several new members joining us.

Also during the last year the committee have documented the roles of Coordinator, Secretary, Treasurer, & Chairman, to make it easier for any new holders of these positions to find out all the details of the role.

Another change has been the move to BT Call Minder or 1571 answering service. Prior to this there was an answer phone in the office, which worked well but the new system has a number of advantages. It allows callers to leave a message when the line is busy, gives us the facility to pick up messages remotely (useful during times when the office is closed for holidays) & is generally more secure.

Finally I'd like on behalf of everyone to thank June Martin, our previous Chairman for her generosity in hosting the AVB Christmas party at her home & providing all the hospitality at her own expense.