



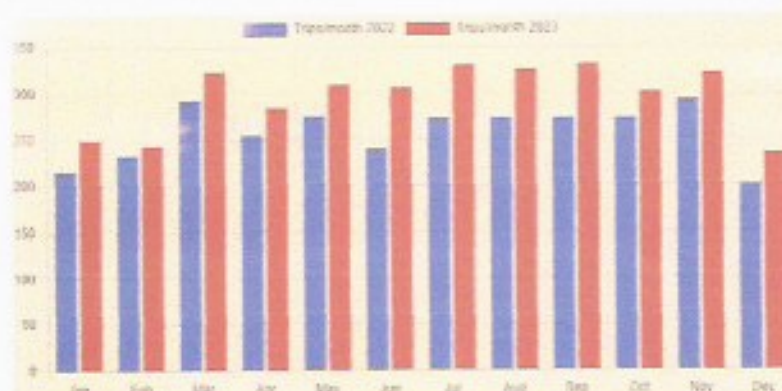
MARLBOROUGH AND DISTRICT LINK SCHEME
(Registered Charity No. 1069752)

**ANNUAL REPORT
AND
STATEMENT OF ACCOUNTS**

For the Year Ended 31st December 2023

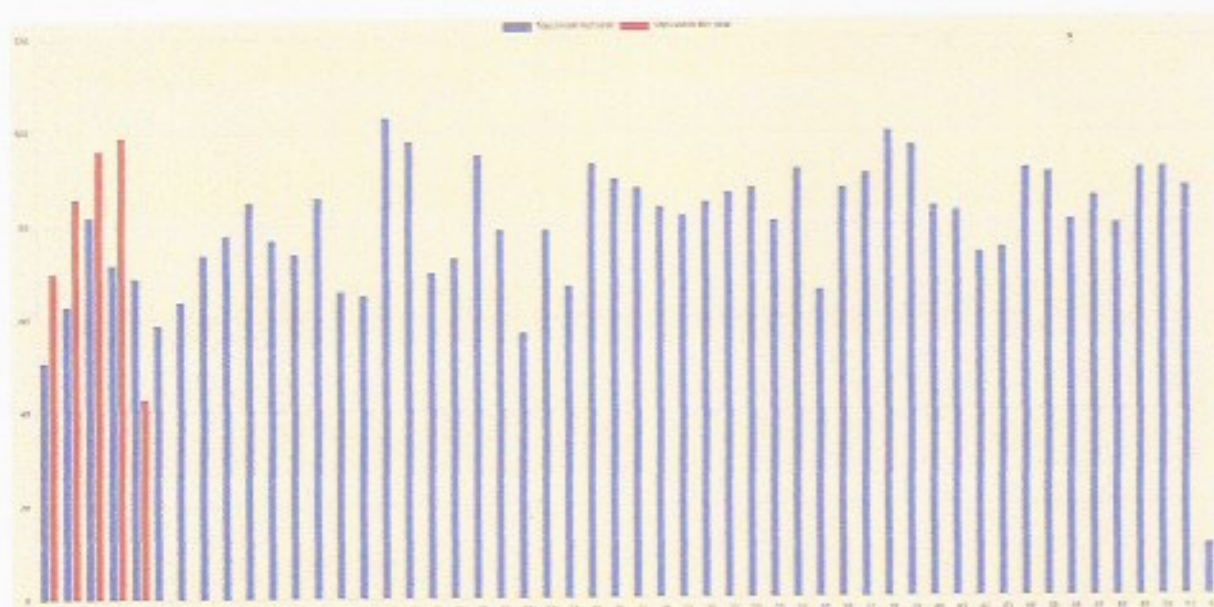
CHAIRPERSON'S REPORT FOR YEAR ENDING 31ST DECEMBER 2023

2023 in many ways marked a return to normal service as the spectre of Covid receded. The number of trips per month was significantly up compared with 2022:



Medical appointments, particularly hospital appointments, stretched both earlier and later across the hours of the day as the NHS worked to reduce its backlog. The number of short-notice trips also increased for the same reason, making the job of our coordinators more fraught. We also had to write to a few clients who were gaming the system by not making it clear who the appointments they were booking were actually for, or presenting on pick-up with more passengers than had been booked with the coordinator.

Staffing remained more or less normal; that is, we need more volunteers! The coordinating team remained steady but for one rollover in the case of Alison Pick moving out of town and being replaced by Bridget Codrington. Additionally, Michael Reynolds, to everyone's delight, re-married, but has also decided to move to his new wife's home in the Isle-of-Wight. Most generously, he has continued to coordinate from there for the time being. Meanwhile, Lisa Bartlett will be joining the team imminently. They continue to do an amazing job both of organising themselves to cover the working week, and of servicing a great variety of clients with a dizzying range of needs. The weekly trip total averages around 90 as shown in the graph below



Finances continue to be very healthy, as the Treasurer will be reporting in detail.

On the strategic plane, we have begun to implement Vicky Sullivan's vision of LINK expanding its operation with more visiting of clients in their homes – the Good Neighbourhood Scheme, or GNS, as we are calling it. This is being done in partnership with the two secondary schools in town, St

and given some training before being linked with clients. Some are linked with individuals, some go

into care homes and work with the care home activity organiser. While the spread of responsibility across LINK, St John's and Marlborough College has complicated things a little, in general this venture has been integrated well into our operation and is meeting with approval from both clients and volunteers. Indeed, there are reports of additional students asking to join in and we are in the process of setting up training for them as I write this report. Cooperation between the schools and LINK has been exemplary and enthusiastic.

Marlborough LINK's database is currently in full use by a dozen LINK schemes across Wiltshire as well as being sampled by a few others to see whether it suits their needs. This provides us with valuable sharing of experience and information across the LINK network, from which we are all benefitting.

The management team of Committee members are a superb example of skilful, diligent teamwork. A recent incident where a volunteer driver was attacked by a client's dogs saw everyone pulling together in the most remarkable way to investigate, document and support. I could not have asked for more.

To sum up, the extraordinary willingness of our volunteers to respond to the needs of our clients merits the most heartfelt thanks and praise for their generosity and hard work. We look forward to seeing our operation grow as the Good Neighbourhood Scheme beds in.

Hugh de Saram

Chair

February 2024

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
MARLBOROUGH AND DISTRICT LINK SCHEME**

I report on the accounts for the trust for the year ended 31st December 2023, which are set out on the following pages.

Respective responsibilities of trustees and examiner

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Mrs Lynne Blunden
8 South View Place
Marlborough
SN8 1DD
Member ICAEW



Date: 5th March 2024

ANNUAL REPORT FOR THE YEAR ENDED 31ST DECEMBER 2023

The Trustees present their report and accounts for this period.

Principal address and Charity Number:

18 Kelham Gardens, Marlborough SN8 1PW– Charity No.1069752

Charity Trustees:

Hugh de Saram (Chairperson), Mark McFarland (Secretary), Alex Blair (Treasurer), Julian George, Henry Pearson, Louise Campion and Kathryn Williams (appointed 19th August 2023).

The Committee is made up of the seven Trustees and Margaret Toogood (Assistant Treasurer).

Structure, Governance and Management:

The Charity is an association governed by a constitution dated 13th May 1998 (as amended), drawn up under the auspices of Wiltshire Link Schemes.

Objectives and activities of the Scheme:

The objectives of the Charity are to relieve the poor, sick, elderly or disabled in Marlborough and the surrounding district by providing or assisting in the provision of services calculated to reduce the need, hardship or distress of such persons. In planning our objectives, we keep in mind the Charity Commission's guidance on public benefit.

Achievements and Performance:

The charity has continued to fulfill its objectives under its constitution to its clients, to the best of its ability.

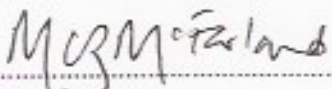
Reserves Policy:

The charity has total free reserves of £31,976 at 31st December 2023. Under its constitution it is considered prudent to hold free reserves that represent six months expenditure in the financial year.

Investment Policy:

The charity's funds are maintained in bank and building society accounts to ensure that it has sufficient funds to meet its regular commitments.

Approved by the Trustees and signed on their behalf by:

Trustee.....  SH March 2024
Mr Mark McFarland

Trustee.....  SH March 2024
Mr Alex Blair

ANNUAL ACCOUNTS**RECEIPTS**

	31-Dec-23	31-Dec-22
Clients' donations envelopes	£26,547	£23,218
Other Bank credits	£63	£0
Other income		
Other Donations (See Note 1)	£3,988	£2,669
iZettle Shopping	£1,730	£382
Gift Aid Claims	£0	£1,272
Grants	£0	£0
Deposit Account Interest		0
TOTAL INCOME (A)	£32,329	£27,541

PAYMENTS

Volunteer Mileage Allowances	£19,608	£18,280
Volunteers Shopping	£1,730	£382
Telephone Equip & Charges	£1,152	£704
PPE	£0	£0
iZettle readers & interest	£0	£0
Insurance	£541	£466
Administration expenses	£279	£796
Marketing & Donation Envelopes	£218	£130
Website & Database	£604	£1,750
Room Hire and Social Events (See Note 2)	£1,881	£261
Gifts	£0	£0
Subscriptions & Donations (See note 3)	£3,000	£3,000
Misc Exps	£0	
TOTAL EXPENDITURE (B)	£29,012	£25,769
SURPLUS (A) - (B)	£3,317	£1,772

Outstanding liabilities at yearend are £1,208 of expenses owed to volunteers.

BANK BALANCES

Opening balances at 1st Jan-23

Lloyds Bank	£28,659	£26,887
Cash in Hand		
	£28,659	£26,887

Closing balances at 31st Dec-23

Lloyds Bank	£31,976	£28,659
Cash in Hand		
	£31,976	£28,659

Notes to the Accounts

Note 1

Other donations include one-off donations from P Jeffrey estate (£1,500), driver volunteer's donations, and other Link donations of £525 towards the ongoing database costs.

Note 2

Includes £1,514 for our client's summer tea party.

Note 3

A donation paid to the Jubilee Centre for £3,000.

STATEMENT OF ASSETS AND LIABILITIES as at 31st DECEMBER 2023

	31.12.2023 £	31.12.2022 £
<u>UNRESTRICTED FUNDS</u>		
<u>ASSETS</u>		
Cash Funds:		
Bank Account	£31,976	£28,659
Cash in Hand	<u>£31,976</u>	<u>£28,659</u>

We approve the Financial Statement set out on pages 5 to 6.

We acknowledge our responsibility for the financial information, including the appropriateness of the accounting basis and for providing the Independent Examiner with all information and explanations necessary for his completion.

Approved by the Trustees and signed on their behalf by:

Trustee.....
Mr Alex Blair (Treasurer)

5th March 2023

Trustee.....
Mr Mark McFarland (Secretary)

Treasurer's Report

The activity of the Charity continues to operate from a sound financial footing and there are no cost pressures to be concerned about. Income continues to grow and costs are well controlled. The Charity is committed to supporting worthwhile organisations whose needs are consistent with our constitution and so we have continued our support of The Jubilee Centre.

Thanks again to Margaret Toogood for banking the client's donations and to Hugh de Saram for the continued support and first contact of the Link database.

Alex Blair
Hon Treasurer
March 2024