

MALMESBURY AND DISTRICT LINK

England & Wales · Charity number 1043099

Details

Status Registered

Legal form Other

Registered 1995-01-10

Register [View on the Charity Commission register](#)

Contact

Address Holly House
24 Easton Town
Sherston
Malmesbury
Wilts

Phone 01666 840861

Email treasurer@malmesburylink.co.uk

Website <https://www.malmesburylink.co.uk>

Activities

Objects: TO ADVANCE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITIES OF AND IN PARTICULAR TO UNDERTAKE VOLUNTARY WORK FOR THE RELIEF OF THE ELDERLY, THE MENTALLY AND PHYSICALLY DISABLED OR OTHER PERSONS IN NEED WITHIN THE VILLAGES AROUND MALMESBURY.

Activities: Provide transport for people in the rural area around Malmesbury Wilts where there is little or no public transport for people to visit hospitals, doctors, dentists etc, in Swindon, Bath, Bristol, Oxford, Gloucester, Cheltenham.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- **Area of benefit:** IN PRACTICE-MALMESBURY AND SURROUNDING VILLAGES
- Wiltshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-12-31	£26,995	£23,297	-	-
2024-12-31	£28,073	£21,471	-	-
2023-12-31	£22,951	£20,082	-	-
2022-12-31	£20,978	£22,563	-	-
2021-12-31	£13,991	£13,664	-	-
2020-12-31	£10,306	£11,460	-	-

Trustees

Name	Role	Appointed
Louise Elizabeth Chamberlain	Chair	2020-05-20
ALEXANDRA HELEN PENTECOST		2021-07-07
David Warrick		2025-11-17
Jean Butcher		2021-07-07
Kevin Graham Noble		2021-07-07
Mary Catherine Jane Bartholomew		2025-01-06
Sarah Jane Chester		2025-11-17

Accounts

**Minutes of Annual General Meeting held on Wednesday April 8th 2026
at Goss Croft Village Hall
Reporting on the year January to December 2025**

Present:

Louise Chamberlain (Chairman), Sarah Chester (VRSO), Kevin Noble (Treasurer), Jean Butcher (Deputy Treasurer), John Wilkins (H&S), Alix Pentecost (DPO), Jane Bartholomew (Safeguarding), Judy Paginton (Secretary to the Trustees), Chuck Berry, David Boyle, Susie Brassey, Marie-Clare Brind, Charlotte Burnaby-Atkins, Steve Cameron, Fi Carpenter, Philip Carter (C), Philip Carter (H) (auditor), Georgina Carter, Steve Chester, Emily Clarke, Alastair Davies, Lynda Fleming, Vicki Graham, Mike Green, Pam Green, Patrick Green, Bridget Haines, Lucy Hay, Gerda Hayes, Jonny Hobson, Graham Instrell, Ian Kidd, Amanda Lean, Philly Lynch, Phil Malcolm, Tina McAllister, Robert McLachlan, Gillian Noble, Stan Paginton, Roy Pentecost, Keith Player, Bill Reed, Phil Tabinor, Mike Tarrant, Colin Wootton,

1. Apologies received from:

Mel Beeching, Liz Cooper, Paul Froggatt (Link trip), Tony Gregson, Aileen Hood, Jane King, Allan McCouig, Tina Rigby, Bryn Stew, Lindsay Tilley (coordinator duty), Janice Vincent, Mark Vincent, David Warrick,

2. Minutes of meeting on 7th May 2025

These had been circulated and were accepted as correct.

3. Matters Arising - There were no matters arising.

4. Welcome and thanks – Louise Chamberlain

On behalf of the Trustees Louise welcomed all present – drivers and coordinators, as well as special guests, Philip and Georgina Carter. For many years, Philip has donated his time to complete our annual financial audit, and his wife Georgina is also a previous Link volunteer and Secretary.

Louise introduced Sarah Chester to her first AGM as a Trustee; Sarah took on the role of Volunteer Recruitment & Support Officer at the end of 2025, and has had a busy start, welcoming and training new volunteer drivers and also getting to grips with the role of coordinator. Another new officer on the board of Trustees is David Warrick, who is our new Technology Officer. David has sent his apologies today, but his support since taking up the post in December has been enormous.

She also thanked Lucy Hay, who has stepped down as PR & Marketing Officer, and John Wilkins, who is stepping down as Health & Safety Officer. These are both essential roles and they will both be missed, but they are both staying on as drivers.

Alix Pentecost has kindly agreed to take on the role of H&S Officer. The PR and Marketing role remains unfilled.

Another person who is owed a big thank you is our Secretary Judy Paginton, who not only documents all our meetings – the AGM, drivers' meetings and coordinators' meetings, but also quietly gets on with a lot of work in the background, including sending welcome letters to new clients, and maintaining w3w references for addresses of both clients and destinations. Judy also multitasks as a coordinator.

5. Chairman's Report – Louise Chamberlain

Our new website is now live. It is an upgrade and improvement on our previous one, with useful information for anyone interested in what we do, especially prospective clients and volunteers. The volunteer page includes our recruitment video. There is also a password-protected area where existing volunteers can sign in and view documents, such as policies. This replaces the drivers' area of the Link Microsoft account. We will be emailing you all with the password for this area.

In 2025 our drivers clocked up a total of 1319 trips; many of these were last minute arrangements, and many were to more distant hospitals, requiring a huge sacrifice of time for our drivers. None of these trips would happen without our team of coordinators, who work efficiently and with great kindness towards our clients when taking bookings and then following through to delivery of our service. Our clients are, on the whole, incredibly grateful to our volunteers. We receive many expressions of gratitude, including this

example: "I was taken to my appointment this morning, just wanted to say thank you so much. What a fantastic service you do, and such a lovely gentleman".

Our lunch today serves as another expression of gratitude from the Trustees to all volunteers.

Thanks go to the following people for this lunch:

Helen Carter, Charlotte Burnaby-Atkins and Jane Bartholomew for the beautiful flower arrangements.

Thank you Gillian Noble, Gerda Hayes, Charlotte and my fellow Trustees for the food, and especially thank you Alix for so efficiently overseeing the whole operation.

6. Treasurer's Report for Year Ending 31st December 2025 (Balance sheet at end of Minutes)

i. Accounting Basis

This report is based on the state of the accounts from 1 Jan 2025 to 31 Dec 2025.

ii. Activity

Trip numbers were down by approx 11% compared to last year with typically 90 -110 trips per month and a peak of 146 in October.

iii. Administration

General Administration costs were up slightly this year, but a PR video was also commissioned in summer to advertise M&D Link services on the website at a cost of £500.

iv. Insurance

Insurance increased from £625.78 to £659.94.

v. Telephone

Our monthly telephone bill with Buzz Networks in March remains unchanged at £23.88. Thus there was a slight decrease in annual phone bill compared to the previous year with the ending of the BT contract early in 2024.

vi. Gift Aid

Gift Aid is only claimed on Donations. Gift Aid received for the last HMRC tax year Apr 2024-Mar 2025 was up slightly from the previous year at £4217.08

vii. PPE / Client Aids

PPE and Client-aid expenditure was only £23.98 for 2 "Car Handles".

viii. Reserves

Cash reserves are held in Cambridge and Counties Bank in a 95-day notice account; the interest rate has reduced steadily, following reductions in the Bank of England base rate, to 3.25% in Dec 25. To reduce the excess amount in the Lloyds current account, £6000 was transferred to the Reserve account in Jan 25. Total interest accrued for the year was £771.99. Total Reserves now stand at £20,480.47.

ix. Summary

Income from clients decreased by approx 7% to £22,005.65, but driver claims increased by approx 6% to £20,539.40. Overall admin costs increased slightly, although, as noted above, the only significant extra expenditure was £500 on a new PR video. As in most previous years, total expenses exceeded client donations, this year by £1291.29, but this was more than made up by the Gift Aid claim of £4,217.08 plus the £771.99 interest on reserves, leading to an overall surplus of £3,697.98. Thus our combined balances of Current and Reserve accounts has increased by that amount (approx 12%) to £34265.22.

In 2025, Lloyds Bank announced they would start charging, primarily for cash and cheque deposits; I estimate this would cost approx £200 per year. The Trustees therefore decided to investigate other suitable free charity accounts. The result was that the current account is in the process of being moved to a Charity Account with the Coop bank which will be free of such charges. In Dec 25, the Coop account was opened with a trial amount of £100 and 3 individual trial payments of £10 back to the Lloyds account were made to test the '2-to-authorise' procedures. The net transfer to the Coop was therefore £70. The intention is to transfer the remaining balance from the Lloyds to the Coop when and if the Trustees are satisfied the new account meets our needs, then close the Lloyds account. There are currently 4 named authorisers for the Coop account: Kevin Noble (Treasurer), Jean Butcher (Vice Treasurer), Louise Chamberlain (Chair), and Alix Pentecost (Trustee).

These accounts for the year ended 31st December 2025 have been examined and confirmed as a true and correct record.

7. Volunteer Support & Recruitment Officer's Report for period January to December 2025

- **Statistics**

- We carried out a total of 1319 trips in 2025. Trip numbers since our last meeting in Nov 2025 total 532. Driver hours totalled 2732 in 2025 (against 2962 in 2024) with 44440 miles travelled. 2026 data so far shows:

MONTH	TRIPS	CLIENTS (&New)	TRIPS 2026	CLIENTS (&New)
Jan	99	62 (12)	116	71 (9)
Feb	102	62 (8)	96	67 (8)
March	134	81 (11)	107	70 (9)

- In 2025 March (at 134) and October (at 145) were our peak months for client trips . So far in 2026, the pattern has not repeated itself this March with trip numbers remaining in line with other months. Whilst 2025 figures were around 4% less than 2024, 2025 data was significantly higher than 2023. Trends continue upwards.
- It is worth noting three or four clients who used our services a lot last year (mostly to get to the PCC) are no longer needing our help. The maximum number of trips by one such client last year was 63 and another who sadly has been in hospital made 48. Such frequent trips skew the true picture a little. The number of clients using our services is actually slightly higher this year. 2025 saw us help 299 clients in total.
- Malmesbury PCC continues as one of the most popular destinations apart from the hospitals (94 tips this year), where Swindon GWH has had the most trips (114 trips this year) and RUH (41 trips). In 2025 we visited the PCC 403 times, GWH 373 times and RUH on 138 occasions.
- Cancellations are running at consistently small levels; only 2 have been due to driver unavailability, 27 have been cancelled by clients and 17 by Health Care Providers.
- We currently have 52 drivers with 41 drivers having completed trips so far this year. Many many thanks to everyone. Obviously, we are delighted that some of our drivers are able to carry out at least two journeys each week, but we couldn't cover all our client requests without such a huge team effort from everybody. Thank you again

- **A few reminders:**

- When renewing or changing insurance, please could drivers remember to tell the company that you are a volunteer driver.
- It's very important to phone the clients the day before a trip. As well as reassuring the clients that they have a driver for their forthcoming appointment, it has proven useful as occasionally they have given us incorrect details.
- As part of our Health and Safety procedures it is important that any driver who is 79 takes the extra 'Drive Plus' course. Once completed, please let VRSO know so that drivers can continue to transport clients.
- Our ID badges should be worn at all times. It reassures everyone that we deal with that we are with Link.
- It is important to notify the DBS update service if you change your email address. Also check Junk folders regularly as these have been known to end up there!
- When claiming for a coffee/sandwich (if a trip lasts over three hours), please take a screen shot of your receipt and then send it to Kevin the treasurer when submitting your expenses claim.

- **New, returning and retiring volunteers**

- David Keen has now retired.

- Tina Rigby has returned.
- At the end of the year, we welcomed two new drivers Stephen Cameron and Bryn Stew. Stephen from Little Somerford and Bryn from Corston.
- Although word of mouth continues to be our main source of new volunteers, in January we attended the 'Oaksey Evening of Village Collaboration' organised by the local Parish council. We were delighted by the level of interest shown. As a result, we recently welcomed, Allan McCouig as a new driver and Chuck Berry as well; with another one or two new drivers in the pipeline.
- None of this could happen without our team of amazing Co-ordinators. We currently are looking to recruit another co-ordinator to the team so would welcome any volunteer either from our existing team of drivers or via a new introduction!

8. Election of Officers:

- | | |
|---|---|
| a. Chairman:– Louise Chamberlain and existing Trustees:- Kevin Noble, Jean Butcher, Alix Pentecost, John Wilkins, Jane Bartholomew and Lucy Hay | Proposed by Lucy Hay
Seconded by Fi Carpenter |
| b. New Trustee - Sarah Chester (VRSO) | Proposed by Jane Bartholomew,
Seconded by Alix Pentecost |
| c. New Trustee – David Warwirck (Tech) | Proposed by Kevin Noble,
Seconded by Judy Paginton |

All were unanimously elected.

9. AOB

- Jean Butcher, Deputy Treasurer, thanked her "Cash Counting Elves" for helping each month when she opens clients' envelopes and counts the donations. These are Pam Green and Charlotte Burnaby-Atkins, with reserves Gerda Hayes, Tina McAllister and Phil Malcolm.
- Coordinators have suggested donations for the most common destinations.
- Drivers should give in an empty envelope where the client is donating by BACS so that Jean can look out for payment.
- Lynda Fleming reminded us how LINK started 20 years ago – 230 client, 12 drivers and 1 coordinator. There was no database, no email, just the landline but 919 trips were completed

The meeting closed after 40 mins

Signed: _____

Date: _____

**Malmesbury & District link
Charity Number 1043099**

**Summary of Income and Expenditure and Balance Sheet for the
Year Ending 31 December 2025**

2024	Income	2025
£23703.00	Client Donations	£22005.65
£3778.89	(Apr23-Mar24) Gift Aid (Apr24-Mar25)	£4217.08
£591.92	Bank (Reserves) Interest	£771.99
£28073.81	Total Income (a)	£26994.72
	Expenses	
£441.18	Telephone	£352.50
£905.02	Administration	£1125.47
£625.78	Insurance	£659.94
£35.97	PPE/Client Aids	£23.98
£121.86	Advertising & PR	£595.65
£2129.81	Total Admin Expenses (ie excluding driver claims)	£2757.54
£19341.83	Driver Claims	£20539.40
£21471.64	Total Expenses (b)	£23296.94
£6602.17	Income Less Expenses (e = a-b)	£3697.78
£23965.27	Fund Balance from Previous Year (f)	£30567.44
£30567.44	New Fund Balance (e+f)	£34265.22
£16858.96	Lloyds bank Balance 31 Dec*	£13714.75
-	Transfer to new Coop Acct Dec 25	£70.00
£13708.48	Reserves Balance 31 Dec (Cambridge & Counties) *	£20480.47
£30567.44	Combined Balances	£34265.22

Accounts

**Minutes of Annual General Meeting held on Wednesday May 7th 2025
at Goss Croft Village Hall
Reporting on the year January to December 2024**

Present: Janice Vincent (Chairman), Trustees: Louise Chamberlain (Vice Chair & VSRO), Kevin Noble (Treasurer), Jean Butcher (Deputy Treasurer), John Wilkins (H&S), Alix Pentecost (DPO), Jane Bartholomew (Safeguarding), Lucy Hay (Marketing and PR), Judy Paginton (Secretary to the Trustees), Gillian Noble, Colin Wootton, Gerda Hayes, Mike and Pam Green, Mark Vincent, Roy Pentecost, Ian Kidd, Phil Malcolm, Keith Player, Robert McLachlan, Marie-Clare Brind, David Boyle, Graham Instrell, Phil Tabinor, Mike Tarrant, Philly Lynch, Rob Beverley, Fi Carpenter, Roger Stephens, Tony Gregson, Philip Carter (C), Tracy Barker, Johnny Hobson,

1. Welcome – Janice welcomed everyone present and thanked them for attending.

2. Apologies received from:

Bridget Haines, Lindsay Tilley, Charlotte Burnaby-Atkins, Amanda Lean, Joe Bains, Tina McAllister, Fiona Hart, Alastair Davies, Jane King, Lynda Fleming, Bill Reed, Liz Cooper, Adrienne Jackson, Patrick Green, David Warrick, Aileen Hood, Mel Beeching, David Keen, Susie Brassey, Stan Paginton, Patrick Gardner, Jill McNaught-Davis, Steve and Sarah Chester.

3. Minutes of meeting on 1st May 2024

These had been circulated and were accepted as correct.

4. Matters Arising - There were no matters arising.

5. Chairman's Report – Janice Vincent

JV welcomed everyone to the AGM and gave a particularly warm welcome to those who were attending for the first time.

She welcomed Jane Bartholomew, our SO, and Lucy Hay, PR, to their first AGM as Trustees and thanked them for volunteering to take on these roles. She also recorded her thanks to GN and CBA, their predecessors, for their sterling service as Trustees.

She said that each year we announce that demand for Link has increased and 2024 was no exception, rising by a further 20% over the previous year. Louise had provided details of the annual statistics in her report, but Janice highlighted the fact that Link has managed to meet this huge increase in demand and satisfy almost every request made for our support. This is down to the amazing dedication of Link volunteers and their willingness to rise to the challenge. Whenever JV thinks we are not going to be able to meet the requests for what seems an impossible number of trips, drivers come up trumps and prove her wrong!

The Trustees are aware that this level of demand leads to a constant challenge for coordinators. It isn't helped when hospitals cancel appointments at the last minute, when all the work in allocating a trip has been completed, or worse still, on arrival at the hospital. The Trustees are immensely grateful to all our volunteers for being so patient with these frustrations, and for all the time and dedication they put into Link in general.

The Community First infographics were circulated before the meeting and extra copies were provided on the tables. These summarise the Link Scheme Stats across the County and within the Malmesbury area and once again show that Malmesbury Link continues to be one of the busiest and most productive schemes in Wiltshire.

JV said she realised it was the efforts of all our drivers and coordinators who collectively work to deliver the increasing number of trips every year. However, this year she highlighted the contribution of **Pam and Mike Green** as two of Link's longest serving volunteers. Records don't go back far enough for her to accurately determine when they started volunteering, but for well over 10 years Mike has coordinated, and Pam has been a very active driver. Mike is a stickler for getting things right and JV is always on her mettle when coordinating the day before him to try to avoid any errors being picked up by him the following day. She is

not always successful! She thanked Mike and Pam for their continuing contribution to Link and said it was hugely appreciated.

It has also become an annual tradition to embarrass Susie Brassey by confirming her position as Link's busiest driver for the previous year. Possibly spurred on by what JV said last year she broke all records in 2024 with a staggering total of 72 trips!

Whilst highlighting these individual achievements, JV said she realised that Link's success is very much down to a whole team effort and thanked all the Link volunteers.

Linked to this challenge of increasing demand is how to recruit new volunteers. For the first time there had been a small drop in the number of volunteer drivers in 2024. An even greater drop in volunteer numbers is being experienced by most Link services county wide.

JV highlighted the need to recruit more volunteers to help to share the workload and meet future demand. Lucy hit the ground running as she took over from Gillian at the start of the year and is working hard to publicise the need for volunteers, but the best way to recruit is always by word of mouth. JV asked volunteers to let Louise know if they can encourage any friends, neighbours, or contacts to volunteer.

Inspired by a suggestion from Lynda Fleming, JV said some recruitment videos are being planned in the hope of attracting volunteers. Filming is scheduled to start at the beginning of June. We hope that the videos will appear on our website and on appropriate social media platforms and will inspire people to volunteer with Link. JV thanked Lucy and her committee for agreeing to take up the challenge of this project.

As mentioned at previous AGMs, work has been going on to update our 35-year-old constitution. We are extremely fortunate to have Alix with all her legal experience on the committee. She has worked incredibly hard behind the scenes on this. JV said we were now at the point at which this document needed to be approved by Link members and there would be a vote later in the meeting. She thanked Alix for all her hard work on getting this important project completed.

JV also recorded her thanks to the hard-working committee:

- to Kevin and Jean our Treasurer and Dep Treasurer who manage our finances so efficiently,
- to Louise for agreeing to act as Vice Chair and for all her work on recruitment and keeping our volunteer records up to date,
- to John for his wise advice and input on health & safety,
- to Alix for overseeing data protection issues as well as her work on the constitution,
- to Lucy for overseeing the website and all our publicity,
- to Jane for her work as SO
- and finally, to Judy Paginton the committee secretary with multiple other roles which keep us all on track.

She thanked Philip Carter of Hankerton, for his time in examining the Financial Accounts for 2024. He and his wife Georgina have dedicated many years of service to Link. Sadly, they could not attend the AGM, but we are delighted that Philip has agreed to continue in his role as Examiner for another year.

Finally, JV thanked Gillian, Louise, Alix, Jane, Lucy and Jean for all they had done to produce such a wonderful lunch and for the contributions made by others.

6. Treasurer's Report for Year Ending 31st December 2024

i. Accounting Basis

The accounts are based on snapshots of their state on 31 Dec 2023 and 31 Dec 2024.

ii. Financial Year

Trips have increased by around 20% from last year from typically 90 trips per month to 110 in 2024, with peak numbers of 138 in May and 128 in October.

iii. Administration

General Administration costs were down around 10% at £905.02, primarily through reduced Swiftlogic IT support this year (we only pay for IT support when required). Database contribution increased from £150 to £175 (see below).

iv. Insurance

Insurance increased from £533.08 to £625.78.

v. Telephone

The most significant administrative change in 2024 was to transfer our telephone contract from BT to Buzz Networks in March. The last BT quarterly payment was £195.26, versus a monthly charge from Buzz of £23.88 (equivalent to £71.64 per quarter). This is clearly a significant saving equivalent to £494.48 annually.

vi. Gift Aid

Gift Aid is only claimed on Donations. Gift Aid received for the last HMRC tax year Apr 2023-Mar 2024 was similar to the previous year at £3778.89 versus £3920.80.

vii. Database

All trips, operations and claims are coordinated via the Malmesbury and District Link Database (provided and administered by Marlborough Link). This provides a robust, centralised audit trail, and also hugely facilitates data gathering for reports and claims to HMRC, the Charities Commission and Wiltshire Community First. We increased our voluntary annual contribution to Marlborough Link for running and administering this invaluable service from £150 to £175: this still represents extremely good value.

viii. Advertising and PR

We continue to advertise our services, and for new drivers, with flyers (bought in 2023) and on our website (£71.86 annually for website hosting). We also advertise in the Dentons local telephone catalogue (£50 annually). Since we required no new flyers this year, PR/Advert spending was down from £238.86 in 2023 to £121.86.

ix. PPE / Client Aids

PPE and Client-aid expenditure was only £35.97 and was entirely for "Car Handles". These are handles available to drivers at LINK's expense.

x. Reserves

Cash reserves are held in Cambridge and Counties Bank where they are currently earning 4.41%. Since opening the account in Oct 2023 with £13,000, reserves have increased to £13,708.48 with current monthly interest earnings of £51.15. Interest received for the year to 31 Dec 2024 was £591.92. Note that because Cambridge and Counties give monthly interest statements (vs annual interest statements from Shawbrook, our previous reserve holders), interest earnings have been rebased from 31 Dec 23- 31 Dec 24. The first column "2023" in the table below is a copy from last year's annual statement; the adjacent column "2023*" includes the re-basing (see *Note under the table which is shown at the end of these minutes)

Summary

Income from clients increased by around £4921 (~26%) over the previous year from the 20% increase in activity; however driver claims only increased by £1771 (~10%). Insurance increased in line with general insurance inflation, but all other admin costs (particularly telephone) costs fell, reducing overall general admin costs by £385. In previous years, client donations were slightly less than overall expenses, with the difference being more than covered by Gift Aid claims. However, this year, as a result of the foregoing, client donations exceeded expenses by £2232. Thus, with the addition of the Gift Aid claim, and interest from reserves, income exceeded expenses by £6602. With this excess, a new policy was instituted from Dec 2024 of reimbursing drivers for refreshment expenses of up to £10 for trips over 3 hours.

These accounts for the year ended 31st December 2024 have been examined and confirmed as a true and correct record.

7. Volunteer Support & Recruitment Officer's Report for period January to December 2024

i. Statistics

Total trips: **2023** Busiest months: May (**138**) October (**127**) Other months all in range 97-120

Cancelled trips: **234**

Drivers: **45** available drivers at start of year, **43** available drivers at end of year

Total miles: **47207** (over 22% increase on 2023)

Total driver hours: **2962** (over 24% increase)

Destinations: Swindon GWH, Malmesbury Primary Care Centre and Bath RUH account for over half of our trips.

Clients: We transported a total of **337** clients in 2024.

As in 2023, appointments in 2024 were being offered to patients at short notice, putting pressure on our coordinators to find drivers prepared to fulfil these trips.

On behalf of our clients, I'd like to thank all our drivers for their dedication in ensuring our clients arrive safely and on time for their appointments. We had slightly fewer drivers available in 2024 compared with 2023, but they had a heavier workload in terms of trips, miles and time. You are all working harder than ever! This is a fantastic achievement.

ii. New volunteers

In 2024, we welcomed the following new volunteers:

- Graham Instrell from Sherston started as a driver in January
- Colin Wootton from Sherston started as a coordinator in January
- David Boyle from Sherston started as a driver in February
- Adrienne Jackson from Sherston started as a driver in July
- Phil Tabinor from Sutton Benger started as a driver in August
- Sarah and Stephen Chester from Little Somerford started as drivers in October
- Robert Beverley from Little Somerford started as a driver in October
- David Warrick from Malmesbury started as a driver in December

iii. Retired volunteers

Jonathan Robinson and Chris Blount retired.

iv. Drive Plus

Some of our drivers completed the Drive Plus assessment, provided by Wiltshire Council. They all reported that they felt it to be a worthwhile experience, giving them reassurance that they continue to be safe and considerate drivers.

We continue to encourage our drivers to do the Drive Plus assessment by paying half the cost if aged between 70 and 79.

v. Recruitment

We continue to rely largely on word of mouth / acquaintances of existing volunteers for finding new volunteers.

vi. Coordinators

Our team of coordinators continues to use their multi-tasking skills to keep us all organised and keep the database accurate, while remaining friendly and calm with clients and drivers alike. Their job is further complicated by cancelled trips and with the increasing need to combine appointments.

I am so grateful to our coordinators for their efficiency and dedication and also for their flexibility when providing cover or swapping shifts with their teammates.

8. Constitution Update— Alix Pentecost

The proposed constitution had been circulated to members and, if accepted, needs to be submitted to the Charity Commission.

Acceptance was proposed by Philip Carter and seconded by Mike Tarrant and given unanimous approval.

AP thanked the Trustees for their support during this process, as well as the creators of the previous version of the Constitution.

9. Election of Officers:

- a. Chairman: Janice Vincent –

Proposed by Louise Chamberlain
Seconded by Kevin Noble

b. Trustees: Louise Chamberlain, Kevin Noble, Jean Butcher, Alix Pentecost, John Wilkins, Jane Bartholomew and Lucy Hay

Proposed by Janice Vincent,
Seconded by Kevin Noble

All were unanimously elected.

10. AOB

- Robert asked if we should reduce the suggested payment for clients as there is a healthy balance. Drivers were reminded to stress that the size of the donation is optional and Jean said that there are some smaller payments being paid so the message is getting through to clients.
- Ian asked how to complete the claim when there are 2 (or more) clients sharing. This is easily done by giving the trips the same number when completing the claim.
- Phil asked about clients who pay by BACS. Drivers should give in a brown envelope for every trip and record that a BACS payment is promised or any other reason for having an empty envelope. There is then a trail for the Treasurers to follow.

The meeting closed after 40 mins

Malmesbury & District link
Charity Number 1043099

**Summary of Income and Expenditure and Balance Sheet for the
Year Ending 31 December 2024**

2023	2023*	Income	2024
£18782.18	£18782.18	Client Donations	£23703.00
£200	£200	Other Donations (Somerford Land trust)	£0
£3920.80	£3920.80	(Apr22-Mar23) Gift Aid (Apr23-Mar24)	£3778.89
48.40	164.96	Bank (Reserves) Interest	591.92
22951.38	23067.94	Total Income (a)	28073.81
		Expenses	
£17567.49	£17567.49	Driver Claims	£19341.83
£744.69	£744.69	Telephone	£441.18
£997.99	£997.99	Administration	£905.02
£533.08	£533.08	Insurance	£625.78
0	0	PPE/Client Aids	£35.97
£238.86	£238.86	Advertising & PR	£121.86
	2514.62	Total Admin Expenses (ie excluding driver claims)	£2129.81
£20082.11	£20082.11	Total Expenses (b)	£21471.64
2869.27	2985.83	Income Less Expenses (e = a-b)	6602.17
£20797.44	£20979.44	Fund Balance from Previous Year (f)	23965.27
£23848.71	23965.27	New Fund Balance (e+f)	30567.44
£10848.71	£10848.71	Lloyds bank Balance 31 Dec	£16858.96
£13000	£13116.56	Reserves Balance 31 Dec (Cambridge & Counties Bank)	£13708.48
£23848.71	£23965.27	Combined Balances	£30567.44

***Note:**

2023 Reserves re-stated as £13116.56 as at 31 Dec 23 from £13000 in previous Annual report. Hence £116.56 added to Bank Interest leading to revised figures at (a) and (e), and new fund balance/combined balance.