

# MELKSHAM AND DISTRICT LINK SCHEME

England & Wales · Charity number 1044337

## Details

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**Status** Registered

**Legal form** Other

**Registered** 1995-02-24

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

## Contact

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**Address** 6 Lopes Close  
Melksham  
Wiltshire  
SN12 7GT

**Phone** 01225700908

**Email** [Rowleyliz58@gmail.com](mailto:Rowleyliz58@gmail.com)

**Website** <https://www.melkshamlink.com>

## Activities

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**Objects:** TO SUPPORT ANY CHARITABLE PURPOSE IN THE AREA OF MELKSHAM, ATWORTH, BEANACRE, BOWERHILL, BROUGHTON GIFFORD, SHAW AND WHITLEY AND IN PARTICULAR TO ASSIST WITH THE RELIEF OF THE ELDERLY, THE MENTALLY AND PHYSICALLY DISABLED OR OTHER PERSONS IN NEED BY REASON OF POVERTY AND/OR SICKNESS.

**Activities:** Provides transport for medical appointments using cars of its volunteer drivers.

## Classification

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- **How:** Provides Services
- **What:** Other Charitable Purposes
- **Who:** The General Public/mankind

## Geography

- **Area of benefit:** MELKSHAM, ATWORTH, BEANACRE, BOWERHILL, BROUGHTON GIFFORD, SHAW AND WHITLEY
- Bath And North East Somerset
- Bristol City
- Somerset
- Swindon
- Wiltshire

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£45,746	£39,953	-	-
2024-03-31	£41,857	£38,299	-	-
2023-03-31	£29,194	£29,194	-	-
2022-03-31	£23,748	£25,864	-	-
2021-03-31	£14,161	£13,291	-	-

## Trustees

Name	Role	Appointed
Elizabeth June Rowley		2022-10-13
Felicia Hislop		2024-10-17
WALLACE RICHARD CLARK		2021-10-28

**MELKSHAM AND DISTRICT LINK SCHEME**

England & Wales - Charity number 1044337

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# Accounts

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Melksham & District Link

# **Annual Report**

2024-25

## **Melksham and District Link Scheme – AGM**



**Thursday 16<sup>th</sup> October - Riverside Centre, 7pm start**

Link Schemes have existed in Wiltshire since 1979 and can be found in most rural and urban communities.

These schemes are set up in response to local people recognising a need for the service. They provide a safety net for those unable to access services in other ways, such as public transport.

Services offered by

**MELKSHAM & DISTRICT LINK**

include:

**TRANSPORT**

For appointments to Hospitals, Surgeries, Dentists and other Medical appointments.

Charity Registration No. 1044337

## **Melksham & District Link Committee 2024/2025**

### **Trustees**

Chair	<b>Liz Rowley</b>
Treasurer	<b>Richard Clark</b>
Secretary	<b>Flis Hislop</b>

### **Officers**

Volunteer Recruitment	<b>Richard Lamprell</b>
Health & Safety	<b>Liz Rowley</b>
Webmaster	<b>Ian Argyle</b>

### **Transport Co-ordinators**

**Ron Walby**  
**John Rowley**  
**Helen Romaine**  
**Gillean MacDonald**  
**Sue Pollitt**  
**Mandy Belgium**

**DBS Officer**                      **Flis Hislop**

**Safeguarding**                      **Liz Rowley**

**Assistant Treasurers**              **Tina Melville**  
**Liz Lumley**

## Reports

### Chair

Another year seems to have passed by very quickly and Melksham Link has, yet again, been doing a fantastic job in supporting our community. I hope you all like the new ID badges and lanyards. They do make us look 'more professional'. We are currently in the process of sourcing polo shirts and fleeces – with our logo - for all our drivers who wish to have them.

In January every volunteer received a printed copy of the up-to-date Driver's Handbook. I do suggest you keep this in your car and have a quick read from time to time. We hope that it covers most issues and answers your questions.

This year, I was proud that our longest-serving driver and Treasurer, Richard Clark, received a Civic Award at the Mayor's Ball in early 2025. I'm sure you will all agree he does a great job of ensuring we all get our expenses on time, and he also is a very busy driver. This year he has been helped by Tina Melville and Liz Lumley, and we are extremely grateful for their help in counting and checking all the donations and expenses on a monthly basis.

Data suggests that the number of trips this year (since January) is actually slightly down on the previous year but that doesn't mean we haven't been very busy and somewhat stretched at times. Our Co-ordinators do a fantastic job of trying to provide support for everyone who asks and many of our volunteer drivers go above and beyond to help.

Sadly, we have struggled to attract new volunteers. We are not alone – all the Wiltshire Link Schemes are reporting the same issues as are other charities in Melksham. Recruitment for us all has become challenging. A post covid slump perhaps?

Having said that the new volunteers we have recruited this past year have been excellent additions to our team.

When recruiting we always try to stress the flexibility of our volunteering roles – no one is committed to a particular time or day. I'm sure I'm not alone when I say that I personally find the role as a driver very satisfying because I know I am truly helping someone, and I often meet the most amazing people with interesting life stories.



As Chair I regularly meet up with the Chairs of all the other 41 Link Schemes in Wiltshire where we share issues and information. We all operate under the umbrella of Community First – who give us best practice guidance and advice.

I also attend meetings of the Melksham and District Health and Well Being Board which I find very interesting. There is a lot of help and advice in Melksham for our more vulnerable clients via the Melksham Community Support Team. If you have a client who appears to have a problem with which they need help, firstly ask them if they would like help and then either let me know or they could get in touch with [melksham@ageukwiltshire.org.uk](mailto:melksham@ageukwiltshire.org.uk) or phone 01225 09265.

One issue that regularly arises at Link meetings and in discussions with you is parking – particularly at RUH. Both Community First and I, regularly talk to the parking team, SABA, at RUH but, to be perfectly frank, they really do not want to give us free parking at all, so it is a constant battle. Please be assured we try to do our best to fight our corner.

Parking regulations at various medical locations often change. Please remember it is your responsibility to check the current regulations at every site. In several places this may involve going inside the building to log into their system. We try to keep parking details up to date on our website [Melkshamlink.com](http://Melkshamlink.com)

Another issue that often arises is when clients appear to give very low donations for drives. However, we are a charity, and we clearly state that clients can give what they can afford. We have no way of assessing this. As volunteer drivers we must not concern ourselves with what the client pays. At the end of each month, we have more than enough money to pay all our expenses.

In July this year we had a lovely summer party in Liz and Henry Lumley's beautiful garden. This was a great opportunity to get to know other volunteers and thanks go to everyone who helped organise this very special occasion.

Late summer also saw our stall at the River and Food Festival on both days. We spoke to quite a few people and collected the details of a few potential volunteers. These are being followed up as I write. Often the best method of recruitment is when volunteers talk to people about their role and recommend it to their friends. So please do spread the word.

This year long standing volunteer, Peter Simmonds, had to step down from all his duties both as a driver and as a support officer. Fortunately, our Secretary Flis Hislop has taken on much of his role particularly arranging DBS checks and Drivers Assessments and ensuring our hospital parking lists up to date.

Ruth King also stepped down from her role as Safeguarding Officer. As Chair I have taken on this responsibility.

Driver Peter Smith has joined the Committee and has already proved a very useful asset. However, we really do need some more support on the Committee to help with various things. None of them are very onerous but it would help to spread the load if some of you would consider taking on some very small but important tasks.

It is my intention to step down as Chairman in October 2026 when I will have completed nearly 3 years. It is therefore very important that we get some new blood onto the Committee to ensure continuity and the smooth running of our vitally important charity.

Finally, I have to say a huge thank you for all the support you all give to Melksham & District Link and to me personally. The complaints books is empty but the thank you and compliments folder is overflowing. Well done everyone.

**Elizabeth Rowley**



## Treasurer

As this is my third year in the role of Treasurer, I continue to find the role interesting and rewarding. It is satisfying to know that the finances of the organisation are in good shape, and that all drivers are recompensed promptly with the money owed to them at the end of each month.

Like last year it took several attempts to precisely balance the end of year accounts. It is the small amounts that take time to reconcile. It was felt that the accounts this year should be independently checked by someone not associated with Melksham Link. Last year we arranged a private independent examiner who did a very good job in checking and agreeing our accounts. Unfortunately, he is not available in 2026 so we are looking for a person to carry out this role.

When I took over the role, I created a spreadsheet which quickly adds up both the monthly figures and contributes to the end-of-year figures. This helps in providing data for the various returns that Link has to submit. However, I still retain the manual books which are completed each month. This makes it easier to detect anomalies, faults and differences when regularly comparing the two independent sets of figures, rather than just leaving it all to the end of the year. It also significantly helps the auditor at the end of a financial year. We are still retaining both sets of accounts which certainly helps during the time when the annual accounts are being put together.

We have two bank accounts, one with Santander, our current account, and another with the Coventry Building Society which is a savings account. The amount of cash in the Santander account fluctuates depending on the donations received in client envelopes and the amount paid out in driver expenses. The amount in the Coventry Building Society has increased gradually throughout the year. On average the number of drivers submitting an expense claim form each month is approximately 33.

I would like to thank all the drivers who collected envelopes from clients and delivered them to either myself or the Chairman each month. I would like to thank all the drivers who donated money to Link and clients who donate more than expected in the envelopes.

I would particularly like to thank our Assistant Treasurers Liz Lumley and Tina Melville who assist me in emptying the envelopes at the beginning of each month, preparing the money to be banked and helping to pay all the drivers. This is accompanied by both cake and coffee to help us carry out the work.

Finally, I would like to thank the independent checker who audited the end of year accounts.

It would help us if drivers regularly submit their envelopes and expense sheets on time, each and every month so that the amount of money held in the bank is sufficient to pay our drivers on time. When several months expenses are submitted together, it increases the overall amount needed to satisfy demands. It can also create issues with the banking of a large amount of cash.

The balance sheet shows Melksham & District Link remains in a healthy financial position.

**Richard Clark**




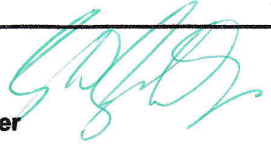
## Income over Expenditure Year Ending 31 March 2025

This Year 2024-25		Last Year 2023-24	
<b>Income</b>		<b>Income</b>	
Client Envelopes	£42,839.4	Client Envelopes	£40,435.2
Donations Received	£1,764.45	Donations Received	£838.25
Driver Donations	£66.65	Driver Donations	£52.27
Interest Received	£1,075.26	Interest Received	£530.9
Miscellaneous Income	£0	Miscellaneous Income	£0
	<b>£45,745.76</b>		<b>£41,856.62</b>
<b>Expenditure</b>		<b>Expenditure</b>	
Travel Cost	£34,808.6	Travel Cost	£35,086.85
Administration	£727.57	Administration	£370.15
Parking	£83.5	Parking	£129.8
Refreshments	£568.93	Refreshments	£249.4
Equipment	£1,702.89	Equipment	£1,231.96
Phone	£164.08	Phone	£185.68
Insurance	£254.3	Insurance	£254.3
LInk Donations	£51	LInk Donations	0.00
Printed Stationery	£805.4	Printed Stationery	£613.4
Web Design	£188	Web Design	£0
Donation Marlborough Link/ Online database	£100	Donation Marlborough Link/ Online database	£75
Riverside Hire	£45.5	Riverside Hire	£58.5
Community First	£0	Community First	£0
Ribbonworks	£364.68	Ribbonworks	£0
Wiltshire Publications Ltd.	£88	Wiltshire Publications Ltd.,	£0
Other Costs (glasses)	0.00	Other Costs (glasses)	£30
Miscellaneous Cost	£0.23	Miscellaneous Cost	£13.47
	<b>£39,952.68</b>		<b>£38,298.51</b>
Income over expenditure	<b>£5,793.08</b>	Income over expenditure	<b>£3,558.11</b>

Balance Sheet			
Opening Balance	£32,7541.88	Coventry - Balance	£35,001.1
Income	£45,745.76	Sanatander - Balance	£3,543.86
Expenses	£39,952.68		
TOTAL	<b>£38,544.96</b>	TOTAL	<b>£38,544.96</b>

Examined with vouchers, Building Society and Bank Statement and found to be correct

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<p><b>Richard Clark</b> </p> <p><b>Treasurer</b></p> <p><b>Dated</b> 2/4/2025</p>	<p><b>Gary Gale-Sides</b> </p> <p><b>Independent Examiner</b></p> <p><b>Date accounts signed off</b> 2 April 2025.</p>
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## **Volunteer Recruitment Officer**

It has been a strange year for recruitment with our best new recruits coming from accidental introductions rather than from the efforts of local advertising and exciting articles in the Melksham News. In gaining two or three new drivers we have had two or three moving away or retiring. Even the keenest of us cannot do it forever. We did have a disappointment with the lower than expected response at the Food & River Festival. A big thank you to all who helped this year. I will be retiring from this post at the AGM but continuing driving.

**Richard Lamprell**

## **Webmaster**

The last year has seen a healthy increase in member registrations, following a vigorous campaign by the committee, now standing at fifty six; however under the terms and conditions of our Hosting Agreement it has not been possible to monitor how active our members have been. In any case the website remains active and ready to accept content in all sections.

**Ian Argyle**

## **Health & Safety**

There were no reported incidents during the year to date. However, drivers must remember that they should not be expected to lift heavy items such as walkers or wheelchairs into or out of a car. Nor should they be asked to push wheelchairs. Drivers must tell the Duty Co-ordinator if a client fails to inform us that they need this help.

Three clients have been informed that their mobility has declined to such an extent that we are no longer the most suitable form of transport for them. Currently the Chairman is acting as Health and Safety Officer. It would be better if another volunteer stepped forward to take on this role.

**Elizabeth Rowley**

## **Welfare/Safeguarding**

Ruth King stepped down as Safeguarding officer during the year and the role had to be taken on by the Chair. The task of DBS checks for Volunteers has been taken on by the Secretary, Flis Hislop.

There have been no safeguarding issues reported this year. On two occasions drivers have reported being unable to contact a client when going to pick them up. This was immediately reported to the Duty Co-ordinator who contacted the

client's emergency contact to ascertain the safety of the client. In both cases the client had been admitted to hospital at short notice.

Any possible concern reported about a client to the Safeguarding Officer is shared with the Melksham Link Chair and Wiltshire County Council.

**Elizabeth Rowley**

Melksham & District  
**LINK**  
Registered Charity: 1044337

**VOLUNTEER  
DRIVERS NEEDED**

*Your mileage paid - You choose the  
times and hours to fit your lifestyle*

MELKSHAM & DISTRICT  
LINK  
•••••

Interested? Contact  
**07979 129052**  
or email  
Melkshamlink@gmail.com

MELKSHAM & DISTRICT  
LINK  
•••••

Melksham & District  
**LINK**  
Registered Charity: 1044337

made **2,874** journeys  
for **580** clients to  
**107** health destinations  
clocking **78,364** miles  
in **2024**

MELKSHAM & DISTRICT  
LINK  
•••••

**Numbers that Matter**

Could you join our  
team of Volunteers to  
help meet the growing  
demand for our vital service  
and make a difference in  
Melksham?

Interested? Ring  
**07979 129052**  
or email  
Melkshamlink@gmail.com



## Drivers

We currently have **45** drivers. Our busiest 10 drivers have made **890** journeys between them, which is 47% of all drives.

We were joined in the year by 6 new drivers; Andrew Foskett, Iain Houghton, Simon Gould, Andrew Ritchie, Gillean MacDonald and Helen Romaine.

## Co-ordinators

We currently have a team of **6** Co-ordinators. 4 co-ordinators are also drivers. During the year Ruth King retired as a co-ordinator but continues to drive. The team was joined by Sue Pollitt and Mandy Belgium.

## Destinations

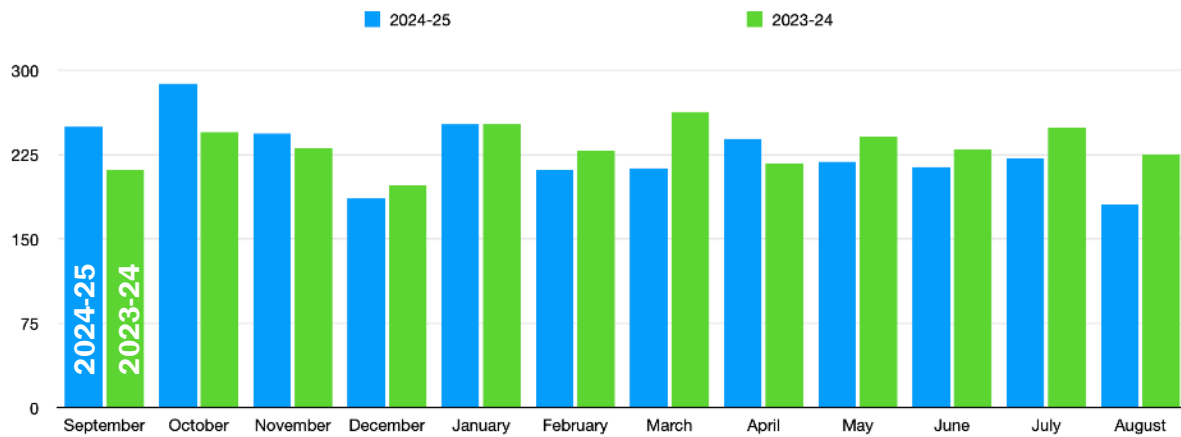
The top 10 destinations were as follows - January - August 2025

		This Year Drives	Last Year's position	
1	Bath - Royal United Hospital	860	1st	
2	Melksham - Community Campus	133	2nd	Local
3	Melksham - Spa Medical Centre	98	4th	Local
4	Melksham Community Hospital	86	7th	Local
5	Bath - Sulis Hospital	77	9th	
6	Melksham - Spencers Leg Clinic	68	3rd	Local
7	Melksham - Gifford Surgery	61	6th	Local
8	Chippenham Community Hospital	52	8th	
9	Trowbridge Alzheimers	46	5th	
10	Bristol Eye Hospital	39	New entry	

Total Drives to Top Ten Destinations **1560** of **1751** all drives in period. Of the top 10 Destinations **446** were local (29%) and **1074** were distance journeys (71%)

There were **78** journeys to Bristol, of which the Eye Hospital had the majority with 39, followed by Southmead with 17. There were also 11 journeys to the Bristol Royal Infirmary and 8 to the Bristol Heart Institute. There were single drives to Emerson's Green, South Community Hospital, & St Michaels.

## Monthly Drives



### Comparison of drives per month - Last year & current

COMPARISON	Last Year 2023/24	This Year 2024/2025	Difference
<b>September</b>	211	250	39
<b>October</b>	245	288	43
<b>November</b>	231	244	13
<b>December</b>	198	186	-12
<b>January</b>	<b>252</b>	<b>252</b>	0
<b>February</b>	<b>229</b>	<b>211</b>	-18
<b>March</b>	<b>263</b>	<b>213</b>	-50
<b>April</b>	<b>217</b>	<b>239</b>	22
<b>May</b>	<b>241</b>	<b>219</b>	-22
<b>June</b>	<b>230</b>	<b>214</b>	-16
<b>July</b>	<b>249</b>	<b>222</b>	-27
<b>August</b>	<b>225</b>	<b>181</b>	-44
	<b>2791</b>	<b>2719</b>	<b>-72</b>

**MELKSHAM AND DISTRICT LINK SCHEME**

England & Wales - Charity number 1044337

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# Accounts

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Melksham & District Link

# ANNUAL REPORT

**2023/24**



**LINK SCHEMES** have existed in Wiltshire since 1979 and can be found in most rural and urban communities. The Schemes are set up in response to local people recognising a need for the service. They provide a safety net for those unable to access services in other ways, such as public transport.

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Services offered by  
**MELKSHAM & DISTRICT LINK**  
Include:  
**TRANSPORT**  
For appointments to Hospitals, Surgeries,  
Dentists and other Medical appointments.

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**Charity Registration No. 1044337**

**MELKSHAM & DISTRICT LINK  
COMMITTEE  
2023/2024**

**TRUSTEES**

**Chair**

**Liz Rowley**

**Treasurer**

**Richard Clark**

**Secretary**

**Katherine Mills**

**OFFICERS**

**Volunteer Recruitment**

**Richard Lamprell**

**Welfare and Safeguarding**

**Ruth King**

**Webmaster**

**Ian Argyle**

**TRANSPORT CO-ORDINATORS**

**Jackie Hislop**

*(retired May 2024)*

**Ruth King**

**John Rowley**

**Ron Walby**

**Helen Romaine**

**Gillean MacDonald**

**DBS OFFICER**

**Peter Simmonds**

**HEALTH & SAFETY**

**Liz Rowley**

**ASSISTANT TREASURER**

**Phil Davies**

## Chair

Another busy and rewarding year seems to have whizzed by. Melksham & District Link is now in its 30<sup>th</sup> Year of service to our local community. Inaugurated in April 1994 with a £500 grant from Melksham Town Council and with 33 volunteers we have expanded to being one of the largest Link schemes in Wiltshire. Despite many comings and goings, we maintain a core base of around 43 volunteer drivers and 5 coordinators. Demand for our service continues to grow but we manage (just about) to meet the demand, and we should all be very proud of what we do.

I must mention and say a particular thank you to some of our long-standing drivers.

Peter Simmonds joined Link in 2009 and although has recently, and reluctantly, had to give up his driving duties he remains as our DBS coordinator and is involved in maintaining other data for us.

Richard Clark our Treasurer and one of our busiest drivers joined us in 2010. Drivers Judith Blakeney (2013) Pat Graham (2014) and Annette Hucknall (2014) are all still active after 10 years. Ron Walby is our longest serving coordinator at 9 years plus.

It has been a tough challenge to attract new volunteers this year, but we are not alone in this. Speaking to other Chairs of Link Schemes in the County and other charities there does generally seem to be a dip in volunteering. However, we are constantly advertising and the recent Food and River Festival again proved to be quite successful in attracting interest.

Thank you to those who came and helped look after the stall. If you came to visit us, you may have noticed the rather swish new gazebo we have purchased which we aim to use at several future occasions.

The management Committee has continued to improve and invest in our publicity materials and give us a more professional look. New Melksham Link Lanyards and ID badges to make our name more visible are gradually being rolled out.



The best moment of the year for me was receiving a Civic Award, on your behalf, at the Mayor's Reception. It was given in recognition of the inspirational dedication to the Melksham Community given by Melksham & District Link. It was not the presentation itself that made me feel so proud but the response from the audience – people shaking my hand, patting my back and saying thank you as I walked up to receive the award. It was truly overwhelming.

As Chairman I regularly and frequently receive thanks and compliments about our service. I try to pass these onto individual drivers if they have been named. I can also tell you in the 18 months I have been Chairman I have not ever received a single complaint from a client! Amazing.

To maintain this high level of service I know every single volunteer gives their time and compassion to make it work. But there are also several people who add a bit extra by helping with all the tasks that need doing to keep a sizeable charity running. You know who you are – thank you for everything you do and for your support.

Looking after our money, upkeep of the database, handing out blue badges, doing DBS, interviewing new volunteers, publicity, running the website, general admin and safeguarding and welfare are all essential tasks. If anyone has any expertise or knowledge that they could share and help with these aspects, then please step forward and tell me. New ideas and new people would be very welcomed by the Committee.

Most volunteers have now registered to gain access to the volunteer's area of our website. The driver's handbook, newsletters, policies and all our documents can be accessed here. You can also print off expense forms from the website. The aim is to keep this up dated and relevant to all our volunteers so please do keep having a look at it. Again, if anyone has an interest in developing the site further then please do step forward.

So, in summary I would like to say to all of you be very proud of what you do because we really do follow through on our strapline - we are MAKING A DIFFERENCE IN MELKSHAM.

**LIZ ROWLEY**



## Treasurer

This is my second year in the role of Treasurer. I continue to find the role interesting and rewarding. It is satisfying to know that the finances of the organisation are in good shape, and that all drivers are recompensed promptly with the money owed to them at the end of each month.

Like last year it took several attempts to precisely balance the end of year accounts. It is the small differences that take time to find and iron out.

When I took over the role, I created a spreadsheet which quickly adds up both the monthly figures and contributes to the end to end of year figures. This helps in providing data for the various returns that Link has to submit. However, I still retain the manual books which are completed each month. This makes it easier to detect anomalies, faults and differences when regularly comparing the two independent sets of figures, rather than just leaving it all to the end of the year. It also significantly helps the auditor at the end of a financial year.

We maintain two accounts, one with Santander, effectively our current account, and another with the Coventry Building Society which is essentially a savings account.

The amount of cash in the Santander account fluctuates depending on the donations received in client envelopes and the amount paid out in driver expenses. The amount in the Coventry Building Society has increased gradually throughout the year. On average the number of drivers submitting an expense claim form each month is approximately 31.

## Income and Expenditure Year Ending 31 March 2024

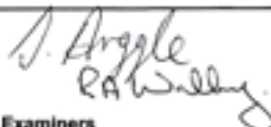
This Year		Last Year	
Income		Income	
Envelopes	40,435.20	Envelopes	30,613.90
Donation Received	838.25	Donation Received	297.77
Drivers Donations	52.27	Drivers Donations	70.70
Interest Received	530.90	Interest Received	321.58
Grant	0.00	Grant	0.00
	<b>41856.62</b>		<b>31303.95</b>
Expenditure		Expenditure	
Travel Cost	35,086.85	Travel Cost	27,695.94
Administration	370.15	Administration	702.48
Parking	129.80	Parking	113.65
Refreshments	249.40	Refreshments	443.63
Equipment	1231.96	Equipment	914.27
Phone	185.68	Phone	288.91
Insurance	254.30	Insurance	254.30
Link Donations	0.00	Link Donations	0.00
Printed Stationery	613.40	Printed Stationery	790.60
Web Design	0.00	Web Design	478.97
Donation to Marlborough Link	75.00	Donation to Marlborough Link	50.00
Riverside Hire	58.50	Riverside Hire	32.50
Community First	0.00	Community First	26.08
Other Costs (Glasses Hire)	30.00	Other Costs (Glasses Hire)	0.00
Miscellaneous Cost	13.47	Miscellaneous Cost	2.81
	<b>38298.51</b>		<b>31794.14</b>
Income over Expenditure	<b>3558.11</b>		<b>-490.19</b>
		Balance Sheet	
Opening Balance	29,193.77	Coventry - Balance	29,930.99
Income	41856.62	Santander - Balance	2820.89
Expenses	-38298.51		
	<b>32751.88</b>		<b>32751.88</b>

Examined with vouchers, Building Society and Bank Statement and found it to be correct

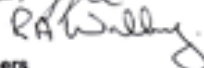
Richard Clark



Ian Argyle



Ron Walby



Treasurer

Independent Examiners

Dated

3/6/24

Date accounts signed off

3/6/24

I would like to thank all the drivers who collected envelopes from clients and delivered them to either myself or the Assistant Treasurer each month. I would like to thank drivers who donated money to Link and clients who donate more than expected in the envelopes.

I would like to thank Phil Davies (Assistant Treasurer) who has assisted me in emptying the envelopes at the beginning of each month, preparing the money to be banked and helping to pay all the drivers.

Finally, I would like to thank Ian Argyle and Ron Walby who independently audited the end of year accounts.

It would help us if drivers regularly submit their envelopes and expense sheets on time, each and every month so that the amount of money held in the bank is sufficient to pay our drivers on time. When several months expenses are submitted together, it increases the overall amount needed to satisfy demands. It can also create issues with the banking of a larger amount of cash.

As the balance sheet shows, Melksham & District Link remains in a healthy financial position,

**RICHARD CLARK**

## Auditor

Accounts were in good order and audit as follows:

1. Drivers' expenses/trips – 10% of all claims checked
2. Drivers' expenses paid – 100% x 4 months
3. Banking – Post Office, Santander, Coventry – 100%
4. Bills; Telephone, Insurance, Purchases - 100%

No issues were found during the audit and were signed off by both Auditors.

**RON WALBY**

## Volunteer Recruitment

It has been a strange year for recruitment with our best new recruits coming from accidental introductions rather than resulting from the efforts of local advertising and exciting articles in the Melksham News. In gaining two or three new drivers we have had two or three moving away or retiring. Even the keenest of us can't do it for ever.

We did have two disappointments the first was at Asda supermarket trying to recruit and getting no response. The second was at the Food and River Festival where we got a lower than expected response for new volunteers. A big thank you to all who helped on those occasions.

**RICHARD LAMPRELL**

## **Welfare & Safeguarding**

I continue to send cards to drivers who leave Link thanking them for their support and get well cards as required.

Any safeguarding concerns about a client continue to be raised with Adult Social Care in Wiltshire Council.

**RUTH KING**

## **Webmaster**

During the last year membership has grown to 44 members. All components of the Melksham and District Link website have been updated to the current released level. The website represents our public internet window and a valuable place for volunteers to find current versions of forms, documents and newsletters.

**IAN ARGYLE**

## **Appendix 1 - Data**

This gives some high-level statistics since the last AGM of the demand on the service and how the service has met that within in the last year.

## September 2023 - August 2024

The demand for Link's Services in Melksham continues to grow. In the period since our last AGM we have made 2791 journeys in comparison with 2415 in the previous 12 months. This was an increase of 14%. For Community First we provide data for January to December, which we have used in our current recruitment leaflets.

Currently we are 8 months into 2024 and in comparison with the same 8 months last year we have continued to see this trend of increasing demand. At the end of August we had completed 1906 journeys in comparison with 1683 in 2022-3, an increase of 13%.

### Pattern of Requests

Jan-August	20+ Requests	15-19 Requests	10-14 Requests	5-9 requests	4 or less
196 days	3	25	81	63	24
%	1.5%	12.7%	41.3%	32.1%	12.2%

Looking at request trends the days when requests exceeded 15 or more are those when our service can be stretched to the limit depending on Driver availability for that week. There were 28 days so far when this was the case (14%). The three busiest days this year were in March. Two were on Wednesday and the other was a Thursday. This bulge in the middle of the week has been a feature of 2024 as a whole. Typically, on average, Wednesdays are our busiest day with 15 requests or more and Thursdays the next busiest with 13 or more.

Weekend drives have dwindled. When vaccination programmes were in full swing we had many weekend requests but currently weekend drives have become few and far between.

## Destinations

Destinations are dominated by journeys to Royal United Hospital in Bath. In the 8 months we have made 862 journeys to the RUH. The next busiest destination is the Melksham Campus which runs its stroke/balance classes on Monday to Wednesday. Third is Spencers leg clinic on Thursdays where we have quite a few regular clients who attend.

Top 10 Destinations - January-August 2024		
1	RUH - Bath	862
2	Campus - Melksham	174
3	Spencers - Leg Clinic Melksham	141
4	Spa Medical Centre Melksham GP Surgery	102
5	Trowbridge Alzheimers	96
6	Giffords Surgery Melksham GP	72
7	Melksham Community Hospital	64
8	Chippenham Community Hospital	49
9	Bath Sulis Hospital (was Circle)	45
10	Great Western Hospital Swindon	35
	Total	1640

Our top ten destinations accounted for 1640 journeys (86% of all drives) made by our drivers.

Though not a popular destination with some drivers we made 97 journeys to Bristol to various hospitals; 32 to Southmead, 20 to Bristol Eye Hospital, 17 to Bristol Royal Infirmary, and 15 to Bristol Haematology and Oncology Centre. 5 of the destinations in the top ten list are local drives in Melksham. Collectively these account for 553 journeys or 29% of all journeys

We have made 1 journey to each of the following - Oxford, Salisbury, Poole and Gloucester.

## Drivers

Currently we have 41 drivers. Our 10 busiest Drivers have made 937 journeys between them which is 47% of all drives.

73% of all drives have pick up times between 9.00am and 2.00pm, 50% are between 9.00am and 12.00 midday.

	5.00- 7.00 am	7.00- 9.00 am	9.00- 10.00 am	10.00- 11.00 am	11.00- 12.00 am	12.00- 13.00 noon	13.00- 14.00 pm	14.00- 16.00 pm	16.00- later
Drives	18	175	432	325	239	192	257	306	40
%	0.85%	8.8%	21.8%	16.4%	12.0%	9.7%	13%	15.4%	1.95%

## Clients

During this 8 month period 65% of our clients were female (313) while 34.7% were male (167). Nearly twice as many females use our service.

The clients who use us the most are unsurprisingly our regulars. In this period we have taken 481 individuals to their appointments. 79% have had 1 - 4 journeys.

We attract on average 18 new clients each month, and our client database has just over 1000 clients who have used our service in the past 3 years.

	1 journey	2-4 journeys	5-9 journeys	10-19 journeys	20 and above	
Clients	199	181	62	26	13	
%	41.4%	37.6%	12.9%	5.4%	2.6%	

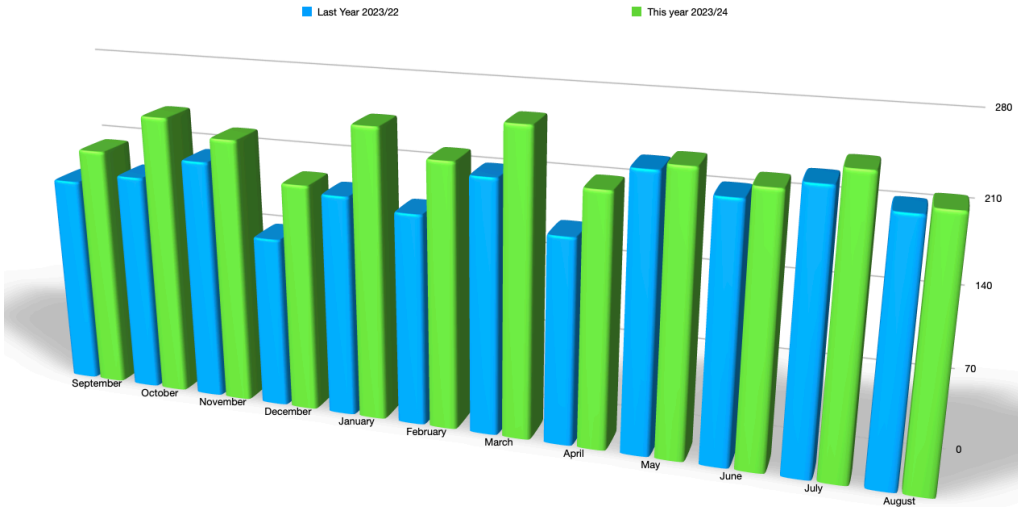
## Monthly Drives

In terms of drives per month each month has seen an increase on the same month last year. The first 4 months of 2024 this increase averaged over 20%. The period May-August saw the increase reduce to 3.5% on average.

<b>COMPARISON</b>		
	Last Year 2022/23	This year 2023/24
September	182	211
October	191	245
November	210	231
December	149	198
<b>January</b>	<b>192</b>	<b>252</b>
<b>February</b>	<b>183</b>	<b>229</b>
<b>March</b>	<b>219</b>	<b>263</b>
<b>April</b>	<b>177</b>	<b>217</b>
<b>May</b>	<b>236</b>	<b>241</b>
<b>June</b>	<b>220</b>	<b>230</b>
<b>July</b>	<b>236</b>	<b>249</b>
<b>August</b>	<b>220</b>	<b>225</b>
	<b>2415</b>	<b>2791</b>

# Melksham & District Link

## Journeys each Month - Comparison this year (2023-4) with last (2022-3)





## **MISSION STATEMENT**

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**LINK SCHEMES** draw on goodwill in communities to provide a voluntary good neighbour service, assisting to fill this gap.

Volunteering has many benefits for individuals and communities and vulnerable residents receive a much-valued service.

**LINK SCHEMES** provide a friendly, confidential service welcoming donations from their users. All donations are used in the provision of the service which is run entirely by volunteers.

**Charity Registration No. 1044337**

**MELKSHAM AND DISTRICT LINK SCHEME**

England & Wales - Charity number 1044337

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# Accounts

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# Melksham & District Link 29th Annual General Meeting



# Annual Report 2022/23





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\*\*\*\*\*

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Include:

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For appointments to Hospitals, Surgeries, Dentists and other Medical appointments.

\*\*\*\*\*

TO BOOK TRANSPORT PHONE  
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Between 9am and 4pm  
Monday to Friday

Charity Registration No. 1044337

## **MELKSHAM & DISTRICT LINK COMMITTEE**

2022/2023

### **OFFICERS**

Chairman	Liz Rowley
Treasurer	Richard Clark
Secretary	Katherine Mills
Volunteer Recruitment and Support	Pat Cook
Welfare and Safeguarding	Ruth King
Webmaster	Ian Argyle

### **TRANSPORT CO-ORDINATORS**

Ron Walby  
Jackie Hislop  
Ruth King  
Gillean MacDonald  
Helen Romaine  
John Rowley

### **WELFARE OFFICER**

Ruth King

### **HEALTH & SAFETY**

Pete Colegate

### **SUPPORT ASSISTANT**

Peter Simmonds

### **ASSISTANT TREASURER**

Phil Davis

## CHAIRMAN'S REPORT

A very busy year for Melksham Link. In the first 6 months of 2023 we completed 1227 trips, driving over 32,820 miles; a 30% increase on the first 6 months of 2022. We have certainly returned to pre covid levels and, surprisingly, have not been significantly affected by the NHS strikes.

Having been voted in as Vice Chair at the last AGM I fairly quickly had to take on the role of Chairman due to Richard Bell's health issues. Unfortunately, in early January 2023 Richard felt it was necessary to resign completely from all his roles with Link, a great loss as he had been so dedicated to this Charity. Richard was instrumental in putting in place many of the good practices and policies which are so vital to running a charity these days. His partner, Dee Phesse, also decided to resign from all her roles which was a great shame because she had been a stalwart of Melksham Link for a considerable number of years. Both Richard and Dee had put a lot of time and effort into Link and made many good friends. I am sure we all wish them well. Welfare Officer Ruth King presented them with a card and gifts from Link earlier this year to thank them for their enormous contribution to the organisation.

Pat Cook is stepping down from her role as recruitment and support officer on the Committee. She has worked hard over the last three years in this role, interviewing new volunteers and dealing with all the paperwork. However we are grateful she is remaining as a driver and has offered her continued support to the new recruitment officer once appointed.

My aim has been to maintain the excellent good service we provide for our clients, and I hope that this continuity has been achieved. Demand for our services is increasing,

especially to the RUH. One big change appears to be an increase in the demand for short notice appointments being given out by hospitals and clinics. Despite the added pressure of these short notice requests, I am constantly amazed at the flexibility, generosity and spirit of all our drivers. I am also very respectful of the tasks our co-ordinators carry out. Believe me the phone often never stops ringing from 9.00am to 4.00pm some days!!

Amongst the many genuine requests we do get some very odd requests such as 'Could you take me to the Honda garage in Bath to test drive a new car?' Unfortunately, we had to say no, as we only do medical appointments – the person was not happy! It is uncommon for us to turn clients away but occasionally we just cannot match, even genuine client requests with an available driver.

Recruitment of new volunteers is a constant trial but we are not alone in this dilemma. Our recent stall at the River and Food Festival attracted several potential volunteers and we hope they all follow up. We also attracted two excellent new Coordinators from our advertising campaign at Melksham Campus earlier in the year. We continue to place regular articles in the Melksham News to try to attract new volunteers and maintain a high profile in our local community.

Another of my aims is to keep all volunteers up to date with all the work Link does. Melksham Link has over 40 drivers and 6 coordinators and comes under the umbrella of Community First who oversee and advise the 41 active Link schemes in Wiltshire.

The revamped quarterly newsletter has been well received and contains news and important advice for drivers. The website is kept up to date by our webmaster, Ian Argyle, and the secure Volunteers' section is full of detailed information for drivers, including downloadable expense

sheets. It would be good to see more volunteers signing up so that they can log on to the volunteers' section and make use of this facility. More recently a new Facebook page has been launched.

All drivers should now have the 2023 revised Drivers' Handbook. It was sent out by email in February with the offer of a hard copy for those who required it. There is a copy in the Volunteer section of the website that can be downloaded and printed.

We also brought together all the materials available to Coordinators in a Coordinator's Handbook during the year. Thanks to Ron Walby and John Rowley who put together existing materials and advice in a format that could be used to train new Coordinators.

You may have noticed that we have sharpened our public image, using the new version of our logo consistently and tried to give a more modern and professional look to all our publicity and paperwork.

Ron Walby has organised the allocation and distribution of our three blue badges in a more coherent way. Drivers have reported that this makes life on Bristol jobs in particular much easier.

A Risk Assessment for volunteer drivers has recently been completed and added to the website which looks at potential worst-case scenarios whilst on a job. I am very confident that the procedures we have in place minimise the risk to all our clients and drivers and we all do our best to keep our clients and ourselves safe. This is the reason why we have compiled a list of emergency contacts for all our drivers (known as an ICE list) which is held by the Duty Coordinator and myself.

My overriding aim as Chairman is to maintain the excellent level of support we give to our local community. Our strap

line on our publicity - *'Making a Difference in Melksham'* - is not a hollow claim. We certainly do. We are a lifeline for many of our clients. It can be a challenge at times but I must express my very grateful thanks to everyone who has supported me this year, particularly the Committee and Officers of Link. Above all I am very proud to be Chairman of such a great group of volunteers. Thank you all.

## **TREASURER'S REPORT**

This is my first complete year since taking over the role of Treasurer from Pat Graham. I continue to find this role very interesting and rewarding as it's always nice to know the finances of the organisation and to be responsible for paying all the drivers the money owed to them at the end of the month.

As per last year, it took a few times to balance the end of year accounts. It is always the small differences that take the time to find.

I have created a spreadsheet which quickly adds up both the monthly figures, which in turn adds up all the necessary information for the end of year figures and the various returns that Link have to submit. I have retained the manual books still which I complete each month. This is because it is easier to find faults and discrepancies when comparing two independent sets of figures than just leaving all to year end. It also helps the auditor at the end of the year.

During the past year ending 31 March, Link has gradually returned to normal as the pandemic eased. The income and expenditure has increased as the number of journeys

## Melksham & District Link Scheme

### Income and Expenditure Year Ending 31 March 2023


<u>Income</u>		<u>Last Year</u>	
Envelopes	£30,613.90	Envelopes	£23,053.29
Donation Received	£297.77	Donation Received	£167.00
Open Door	£0.00	Open Door	£0.00
Drivers Donations	£70.70	Drivers Donations	£194.84
Interest Received	£321.58	Interest Received	£333.02
Gift Aid	£0.00	Gift Aid	£0.00
Grant	£0.00	Grant	£0.00
<b>Total Income</b>	<b>£31,303.95</b>	<b>Total Income</b>	<b>£23,748.15</b>
<u>Expenses</u>			
Motoring	£27,695.94	Motoring	£22,465.11
Administration	£702.48	Administration	£457.40
Parking	£113.65	Parking	£82.00
Refreshments	£443.63	Refreshments	£141.26
Equipment	£914.27	Equipment	£559.11
Phone	£288.91	Phone	£298.52
Rent	£0.00	Rent	£0.00
Insurance	£254.30	Insurance	£254.30
Link Donations	£0.00	Link Donations	£0.00
Printed Stationary	£790.60	Printed Stationary	£831.80
Web Design	£478.97	Web Design	£400.00
Donation to Marlborough Link	£50.00	Donation to Marlborough Link	£250.00
Other Cost	£0.00	Other Cost	£124.20
Community First	£26.08		
Riverside Hire - Meetings	£32.50		
Miscellaneous	£2.81		
<b>Total Expenses</b>	<b>£31,794.14</b>	<b>Total Expenses</b>	<b>£25,863.70</b>
<b>Expenditure Over Income</b>	<b>-£490.19</b>	<b>Expenditure over Income</b>	<b>-£2,115.55</b>

#### Balance Sheet

Opening Balance	£29,683.96	Coventry - Balance	£25,972.89
Income	£31,303.95	Lloyds - Balance	£0.00
Expenses	£31,794.14	Santander - Balance	£3,220.88
<b>TOTAL</b>	<b>£29,193.77</b>	<b>TOTAL</b>	<b>£29,193.77</b>

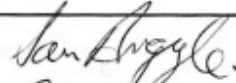
Examined with vouchers, Building Society and Bank Statement and found it to be correct

Richard Clark

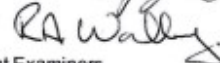
  
5/7/2023

Treasurer

Ian Argyle



Ron Walby



Independent Examiners

submitted has also increased. Although the overall amount of cash held in both Lloyds Bank and Santander remained very similar to the previous year, the amount held in the Coventry Building Society was reduced. On average the numbers of drivers submitting an expense claim form was approximately 25 each month.

During the year we changed our mobile contract with O2. This caused a few problems for a while. We therefore ended our contract with O2 and joined EE. As the O2 contract was paid from a Lloyds Bank account, we choose to close this account and we are now paying our mobile account through Santander.

I would like to thank all the drivers who collected and delivered donations each month and for people who either donated money to Link or placed more than expected into the envelopes.

I would also like to thank Phil Davis (Assistant Treasurer) who assists me in emptying the envelopes at the beginning of each month, preparing the money to be banked especially when, at first, the totals don't balance, and helping me pay all the drivers promptly. Finally, I would like to thank Ian and Ron who independently audited the end of year accounts.

It would help us if drivers submit their envelopes and expenses sheet on time, each and every month so that the amount of money held in the bank is available to pay the drivers on time. When several months expenses are submitted in one month, it increases the amount that is needed to be paid out. It also creates an issue with handling a larger amount of cash.

As the balance sheet shows, we remain in a healthy financial position.

## **AUDITOR'S REPORT**

As both auditors were new this year and both unfamiliar with the accounts, a very thorough examination took place. Driver's trips, expenses and payments were checked, together with all the invoiced expenses.

The audited current and deposit accounts were 100% accurate, and the banking records were found to be 'spot on'. In general, the accounts were presented in good order and are a credit to the Treasurer.

The auditors, Ian Argyle and Ron Walby, have no hesitation in recommending the acceptance of these accounts at the Annual General Meeting.

RON WALBY & IAN ARGYLE

## **VOLUNTEER RECRUITMENT & SUPPORT**

As many of you know it is my intention to step down from my committee position at the AGM. Obviously I hope someone will step up to the recruitment position as it's important to keep recruiting throughout the year as circumstances change and drivers and Coordinators come and go; we are 30% busier than a year ago and we continue to gain clients as the NHS tries to get through the long waiting lists.

I intend to continue as a driver as I enjoy giving back to the community and anyone who takes on my role I will, of course, support and help in any way I can.

As we have for the past few years we again had a stall at the recent Food and River festival, and between us all on the day managed to get 6 potential drivers and a couple of Coordinators. Initial contact has been made with the drivers and at the time of writing this report I have two interviews planned for this week, and others later in this month as they asked not to be contacted until then. One person has decided they are better placed to help Bradford on Avon due to their location.

Sadly, due to change in work patterns we lost two drivers in the last few weeks but remain in the mid forties in number of drivers. We recently took on Rachel Whiteman. She was our first new driver for several months, despite advertising in our usual ways of Melksham News, Social media, posters, a Carers Fayre, and a display in the campus. Like many charities we have struggled to get any volunteers from these means and would welcome our existing drivers and coordinators spreading the word among family and friends.

Also, with Coopers closing at Christmas and many people retiring, if you know of anyone with time on their hands please ask them to get in touch.

Finally if you think you could take on the recruitment role ask me for more details at the AGM; it isn't a challenging role and for many weeks you won't need to do a thing.

PAT COOK

## **WELFARE AND SAFEGUARDING REPORT**

In the past year 12 drivers have been sent cards thanking them for their support and one get well card was sent out. Additionally, concern was raised about a client with Adult Social Care in Wiltshire Council and happily the matter was resolved.

Just a reminder that if you have any concerns regarding a client please don't hesitate to let the Duty Coordinator or myself know.

RUTH KING

## **WEBMASTER'S REPORT**

In the last twelve months we have consolidated the contractual situation regarding the ongoing presence of our website on the internet thus ensuring ongoing public visibility and Volunteer support. The software components used to build and control our website have been reviewed and updated to the latest available levels. Our goal has been to create an easy to access source of reference information and useful administrative documents.

During the year we have concentrated on improving the availability of Link documents alongside other information useful to our volunteers as well as enabling better display of the Chair's Seasonal Newsletters. We have also added facilities for volunteers to share their personal experiences of their Link Activities.

At the time of the last AGM we had 11 registered users, most of whom were administrators or Committee Members. Following an active campaign by the Chair and others we

now have 30 active volunteers (including committee members).

We have enough capacity to support all our wonderful volunteers and it is easy to join. Simply visit [melkshamlink.com](http://melkshamlink.com) on a smartphone, tablet or other computer then click on the “Head and Shoulder” shape. Fill in your email address, make up a password and click on REGISTER.

IAN ARGYLE



## MISSION STATEMENT

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***Link -***  
***‘Making a  
difference in  
Melksham’***



**Registered Charity No. 1044337**







# Melksham & District Link 29th Annual General Meeting



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2022/2023

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Volunteer Recruitment and Support	Pat Cook
Welfare and Safeguarding	Ruth King
Webmaster	Ian Argyle

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Ron Walby  
Jackie Hislop  
Ruth King  
Gillean MacDonald  
Helen Romaine  
John Rowley

### **WELFARE OFFICER**

Ruth King

### **HEALTH & SAFETY**

Pete Colegate

### **SUPPORT ASSISTANT**

Peter Simmonds

### **ASSISTANT TREASURER**

Phil Davis

## CHAIRMAN'S REPORT

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We also brought together all the materials available to Coordinators in a Coordinator's Handbook during the year. Thanks to Ron Walby and John Rowley who put together existing materials and advice in a format that could be used to train new Coordinators.

You may have noticed that we have sharpened our public image, using the new version of our logo consistently and tried to give a more modern and professional look to all our publicity and paperwork.

Ron Walby has organised the allocation and distribution of our three blue badges in a more coherent way. Drivers have reported that this makes life on Bristol jobs in particular much easier.

A Risk Assessment for volunteer drivers has recently been completed and added to the website which looks at potential worst-case scenarios whilst on a job. I am very confident that the procedures we have in place minimise the risk to all our clients and drivers and we all do our best to keep our clients and ourselves safe. This is the reason why we have compiled a list of emergency contacts for all our drivers (known as an ICE list) which is held by the Duty Coordinator and myself.

My overriding aim as Chairman is to maintain the excellent level of support we give to our local community. Our strap

line on our publicity - *'Making a Difference in Melksham'* - is not a hollow claim. We certainly do. We are a lifeline for many of our clients. It can be a challenge at times but I must express my very grateful thanks to everyone who has supported me this year, particularly the Committee and Officers of Link. Above all I am very proud to be Chairman of such a great group of volunteers. Thank you all.

## **TREASURER'S REPORT**

This is my first complete year since taking over the role of Treasurer from Pat Graham. I continue to find this role very interesting and rewarding as it's always nice to know the finances of the organisation and to be responsible for paying all the drivers the money owed to them at the end of the month.

As per last year, it took a few times to balance the end of year accounts. It is always the small differences that take the time to find.

I have created a spreadsheet which quickly adds up both the monthly figures, which in turn adds up all the necessary information for the end of year figures and the various returns that Link have to submit. I have retained the manual books still which I complete each month. This is because it is easier to find faults and discrepancies when comparing two independent sets of figures than just leaving all to year end. It also helps the auditor at the end of the year.

During the past year ending 31 March, Link has gradually returned to normal as the pandemic eased. The income and expenditure has increased as the number of journeys

## Melksham & District Link Scheme

### Income and Expenditure Year Ending 31 March 2023


<u>Income</u>		<u>Last Year</u>	
Envelopes	£30,613.90	Envelopes	£23,053.29
Donation Received	£297.77	Donation Received	£167.00
Open Door	£0.00	Open Door	£0.00
Drivers Donations	£70.70	Drivers Donations	£194.84
Interest Received	£321.58	Interest Received	£333.02
Gift Aid	£0.00	Gift Aid	£0.00
Grant	£0.00	Grant	£0.00
<b>Total Income</b>	<b>£31,303.95</b>	<b>Total Income</b>	<b>£23,748.15</b>
<u>Expenses</u>			
Motoring	£27,695.94	Motoring	£22,465.11
Administration	£702.48	Administration	£457.40
Parking	£113.65	Parking	£82.00
Refreshments	£443.63	Refreshments	£141.26
Equipment	£914.27	Equipment	£559.11
Phone	£288.91	Phone	£298.52
Rent	£0.00	Rent	£0.00
Insurance	£254.30	Insurance	£254.30
Link Donations	£0.00	Link Donations	£0.00
Printed Stationary	£790.60	Printed Stationary	£831.80
Web Design	£478.97	Web Design	£400.00
Donation to Marlborough Link	£50.00	Donation to Marlborough Link	£250.00
Other Cost	£0.00	Other Cost	£124.20
Community First	£26.08		
Riverside Hire - Meetings	£32.50		
Miscellaneous	£2.81		
<b>Total Expenses</b>	<b>£31,794.14</b>	<b>Total Expenses</b>	<b>£25,863.70</b>
<b>Expenditure Over Income</b>	<b>-£490.19</b>	<b>Expenditure over Income</b>	<b>-£2,115.55</b>

#### Balance Sheet

Opening Balance	£29,683.96	Coventry - Balance	£25,972.89
Income	£31,303.95	Lloyds - Balance	£0.00
Expenses	£31,794.14	Santander - Balance	£3,220.88
<b>TOTAL</b>	<b>£29,193.77</b>	<b>TOTAL</b>	<b>£29,193.77</b>

Examined with vouchers, Building Society and Bank Statement and found it to be correct

Richard Clark

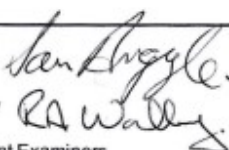
  
5/7/2023

Treasurer

Ian Argyle

Ron Walby

Independent Examiners



submitted has also increased. Although the overall amount of cash held in both Lloyds Bank and Santander remained very similar to the previous year, the amount held in the Coventry Building Society was reduced. On average the numbers of drivers submitting an expense claim form was approximately 25 each month.

During the year we changed our mobile contract with O2. This caused a few problems for a while. We therefore ended our contract with O2 and joined EE. As the O2 contract was paid from a Lloyds Bank account, we choose to close this account and we are now paying our mobile account through Santander.

I would like to thank all the drivers who collected and delivered donations each month and for people who either donated money to Link or placed more than expected into the envelopes.

I would also like to thank Phil Davis (Assistant Treasurer) who assists me in emptying the envelopes at the beginning of each month, preparing the money to be banked especially when, at first, the totals don't balance, and helping me pay all the drivers promptly. Finally, I would like to thank Ian and Ron who independently audited the end of year accounts.

It would help us if drivers submit their envelopes and expenses sheet on time, each and every month so that the amount of money held in the bank is available to pay the drivers on time. When several months expenses are submitted in one month, it increases the amount that is needed to be paid out. It also creates an issue with handling a larger amount of cash.

As the balance sheet shows, we remain in a healthy financial position.

## **AUDITOR'S REPORT**

As both auditors were new this year and both unfamiliar with the accounts, a very thorough examination took place. Driver's trips, expenses and payments were checked, together with all the invoiced expenses.

The audited current and deposit accounts were 100% accurate, and the banking records were found to be 'spot on'. In general, the accounts were presented in good order and are a credit to the Treasurer.

The auditors, Ian Argyle and Ron Walby, have no hesitation in recommending the acceptance of these accounts at the Annual General Meeting.

RON WALBY & IAN ARGYLE

## **VOLUNTEER RECRUITMENT & SUPPORT**

As many of you know it is my intention to step down from my committee position at the AGM. Obviously I hope someone will step up to the recruitment position as it's important to keep recruiting throughout the year as circumstances change and drivers and Coordinators come and go; we are 30% busier than a year ago and we continue to gain clients as the NHS tries to get through the long waiting lists.

I intend to continue as a driver as I enjoy giving back to the community and anyone who takes on my role I will, of course, support and help in any way I can.

As we have for the past few years we again had a stall at the recent Food and River festival, and between us all on the day managed to get 6 potential drivers and a couple of Coordinators. Initial contact has been made with the drivers and at the time of writing this report I have two interviews planned for this week, and others later in this month as they asked not to be contacted until then. One person has decided they are better placed to help Bradford on Avon due to their location.

Sadly, due to change in work patterns we lost two drivers in the last few weeks but remain in the mid forties in number of drivers. We recently took on Rachel Whiteman. She was our first new driver for several months, despite advertising in our usual ways of Melksham News, Social media, posters, a Carers Fayre, and a display in the campus. Like many charities we have struggled to get any volunteers from these means and would welcome our existing drivers and coordinators spreading the word among family and friends.

Also, with Coopers closing at Christmas and many people retiring, if you know of anyone with time on their hands please ask them to get in touch.

Finally if you think you could take on the recruitment role ask me for more details at the AGM; it isn't a challenging role and for many weeks you won't need to do a thing.

PAT COOK

## **WELFARE AND SAFEGUARDING REPORT**

In the past year 12 drivers have been sent cards thanking them for their support and one get well card was sent out. Additionally, concern was raised about a client with Adult Social Care in Wiltshire Council and happily the matter was resolved.

Just a reminder that if you have any concerns regarding a client please don't hesitate to let the Duty Coordinator or myself know.

RUTH KING

## **WEBMASTER'S REPORT**

In the last twelve months we have consolidated the contractual situation regarding the ongoing presence of our website on the internet thus ensuring ongoing public visibility and Volunteer support. The software components used to build and control our website have been reviewed and updated to the latest available levels. Our goal has been to create an easy to access source of reference information and useful administrative documents.

During the year we have concentrated on improving the availability of Link documents alongside other information useful to our volunteers as well as enabling better display of the Chair's Seasonal Newsletters. We have also added facilities for volunteers to share their personal experiences of their Link Activities.

At the time of the last AGM we had 11 registered users, most of whom were administrators or Committee Members. Following an active campaign by the Chair and others we

now have 30 active volunteers (including committee members).

We have enough capacity to support all our wonderful volunteers and it is easy to join. Simply visit [melkshamlink.com](http://melkshamlink.com) on a smartphone, tablet or other computer then click on the “Head and Shoulder” shape. Fill in your email address, make up a password and click on REGISTER.

IAN ARGYLE



## MISSION STATEMENT

WILTSHIRE LINK SCHEMES believe that local communities and volunteers can have a positive impact in maintaining the unique quality of life in rural areas.

Declining services and an increase in the population of older people and others, who need support, leave many people vulnerable and unable to access essential services and social activities that enable them to maintain an independent and enjoyable life style.

LINK SCHEMES draw on goodwill in communities to provide a voluntary good neighbour service, assisting to fill this gap. Volunteering has many benefits for individuals and communities and vulnerable residents receive a much-valued service.

LINK SCHEMES provide a friendly, confidential service welcoming donations from their users. All donations are used in the provision of the service which is run entirely by volunteers.

**Charity Registration No. 1044337**

***Link -***  
***‘Making a  
difference in  
Melksham’***



**Registered Charity No. 1044337**





MELKSHAM AND DISTRICT LINK SCHEME  
AUDITORS REPORT YEAR ENDING MARCH 31<sup>st</sup> 2023

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