BEfriend

England & Wales · Charity number 1072538

Details

Other names	THE VOLUNTEER LINK SCHEME
Status	Registered
Legal form	Other
Registered	1998-11-23
Register	View on the Charity Commission register

Contact

Address	Boundary House Business Centre Ltd Boundary House Boston Road London W7 2QE
Phone	0203 093 1130
Email	hello@befriend.london
Website	www.befriend.london

Activities

Objects: to relieve the isolation experienced by people with physical, sensory, cognitive or psychological impairment through the provision of volunteer befrienders within the home, or within the local community, and to relieve the stresses experienced by carers by offering a respite service through the provision of volunteer befrienders. These services are mainly carried out within the London Boroughs of Ealing and Hounslow.

Activities: Through the provision of volunteer befrienders, BEfriend aims to alleviate the social isolation experienced by people with physical, sensory, psychological or cognitive impairment living within the London Boroughs of Ealing and Hounslow. Volunteers provide weekly visits either in the home, or to support their client to go out into the community.

Classification

- **How:** Provides Services
- **What:** Disability, Other Charitable Purposes
- **Who:** Elderly/old People, People With Disabilities

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Geography

- **Area of benefit:** EALING
- Ealing
- Hounslow

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£485,800	£448,127	-	-
2024-03-31	£390,775	£387,864	-	-
2023-03-31	£296,657	£293,350	-	-
2022-03-31	£222,068	£224,949	-	-
2021-03-31	£214,002	£195,651	-	-

Trustees

Name	Role	Appointed
Julia Macrae	Chair	2014-02-25
CARL WOODALL		2024-11-12
Natasha Joslin		2021-11-09
Sebastian Rama Barnes		2025-03-11
Sophie Queffurus		2021-11-09

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BEfriend

England & Wales - Charity number 1072538

Accounts

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BEFRIEND

Charity number: 1072538

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDING

31 MARCH 2025



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BEFRIEND

ANNUAL REPORT & FINANCIAL STATEMENTS
for the Financial Year ended 31 March 2025

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BEFRIEND

Legal and Administrative Details
for the Financial Year ended 31 March 2025

Status
The organisation is registered as a charity with the Charity Commission.

Governing document
The charity is an unincorporated association whose purposes and administration are regulated by a Constitution which was adopted in 18th September 1998 (amended by resolutions passed on 19 December 2001)

Charity Number: 1072538

Registered Address: Boundary House, Boston Road, Hanwell, W7 2QE

Chief Executive Office: Rachel Hill

Accounts Examiner: Solutions Accountancy & Bookkeeping Ltd.; 1 The Mews, Little Brunswick Street, Huddersfield HD1 5JL

Bank: CAF Bank Ltd.; 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4 JQ

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BEFRIEND

REPORT OF THE TRUSTEES

For the year ended 31 March 2025

The Trustees present their report and financial statements for the year ended 31 March 2025.

The legal and administrative information set out on page 2 forms part of this report. The financial statements comply with current statutory requirements and the Statement of Recommended Practice FRS 102.

Public Benefit Statement
The trustees of BEfriend have reviewed and considered the Charity Commission's guidance on public benefit. We affirm that all of our programs are designed and delivered to benefit the public. No private interests are served, and all activities are directed at achieving positive outcomes for people experiencing isolation living in the London Boroughs of Ealing and Hounslow.

Structure, Governance and Management

BEfriend is an unincorporated association which is registered as a charity with the Charity Commission (number 1072538) with a written constitution dated 18 September 1998 (copies available on request). All trustees are members of the Scheme, and volunteers are asked if they would like to be members. The Charity has documented policies in all key areas.

The responsibility for the overall strategy and management of the operations and property of the Scheme is vested in the Management Committee comprising trustees, while the CEO is responsible for the day to day administration and running of the Scheme. The CEO attends the eight-weekly trustee meetings to report on progress and to participate in the discussions and decision-making process.

Trustees are recruited from members of the local community. Currently six of the nine positions are filled and embrace serving volunteers as well as experience in accounting, finance, law and the voluntary sector. Trustees are recruited via the local Volunteer Centre and by personal contacts. Such appointments are made with a view to the balance of skills and experience of benefit to the Charity's management. Any trustees thus co-opted shall hold office until the next Annual General Meeting when they will be eligible for election. At each AGM one third of the Management Committee shall retire from office but shall be eligible for re-election. The members who retire by rotation shall be those who have been longest in office from the date of their last election. The Management Committee elect from among themselves a Chair, Vice Chair(s) and a Treasurer all of which are honorary appointments. Such appointments are valid only until the conclusion of the Management Committee meeting subsequent to the next AGM but may be renewed.

A risk assessment is carried out annually as part of the business planning process and actions taken to mitigate or contain the risks identified. In terms of financial risks, the trustees review the cash flows regularly and ensure sufficient funds are available.

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Financial Review

Financial Review

Income:

In the year to 31 March 2025, the charity reported a surplus of £41,835 (2024: £13,926) and a total funds balance of £189,068 (2024: £147,233). The charity's annual income was principally generated through grants obtained from multiple sources, supplemented by small donations and other incomes.

Hounslow grant funding totalling £65,991 has been deferred to the subsequent financial year.

Expenditure:

In the past year, our expenditure rose to £448,127 (2024: £387,864) in line with income.

Reserves:
The Charity maintains a reserve policy to ensure financial stability and cover unexpected costs in line with Charity Commission guidance. At the year-end, the total of unrestricted funds and reserves stood at £107,101.

The Trustees aim to maintain a Closedown Reserve ("Designated Funds"), to cover the costs of the organisation's closure, at a level of approximately three months of average overhead costs. After adjusting for deferred income the Trustees consider the Closedown Reserve of £60,000 to be sufficient. The Trustees continue to review the figure regularly to account for changes in the financial position of the Charity.

Objectives and Activities

Overview

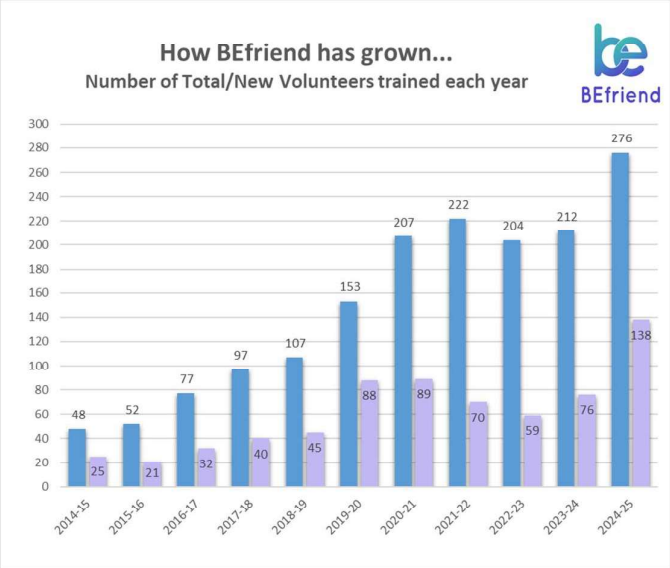
BEfriend was set up in 1994 as The Volunteer Link Scheme under the umbrella of the then Ealing Voluntary Service Council (now Ealing Community and Voluntary Service) and has operated as an independent charity since September 2002 with the sole aim of providing one-to- one volunteer befriending to people within the London Borough of Ealing who are severely isolated and housebound as a result of physical or sensory disability, infirmity or illness. In 2023, the Constitution was amended to include the neighbouring Borough of Hounslow

Through recruiting, training and providing quality ongoing support to volunteers, the charity aims to establish sustainable befriending relationships to support some of the most isolated and vulnerable adults. Given limited resources (including volunteer numbers) we target our service at those who are most isolated and who have little social contact and support, with the aim of improving their quality of life, access to services and physical and emotional well-being. Our service also promotes volunteering and social cohesion through providing a safe environment for people to contribute to their local community.

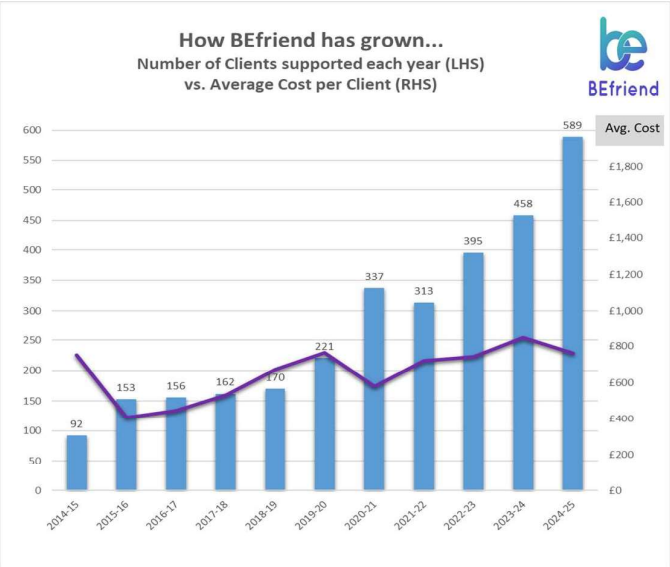
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How we have grown over the years.

Over the last year, despite a continuing difficult volunteer recruitment climate, 276 individuals volunteered with us at some point. This is an increase on 212 in the previous year and 138 new volunteers were trained, which is a record number. The success has been as a result of increased awareness through volunteer recruitment campaigns, including two new videos, and paid advertising through social media.



589 individuals received support from BEfriend over the year, which is a significant increase on the previous year (458). This number is made up of 321 who received one-to-one befriending, 12 who received group befriending as part of our Linked Minds monthly groups, and 135 who received regular telephone support but were never matched with a volunteer within the year, either because they no longer needed the support, or they were on the waiting list for a volunteer. A further 121 were assessed as appropriate and initially supported before struggling to engage and ending. In addition to he 589 who received support, 178 clients were not accepted onto our service due to not meeting the criteria. In these circumstances we always signpost to other services where possible. BEfriend remains very cost-conscious and continues to operate as professionally and efficiently as possible. The cost per client has decreased and is almost the same as it was 10 years ago.



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Achievements and Performance 2024-25

30 years of BEfriend



BEfriend began in 1994 as The Volunteer Link Scheme, and so 2024 marked 30 years of befriending in Ealing! To celebrate, we held an Afternoon Tea Party which was attended by 27 clients, 24 volunteers and joined by staff, trustees, ex-trustees. The Mayors of Ealing and Hounslow, and James Murray MP. It was a great celebration where we all shared lots of food and cups of tea and coffee, accompanied by live music from Marc Olivier. Pictured are Julia Macrae, Chair of Trustees; Rachel Hill, CEO; Cllr Yvonne Johnson, Mayor of Ealing, and Cllr Karen Smith, Mayor of Hounslow.

Creating more connections



Our 30th Anniversary party was just one of the social events we held during the year. Since 2020, part of our strategy has been to create more opportunities for people to meet each other. We know that volunteer befrienders make a big difference to the isolation experienced by our clients, but being able to meet others in similar situations can make an even more significant and ongoing difference. In addition to the large joint tea party in September, we held two other successful tea parties in Ealing and Hounslow over the year, as well as six smaller trips, including Kew Gardens, Syon Park and the Sky Garden. We also continued to hold our monthly Linked Minds Support Group which provided more opportunities for clients to build confidence and get to know others. These groups have been happening monthly for the last few years in Ealing, and this year we have started them in Hounslow! We are looking forward to seeing new friendships made through both groups.





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Creating more connections- Christmas Hampers

In December, we once again ran our Hamper Campaign, enabling us to give a small gift to each of our clients. We raised £1700 through our online appeal which enabled us to put together and deliver over 200 hampers! We were delighted to work with students and staff from Cranford College again who put so much care into packaging the hampers ready to be delivered.



"Thank you for the splendid BEfriend gift, full of really useful things."

"To all at BEfriend, a big hug and a thank you for the kind Christmas parcel received from you today, what a lovely and thoughtful idea. May you all have the good fortune to receive lovely surprises this Christmas."

Increased support to volunteers

An important part of our strategy is to increase the amount of support provided to our volunteers. Over the year, we held eight volunteer meetings (four held at a venue, and four held online for those who preferred this option). In addition to this, we held two social events- a thank you event in June for Volunteers' Week, held at The Kings Arms, Brentford, and a Festive party in December held at The William Hobbayne Centre.

The topics of the volunteer meetings over the year were: Neurodiversity, Self Care, Confidence Building and Tackling Tricky Conversations, which was led by Jo Berry, International Speaker and Founder of the Charity Building Bridges for Peace. As well as these sessions, we have delivered further optional training sessions which have included Bereavement and Befriending, Dementia Awareness, and an online Mental Health Awareness course. We were able to deliver Visual Impairment Awareness Training for the first time, and towards the end of the year we were able to deliver Wheelchair Training for volunteers who may be required to push a client in a wheelchair. Our Wheelchair Training is delivered in house following our staff being trained to deliver the training, and this is now held regularly.







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Team Day

In October, the BEfriend staff team got together at The London Museum of Water and Steam for a day looking at the bigger picture. It was good to take time out of the day-to-day work and reflect back on the last year, and look at where we are headed as a charity. The day was facilitated by Rob Taylor of Impatient Management.



Connect Ealing



The Connect Ealing consortium has now been running for a whole year. This is an Ealing Council funded consortium with the aim of creating community connections for all ages. Connect Ealing is led by BEfriend who are the lead delivery partner, and work together with Age UK Ealing, Home Start Ealing, Ealing Mencap, CAIA, EASE and Contact Ealing. Together, we have provided supportive home visits for parents and carers of young children up to the age of 5 years; support and connection for parents and carers of children with disabilities and special educational needs; after school clubs and holiday clubs for children of primary school age; youth clubs for high school age children; clubs for young people and adults with special educational needs; employment support for adults with special educational needs; wellbeing activities for adults of all ages including yoga and mindfulness; careers support sessions; mental health peer support groups; support groups for survivors of domestic violence; telephone befriending for older adults; face-to-face befriending for adults of all ages; specialist mental health face-to-face befriending; social groups and lunch clubs and digital inclusion sessions.

What our clients have said

We always love receiving feedback from our clients. Here are a few comments which have been made over the last year:

"I think the befriending service offers a valuable outlet. Too many people suffering from mental health problems. Through BEfriend I have found another local facility which I recently became a member of. I appreciate and value BEfriend"

"A touch of the outside world. A connection to the rest of the world".

“It’s an outlet for thoughts and friendship”

“Thank you for your support, and see you at the next Afternoon Tea Party!”

“I’ve got nothing bad to say at all. It's a first class service you provide!”

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Our Impact in Numbers

Clients

- **535** new referrals were received over the year.
  313 of these were for Ealing:
  - **185** of these for the Befriending Project
  - **128** of these for Linked Minds

  222 were for Hounslow:
  - **150** of these for the Befriending Project
  - **72** of these for Linked Minds

- **767 clients** received support at some point during the year, either through one-to-one Befriending, telephone support, or signposting to more appropriate services.
- **321 clients** were matched with a volunteer at some point during the year
- **12 clients** were matched as part of the regular monthly groups (this is the number of unique individuals as some are also included in the above number of matched clients)

We continue to support a diverse community:

Of all those supported either through one-to-one befriending or telephone support

- **55%** were from Ethnic Minority groups
- **43%** were White British or Irish
- **2%** did not answer this question

Gender Identity

The gender breakdown of our clients is shown below:

- **Female:** 63%
- **Male:** 36.9%
- **Non- binary:** 0.1%

We reach out to all age groups:

- **61%** of clients were aged **65 or older**
- **39%** of clients were younger than **65**
- **23%** of clients were between **75-84,** which was our largest age group. The largest age range last year was 65-74 so this is a small change.

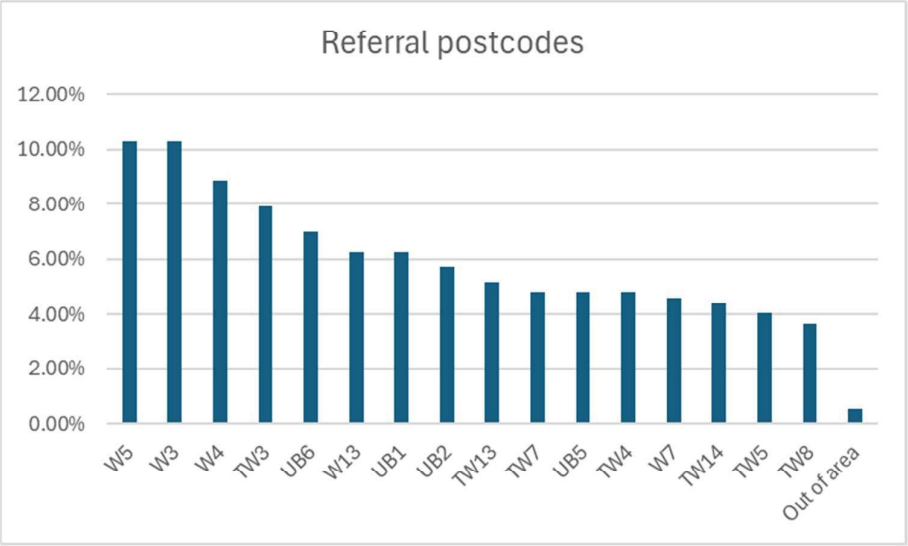
More about our clients- health

As well as our clients being diverse in ethnicity and age, we support people with a range of physical and mental health needs. **49%** of clients stated their main health condition being **mental health** (which is an increase on 41% last year) with **36%** being **physical health.** The remaining 15% was shared between **Cognitive Impairment (10%- an increase from 4% last year),** and **Sensory Impairment 4% and Learning Disability (1%)**

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More about our clients- location

We have supported people all across the boroughs of Ealing and Hounslow. Out of the 535 new referrals received during the year, the highest percentages were from two areas in the Ealing borough: W5 (Central Ealing) and W3 (Acton). These areas are followed closely by two areas in the Hounslow borough: W4 (Chiswick) and TW3 (Central Hounslow). This is quite a change from last year, when the largest percentage of referrals came from UB5 (Northolt), but over this period less referrals came from this area.



Volunteers

The number of volunteers has increased!

- **276 *volunteers*** have been working with us during the year which is a significant increase on 212 in the previous year.
- **138 *new volunteers*** were trained over the year, which was an 82% increase on 76 the previous year!

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Our group of volunteers is well diversified:

- **64%** of volunteers were from ethnic minority groups
- **27%** of volunteers were White British or Irish
- **9%** chose not to disclose this information
- **35%** of volunteers were 34 or younger
- **13%** of volunteers were 65 or older.
- Our largest age group of volunteers was 35-44 (20%).

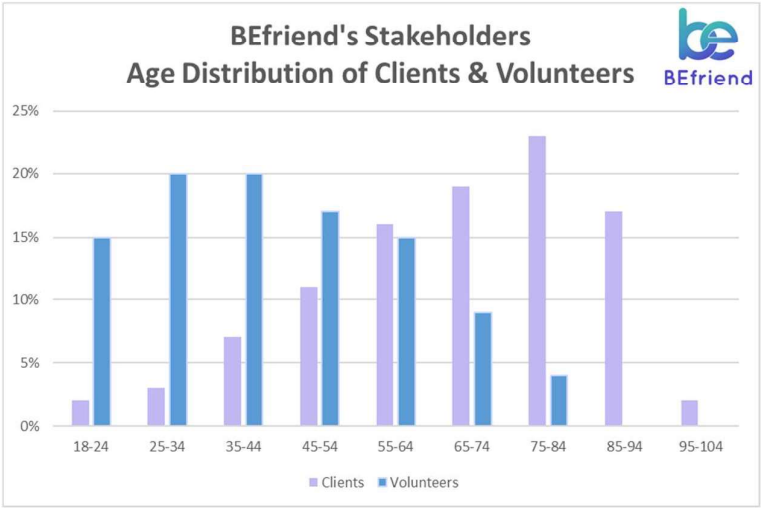
Volunteers- Gender Identity

The gender breakdown of our volunteers is shown below. The distribution indicates a much larger proportion of female volunteers, compared with male or non-binary.

- Female: 72%
- Male: 27%
- Non-binary: 1%

Age and Ethnic Diversity of Clients and Volunteers

We support clients and volunteers across a broad spectrum of ages and ethnic backgrounds. The charts below show the age distribution of our clients compared to our volunteers, along with the representation of clients and volunteers from ethnic minority backgrounds (64% of our total volunteers and 55% of our total clients).



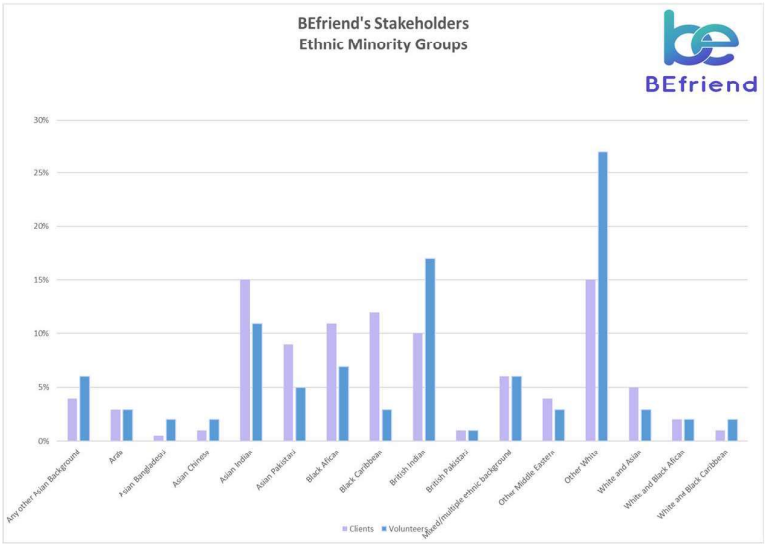
Our total support

- **4437** befriending visits or calls from volunteers totalling **8874 hours.**

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- **7773** phone calls to clients by our Befriending Coordinators totalling **888 hours.**
- **519** home visits by our Befriending Coordinators totalling **495 hours.**





A Huge Thank You…

To our Volunteers
We are all so grateful to our volunteers for the continuous support to our clients that you give and your commitment to BEfriend.

To our Staff
Thank you for all the amazing BEfriend team who have continued to work so hard to ensure we are providing a quality service to those who need it the most.

To our Trustees
Thank you to our supportive group of Trustees who work hard behind the scenes.

To our Funders
Finally, thank you to our funders for working with us to achieve our aims.

Rachel Hill
CEO

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BEFRIEND

REPORT OF THE TRUSTEES
For the year ended 31 March 2025

Trustees' Responsibilities in relation to the Financial Statements

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial period, which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently,
- Make judgments and estimates that are reasonable and prudent,
- State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Trustees

Trustees who served during the period were as follows:
J. Macrae- Chair
N. Joslin- Vice-Chair
E. Ng- Treasurer
S. Treszka
P. Sahota- Resigned November 2024
Dr P. Scolding – resigned November 2024
E. D'Souza- resigned March 2025
Sebastian Barnes- co-opted March 2025
Carl Woodall- elected November 2024

Trustees will be in office for a period of three years and must then retire. A retiring trustee is eligible for re-election.

Signed on behalf of the trustees: Signed by: Julia Macrae A16CCF1D5F7A484...

J. Macrae, Chair Date: 1/30/2026

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Independent Examiner's Report to the trustees of BEfriend

I report to the trustees on my examination of the financial statements of BEfriend for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ('the Act').

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

Independent examiner's statement

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination by being a qualified member of .

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

- the accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the applicable requirements concerning the form and content of financial statements set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination.

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



Solutions Accountancy & Bookkeeping Ltd
1 The Mews
Little Brunswick Street
Huddersfield

HD1 5JL
27 January 2026

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BEfriend

Statement of Financial Activities

for the year ended 31 March 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income and endowments from:					
Donations and legacies	3	66,780	416,021	482,801	389,592
Other trading activities	4	2,999	-	2,999	1,183
Total		69,779	416,021	485,800	390,775
Expenditure on:					
Fundraising & Publicity	5	26,118	-	26,118	48,208
Governance	6	16,794	-	16,794	12,572
Charitable Activities	7	54,536	350,679	405,215	327,084
Total		97,448	350,679	448,127	387,864
Net gains on investments		4,162	-	4,162	11,015
Net income	8	(23,507)	65,342	41,835	13,926
Transfers between funds		-	-	-	-
Net income before other gains/(losses)		(23,507)	65,342	41,835	13,926
Other gains and losses					
Net movement in funds		(23,507)	65,342	41,835	13,926
Reconciliation of funds:					
Total funds brought forward		130,608	16,625	147,233	133,307
Total funds carried forward		107,101	81,967	189,068	147,233

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BEfriend

Balance Sheet

at 31 March 2025

Charity No. 1072538		**2025**	**2024**
		£	**£**
Fixed assets			
Tangible assets	10	407	86
Investments	11	82,260	78,098
		82,667	78,184
Current assets			
Debtors	12	1,500	1,500
Cash at bank and in hand		181,531	164,261
		183,031	165,761
Creditors: Amount falling due within one year	13	(76,630)	(96,712)
Net current assets		106,401	69,049
Total assets less current liabilities		189,068	147,233
Net assets excluding pension asset or liability		189,068	147,233
Total net assets		189,068	147,233
The funds of the charity			
Restricted funds	14		
Restricted income funds		81,967	16,625
		81,967	16,625
Unrestricted funds	14		
General funds		42,939	70,608
Designated funds		60,000	60,000
		102,939	130,608
Reserves	14		
Revaluation reserve		4,162	-
		4,162	-
Total funds		189,068	147,233

Approved by the trustees on 27 January 2026

And signed on their behalf by:

Signed by:
Julia Macrae
A16CCF1D5F7A484...

J. Macrae
Trustee
27 January 2026

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BEfriend

Statement of Cash flows

for the year ended 31 March 2025

	2025 £	2024 £
Cash flows from operating activities		
Net income per Statement of Financial Activities	41,835	13,926
Adjustments for:		
Depreciation of property, plant and equipment	282	83
(Decrease)/Increase in trade and other payables	(20,082)	78,989
Net cash provided by operating activities	22,035	92,998
Cash flows from investing activities		
Payments for property, plant and equipment	(603)	-
Net cash used in investing activities	(603)	-
Net cash from financing activities	-	-
Net increase in cash and cash equivalents	21,432	92,998
Cash and cash equivalents at the beginning of the year	164,261	71,264
Cash and cash equivalents at the end of the year	185,693	164,262
Components of cash and cash equivalents		
Cash and bank balances	181,531	164,261
	181,531	164,261

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1 **Accounting policies**

Basis of preparation and note on going concern and material uncertainty

The financial statements have been prepared in accordance with Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic if Ireland (FRS 102) issued on 16 July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011. The Trustees have prepared the financial statements on a going concern basis. In reaching this conclusion, the Trustees have reviewed the charity's forecasts and cash flow projections for a period of at least twelve months from the date of approval of these financial statements.

The Trustees note that in 2026, several significant multi-year grants are due to expire. Given the current economic climate and the competitive fundraising landscape, this creates uncertainty regarding the charity's ability to maintain existing income levels beyond the current funding cycle.

To mitigate this risk, the Trustees have implemented the following actions:

Diversification of Income:The Fundraising Lead is actively executing a strategy to identify and secure new funding streams, with a consistent pipeline of high-quality applications being submitted to Trusts and Foundations

Strategic Partnerships:The charity is in active dialogue with Local Authority partners to explore and secure ongoing commissioned funding and service-level agreements.

While the Trustees remain confident in the charity's operational model, the successful outcome of these fundraising activities is not certain. These conditions indicate that a material uncertainty exists that may cast significant doubt on the charity's ability to continue as a going concern.Should the charity be unable to continue its operations, adjustments would be necessary to write down the value of assets and provide for further liabilities. The financial statements do not include the adjustments that would result if the charity were unable to continue as a going concern.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

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Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.
Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from tax on its charitable activities.

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Tangible fixed assets and depreciation

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Fixtures, fittings & equipment	33% straight line

Laptops and mobile IT equipment are written off completely in the year of acquisition.
Items costing less than £50 are written off completely in the year of acquisition.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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2 **Statement of Financial Activities - prior year**

	Unrestricted funds 2024	Restricted funds 2024	Total funds 2024
	£	£	£
Income and endowments from:			
Donations and legacies	89,714	299,878	389,592
Other trading activities	1,183	-	1,183
Total	90,897	299,878	390,775
Expenditure on:			
Fundraising & Publicity	36,842	11,366	48,208
Governance	11,869	703	12,572
Charitable Activities	49,400	277,684	327,084
Total	98,111	289,753	387,864
Net gains on investments	11,015	-	11,015
Net income	3,801	10,125	13,926
Net income before other gains/(losses)	3,801	10,125	13,926
Other gains and losses:			
Net movement in funds	3,801	10,125	13,926
Reconciliation of funds:			
Total funds brought forward	126,807	6,500	133,307
Total funds carried forward	130,608	16,625	147,233

3 **Income from donations and legacies**

	Unrestricted	Restricted	Total 2025	Total 2024
	£	£	£	£
Donations and legacies	66,780	416,021	482,801	389,592
	66,780	416,021	482,801	389,592

4 **Income from other trading activities**

	Unrestricted	Total 2025	Total 2024
	£	£	£
Other trading activities	2,999	2,999	1,183
	2,999	2,999	1,183

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5 Expenditure on fundraising and publicity

	Unrestricted	Total 2025	Total 2024
	£	£	£
Fundraising trading costs			
Fundraising costs	19,441	19,441	30,722
Staff recruitment	329	329	2,794
Publicity/Research/Volunteer recruitment	5,987	5,987	14,394
Memberships	361	361	298
	26,118	26,118	48,208

6 Expenditure on governance

	Unrestricted	Total 2025	Total 2024
	£	£	£
Governance costs			
Salaries and other costs	5,500	5,500	5,287
Accounting and examiner fees	6,148	6,148	3,463
DBS Checks	2,877	2,877	1,553
HR Support	2,269	2,269	2,269
	16,794	16,794	12,572

7 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2025	Total 2024
	£	£	£	£
Employee costs	8,903	338,784	347,687	285,708
Volunteer & project costs	2,751	11,895	14,646	12,226
Premises costs	23,490	-	23,490	10,560
Amortisation, depreciation, impairment, profit/loss on disposal of fixed assets	282	-	282	83
General administrative costs	19,110	-	19,110	18,507
	54,536	350,679	405,215	327,084

8 Net income before transfers

	2025	2024
This is stated after charging:	£	£
Depreciation of owned fixed assets	282	83

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9 **Staff costs**

	2025	2024
Salaries and wages	366,413	316,700
	366,413	316,700

No employee received emoluments in excess of £60,000.

10 **Tangible fixed assets**

	Fixtures, fittings & equipment	Total
	£	£
Cost or revaluation		
At 1 April 2024	1,128	1,128
Additions	603	603
At 31 March 2025	1,731	1,731
Depreciation and impairment		
At 1 April 2024	1,042	1,042
Depreciation charge for the year	282	282
At 31 March 2025	1,324	1,324
Net book values		
At 31 March 2025	407	407
At 31 March 2024	86	86

11 **Investments**

	Other investments - Unlisted	Total
	£	£
Cost or revaluation		
At 1 April 2024	78,098	78,098
Revaluation	4,162	4,162
At 31 March 2025	82,260	82,260
Net book values		
At 31 March 2025	82,260	82,260
At 31 March 2024	78,098	78,098

12 **Debtors**

	2025	2024
	£	£
Other debtors	1,500	1,500
	1,500	1,500

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13 **Creditors:**

amounts falling due within one year

	2025	2024
	£	£
Other taxes and social security	8,318	8,143
Accruals	2,321	2,287
Deferred income	65,991	86,282
	76,630	96,712

14 **Movement in funds**

	At 1 April 2024	Incoming resources (including other gains/losses)	Resources expended	At 31 March 2025
	£	£	£	£
Restricted funds:				
Restricted income funds:				
Ealing Befriending	16,625	106,831	(116,706)	6,750
Hounslow	-	201,802	(126,585)	75,217
Linked Minds	-	105,786	(105,786)	-
Volunteer Training	-	1,602	(1,602)	-
Total	16,625	416,021	(350,679)	81,967
Unrestricted funds:				
General funds	70,608	69,779	(97,448)	42,939
Designated funds:				
	60,000	-	-	60,000
Total	60,000	-	-	60,000
Revaluation Reserves:				
Revaluation fund	-	4,162		4,162
Total revaluation reserves	-	4,162		4,162
Total funds	147,233	489,962	(448,127)	189,068

Purposes and restrictions in relation to the funds:

Revaluation reserves Represent the amount by which investments exceed their historical cost.

Restricted funds:

Ealing Befriending

Hounslow

Linked Minds

Volunteer Training

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15 **Analysis of net assets between funds**

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	407	-	407
Investments	82,260	-	82,260
Net current assets	31,184	75,217	106,401
	113,851	75,217	189,068

16 **Reconciliation of net debt**

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash and cash equivalents	164,261	17,270	181,531
	164,261	17,270	181,531
Net debt	164,261	17,270	181,531

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BEfriend

Detailed Statement of Financial Activities

for the year ended 31 March 2025

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income and endowments from:				
Donations and legacies				
Donations and legacies	66,780	416,021	482,801	389,592
	66,780	416,021	482,801	389,592
Other trading activities				
Other trading activities	2,999	-	2,999	1,183
	2,999	-	2,999	1,183
Total income and endowments	69,779	416,021	485,800	390,775
Expenditure on:				
Costs of fundraising & publicity				
Fundraising costs	19,441	-	19,441	30,722
Staff recruitment	329	-	329	2,794
Publicity/Research/Volunteer recruitment	5,987	-	5,987	14,394
Memberships	361	-	361	298
	26,118	-	26,118	48,208
Total of expenditure on fundraising & publicity	26,118	-	26,118	48,208
Governance costs				
Salaries and other costs	5,500	-	5,500	5,287
Accounting and examiner fees	6,148	-	6,148	3,463
DBS Checks	2,877	-	2,877	1,553
HR Support	2,269	-	2,269	2,269
	16,794	-	16,794	12,572
Total of expenditure on governance	16,794	-	16,794	12,572
Employee costs				
Salaries/wages	4,109	337,335	341,444	280,692
Staff training	2,764	-	2,764	1,898
Staff - Clinical Supervision	2,030	-	2,030	1,340
Staff expenses	-	1,449	1,449	1,778
	8,903	338,784	347,687	285,708
Motor and travel costs				
Volunteers - Expenses	-	4,765	4,765	2,651
Volunteer - Training & Safeguarding	27	4,546	4,573	2,822
Volunteer - Motivation Events	963	-	963	820
Festive Hampers Project	1,752	-	1,752	2,435
Other Project Costs	9	2,584	2,593	3,498

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	2,751	11,895	14,646	12,226
Premises costs				
Rent	23,490	-	23,490	10,560
	23,490	-	23,490	10,560
General administrative costs, including depreciation and amortisation				
Depreciation of Fixtures, fittings & equipment	282	-	282	83
Bank charges	60	-	60	60
General insurances	2,908	-	2,908	2,464
Software, IT support and related costs	8,352	-	8,352	10,604
Stationery and printing	3,272	-	3,272	1,065
Sundry expenses	181	-	181	455
Telephone, fax and broadband	4,337	-	4,337	3,859
	19,392	-	19,392	18,590
Total of expenditure of other costs	54,536	350,679	405,215	327,084
Total expenditure	97,448	350,679	448,127	387,864
Net gains on investments	4,162	-	4,162	11,015
Net income	(23,507)	65,342	41,835	13,926
Net income before other gains/(losses)	(23,507)	65,342	41,835	13,926
Other Gains	-	-	-	-
Net movement in funds	(23,507)	65,342	41,835	13,926
Reconciliation of funds:				
Total funds brought forward	130,608	16,625	147,233	133,307
Total funds carried forward	107,101	81,967	189,068	147,233

BEfriend

England & Wales - Charity number 1072538

Accounts

Docusign Envelope ID: 7ADE4D7C-9845-4355-89CD-11DB3795FEB9

BEFRIEND

Charity number: 1072538

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDING

31 MARCH 2024



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BEFRIEND

ANNUAL REPORT & FINANCIAL STATEMENTS
for the Financial Year ended 31 March 2024

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BEFRIEND

Legal and Administrative Details
for the Financial Year ended 31 March 2024

Status
The organisation is registered as a charity with the Charity Commission.

Governing document
The charity is an unincorporated association whose purposes and administration are regulated by a Constitution which was adopted in 18th September 1998 (amended by resolutions passed on 19 December 2001)

Charity Number: 1072538

Registered Address: Boundary House, Boston Road, Hanwell, W7 2QE

Chief Executive Office: Rachel Hill

Accounts Examiner: Solutions Accountancy & Bookkeeping Ltd.; 1 The Mews, Little Brunswick Street, Huddersfield HD1 5JL

Bank: CAF Bank Ltd.; 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4 JQ

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BEFRIEND

REPORT OF THE TRUSTEES

For the year ended 31 March 2024

The Trustees present their report and financial statements for the year ended 31 March 2024.

The legal and administrative information set out on page 2 forms part of this report. The financial statements comply with current statutory requirements and the Statement of Recommended Practice FRS 102.

Public Benefit Statement
The trustees of BEfriend have reviewed and considered the Charity Commission's guidance on public benefit. We affirm that all of our programs are designed and delivered to benefit the public. No private interests are served, and all activities are directed at achieving positive outcomes for people experiencing isolation living in the London Boroughs of Ealing and Hounslow.

Structure, Governance and Management

BEfriend is an unincorporated association which is registered as a charity with the Charity Commission (number 1072538) with a written constitution dated 18 September 1998 (copies available on request). All trustees are members of the Scheme, and volunteers are asked if they would like to be members. The Charity has documented policies in all key areas.

The responsibility for the overall strategy and management of the operations and property of the Scheme is vested in the Management Committee comprising trustees, while the CEO is responsible for the day to day administration and running of the Scheme. The CEO attends the eight-weekly trustee meetings to report on progress and to participate in the discussions and decision-making process.

Trustees are recruited from members of the local community. Currently six of the nine positions are filled and embrace serving volunteers as well as experience in accounting, finance, law and the voluntary sector. Trustees are recruited via the local Volunteer Centre and by personal contacts. Such appointments are made with a view to the balance of skills and experience of benefit to the Charity's management. Any trustees thus co-opted shall hold office until the next Annual General Meeting when they will be eligible for election. At each AGM one third of the Management Committee shall retire from office but shall be eligible for re-election. The members who retire by rotation shall be those who have been longest in office from the date of their last election. The Management Committee elect from among themselves a Chair, Vice Chair(s) and a Treasurer all of which are honorary appointments. Such appointments are valid only until the conclusion of the Management Committee meeting subsequent to the next AGM but may be renewed.

A risk assessment is carried out annually as part of the business planning process and actions taken to mitigate or contain the risks identified. In terms of financial risks, the trustees review the cash flows regularly and ensure sufficient funds are available.

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Financial Review

Financial Review

Income:

In the year to 31 March 2024, the charity reported a surplus of £13,926 (2023: £8869) and the total fund balance of £147,233 (2023: £133,307). The charity's annual income was principally generated through grants obtained from multiple sources, supplemented by small donations and other incomes.

We successfully secured an additional £389,592 (2022: £300,836) in funding, enabling us to expand our reach and positively impact more lives in the community. This included a significant contribution of 27% from our new partnership with the London Borough of Hounslow. Our existing partnerships with organisations like Henry Smith Charity (23%), National Lottery/ Reaching Communities (13%), The Charity of Sir Richard Whittington / Mercers (9%), West London NHS and Ealing Council (6%), and City Bridge Trust (5%) remained strong and instrumental. This diverse funding base reflects the growing recognition of our vital work and highlights the importance of securing multi-year commitments to ensure our long-term financial stability and continued success. Although we have obtained new funding for the expansion of our services in Hounslow, Ealing services have experienced a modest decline in funding owing to difficult funding climate, as well as reduced legacy and individual donations.

Given the slower-than-anticipated growth in the number of clients and volunteers, we have deferred £86,282 of the Hounslow grant to the subsequent financial year. This decision will not impact our funding allocation for the next two fiscal years.

Expenditure:

In the past year, our expenditure rose to £387,864 (2023: £293,433) in line with income, demonstrating our commitment to actively utilising funds to support individuals in need within the Ealing and Hounslow communities. A substantial portion of our expenditure (77%) was dedicated to our core charitable activities. The remaining funds were allocated to fundraising (12%), support costs (8%), and governance (3%).

In an operational capacity, our biggest item of expenditure was staff costs. These were £316,700 (2023: £241,582), an increase from last year by 31% in direct correlation with our headcount growth. At the year-end, the charity employed 12 part-time staff members (versus 9 at the beginning of the year, 5.5 FTE), equivalent to 9.7 full-time positions. Our developmental activities also increased by 74% to £48,208 (2023: £27,764), driven by more staff effort and spending towards fundraising, publicity and volunteer recruitment.

Reserves:
The Charity maintains a reserve policy to ensure financial stability and cover unexpected costs in line with Charity Commission guidance. At the year-end, the total of unrestricted funds and reserves stood at £130,608.

The Trustees aim to maintain a Closedown Reserve (“Designated Funds”), to cover the costs of the organisation’s closure, at a level of approximately three months of average overhead costs. After adjusting for deferred income the Trustees consider the Closedown Reserve of £60,000 to be sufficient.

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The Trustees continue to review the figure regularly to account for changes in the financial position of the Charity.

Part of the funds and reserves of the Charity, £78,098, are invested in a diversified portfolio of equity index-trackers, which have performed well since their inception in 2017.

Objectives and Activities

Overview

BEfriend was set up in 1994 as The Volunteer Link Scheme under the umbrella of the then Ealing Voluntary Service Council (now Ealing Community and Voluntary Service) and has operated as an independent charity since September 2002 with the sole aim of providing one-to- one volunteer befriending to people within the London Borough of Ealing who are severely isolated and housebound as a result of physical or sensory disability, infirmity or illness. In 2023, the Constitution was amended to include the neighbouring Borough of Hounslow

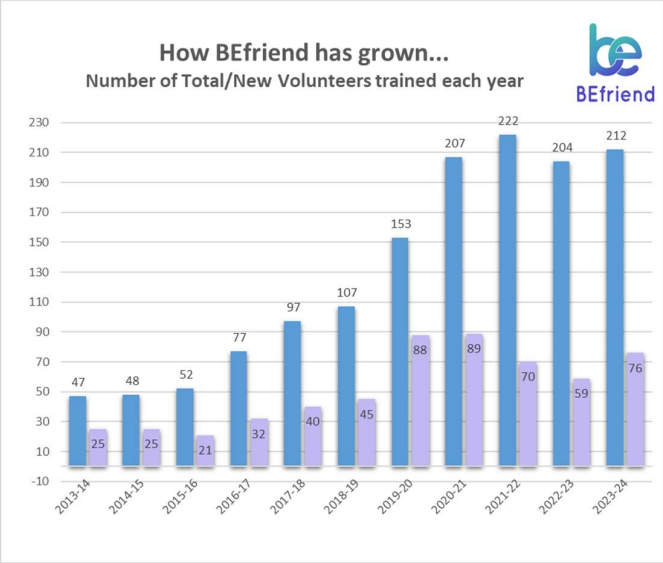
Through recruiting, training and providing quality ongoing support to volunteers, the charity aims to establish sustainable befriending relationships to support some of the most isolated and vulnerable adults. Given limited resources (including volunteer numbers) we target our service at those who are most isolated and who have little social contact and support, with the aim of improving their quality of life, access to services and physical and emotional well-being. Our service also promotes volunteering and social cohesion through providing a safe environment for people to contribute to their local community.

How we have grown over the years.

2024 is a big year for BEfriend as it marks 30 years since we first started providing befriending services in Ealing. We are looking forward to celebrating all our achievements over the last 30 years by holding a party in the Autumn. The charity has grown significantly in that time, and even more so in the past year as we have expanded to the neighbouring Borough of Hounslow thanks to a contract with Hounslow Council with funding from the NHS Health Inequalities stream.

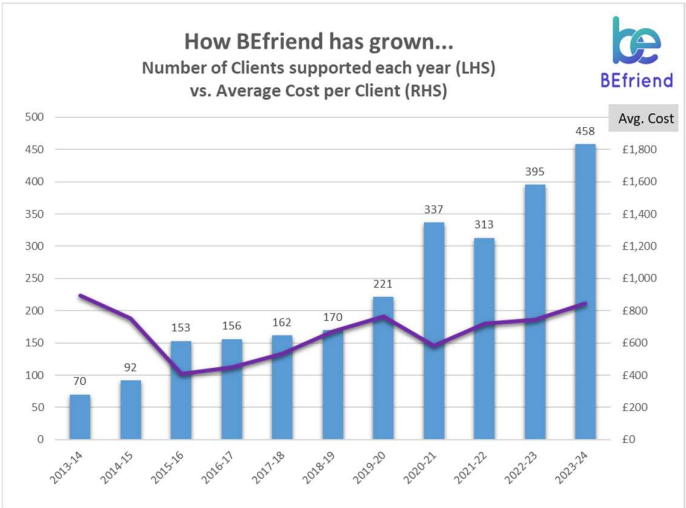
Despite continued difficulty with recruiting volunteers, this year has been more positive. 212 individuals have volunteered with us at some point over the year, and we have trained 76 new volunteers. This is a significant increase on 2022-23.

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The total number of clients who received support from BEfriend over the year was 458 which is a significant increase on previous years, partly due to the expansion to Hounslow for the second half of the year. This number includes all those who received some support from us, even if they were not matched with a volunteer but were supported over the phone by one of the Befriending Coordinators. It does not include those who were referred but assessed as inappropriate (a further 118) who were signposted to other more appropriate services. The real number of those supported through BEfriend in some way was therefore 576.

BEfriend remains very cost-conscious and continues to operate as professionally and efficiently as possible. The cost per client shown below has steadily increased over the last few years due to rising costs which is to be expected.



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Achievements and Performance 2023-24

BEfriend Hounslow!

In November 2022, conversations began with commissioners in Hounslow about the possibility of BEfriend expanding to the borough. A recent report had identified loneliness as a significant issue in the borough, and they had heard about the work of BEfriend in Ealing. At the time, although they were keen to work with us, there wasn't money to fund us. However, it wasn't long before there was an opportunity for the local authority to bid for some funding from the NHS Health Inequalities Fund. We worked together with the commissioners to put together a bid, which was successful. The funding awarded was for a two-year pilot project, and after months of planning and preparation, on 1st October 2023 BEfriend Hounslow opened for referrals. The funding enabled us to recruit two full-time Befriending Coordinators: one for the Befriending Project, and one for Linked Minds. Between 1st October and 31st March, we received 143 referrals across both of the projects, which has highlighted the need in the area.

Creating more connections- Tea Parties



Over the past year we have continued to hold events which have enabled clients and volunteers to get together with each other. We held three Afternoon Tea events which took place in May and October in Ealing, and we held one in Hounslow in March. In May, we had entertainment from a musician, Marc Oliver, who played the guitar and sang for us. Marc took request and many enjoyed singing along. At the October event, we held a game of Bingo at the request of our clients and this went down really well. We used the March tea party in Hounslow to celebrate our launch in the borough and those attending enjoyed 'Story Bingo' which told the story of how BEfriend started in Hounslow.



Creating more connections- Transitional Support Group



Our Transitional Support Group which started in November 2022 has continued to meet monthly for our Linked Minds clients who are coming towards the end, or have ended their match with their volunteer. This group has provided a supportive environment for people to get to know others. The aim is that those attending are able to form friendships and no longer need the support of the team. In order to develop relationships, we have arranged small trips for this group. Over the year members have enjoyed trips to Kew Gardens and a trip to see the Christmas lights in central London. We also arranged an outing to Ealing Picturehouse where members watched Bob Marley- One Love. These trips have enabled members to get to know each other more, and some have been meeting up with each other separately to the group, or speaking on the phone. We have also linked with local charities Mind Food, and EACH to support clients to become volunteers.

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Creating more connections- Christmas Hampers



Once again, we wanted to give hampers to our clients at Christmas, recognising how lonely the festive period can be for those who live alone. This year, as well as receiving donations from the public, we received funding from staff at Heathrow Airport towards this work. This enabled us to give hampers to clients who were on the waiting list as well as those linked with a volunteer. We had support from staff from Glaxo Smith Klein, and students from Cranford Community College to package up 200 hampers which were then either posted, or hand delivered to our clients.

Increased support to volunteers

An important part of our strategy is to increase the amount of support provided to our volunteers. Over the year, we held eight volunteer meetings (four held at a venue, and four held online for those who preferred this option). In addition to this, we held two social events- a thank you event in June for Volunteers' Week, and a Festive party in December.

The topics of the volunteer meetings have been Joy and Laughter for Empowerment; Self-Disclosure; Cancer Awareness; and Self-Care. As well as these sessions, we have delivered further optional training sessions which have included Bereavement and Befriending, Dementia Awareness, and an online Mental Health Awareness course.

Connect Ealing



One big achievement over the last year has been successfully securing funding to lead a consortium in Ealing. The specifications of the funding included parents and carers of young children, including those with special educational needs, and young people, so it was clear that we could not fulfil this on our own. Therefore, we set up a consortium with six other local charities in order to be able to fulfil the requirements together. We were successful in securing the four-year grant to provide Community Connections activities in the Central Ealing area (the other areas: Northolt, Greenford and Perivale, Acton, and Southall, were awarded to other consortiums). In our consortium, which we called Connect Ealing, we have:

Age UK Ealing: who support older adults with a day centre, digital inclusion and telephone befriending.
Ealing Mencap: who support young people and adults with special educational needs through a day centre and other activities.
Contact Ealing: who support parents and carers of children with special educational needs through support groups and sessions.
Home-Start Ealing: who provide befriending to parents and carers of children aged 0-5.
CAIA (Centre for Armenian Information and Advice): who provide a range of activities for Armenians of all ages, including a toddler group, youth club, day centre for older adults, and a digital inclusion project.
EASE (Empowering Action and Self Esteem): who provide a range of wellbeing activities for children, families and adults, including stay and plays, yoga, cooking classes and mentoring.

As the consortium lead, BEfriend are responsible for collating data and reporting to Ealing Council every quarter, and distributing the grant to the members.

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What our clients have said

We always love receiving feedback from our clients. Here are a few comments which have been made over the last year:

"BEfriend changed my life for better. Before I met my volunteer, I was down. But now I'm ok you know? I am really ok!"

"A touch of the outside world. A connection to the rest of the world."

"As a 96 year old that is housebound, the weekly visit lifts my spirit and heart."

"She gives me confidence and independence. My life feels fulfilled... Having a volunteer makes such a difference in my life."

"I really appreciate the welcome I got yesterday to the group felt like I was with friends thank you all from the bottom of my heart for a great first meeting." (from a member of the Transitional Support Group)

Our Impact in Numbers

Clients

- **416** new referrals were received over the year.
  273 of these were for Ealing:
  - **144** of these for the Befriending Project
  - **114** of these for Linked Minds
  - **15** for the Telephone Project

  143 were for Hounslow:
  - **85** of these for the Befriending Project
  - **58** of these for Linked Minds

- **576 clients** received support at some point during the year, either through one-to-one Befriending, telephone support, or signposting to more appropriate services.
- **243 clients** were matched with a volunteer at some point during the year
- **211** were receiving regular support at the end of March 2023

We continue to support a diverse community:

Of the 243 who were matched with a volunteer during the year:

- **50%** were from Ethnic Minority groups
- **40%** were White British or Irish
- **10%** did not answer this question

Gender Identity

The gender breakdown of our clients is shown below:

- **Female:** 60%
- **Male:** 40%
- No clients identified as non-binary

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We reach out to all age groups:

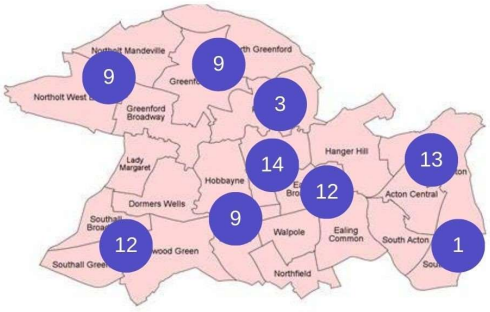
- **41%** of clients were aged **75 or older** which is the same as the previous year.
- **37%** of clients were younger than **65** which is a small decrease than the previous year.
- **22%** of clients were between **65-74** which was our largest age group. The largest age range last year was 74-85, so this is a small change.

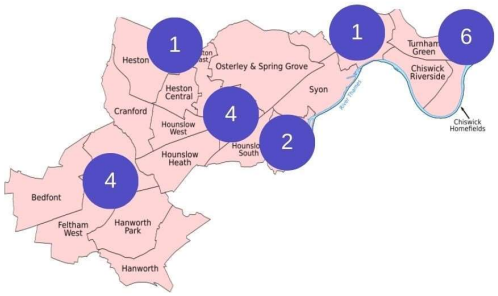
More about our clients- health

As well as our clients being diverse in ethnicity and age, we support people with a range of physical and mental health needs. **41%** of clients stated their main health condition being **mental health** with **39%** being **physical health.** The remaining 20% was shared between **Arthritis (2%), Cognitive Impairment (4%),** and **Sensory Impairment (6%)** with the remainder unknown.

More about our clients- location

We have supported people all across the boroughs of Ealing and Hounslow. The maps below show the percentages of clients in each location. The percentages are based on the broad postal area (i.e Northolt) and not more detailed areas.





Volunteers

The number of volunteers has stayed relatively stable:

- **212 *volunteers*** have been working with us during the year which is a small increase on 204 in the previous year.
- **76 *new volunteers*** were trained over the year, which was a significant increase on 59 in the previous year!

Our group of volunteers is well diversified:

- **54%** of volunteers were from ethnic minority groups
- **30%** of volunteers were White British or Irish
- **16%** chose not to disclose this information
- **36%** of volunteers were 34 or younger
- **13%** of volunteers were 65 or older.
- Our largest age group of volunteers was 25-34 (21%)

Volunteers- Gender Identity

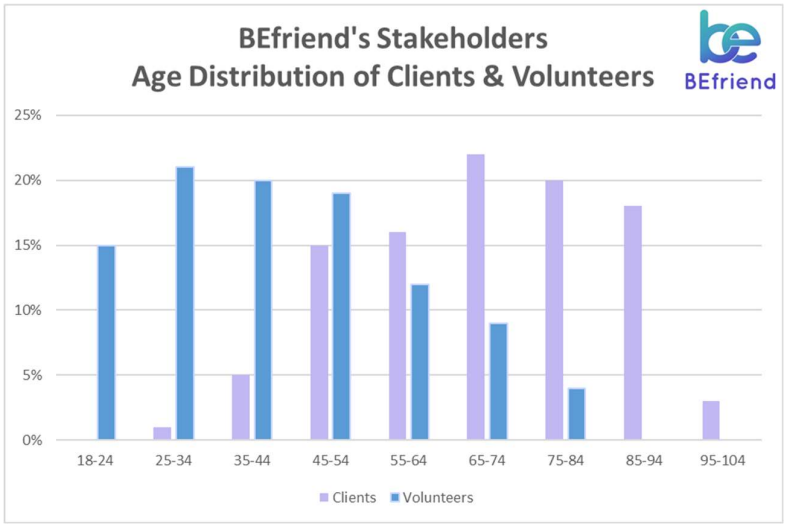
The gender breakdown of our volunteers is shown below. The distribution indicates a much larger proportion of volunteers identifying as female, compared to those identifying as male or non-binary.

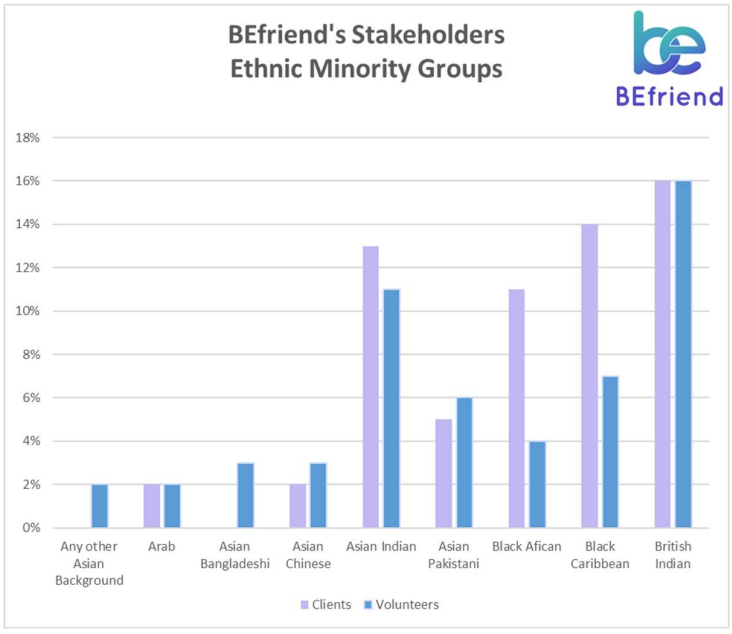
- Female: 154
- Male: 53
- Non-binary: 2
- Prefer not to say: 2

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Age and Ethnic Diversity of Clients and Volunteers

We support clients and volunteers across a broad spectrum of ages and ethnic backgrounds. The charts below show the age distribution of our clients compared to our volunteers, along with the representation of clients and volunteers from ethnic minority backgrounds (54% of our total volunteers and 50% of our total clients).





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Our total support

- **5192** befriending visits or calls from volunteers totalling **7546 hours.**
- **5000** phone calls to clients by our Befriending Coordinators totalling **696 hours.**
- **434** home visits by our Befriending Coordinators totalling **481 hours.**







A Huge Thank You…

To our Volunteers
We are all so grateful to our volunteers for the continuous support to our clients that you give and your commitment to BEfriend.

To our Staff
Thank you for all the amazing BEfriend team who have continued to work so hard to ensure we are providing a quality service to those who need it the most.

To our Trustees
Thank you to our supportive group of Trustees who work hard behind the scenes.

To our Funders
Finally, thank you to our funders for working with us to achieve our aims.

Rachel Hill
CEO

Docusign Envelope ID: 7ADE4D7C-9845-4355-89CD-11DB3795FEB9

BEFRIEND

REPORT OF THE TRUSTEES
For the year ended 31 March 2024

Trustees' Responsibilities in relation to the Financial Statements

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial period, which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently,
- Make judgments and estimates that are reasonable and prudent,
- State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Trustees

Trustees who served during the period were as follows:
J. Macrae- Chair
N. Joslin- Vice-Chair
E. Ng- Treasurer
P. **Sahota**
S. Treszka
E. D'Souza
Dr P. Scolding

Trustees will be in office for a period of three years and must then retire. A retiring trustee is eligible for re-election.

Signed on behalf of the trustees: DocuSigned by: Julia Macrae 50D2B153A17E474...

J. Macrae, Chair Date: 1/16/2025

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Independent Examiner's Report to the trustees of BEfriend

I report to the trustees on my examination of the financial statements of BEfriend for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ('the Act').

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

Independent examiner's statement

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination by being a qualified member of CPAA.

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

- the accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the applicable requirements concerning the form and content of financial statements set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination.

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



CPAA
Solutions Accountancy & Bookkeeping Ltd
1 The Mews
Little Brunswick Street
Huddersfield

HD1 5JL
16 January 2025

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BEfriend

Statement of Financial Activities

for the year ended 31 March 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income and endowments from:					
Donations and legacies	2	89,714	299,878	389,592	300,836
Other trading activities	3	1,183	-	1,183	2,321
Total		90,897	299,878	390,775	303,157
Expenditure on:					
Fundraising & Publicity	4	36,842	11,366	48,208	27,764
Governance	5	11,869	703	12,572	10,491
Charitable Activities	6	49,400	277,684	327,084	255,178
Total		98,111	289,753	387,864	293,433
Net gains/(losses) on investments		11,015	-	11,015	(855)
Net income	7	3,801	10,125	13,926	8,869
Transfers between funds		-	-	-	-
Net income before other gains/(losses)		3,801	10,125	13,926	8,869
Other gains and losses					
Net movement in funds		3,801	10,125	13,926	8,869
Reconciliation of funds:					
Total funds brought forward		126,807	6,500	133,307	124,438
Total funds carried forward		130,608	16,625	147,233	133,307

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BEfriend

Balance Sheet

at 31 March 2024

Charity No. 1072538		2024	2023
		£	£
Fixed assets			
Tangible assets	9	86	169
Investments	10	78,098	67,083
		78,184	67,252
Current assets			
Debtors	11	1,500	1,500
Cash at bank and in hand		164,261	71,263
		165,761	72,763
Creditors: Amount falling due within one year	12	(96,712)	(6,708)
Net current assets		69,049	66,055
Total assets less current liabilities		147,233	133,307
Net assets excluding pension asset or liability		147,233	133,307
Total net assets		147,233	133,307
The funds of the charity			
Restricted funds	13		
Restricted income funds		16,625	6,500
		16,625	6,500
Unrestricted funds	13		
General funds		59,593	66,807
Designated funds		60,000	60,000
		119,593	126,807
Reserves	13		
Revaluation reserve		11,015	-
		11,015	-
Total funds		147,233	133,307

Approved by the trustees on 16 January 2025

And signed on their behalf by:

DocuSigned by:
Julia Macrae
50D2B153A17E474...

J. Macrae

Trustee

16 January 2025

Docusign Envelope ID: 7ADE4D7C-9845-4355-89CD-11DB3795FEB9

BEfriend

Statement of Cash flows

for the year ended 31 March 2024

	2024 £	2023 £
Cash flows from operating activities		
Net income per Statement of Financial Activities	13,926	8,869
Adjustments for:		
Depreciation of property, plant and equipment	83	83
Increase in trade and other receivables		(645)
Increase in trade and other payables	78,989	3,845
Net cash provided by operating activities	92,998	12,152
Net cash used in investing activities	-	(252)
Net cash from financing activities	-	-
Net increase in cash and cash equivalents	92,998	11,900
Cash and cash equivalents at the beginning of the year	71,264	59,364
Cash and cash equivalents at the end of the year	164,262	71,264
Components of cash and cash equivalents		
Cash and bank balances	164,262	71,264
	164,262	71,264

Docusign Envelope ID: 7ADE4D7C-9845-4355-89CD-11DB3795FEB9

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic if Ireland (FRS 102) issued on 16 July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.
Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.

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Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from tax on its charitable activities.

Tangible fixed assets and depreciation

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Fixtures, fittings & equipment	33% straight line

Laptops and mobile IT equipment are written off completely in the year of acquisition.
Items costing less than £50 are written off completely in the year of acquisition.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Docusign Envelope ID: 7ADE4D7C-9845-4355-89CD-11DB3795FEB9

2 Income from donations and legacies

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Donations and legacies	89,714	299,878	389,592	300,836
	89,714	299,878	389,592	300,836

3 Income from other trading activities

	Unrestricted	Total 2024	Total 2023
	£	£	£
Other trading activities	1,183	1,183	2,321
	1,183	1,183	2,321

4 Expenditure on fundraising and publicity

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Fundraising trading costs				
Fundraising costs	30,722	-	30,722	25,911
Staff recruitment	1,936	858	2,794	429
Publicity/Research/Volunteer Recruitment	3,886	10,508	14,394	955
Memberships	298	-	298	469
	36,842	11,366	48,208	27,764

5 Expenditure on governance

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Governance costs				
Salaries and other costs	5,287	-	5,287	5,035
Accounting and examiner fees	3,463	-	3,463	1,860
DBS Checks	850	703	1,553	1,327
HR Support	2,269	-	2,269	2,269
	11,869	703	12,572	10,491

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6 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Employee costs	25,702	260,006	285,708	215,848
Volunteer & project costs	4,239	7,987	12,226	9,828
Premises costs	5,872	4,688	10,560	11,690
Amortisation, depreciation, impairment, profit/loss on disposal of fixed assets	83	-	83	83
General administrative costs	13,504	5,003	18,507	17,729
	49,400	277,684	327,084	255,178

7 Net income before transfers

	2024	2023
This is stated after charging:	£	£
Depreciation of owned fixed assets	83	83

8 Staff costs

	2024	2023
	£	£
Salaries and wages	316,700	241,582
	316,700	241,582

No employee received emoluments in excess of £60,000.

9 Tangible fixed assets

	Fixtures, fittings & equipment	Total
	£	£
Cost or revaluation		
At 1 April 2023	1,128	1,128
At 31 March 2024	1,128	1,128
Depreciation and impairment		
At 1 April 2023	959	959
Depreciation charge for the year	83	83
At 31 March 2024	1,042	1,042
Net book values		
At 31 March 2024	86	86
At 31 March 2023	169	169

10 Investments

	Other investments - Unlisted	Total
	£	£
Cost or revaluation		
At 1 April 2023	67,083	67,083
Revaluation	11,015	11,015
At 31 March 2024	78,098	78,098
Net book values		
At 31 March 2024	78,098	78,098
At 31 March 2023	67,083	67,083

11 Debtors

	2024	2023
	£	£
Other debtors	1,500	1,500
	1,500	1,500

12 Creditors: amounts falling due within one year

	2024	2023
	£	£
Other taxes and social security	8,143	4,603
Accruals	2,287	2,105
Deferred income	86,282	-
	96,712	6,708

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13 Movement in funds

	At 1 April 2023	Incoming resources (including other gains/losses)	Resources expended	At 31 March 2024
	£		£	£
Restricted funds:				
Restricted income funds:				
Ealing Befriending	6,500	71,435	(61,310)	16,625
Hounslow	-	105,463	(105,463)	-
Linked Minds	-	101,495	(101,495)	-
Volunteer Training	-	2,000	(2,000)	-
Festive Hampers	-	2,425	(2,425)	-
Carers Short Breaks	-	17,060	(17,060)	-
Total	6,500	299,878	(289,753)	16,625
Unrestricted funds:				
General funds	66,807	90,897	(98,111)	59,593
Designated funds:				
	60,000	-	-	60,000
Total	60,000	-	-	60,000
Revaluation Reserves:				
Revaluation fund	-	11,015		11,015
Total revaluation reserves	-	11,015		11,015
Total funds	133,307	401,790	(387,864)	147,233

Purposes and restrictions in relation to the funds:

Revaluation reserves	Represent the amount by which investments exceed their historical cost.

Restricted funds:
Ealing Befriending
Hounslow
Linked Minds
Volunteer Training
Festive Hampers
Carers Short Breaks

Notes to the Accounts

14 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	86	-	86
Investments	78,098	-	78,098
Net current assets	62,200	6,849	69,049
	140,384	6,849	147,233

15 Reconciliation of net debt

	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash and cash equivalents	71,263	92,998	164,261
	71,263	92,998	164,261
Net debt	71,263	92,998	164,261

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BEfriend

Detailed Statement of Financial Activities

for the year ended 31 March 2024

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income and endowments from:				
Donations and legacies				
Donations and legacies	89,714	299,878	389,592	300,836
	89,714	299,878	389,592	300,836
Other trading activities				
Other trading activities	1,183	-	1,183	2,321
	1,183	-	1,183	2,321
Total income and endowments	90,897	299,878	390,775	303,157
Expenditure on:				
Costs of fundraising & publicity				
Fundraising costs	30,722	-	30,722	25,911
Staff recruitment	1,936	858	2,794	429
Publicity/Research/Volunteer Recruitment	3,886	10,508	14,394	955
Memberships	298	-	298	469
	36,842	11,366	48,208	27,764
Total of expenditure on fundraising & publicity	36,842	11,366	48,208	27,764
Governance costs				
Salaries and other costs	5,287	-	5,287	5,035
Accounting and examiner fees	3,463	-	3,463	1,860
DBS Checks	850	703	1,553	1,327
HR Support	2,269	-	2,269	2,269
	11,869	703	12,572	10,491
Total of expenditure on governance	11,869	703	12,572	10,491
Employee costs				
Salaries/wages	21,966	258,726	280,692	210,636
Staff training	1,051	847	1,898	2,750
Staff - Clinical Supervision	980	360	1,340	1,140
Staff expenses	1,705	73	1,778	1,322
	25,702	260,006	285,708	215,848
Volunteer & Project costs				
Volunteers - Expenses	-	2,651	2,651	2,652
Volunteers - Training & Safeguarding	167	2,655	2,822	3,249
Volunteers - Motivation Events	564	256	820	627
Festive Hampers Project	10	2,425	2,435	937
Other Project Costs	3,498	-	3,498	2,363
	4,239	7,987	12,226	9,828

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Premises costs				
Rent	5,872	4,688	10,560	11,690
	5,872	4,688	10,560	11,690
General administrative costs, including depreciation and amortisation				
Depreciation of Fixtures, fittings & equipment	83	-	83	83
Bank charges	60	-	60	73
General insurances	1,233	1,231	2,464	1,531
Software, IT support and related costs	7,521	3,083	10,604	6,474
Stationery and printing	895	170	1,065	5,359
Sundry expenses	455	-	455	132
Telephone, fax and broadband	3,340	519	3,859	4,160
	13,587	5,003	18,590	17,812
Total of expenditure of charitable activities	49,400	277,684	327,084	255,178
Total expenditure	98,111	289,753	387,864	293,433
Net gains on investments	11,015	-	11,015	(855)
Net income	3,801	10,125	13,926	8,869
Net income before other gains/(losses)	3,801	10,125	13,926	8,869
Other Gains	-	-	-	-
Net movement in funds	3,801	10,125	13,926	8,869
Reconciliation of funds:				
Total funds brought forward	126,807	6,500	133,307	124,438
Total funds carried forward	130,608	16,625	147,233	133,307

BEfriend

England & Wales - Charity number 1072538

Accounts

BEFRIEND

Charity number: 1072538

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDING

31 MARCH 2023



BEFRIEND

ANNUAL REPORT & FINANCIAL STATEMENTS
for the Financial Year ended 31 March 2023

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BEFRIEND

Legal and Administrative Details
for the Financial Year ended 31 March 2023

Status
The organisation is registered as a charity with the Charity Commission.

Governing document
The charity is an unincorporated association whose purposes and administration are regulated by a Constitution which was adopted on 18th September 1998 (amended by resolutions passed on 19 December 2001)

Charity Number: 1072538

Registered Address: Boundary House, Boston Road, Hanwell, W7 2QE

Chief Executive Office: Rachel Hill

Accounts Examiner: Solutions Accountancy & Bookkeeping Ltd

Bank: CAF Bank Ltd.; 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4 JQ

BEFRIEND

REPORT OF THE TRUSTEES

For the year ended 31 March 2022

The Trustees present their report and financial statements for the year ended 31 March 2023.

The legal and administrative information set out on page 2 forms part of this report. The financial statements comply with current statutory requirements and the Statement of Recommended Practice FRS 102.

Structure, Governance and Management

BEfriend is an unincorporated association which is registered as a charity with the Charity Commission (number 1072538) with a written constitution dated 18 September 1998 (copies available on request). All trustees are members of the Scheme, and volunteers are asked if they would like to be members. The Charity has documented policies in all key areas.

The responsibility for the overall strategy and management of the operations and property of the Scheme is vested in the Management Committee comprising trustees, while the CEO is responsible for the day to day administration and running of the Scheme. The CEO attends the eight-weekly trustee meetings to report on progress and to participate in the discussions and decision-making process.

Trustees are recruited from members of the local community. Currently six of the nine positions are filled and embrace serving volunteers as well as experience in accounting, finance, law and the voluntary sector. Trustees are recruited via the local Volunteer Centre and by personal contacts. Such appointments are made with a view to the balance of skills and experience of benefit to the Charity's management. Any trustees thus co-opted shall hold office until the next Annual General Meeting when they will be eligible for election. At each AGM one third of the Management Committee shall retire from office but shall be eligible for re-election. The members who retire by rotation shall be those who have been longest in office from the date of their last election. The Management Committee elect from among themselves a Chair, Vice Chair(s) and a Treasurer all of which are honorary appointments. Such appointments are valid only until the conclusion of the Management Committee meeting subsequent to the next AGM but may be renewed.

A risk assessment is carried out annually as part of the business planning process and actions taken to mitigate or contain the risks identified. In terms of financial risks, the trustees review the cash flows regularly and ensure sufficient funds are available.

Financial Review

During the year there was a surplus of £2,452. After accounting for deferred income, there was an overall increase in funds of £8,869.
BEfriend managed to secure several large grants and donations, as the difference we make to the local community is increasingly recognised by a number of Trusts. Crucially, BEfriend now benefits from secured sizeable funding commitments over several years. Together with its reserves these commitments have allowed Management and the Board of Trustees to take a longer-term view and further build a strong organisational structure.

The Scheme remains firmly focused on its medium-term development as social needs in the Borough continue to grow.

Expenditure further increased from £224,949 last year to £293,350. This reflects the increasing services that BEfriend provides, as explained further down the Annual Report.

At year-end the Charity had 9 part-time employees (vs 7 at the end of last year) working the equivalent hours of 5.5 FTE.

A very high portion the Charity's expenditure (79.0%) has been devoted to the core charitable activity. The balance was spent on fundraising (9.0%), Support Costs (8.0%) and Governance (3.0%).

The principal funding sources during the year under review are listed in Note 3 to the Financial Accounts.

Grants and Donations for the year amounted to £296,657, more than twice the amount raised 3 years ago, and a further increase compared to last year. This was a result of the considerable funding effort of our staff.

Unrestricted funds are currently composed of a Closedown Reserve and general funds.
General funds stood at £66,807 at year-end.

The Trustees keep a vigilant eye on the state of the reserves with a view to maintaining them to a level which will:
- provide for fluctuations in income and expenditure
- provide for unforeseen contingencies
- ensure the continuity and development of the services provided by the Scheme (Going Concern)

The Closedown Reserve (covering the cost of closure of the organization) was £60,000 at year-end. The aim is to keep this amount as close to 3 months of the Scheme's expenditure as possible. This long-term Reserve is invested in much diversified equity index-trackers. These investments have performed well since they were purchased in 2017, even in the current difficult macroeconomic context.

Objectives and Activities

Overview

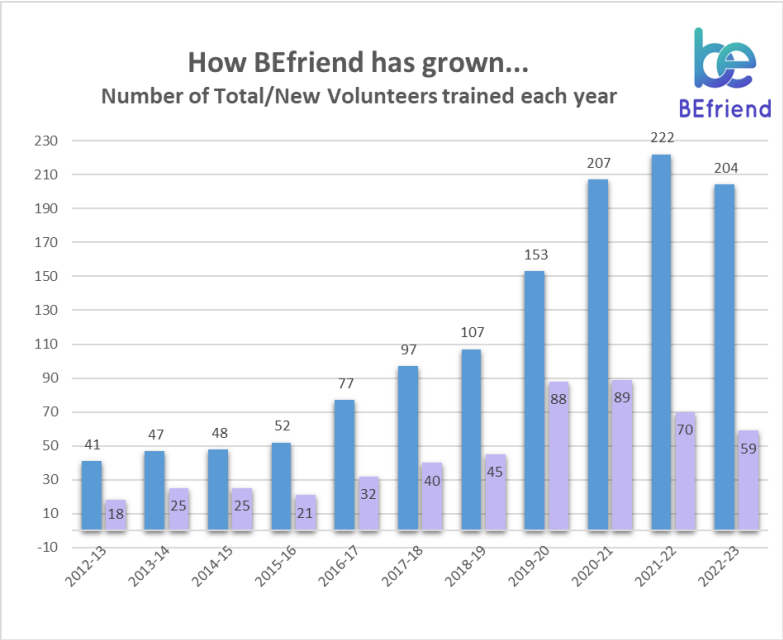
The Scheme was set up in 1994 as The Volunteer Link Scheme under the umbrella of the then Ealing Voluntary Service Council (now Ealing Community and Voluntary Service) and has operated as an independent charity since September 2002 with the sole aim of providing one-to- one volunteer befriending to people within the London Borough of Ealing who are severely isolated and housebound as a result of physical or sensory disability, infirmity or illness.

Through recruiting, training and providing quality ongoing support to volunteers, the charity aims to establish sustainable befriending relationships to support some of the most isolated and vulnerable adults. Given limited resources (including volunteer numbers) we target our service at those who are most isolated and who have little social contact and support, with the aim of improving their quality of life, access to services and physical and emotional well-being. Our service also promotes volunteering and social cohesion through providing a safe environment for people to contribute to their local community.

How we have grown over the years.

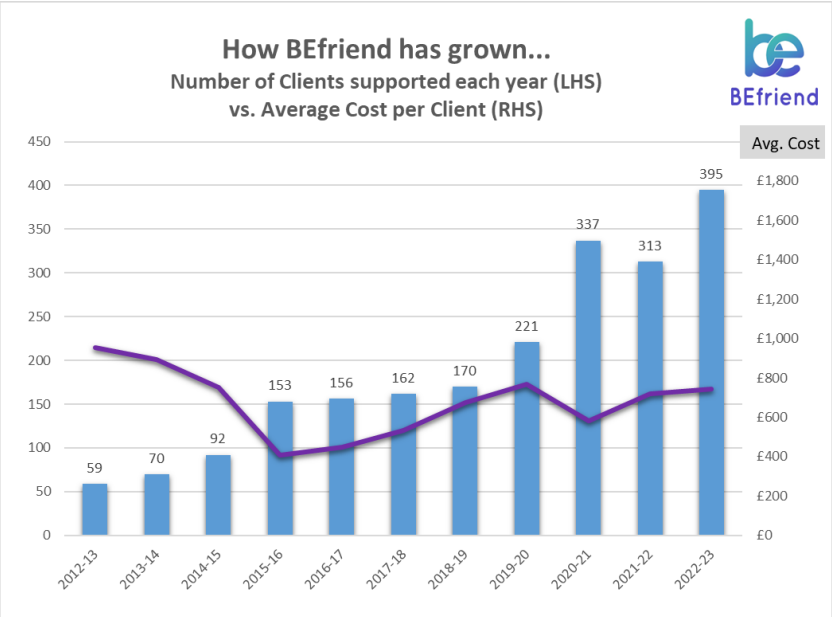
Looking back over the last 10 years, BEfriend has grown and developed significantly. We haven't just increased in numbers, but we have also widened our reach to be able to support more people with different needs. When BEfriend first started (then known as the Volunteer Link Scheme), it had 1 project- supporting housebound adults. Now, we have 3 key projects: Befriending Project: supporting mainly older adults on a long-term basis, Linked Minds: specialist mental health befriending lasting one year, and Telephone Befriending for those who are not suitable for face-to-face or would simply prefer a telephone call.

The number of volunteers working with us has grown substantially over the last 10 years and we have sustained a good number of volunteers working with us throughout this year. In 2022-23 we worked with 204 volunteers in total (blue column below) which is slightly lower than the previous 2 years but a good number in a difficult volunteering climate. It is unsurprising that we trained a lower number of new volunteers this year- 59 in total. It is widely known that it has become much more difficult to recruit volunteers since COVID. However, we are grateful that many of our volunteers stay with us for several years, with 27% of our current volunteers having been with us for more than 3 years.



There has been an increased demand for our services in recent years and often we receive referrals for people who are not suitable for us. This is often because they are too unwell for volunteer support (particularly if they have had a very recent suicide attempt or are self-harming). In these cases, we do always try to find another organisation which would be better placed to provide the support needed. In other cases, people are assessed and accepted but they then stop engaging with us. Our Befriending Coordinators spent a total of 215 hours over the year supporting clients who did not end up being linked with a volunteer through initial support, phone calls and signposting to other organisations.

The total number of clients who received support from BEfriend over the year was 395 which is a further increase on previous years.



BEfriend remains very cost-conscious and continues to operate as professionally and efficiently as possible. Over the last few years, we have restructured our staff team to enable us to grow and develop further as well as managing the increased demands on staff. We created an Operations Director role to manage the day to day running of the charity whilst the CEO took on a more strategic role. We also created a Lead Befriending Coordinator for each project. In response to the increased difficulty in recruiting volunteers we also changed the Volunteer Coordinator role to focus solely on creating new training, developing, and delivering existing training and arranging regular volunteer support events. In addition, we recruited two new roles: a Volunteer Administrator to manage all the new volunteer applications and process DBS checks and references, and a Community Engagement Manager role to raise more awareness and support in the recruitment of new volunteers. All these changes ensure we have strong foundations as we grow and develop.

Achievements and Performance 2022-23

Increasing Connections

One of the focuses of our Strategy is to increase connections. We know that having a visit from a volunteer every week makes a huge difference to people who would usually go from week to week without seeing anyone. However, we also want to create even more opportunities for people to connect with each other, and one of the highlights of the year was the start of our Community Connections projects.

Creating Connections- Afternoon Tea

On Saturday 1st October 2022 we were able to hold our first Afternoon Tea event which was attended by 17 clients and 17 volunteers! Our guests enjoyed sandwiches followed by cupcakes and scones with jam and clotted cream, all washed down with plenty of cups of tea or coffee. We were then all entertained by a local magician who did a magic show followed by individual tricks around the tables. People were able to make new friends and in one case catch up with an old one, as one guest said: *"I met an acquaintance from years ago which was very nice, and I hope to see her again at another event!"* We received excellent feedback at the end of the event, with suggestions for next time. One person wrote: *"I can't wait for next time, to meet new friends!".* These events will be held quarterly.





Creating Connections- Transitional Support Groups

Since 2018 our Linked Minds project has been supporting adults with a diagnosed mental health problem to become less isolated and more connected. Unlike our Befriending Project which can be ongoing for as long as needed, Linked Minds is usually only for one-year. The project aims to support clients to achieve their goals and be able to go out and meet others more, so they no longer need us at the end of the year. During Mental Health Awareness Week 2022 a conversation with someone who had previously been a Linked Minds client led to us developing the idea of transitional support for clients who were coming towards the end of their time with Linked Minds and were still struggling to meet others. On 11th November 2022 we held the first of these groups and these have been held monthly since. All Linked Minds clients are now offered the opportunity to attend these groups once they have had six months of befriending support and they can attend this for a further year, meaning they can attend six months after they finish meeting with their volunteer. The aim of these groups is to provide opportunities for people to meet others who have similar circumstances and create friendships whilst being able to talk in a safe environment about themselves. The groups are led by volunteer Co-Facilitators with a member of the Linked Minds team always present.

Platinum Jubilee Celebrations

In May 2022 we secured funding from the National Lottery Jubilee Fund to enable our clients and volunteers to celebrate the Queen's Platinum Jubilee together. We sent packages to all our volunteers who visited someone in-person which included a celebratory flag, a pack of special Platinum Jubilee seeds, a quiz, a chocolate, and a Sainsbury's gift card. Volunteers were asked to use the gift card to purchase some treats to share with their volunteer. We encouraged volunteers to discuss with their client what kind of food they would like as not everyone would like a traditional English afternoon tea! Whilst many did go for the more traditional option, others used the gift card to buy other treats including pizza and ice-cream! Our telephone clients received a separate pack which included some biscuits, speciality teabags, Platinum Jubilee seeds as well as the flag, chocolate, and quiz.





Festive Hampers

After the success of the Platinum Jubilee celebrations, we did a similar arrangement in December. All volunteers who provide an in-person visit to someone were able to purchase some festive treats using a gift card to hold an individual celebration together. All our telephone clients were sent a hamper of treats including a hand cream, soap, biscuits, chocolate, and teabags.

Increased support to volunteers

Part of our strategy is to increase the level of support provided to our volunteers. At BEfriend we really do value our volunteers and strive to give them the best experience possible. Over the year we held four volunteer meetings for volunteers to meet with others and hear about interesting and relevant topics. We resumed in-person meetings over this year with an online option as well. We recognised that many people had missed the chance to meet others in-person, whilst others found it easier to attend online. We attempted a hybrid option initially but found that those attending online didn't get the best experience. We then decided to hold two meetings each time, with an in-person event one evening and repeating it online the next. This arrangement has been well received with similar numbers attending online to in-person. The topics of these meetings is listed below:



-Loneliness and mental health
-Conversation starters
-Depression and Anxiety
-Issues affecting LGBTQ+ people- presentation from Diversity Role Models charity.



In addition to these meetings, we held two social events for our volunteers. During Volunteers' Week in June, we held a picnic in Walpole Park and in December we held a Festive Party at The William Hobbayne Centre.

We have also worked on developing our training this year, creating a new course: 'Bereavement and Befriending' and developing our Induction Training. Our Induction Training for new volunteers has always been a full day course, which doesn't suit everyone. To make it more accessible to volunteers, we have now split the course into two parts, with the first part being online which can be done anytime. Volunteers then attend the shorter second part of the training in-person.

What our clients have said

We always love receiving feedback from our clients. Here are a few comments which have been made over the last year:

"It's true companionship- hard to find nowadays".

"Someone to speak to- otherwise I don't have anyone at all".

"I had found myself getting to point where I needed to speak to someone. I was getting depressed. I'm glad I was referred here."

"I would recommend anyone to get in contact with you. In fact, I do recommend you. I'm pleased to have found the charity."

Our Impact in Numbers

Clients

- **311** new referrals were received over the year.
    - **141** of these for the Core Befriending Project
    - **134** of these for Linked Minds
    - **36** for the Telephone Project
- **395 clients** received support at some point during the year.
- **233 clients** received regular visits at some point during the year.
- **173** were receiving regular support at the end of March 2023

We continue to support a diverse community:

- **36%** of clients were from black and minority ethnic group.
- **26%** White British. The remainder chose not to answer this question.

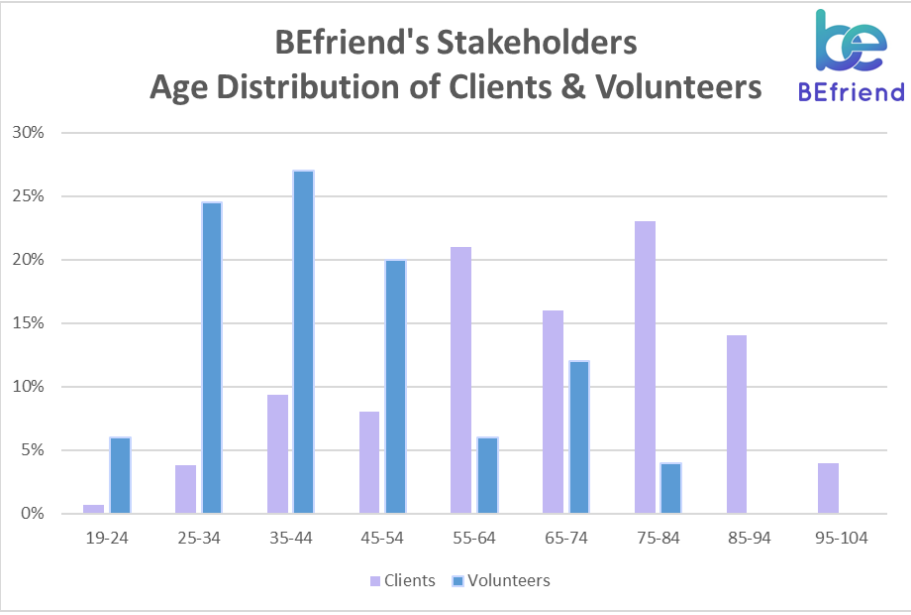
We reach out to all age groups:

- **41%** of clients were aged **75 or older** which is significantly higher than the previous year (34%)
- **43%** of clients were younger than **65.**
- **23%** of clients were between **75-84** which was our largest age group. This is a change from the previous year in which largest age range was 55-64 (21% this year).

Volunteers

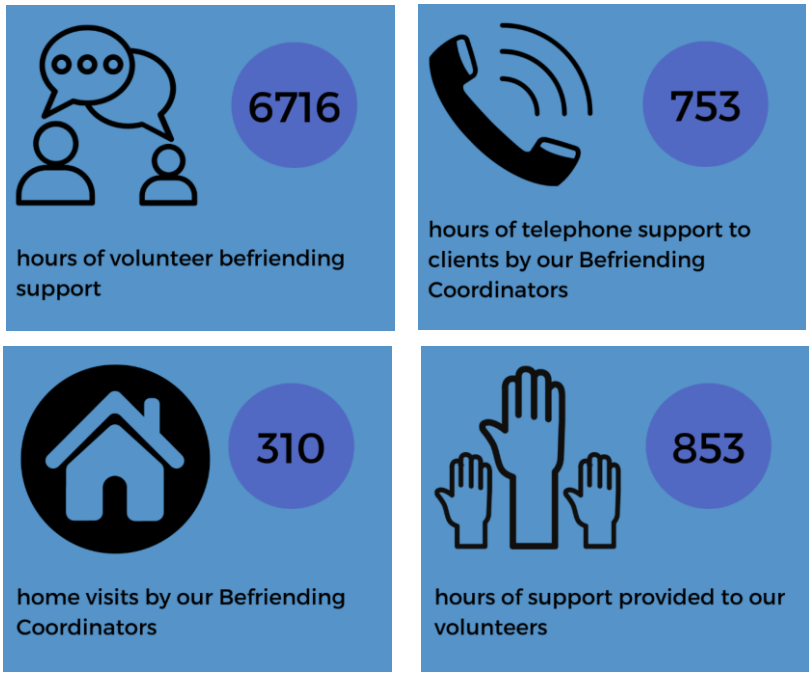
- **The number of volunteers has stayed relatively stable:**
    - **204 *volunteers*** have been working with us during the year compared to 222 in the previous year.
    - **59 *new volunteers*** were trained over the year, a decrease from 70 in the previous year.

- **Our group of volunteers is well diversified:**
    - **47%** of volunteers were from black and minority ethnic groups.
    - **34%** of volunteers identified as White British
    - **31%** of volunteers were 34 or younger (37% last year)
    - **16%** of volunteers were 65 or older.
    - Our largest age group of volunteers was 35-44 (27%)



Our total support

- **4781** befriending visits or calls from volunteers totalling **6716 hours.**
- **4945** phone calls to clients by our Befriending Coordinators totalling **753 hours.**
- **310** home visits by our Befriending Coordinators totalling **274 hours.**
- **853** hours of support to volunteers



A Huge Thank You…

To our Volunteers
We are all so grateful to our volunteers for the continuous support to our clients that you give and your commitment to BEfriend.

To our Staff
Thank you for all the amazing BEfriend team who have continued to work so hard to ensure we are providing a quality service to those who need it the most.

To our Trustees
Thank you to our supportive group of Trustees who work hard behind the scenes.

To our Funders
Finally, thank you to our funders for working with us to achieve our aims.

Rachel Hill
CEO

REPORT OF THE TRUSTEES
For the year ended 31 March 2023

Trustees' Responsibilities in relation to the Financial Statements

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial period, which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently,
- Make judgments and estimates that are reasonable and prudent,
- State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Trustees

Trustees who served during the period were as follows:
J. Macrae- Chair
Natasha Joslin- Vice-Chair
O. Uyttenhove – Treasurer (Resigned November 2022)
P. **Sahota**
P. **Mathen-** Treasurer (Elected November 2022)
G. Kloss (Resigned June 2022)
S. Treszka (Elected November 2022)
E. D'Souza (Elected November 2022)
Dr P. Scolding (Co-opted January 2023)

Trustees will be in office for a period of three years and must then retire. A retiring trustee is eligible for re-election.

Signed on behalf of the charity's trustees:

J. Macrae
Chair
25th October 2023

BEFRIEND

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF BEFRIEND
For the year ended 31 March 2022

I report to the trustees on my examination of the accounts of BEfriend for the year ended 31st March 2023 which are set out on pages 15-24 that comprise the Statement of Financial Activities, the Statement of Cash Flows, the Balance Sheet and the related notes.

Responsibilities and basis of report

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'). The trustees consider that an audit is not required for this year under the Charities Act 2011, s.144(2) (the 2011 Act) and that an independent examination is needed.

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 all 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 can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in, any material respect:

- the accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the applicable requirements concerning the form and content of the financial statements set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

CPAA
Solutions Accountancy & Bookkeeping Ltd
1 The Mews
Little Brunswick Street
Huddersfield

25th October 2023

BEFRIEND

FINANCIAL REPORT
For the year ended 31 March 2023

BEFRIEND - STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023
INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT
in accordance with Charities Act 2011 and SORP FRS 102

	Note	31-Mar-23 Unrestricted Funds	31-Mar-23 Restricted Funds	**31-Mar-23 Total Funds**	31-Mar-22 Total Funds
Income and Endowments (£) from:					
Donations & Legacies	2	£ 28,145	£ 266,191	**£ 294,336**	£ 217,000
Other Trading Activities		£ 2,321	£ -	**£ 2,321**	£ 5,068
Investment Income		£ -	£ -	**£ -**	£ -
Total Incoming Resources		£ 30,466	£ 266,191	**£ 296,657**	£ 222,068
Expenditure (£) on:					
Charitable Activities	9	£ (19,472)	£ 274,566	**£ 255,094**	£ 195,098
Fundraising & Publicity	9	£ 27,765	£ -	**£ 27,765**	£ 21,200
Governance	9	£ 10,491	£ -	**£ 10,491**	£ 8,651
Total Resources Expended		£ 18,784	£ 274,566	**£ 293,350**	£ 224,949
Realized Net Income / (Losses) on Investments		£ -	£ -	**£ -**	£ -
Unrealized Net Income / (Losses) on Investments		£ (855)	£ -	**£ (855)**	£ 8,403
Net Income / (Expenditure) in FY		£ 10,827	£ (8,375)	**£ 2,452**	£ 5,523
Transfers between funds	10	£ -	£ -	**£ -**	£ -
Deferred Income / Carried Forward		£ -	£ 6,500	**£ 6,500**	£ 8,375
Depreciation of Fixed Assets		£ (83)	£ -	**£ (83)**	£ -
Net Movement in Funds in FY		**£ 10,744**	**£ (1,875)**	**£ 8,869**	£ 13,898
RECONCILIATION OF FUNDS					
Total Funds at Start of FY	11	£ 116,063	£ 8,375	**£ 124,438**	£ 110,540
Total Funds at End of FY	11	£ 126,807	£ 6,500	**£ 133,307**	£ 124,438

All amounts relate to continuing activities.
All recognised gains and losses are shown above.

BEFRIEND

FINANCIAL REPORT
For the year ended 31 March 2023

BEFRIEND - STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Note	Total Funds FY to 31-Mar-23	Total Funds FY to 31-Mar-22
Cash Flows from Operating Activities			
Net Cash provided by / (used in) Operating Activities	See below	£ 11,900	£ 8,003
Cash Flows from Investing Activities			
Interest from Investments		£ -	£ -
Proceeds from Sale of Investments		£ -	£ -
Purchase of Investments		£ -	£ -
Net Cash provided by / (used in) Investing Activities		£ -	£ -
Cash Flow Totals			
Change in Cash & Cash Equivalents in the Reporting Period		£ 11,900	£ 8,003
Cash & Cash Equivalents at the Beginning of the Reporting Period		£ 59,364	£ 51,361
Cash & Cash Equivalents at the End of the Reporting Period		£ 71,264	£ 59,364

Reconciliation of Net Income / (Expenditure) to Net Cash Flow from Operating Activities	FY to 31-Mar-23	FY to 31-Mar-22
Net income/(expenditure) for the reporting period as per the Statement of Financial Activities	£ 8,869	£ 13,898
Adjustments for:		
Depreciation Charges	£ 83	£ -
Realized (Gains) / Losses on Investments	£ -	£ -
Unrealized (Gains) / Losses on Investments	£ 855	£ (8,403)
Purchase of Fixed Assets	£ (252)	£ -
(Increase)/Decrease in Debtors	£ (1,500)	£ 2,750
Increase/(Decrease) in Creditors	£ 3,845	£ (242)
Net cash provided by/(used in) operating activities	**£ 11,900**	**£ 8,003**

BEFRIEND

FINANCIAL REPORT
For the year ended 31 March 2023

BEFRIEND - BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2023				
	31-Mar-23	31-Mar-23	31-Mar-22	31-Mar-22
Assets (£)				
Fixed Assets		**£ 169**		**£ -**
Financial Assets		**£ 133,138**		**£ 124,438**
Investment Account	£ 67,083		£ 67,938	
Bank & Cash	£ 71,263		£ 59,363	
Current Assets	£ 1,500		£ -	
Current Liabilities	£ (6,708)		£ (2,863)	
Total Net Assets		**£ 133,307**		**£ 124,438**
Funds of the Charity (£)				
Restricted Funds		**£ 6,500**		**£ 8,375**
Restricted Funds @ Start of FY	£ 8,375		£ 6,250	
Movement in Restricted Funds during FY	£ (1,875)		£ 2,125	
Designated Funds		**£ 60,000**		**£ 60,000**
Closedown Reserve @ Start of FY	£ 60,000		£ 50,000	
Movement in Closedown Reserve during FY	£ -		£ 10,000	
General / Unrestricted Funds		**£ 66,807**		**£ 56,063**
Unrestricted Funds @ Start of FY	£ 56,063		£ 54,290	
Transfer from / (to) Designated Funds during FY	£ -		£ (10,000)	
Movement: Surplus / (Deficit) in Unrestricted Funds during I	£ 10,744		£ 11,773	
Total Funds		**£ 133,307**		**£ 124,438**

Approved by the trustees on **25th October 2023**

And signed on their behalf by:

J. Macrae
Chair
25th October 2023

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2023

1. Accounting Policies

1.1 The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards. They follow the requirements and recommendations in the Charities SORP FRS102 and the Charities Act 2011.

1.2 Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered. Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of staff time attributable to each activity. Indirect costs are allocated to Support and Management and Administration on the basis of the estimated staff time spent on each area. Management and administration costs include the management of the charity's assets, organisational management and compliance with constitutional and statutory regulations.

1.3 The charity contributes to defined contribution pension schemes. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions payable under the scheme by the charity to the fund. The charity has no liability under the scheme other than for the payment of those contributions.

1.4 Depreciation: Depreciation is provided on all tangible assets at a rate calculated to write off the cost or valuation over its expected useful life as follows:

- Desktop Computer equipment, furniture and other equipment - straight line over 3 years
- Laptops and mobile IT equipment are written off completely in the year of acquisition
- Items of equipment and furniture costing less than £50 are written off completely in the year of acquisition

1.5 Voluntary income: Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when received.

1.6 Grants: Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Activities in the year in which they are received or receivable whichever is the earlier.

1.7 Unrestricted funds: Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

1.8 Staff costs: Staff costs and overhead expenses are allocated to activities based on staff time spent on those activities. No employee received emoluments in excess of £60,000.

1.9 Fundraising and publicity: Fundraising and publicity costs comprise the cost incurred in producing materials for promotional purposes and in raising funds.

1.10 Support costs: Support costs of charitable activities comprise costs incurred directly in support of expenditure on the objects of the charity.

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2023

2. Statement of Financial Activities – prior year

BEFRIEND - STATEMENT OF FINANCIAL ACTIVITIES
PRIOR YEAR

	31-Mar-22 Unrestricted Funds	31-Mar-22 Restricted Funds	**31-Mar-22 Total Funds**
Income and Endowments (£) from:			
Donations & Legacies	£ 67,367	£ 149,633	**£ 217,000**
Other Trading Activities	£ 5,068	£ -	**£ 5,068**
Investment Income	£ -	£ -	**£ -**
Total Incoming Resources	£ 72,435	£ 149,633	**£ 222,068**
Expenditure (£) on:			
Charitable Activities	£ 39,215	£ 155,883	**£ 195,098**
Fundraising & Publicity	£ 21,200	£ -	**£ 21,200**
Governance	£ 8,651	£ -	**£ 8,651**
Total Resources Expended	£ 69,066	£ 155,883	**£ 224,949**
Realized Net Income / (Losses) on Investments	£ -	£ -	**£ -**
Unrealized Net Income / (Losses) on Investments	£ 8,403	£ -	**£ 8,403**
Net Income / (Expenditure) in FY	£ 11,773	£ (6,250)	**£ 5,523**
Transfers between funds	£ -	£ -	**£ -**
Deferred Income / Carried Forward	£ -	£ 8,375	**£ 8,375**
Depreciation of Fixed Assets	£ -	£ -	**£ -**
Net Movement in Funds in FY	£ 11,773	£ 2,125	**£ 13,898**
RECONCILIATION OF FUNDS			
Total Funds at Start of FY	£ 104,290	£ 6,250	**£ 110,540**
Total Funds at End of FY	£ 116,063	£ 8,375	**£ 124,438**

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2023

3. Voluntary Income: Donations

National Lottery / Reaching Communities	£	49,573
The Henry Smith Charity	£	89,000
Ealing Council Adult Serv. Via Dementia Concern	£	34,120
The Charity of Sir Richard Whittington (Mercers)	£	33,500
National Lottery - Jubilee Project	£	2,720
West London NHS & Ealing Council	£	19,800
City Bridge Trust	£	25,875
Community Connections Project	£	2,875
The Forrester Family Trust	£	5,000
People's Health Trust	£	3,128
National Lottery Awards for All - Community Connections Proj.	£	7,100
RESTRICTED GRANTS / DONATIONS	**£**	**272,691**
City Bridge	£	2,599
UNRESTRICTED GRANTS FROM COUNCIL / TRUSTS	**£**	**2,599**
Small Donations	£	10,637
Legacy Donations	£	15,000
Fundraising Events/Projects	£	2,230
OTHER UNRESTRICTED FUNDING SOURCES	**£**	**27,867**
TOTAL FUNDS RAISED YTD	**£**	**303,157**

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2023

4. Taxation

No tax charge arises as the Scheme applies all income to its charitable objectives and is exempt.

5. Staff costs

Staff Costs (£)

	31-Mar-23	31-Mar-22
Salaries	£ 219,581	£ 173,558
Social Security Costs	£ 14,540	£ 6,832
Pension Costs	£ 7,461	£ 5,416
Total Staff Costs	**£ 241,582**	**£ 185,806**

Average Number of Employees in FY	**9.7** **5.5**

6. Net Incoming Resources

Net Incoming Resources (£)

These are stated after charging:	31-Mar-23	31-Mar-22
Remuneration to the Examiner	£ 300	£ -
Remuneration to the Board of Trustees	£ -	£ -
Expenses of the Board of Trustees	£ -	£ -
Depreciation	£ 83	£ -
Sum	**£ 383**	**£ -**

NOTES TO THE ACCOUNTS
For the year ended 31 March 2023

7. Tangible Fixed Assets

Tangible Fixed Assets (£)	31-Mar-23	31-Mar-22
Valuation At Cost		
At Start of FY	£ 876	£ 876
Additions	£ 252	£ -
At End of FY	£ 1,128	£ 876
Accumulated Depreciation		
At Start of FY	£ 876	£ 876
Charge for period	£ 83	£ -
At End of FY	£ 959	£ 876
Net Book Values		
At Start of FY	£ -	£ -
At End of FY	£ 169	£ -

8. Debtors

Debtors (£)	31-Mar-23	31-Mar-22
Grants receivable	£ -	£ -
Rent Deposit	£ 1,500	£ -
Other debtors	£ -	£ -
Payments in advance	£ -	£ -
Sum	**£ 1,500**	**£ -**

9. Creditors: Amounts due within one year

Creditors: Amounts Due within One Year	31-Mar-23	31-Mar-22
Taxation and social security costs	£ 4,603	£ 2,863
Other creditors	£ -	£ -
Accrued liabilities	£ 2,105	£ -
Sum	**£ 6,708**	**£ 2,863**

BEFRIEND
NOTES TO THE ACCOUNTS
For the year ended 31 March 2023

10. Resources Expended

Resources Expended (£)										31-Mar-23
	Charitable Activities		Support Costs		Fundraising & Publicity		Governance		Total	
All Funds (£)										
Rent	£	-	£	11,690	£	-	£	-	£	11,690
Rent	**£**	**-**	**£**	**11,690**	**£**	**-**	**£**	**-**	**£**	**11,690**
Staff - Salaries & Related Costs	£	210,636	£	-	£	25,911	£	5,035	£	241,582
Staff - Training	£	2,750	£	-	£	-	£	-	£	2,750
Staff - Clinical Supervision (LM)	£	1,140	£	-	£	-	£	-	£	1,140
Staff - Expenses	£	1,322	£	-	£	-	£	-	£	1,322
Staff Expenditure	**£**	**215,849**	**£**	**-**	**£**	**25,911**	**£**	**5,035**	**£**	**246,795**
Volunteers - Expenses	£	2,652	£	-	£	-	£	-	£	2,652
Volunteers - Training & Safeguarding	£	3,249	£	-	£	-	£	-	£	3,249
Volunteers - Motivation Events	£	627	£	-	£	-	£	-	£	627
Other Assets - Mobile Phone for Staff	£	-	£	3,395	£	-	£	-	£	3,395
Office Expenses - Tel & Broadband	£	-	£	765	£	-	£	-	£	765
Office Expenses - IT Support & Hosting	£	-	£	6,476	£	-	£	-	£	6,476
Office Expenses - Postage/Printing/Stationary	£	5,359	£	-	£	-	£	-	£	5,359
Miscellaneous/Refunds/Corrections	£	130	£	-	£	-	£	-	£	130
Christmas Hampers Project	£	937	£	-	£	-	£	-	£	937
Jubilee Project	£	1,427	£	-	£	-	£	-	£	1,427
Community Connections Project	£	936	£	-	£	-	£	-	£	936
Operational Expenditure	**£**	**15,317**	**£**	**10,636**	**£**	**-**	**£**	**-**	**£**	**25,953**
Staff Recruitment	£	-	£	-	£	429	£	-	£	429
Publicity/Research/Volunteer Recruitment	£	-	£	-	£	955	£	-	£	955
Memberships	£	-	£	-	£	469	£	-	£	469
Development Expenditure	**£**	**-**	**£**	**-**	**£**	**1,854**	**£**	**-**	**£**	**1,854**
Governance - Accounting & Examiner Fees	£	-	£	-	£	-	£	1,860	£	1,860
Governance - DBS Checks	£	-	£	-	£	-	£	1,327	£	1,327
Governance - HR Support	£	-	£	-	£	-	£	2,269	£	2,269
Governance Expenditure	**£**	**-**	**£**	**-**	**£**	**-**	**£**	**5,456**	**£**	**5,456**
Bank Charges	£	-	£	73	£	-	£	-	£	73
Insurance	£	-	£	1,531	£	-	£	-	£	1,531
Financial Expenditure	**£**	**-**	**£**	**1,603**	**£**	**-**	**£**	**-**	**£**	**1,603**
Total Funds (£)	**£**	**231,166**	**£**	**23,929**	**£**	**27,765**	**£**	**10,491**	**£**	**293,350**
Percentage Split		**79%**		**8%**		**9%**		**4%**		**100%**
Resources Expended (£) - Restricted										
The Henry Smith Charity	£	89,000	£	-	£	-	£	-	£	89,000
Ealing Council Adult Serv. Via Dementia Concern	£	34,120	£	-	£	-	£	-	£	34,120
The Charity of Sir Richard Whittington (Mercers)	£	33,500	£	-	£	-	£	-	£	33,500
National Lottery - Jubilee Project	£	2,720	£	-	£	-	£	-	£	2,720
West London NHS & Ealing Council	£	19,800	£	-	£	-	£	-	£	19,800
City Bridge Trust	£	25,750	£	-	£	-	£	-	£	25,750
Community Connections Project	£	2,875	£	-	£	-	£	-	£	2,875
The Forrester Family Trust	£	5,000	£	-	£	-	£	-	£	5,000
People's Health Trust	£	3,128	£	-	£	-	£	-	£	3,128
National Lottery Awards for All - Community Connections	£	7,100	£	-	£	-	£	-	£	7,100
National Lottery / Reaching Communities	£	49,573	£	-	£	-	£	-	£	49,573
Volunteer Training - The Charity of William Hobbayne	£	2,000	£	-	£	-	£	-	£	2,000
Restricted Funds	**£**	**274,566**	**£**	**-**	**£**	**-**	**£**	**-**	**£**	**274,566**
Unrestricted Funds	**£**	**(43,400)**	**£**	**23,929**	**£**	**27,765**	**£**	**10,491**	**£**	**18,784**
Total Funds	**£**	**231,166**	**£**	**23,929**	**£**	**27,765**	**£**	**10,491**	**£**	**293,350**

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2023

11. Funds Analysis

Funds Analysis (£)

	Balance at Start of FY	Movement Incoming	Movement Transfer	Movement Outgoing	Balance at End of FY
The Henry Smith Charity	£ -	£ 89,000	£ -	£ 89,000	£ -
Ealing Council Adult Serv. Via Dementia Concern	£ -	£ 34,120	£ -	£ 34,120	£ -
The Charity of Sir Richard Whittington (Mercers)	£ -	£ 33,500	£ -	£ 33,500	£ -
National Lottery - Jubilee Project	£ -	£ 2,720	£ -	£ 2,720	£ -
West London NHS & Ealing Council	£ -	£ 19,800	£ -	£ 19,800	£ -
City Bridge Trust	£ 6,375	£ 25,875	£ -	£ 25,750	£ 6,500
Community Connections Project	£ -	£ 2,875	£ -	£ 2,875	£ -
The Forrester Family Trust	£ -	£ 5,000	£ -	£ 5,000	£ -
People's Health Trust	£ -	£ 3,128	£ -	£ 3,128	£ -
National Lottery Awards for All - Community Connections	£ -	£ 7,100	£ -	£ 7,100	£ -
National Lottery / Reaching Communities	£ -	£ 49,573	£ -	£ 49,573	£ -
Volunteer Training - The Charity of William Hobbayne	£ 2,000	£ -	£ -	£ 2,000	£ -
Restricted Funds	**£ 8,375**	**£ 272,691**	**£ -**	**£ 274,566**	**£ 6,500**
Unrestricted Funds	**£ 116,063**	**£ 30,466**	**£ -**	**£ 97,885**	**£ 126,807**
Total Funds	**£ 124,438**	**£ 303,157**	**£ -**	**£ 372,451**	**£ 133,307**

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2023

Bank:

CAF Bank Ltd.
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Accounts Examiner:
Solutions Accountancy & Bookkeeping Ltd
1 The Mews
Little Brunswick Street
Huddersfield

HD1 5JL

BEfriend

England & Wales - Charity number 1072538

Accounts

BEFRIEND

(Formerly: THE VOLUNTEER LINK SCHEME)

Charity number: 1072538

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDING

31 MARCH 2022

BEfriend

BEFRIEND

ANNUAL REPORT & FINANCIAL STATEMENTS
for the Financial Year ended 31 March 2021

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Bank and Accounts Examiner's Details p.24

BEFRIEND

Legal and Administrative Details
for the Financial Year ended 31 March 2022

Status
The organisation is registered as a charity with the Charity Commission.

Governing document
The charity is an unincorporated association whose purposes and administration are regulated by a Constitution which was adopted in 18th September 1998 (amended by resolutions passed on 19 December 2001)

Charity Number: 1072538

Registered Address: Boundary House, Boston Road, Hanwell, W7 2QE

Chief Executive Officer: Rachel Hill

Accounts Examiner: Martina Eyre, 36 Fordhook Avenue, London W5 3LP

Bank: CAF Bank Ltd.; 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4 JQ

BEFRIEND

REPORT OF THE TRUSTEES

For the year ended 31 March 2022

The Trustees present their report and financial statements for the year ended 31 March 2022.

The legal and administrative information set out on page 2 forms part of this report. The financial statements comply with current statutory requirements and the Statement of Recommended Practice FRS 102.

Structure, Governance and Management

BEfriend is an unincorporated association which is registered as a charity with the Charity Commission (number 1072538) with a written constitution dated 18 September 1998 (copies available on request). All trustees are members of the Scheme, and volunteers are asked if they would like to be members. The Charity has documented policies in all key areas.

The responsibility for the overall strategy and management of the operations and property of the Scheme is vested in the Management Committee comprising trustees, while the CEO is responsible for the day-to-day administration and running of the Scheme. The CEO attends the six-weekly trustee meetings to report on progress and to participate in the discussions and decision-making process.

Trustees are recruited from members of the local community. Currently six of the nine positions are filled and embrace serving volunteers as well as experience in accounting, finance, law and the voluntary sector. Trustees are recruited via the local Volunteer Centre and by personal contacts. Such appointments are made with a view to the balance of skills and experience of benefit to the Charity's management. Any trustees thus co-opted shall hold office until the next Annual General Meeting when they will be eligible for election. At each AGM one third of the Management Committee shall retire from office but shall be eligible for re-election. The members who retire by rotation shall be those who have been longest in office from the date of their last election. The Management Committee elect from among themselves a Chair, Vice Chair(s) and a Treasurer all of which are honorary appointments. Such appointments are valid only until the conclusion of the Management Committee meeting after the next AGM but may be renewed.

A risk assessment is carried out annually as part of the business planning process and actions taken to mitigate or contain the risks identified. In terms of financial risks, the trustees review the cash flows regularly and ensure sufficient funds are available.

Financial Review

It has been a solid year for BEfriend on the financial front, with a surplus of £5,523.
BEfriend managed to secure several large grants and donations, as the difference we make to the local community is increasingly recognised by a number of Trusts. Crucially, BEfriend now benefits from secured sizeable funding commitments over several years. Together with its reserves these commitments have allowed Management and the Board of Trustees to take a longer-term view and further build a strong organisational structure.

The Scheme remains firmly focused on its medium-term development as social needs in the Borough continue to grow.

Expenditure further increased from £195,651 last year to £224,949. This reflects the increasing services that Befriend provides, as explained further down the Annual Report.

At year-end the Charity had 9 part-time employees (vs 7 at the end of last year) working the equivalent hours of 5.5 FTE.

A very high portion the Charity's expenditure (86.8%) has been devoted to the core charitable activity. The balance was spent on fundraising (9.4%) and Governance (3.8%).

The principal funding sources during the year under review are listed in Note 2 to the Financial Accounts.

Grants and Donations for the year amounted to £222,068, almost 3 times the amount raised 3 years ago, and a further increase compared to last year. This was a result of the considerable funding effort of our staff.

Unrestricted funds are currently composed of a Closedown Reserve and general funds.
General funds stood at £56,063 at year-end,

The Trustees keep a vigilant eye on the state of the reserves with a view to maintaining them to a level which will:

- provide for fluctuations in income and expenditure
- provide for unforeseen contingencies
- ensure the continuity and development of the services provided by the Scheme (Going Concern)

The Trustees have decided to increase the Closedown Reserve (covering the cost of closure of the organization) from £50,000 to £60,000 to reflect the Charity’s increased cost base. It is equivalent to approximately 3 months of the Scheme's expenditure. This long-term Reserve is invested in much diversified equity index-trackers. These investments have performed well since they were purchased in 2017, even in the current difficult macroeconomic context.

Objectives and Activities

Overview

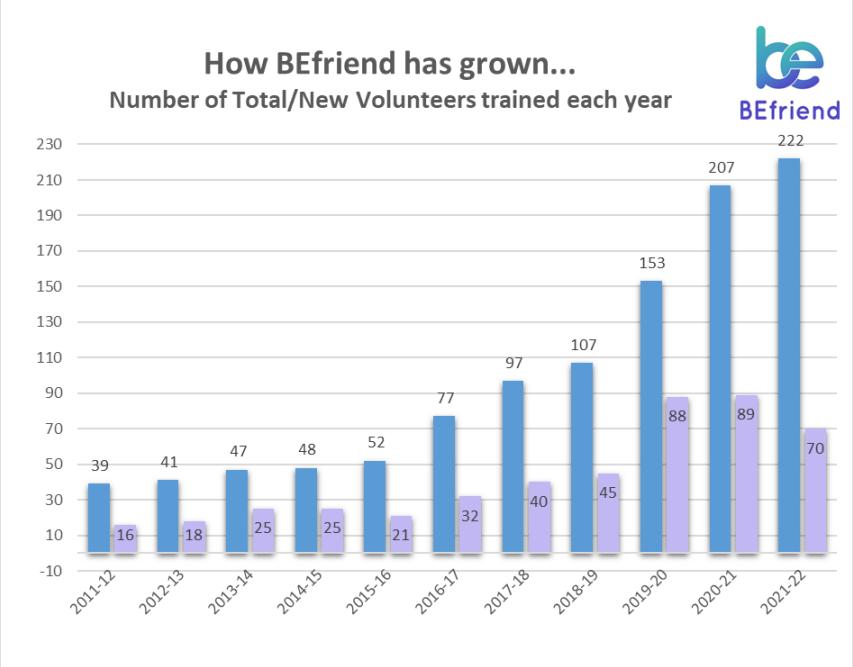
The Scheme was set up in 1994 as The Volunteer Link Scheme under the umbrella of the then Ealing Voluntary Service Council (now Ealing Community and Voluntary Service) and has operated as an independent charity since September 2002 with the sole aim of providing one-to- one volunteer befriending to people within the London Borough of Ealing who are severely isolated and housebound as a result of physical or sensory disability, infirmity or illness.

Through recruiting, training and providing quality ongoing support to volunteers, the charity aims to establish sustainable befriending relationships to support some of the most isolated and vulnerable adults. Given limited resources (including volunteer numbers) we target our service at those who are most isolated and who have little social contact and support, with the aim of improving their quality of life, access to services and physical and emotional well-being. Our service also promotes volunteering and social cohesion through providing a safe environment for people to contribute to their local community.

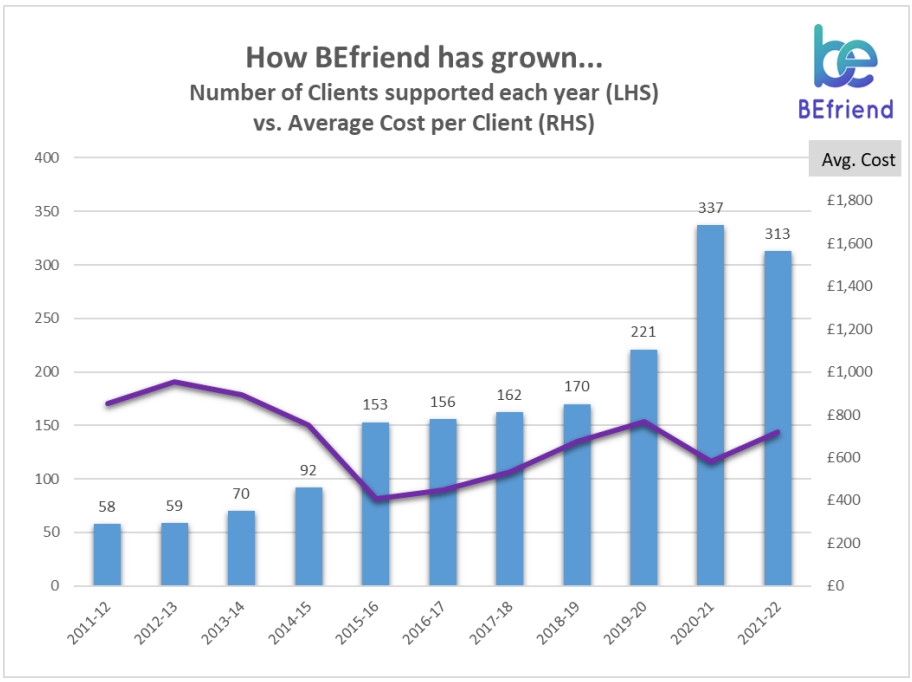
How we have grown over the years

Looking back over the last 10 years, BEfriend has grown and developed significantly. We haven't just increased in numbers, but we have also widened our reach to be able to support more people with different needs. When BEfriend first started (then known as the Volunteer Link Scheme), it had 1 project- supporting housebound adults. Now, we have 3 key projects: Core Befriending: supporting mainly older adults on a long-term basis, Linked Minds: specialist mental health befriending lasting 1 year, and Telephone Befriending for those who are not suitable for face-to-face, or would simply prefer a telephone call.

The number of volunteers working with us has grown substantially over the last 10 years. In 2021-22 we trained 70 new volunteers (purple column below), which although is lower than the previous 2 years when we trained almost double the usual number due to increased volunteering during the pandemic, is still substantially higher than 2018-19. However, the total number of volunteers working with us (blue column) has continued to rise. This shows that although we recruited slightly less new volunteers, we retained more existing volunteers.



Similarly, the number of clients we support has increased over the last 10 years. In 2021-22 the numbers were slightly lower than the previous year, however this is because of the number of clients we supported on a short-term basis with shopping delivery over the lockdowns which did not need our support ongoing



BEfriend remains very cost-conscious and operates more professionally and efficiently than it has ever done. Over the last 2 years we have invested resources into our staff team to make BEfriend more sustainable. We recruited a Fundraiser in November 2020 which has enabled us to increase our income significantly and enable us to grow and develop further. The recruitment of a part-time Administrator enabled our Befriending Coordinators to assess and support more clients.

Achievements and Performance 2021-2022

Adapting to a post-lockdown Ealing

The 2021-22 year continued to be difficult with COVID restrictions in place for most of the year. At the start of the period, we were just coming out of the 3rd National Lockdown, and heavy restrictions on social contact were still in place. Although on 29th March, the lockdown had officially ended, people were only able to meet up with others outside. Our volunteers were continuing to provide telephone befriending in lieu of face-to-face visits, and our Befriending Coordinators were not able to visit to complete assessments. On 17th May restrictions were lifted further and 2 households were able to meet indoors. This meant that our volunteers were able to visit clients indoors again if both they and their client felt comfortable, however social distancing was still in place and anxiety high.

During the rest of the year, volunteers gradually started visiting clients more, but continued to socially distance. It wasn't until 24th February 2022 that the Government finally ended all legal restrictions. At this point, we issued 'Living with COVID' guidance to all our volunteers and highlighted the importance of choice and mutual respect. Whilst there were no longer any formal restrictions, we asked volunteers and clients to discuss what they felt happy with and decide between them about what precautions to have in place. During all the uncertainty, BEfriend continued to provide support to new and existing clients, continually adapting to the ever-changing guidance. A few highlights of the year are below:

A new home for BEfriend

Whilst all the restrictions were in place, we had continued to all work from home. Like many other charities and businesses, we questioned our need for our office space which accounted for a large chunk of our budget. We realised that most staff could work from home, but we still wanted a base. We were offered a space in West Ealing Library, managed by Ealing and Hounslow CVS, and we moved into there in June 2021. This space gave us 4 desks and so most staff continued to work from home, but we had a base for when this was needed.

Linked Minds Project

2021 started well with us being successful in receiving funding towards our Linked Minds project. Up until then, we only had 1 part-time member of staff on the project, and the multi-year funding from Henry Smith enabled us to recruit a full-time team member.

Community Fundraising



As well as the success in funding from grant making trusts, 2021-22 was a good year for Community Fundraising, which not only raised funds, but also raised our profile:

- **The Giving Box**

Throughout the whole of the financial year, The Giving Box has been in the Ealing Broadway Centre raising awareness and enabling people to donate to BEfriend. We are grateful to British Land for organising this and supporting us in this way.

- **Taylor Vinters**
  In September, a group of trainee solicitors at international law firm, Taylor Vinters, chose BEfriend as one of their 3 charities of the year. They are participating in a variety of different fundraising initiatives between September 2021 and August 2022. In addition to the fundraising work, several the team have become telephone befrienders. They also helped with our Christmas hampers (below).

- **Ealing Half-marathon**
  In September a group of runners from local business The Soma Room, and one of our own volunteer befrienders, ran the Ealing Half-Marathon and raised £5261!



Christmas hampers

For the second year in a row, we had Christmas with restrictions in place. With the spread of the Omicron variant, the Government increased restrictions once more. We decided that we wanted to give a hamper to our clients who we knew would be alone at Christmas. We raised over £1000 from the public via our Befriendship Tree, and together with a team of 9 from Taylor Vinters, packaged and delivered 44 hampers to our most isolated clients.







Impact of COVID on our clients and volunteers

After a significant increase in both clients and volunteers over the previous year, as shown in the previous section, our numbers have been at a more expected level. However, when looking at the numbers in details, there have been some significant changes over the year as the COVID pandemic continued to affect us all:

- **10** long-term clients sadly **passed away**
- **13** clients no longer needed our support as they **were receiving more contact from family and friends**- this is a very positive and significant change, and is likely to be as a result of the COVID lockdowns
- **3** moved away to **live closer to family** - again this is a very positive change
- **4** were no longer able to manage at home and **moved into a care home**

- **7** decided they did not want to go back to face-to-face visits and are now part of our **telephone befriending**

This has meant that our Core Befriending Project lost 37 clients over the year, although 7 of these are still being supported by us via the Telephone Project. This has made quite a significant change to the number of clients linked with volunteers on the Core Project, which used to be around 70-80 and over the year dropped to around 50. Because of the amount of work that goes into creating a link between a client and a volunteer, and the large drop in numbers on the project, it will take longer to rise back up to previous levels. However, we received more referrals than ever over the year (313 in total, with 128 specifically for the Core Project) and the Befriending Coordinators have been working hard to complete their assessments and match them with suitable volunteers. At the same time, they have been supporting those on the telephone list, which consisted of 28 at the end of March 2022.

Whilst the Core Project and Telephone Project numbers are expected to gradually grow, our Linked Minds Project operates differently. Because this project provides 1 year of support with the hope that clients will no longer need us at the end of the year, the overall numbers regularly go up and down over the year as some clients come to an end and new ones join.

Another significant point is the increased difficulty in recruiting volunteers. After a large increase in people wanting to volunteer with us over the lockdowns, this number has decreased over the last year. We have found volunteer recruitment very difficult, and we are not alone in this experience. It is widely observed across the voluntary sector that less people are now volunteering. Fears over COVID, anxiety over cost of living, and high employment rate have been noted as possible reasons for this.

What our clients have said

Despite the changes and difficulties mentioned above, we provided support to 313 people over the year. Here are just a few comments which we have received from some of our clients:

"It's reassuring having someone to talk to outside of mental health services"

"Thank you so much. Before seeing BEfriend my mental health was getting bad"

"Very grateful. Huge respect for BEfriend"

"I am just happy that I know I will be talking to her every week"

"It is lovely to use my own language- so much easier to communicate"

"I feel a moment of normality"

Our Impact in Numbers

Clients

- **300** new referrals received over the year
  - **128** of these for the Core Befriending Project
  - **132** of these for Linked Minds
  - **40** for the Telephone Project
- **313 clients** received support at some point during the year
- **153** were receiving regular support at the end of March 2022
  - **115** of these were linked with a volunteer
  - **38** of these were on the waiting list and having a regular phone call until we were able to link them with a volunteer

We continue to support a diverse community:

- **28%** of clients were from black and minority ethnic group
- **23%** White British.
  The remainder chose not to answer this question, or is unknown.

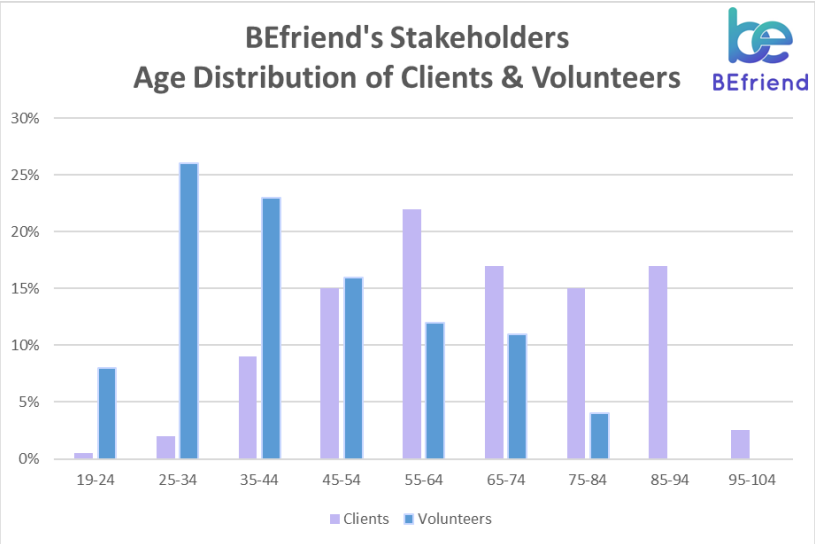
We reach out to all age groups:

- **34%** of clients were aged **75 or older**
- **49%** of clients were younger than **65**
- **22%** of clients were between **55-64** which was our largest age group

Volunteers

- **The number of volunteers has grown significantly:**
  - **222 *volunteers*** have been working with us during the year compared to 207 in the previous year.
  - **70 *new volunteers*** worked with us over the year, a decrease from the previous year

- **Our group of volunteers is well diversified:**
  - **57%** of volunteers are from black and minority ethnic groups
  - **37%** of volunteers are 34 or younger
  - **15%** of volunteers are 65 or older



A Huge Thank You…

To our Volunteers
We are all so grateful to our volunteers for the continuous support to our clients through all the uncertainty that has continued over this time.

To our Staff
Thank you for all the amazing BEfriend team who have continued to work so hard to ensure we are providing a quality service to those who need it the most.

To our Trustees
Thank you also to our supportive group of Trustees who work hard behind the scenes.

To our Funders
Finally, thank you to our funders for working with us to achieve our aims.

Rachel Hill
CEO

BEFRIEND

REPORT OF THE TRUSTEES
For the year ended 31 March 2022

Trustees' Responsibilities in relation to the Financial Statements

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial period, which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently,
- Make judgments and estimates that are reasonable and prudent,
- State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Trustees

Trustees who served during the period were as follows:

P. Jones – Chair (resigned November 2021)
E. Parry-Jones – Vice-Chair (resigned November 2021)
O. Uyttenhove – Treasurer
J. Macrae- Chair (appointed November 2021)
N. Joslin- Vice-Chair (appointed November 2021)
G. Kloss
S. Treszka (Co-opted January 2022)
E. D'Souza (Co-opted January 2022)

Trustees will be in office for a period of three years and must then retire. A retiring trustee is eligible for re-election.

Signed on behalf of the trustees:



J. Macrae, Chair Date: 13.11.22

BEFRIEND

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF BEFRIEND
For the year ended 31 March 2022

I report to the trustees on my examination of the accounts of BEfriend for the year ended 31st March 2022 which are set out on pages 15 to 24.

Responsibilities and basis of report

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 all 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 giving me cause to believe that in any material respect:
1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records;
or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

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

Martina Eyre

Martina Eyre

Date: 13th November 2022

BEFRIEND

FINANCIAL REPORT
For the year ended 31 March 2022

BEFRIEND - STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022
INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT
in accordance with Charities Act 2011 and SORP FRS 102

	Note	31-Mar-22 Unrestricted Funds	31-Mar-22 Restricted Funds	**31-Mar-22 Total Funds**	31-Mar-21 Total Funds
Income and Endowments (£) from:					
Donations & Legacies	2	67,367	149,633	**217,000**	213,085
Other Trading Activities		5,068	-	**5,068**	917
Investment Income		-	-	**-**	-
Total Incoming Resources		72,435	149,633	**222,068**	214,002
Expenditure (£) on:					
Charitable Activities	9	39,215	155,883	**195,098**	177,350
Fundraising & Publicity	9	21,200	-	**21,200**	12,955
Governance	9	8,651	-	**8,651**	5,346
Total Resources Expended		69,066	155,883	**224,949**	195,651
Realized Net Income / (Losses) on Investments		-	-	**-**	-
Unrealized Net Income / (Losses) on Investments		8,403	-	**8,403**	15,019
Net Income / (Expenditure) in FY		11,773	(6,250)	**5,523**	33,370
Transfers between funds	10	-	-	**-**	-
Deferred Income / Carried Forward		-	8,375	**8,375**	6,250
Depreciation of Fixed Assets		-	-	**-**	-
Net Movement in Funds in FY		11,773	2,125	**13,898**	39,620
RECONCILIATION OF FUNDS					
Total Funds at Start of FY	11	104,290	6,250	**110,540**	70,920
Total Funds at End of FY	11	116,063	8,375	**124,438**	110,540

All amounts relate to continuing activities.
All recognised gains and losses are shown above.

BEFRIEND

FINANCIAL REPORT
For the year ended 31 March 2022

BEFRIEND - STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022			
	Note	**Total Funds FY to**	**Total Funds FY to**
		31-Mar-22	31-Mar-21
Cash Flows from Operating Activities			
Net Cash provided by / (used in) Operating Activities	See below	8,003	25,980
Cash Flows from Investing Activities			
Interest from Investments		-	-
Purchase of Equipment		-	-
Proceeds from Sale of Investments		-	-
Purchase of Investments		-	-
Net Cash provided by / (used in) Investing Activities		-	-
Cash Flow Totals			
Change in Cash & Cash Equivalents in the Reporting Period		8,003	25,980
Cash & Cash Equivalents at the Beginning of the Reporting Period		51,361	25,381
Cash & Cash Equivalents at the End of the Reporting Period		59,364	51,361
Reconciliation of Net Income / (Expenditure) to Net Cash Flow from Operating Activities			
		FY to	**FY to**
		31-Mar-22	31-Mar-21
Net income/(expenditure) for the reporting period as per the Statement of Financial Activities		13,898	39,620
Adjustments for:			
Depreciation Charges		-	-
Realized (Gains) / Losses on Investments		-	-
Unrealized (Gains) / Losses on Investments		(8,403)	(15,019)
Interest from Investments		-	-
(Increase)/Decrease in Debtors		2,750	1,000
Increase/(Decrease) in Creditors		(242)	379
Net cash provided by/(used in) operating activities		**8,003**	**25,980**

BEFRIEND

FINANCIAL REPORT
For the year ended 31 March 2022

BEFRIEND - BALANCE SHEET AS AT FINANCIAL YEAR ENDED 31 MARCH 2022					
		31-Mar-22	31-Mar-22	31-Mar-21	31-Mar-21
Assets (£)					
Fixed Assets			-		-
Financial Assets			**124,438**		**110,540**
Investment Account		67,938		59,535	
Bank & Cash		59,363		51,361	
Rent Deposit & Current Assets		-		2,750	
Current Liabilities		(2,863)		(3,106)	
Total Net Assets			**124,438**		**110,540**
Funds of the Charity (£)					
Restricted Funds			**8,375**		**6,250**
Restricted Funds @ Start of FY		6,250		1,550	
Movement in Restricted Funds during FY		2,125		4,700	
Designated Funds			**60,000**		**50,000**
Closedown Reserve @ Start of FY		50,000		50,000	
Movement in Closedown Reserve during FY		10,000		-	
General / Unrestricted Funds			**56,063**		**54,290**
Unrestricted Funds @ Start of FY		54,290		19,370	
Transfer from / (to) Designated Funds during FY		(10,000)		-	
Movement: Surplus / (Deficit) in Unrestricted Funds during FY		11,773		34,920	
Total Funds			**124,438**		**110,540**

JMacae

J. Macrae, Chair

Date: 13.11.22

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2022

1. Accounting Policies

1.1 The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards. They follow the requirements and recommendations in the Charities SORP FRS102 and the Charities Act 2011'

1.2 Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered. Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of staff time attributable to each activity. Indirect costs are allocated to Support and Management and Administration on the basis of the estimated staff time spent on each area. Management and administration costs include the management of the charity's assets, organisational management and compliance with constitutional and statutory regulations.

1.3 The charity contributes to defined contribution pension schemes. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions payable under the scheme by the charity to the fund. The charity has no liability under the scheme other than for the payment of those contributions.

1.4 Depreciation: Depreciation is provided on all tangible assets at a rate calculated to write off the cost or valuation over its expected useful life as follows:

- Desktop Computer equipment, furniture and other equipment - straight line over 3 years
- Laptops and mobile IT equipment are written off completely in the year of acquisition
- Items of equipment and furniture costing less than £50 are written off completely in the year of acquisition

1.5 Voluntary income: Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when received.

1.6 Grants: Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Activities in the year in which they are received or receivable whichever is the earlier.

1.7 Unrestricted funds: Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

1.8 Staff costs: Staff costs and overhead expenses are allocated to activities based on staff time spent on those activities.

1.9 Fundraising and publicity: Fundraising and publicity costs comprise the cost incurred in producing materials for promotional purposes and in raising funds.

1.10 Support costs: Support costs of charitable activities comprise costs incurred directly in support of expenditure on the objects of the charity.

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2022

2. Voluntary Income: Donations

The Henry Smith Charity	57,500
Ealing Council Adult Serv. via Dementia Concern	38,560
The Charity of Sir Richard Whittington (Mercers)	33,500
City Bridge Trust	25,375
The Charity of William Hobbayne	2,000
Christmas Hampers Project	1,073
RESTRICTED GRANTS / DONATIONS	**158,008**
National Lottery / Reaching Communities	48,650
Garfield Weston	10,000
Sir Jules Thorn	1,250
Arnold Clark Memorial Fund	1,000
UNRESTRICTED GRANTS FROM COUNCIL / TRUSTS	**60,900**
Small Donations	5,431
Fundraising Events / Projects	5,068
HMRC Gift Aid	1,037
OTHER UNRESTRICTED FUNDING SOURCES	**11,535**
TOTAL FUNDS RAISED YTD	**230,443**

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2022

3. Taxation

No tax charge arises as the Scheme applies all income to its charitable objectives and is exempt.

4. Staff costs

Staff Costs (£)	4		
		31-Mar-22	31-Mar-21
Salaries		173,558	129,777
Social Security Costs		6,832	5,836
Pension Costs		5,416	4,120
Total Staff Costs		**185,806**	**139,733**
Average Number of Full Time Employees in FY		**5.5**	**4.1**

5. Net Incoming Resources

Net Incoming Resources (£)	5		
These are stated after charging:		31-Mar-22	31-Mar-21
Remuneration to the Examiner		-	-
Remuneration to the Board of Trustees		-	-
Expenses of the Board of Trustees		-	-
Depreciation		-	-
Sum		**-**	**-**

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2022

6. Tangible Fixed Assets

Tangible Fixed Assets (£)	6		
		31-Mar-22	31-Mar-21
Valuation At Cost			
At Start of FY		876	876
Additions		-	-
At End of FY		876	876
Accumulated Depreciation			
At Start of FY		876	876
Charge for period		-	-
At End of FY		876	876
Net Book Values			
At Start of FY		-	-
At End of FY		-	-

7. Debtors

Debtors (£)	7		
		31-Mar-22	31-Mar-21
Grants receivable		-	-
Rent Deposit		-	2,750
Other debtors		-	-
Payments in advance		-	-
Sum		**-**	**2,750**

8. Creditors: Amounts Due within One Year

Creditors: Amounts Due within One Year (£)	8		
		31-Mar-22	31-Mar-21
Taxation and social security costs		2,863	3,106
Other creditors		-	-
Accrued liabilities		-	-
Sum		**2,863**	**3,106**

BEFRIEND

NOTES TO THE ACCOUNTS - For the year ended 31 March 2022

9. Resources Expended

Resources Expended (£)	9				31-Mar-22
	Charitable Activities	Support Costs	Fundraising & Publicity	Governance	Total
All Funds (£)					
Rent	-	19,374	-	-	19,374
Rent	**-**	**19,374**	**-**	**-**	**19,374**
Staff - Salaries & Related Costs	161,932	-	18,786	5,088	185,806
Staff - Training	811	-	-	-	811
Staff - Clinical Supervision (LM)	1,260	-	-	-	1,260
Staff - Expenses	911	-	-	-	911
Staff Expenditure	**164,914**	**-**	**18,786**	**5,088**	**188,788**
Volunteers - Expenses	1,093	-	-	-	1,093
Volunteers - Training & Safeguarding	1,021	-	-	-	1,021
Volunteers - Motivation Events	32	-	-	-	32
Fixed Assets - Office Equipm. Purchase	-	739	-	-	739
Fixed Assets - IT & Software Purchase	-	750	-	-	750
Other Assets - Mobile Phone for Staff	-	750	-	-	750
Office Expenses - Tel & Broadband	-	1,829	-	-	1,829
Office Expenses - IT Support & Hosting	-	2,009	-	-	2,009
Office Expenses - Postage/Printing/Stationary/Other	1,372	-	-	-	1,372
Miscellaneous / Refunds / Corrections / Omissions	504	-	-	-	504
Christmas Hampers Project	615	-	-	-	615
Operational Expenditure	**4,637**	**6,077**	**-**	**-**	**10,714**
Fundraising Expenses	-	-	600	-	600
Staff Recruitment	-	-	860	-	860
Publicity / Research / Volunteer Recruitment	-	-	302	-	302
Memberships	-	-	652	-	652
Development Expenditure	**-**	**-**	**2,414**	**-**	**2,414**
Governance - Examiner Fees	-	-	-	-	-
Governance - DBS Checks	-	-	-	1,306	1,306
Governance - HR Support	-	-	-	567	567
Governance Expenditure	**-**	**-**	**-**	**1,873**	**1,873**
Bank Charges	-	97	-	-	97
Insurance	-	-	-	1,689	1,689
Financial Expenditure	**-**	**97**	**-**	**1,689**	**1,786**
Total Funds (£)	**169,551**	**25,547**	**21,200**	**8,651**	**224,949**
Percentage Split	75.4%	11.4%	9.4%	3.8%	100.0%
Resources Expended (£)					
Restriction - Donor					
Core activities - The Charity of Sir Richard Whittington (Mercers)	33,500	-	-	-	33,500
Linked Minds - The Henry Smith Charity	57,500	-	-	-	57,500
Carers short break - Ealing Counc. Adult Serv. via Dementia Concern	34,120	-	-	-	34,120
Volunteers training - Ealing Counc. Adult Serv. via Dementia Concern	4,440	-	-	-	4,440
Salaries - City Bridge Trust	25,250	-	-	-	25,250
Volunteers training - The Charity of William Hobbayne	-	-	-	-	-
Christmas Hampers Project - various donors	1,073	-	-	-	1,073
Restricted funds	155,883	-	-	-	155,883
Unrestricted funds	13,668	25,547	21,200	8,651	69,066
Total Funds (£)	**169,551**	**25,547**	**21,200**	**8,651**	**224,949**

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2022

10. Funds Analysis

Funds Analysis (£)	10				
	Balance at Start of FY	Movement Incoming	Movement Transfers	Movement Outgoing	Balance at End of FY
Restriction - Donor					
Core activities - The Charity of Sir Richard Whittington (Mercers)	-	33,500	-	33,500	-
Linked Minds - The Henry Smith Charity	-	57,500	-	57,500	-
Carers short break - Ealing Counc. Adult Serv. via Dementia Concern	-	34,120	-	34,120	-
Volunteers training - Ealing Counc. Adult Serv. via Dementia Concern	-	4,440	-	4,440	-
Salaries - City Bridge Trust	6,250	25,375	-	25,250	6,375
Volunteers training - The Charity of William Hobbayne	-	2,000	-	-	2,000
Christmas Hampers Project - various donors	-	1,073	-	1,073	-
Restricted Funds	6,250	158,008	-	155,883	8,375
Unrestricted Funds	104,290	72,435	-	60,663	116,063
Total Funds	110,540	230,443	-	216,546	124,438

11. Analysis of Net Assets between Funds

Analysis of Net Assets between Funds (£)	11		
	Tangible Fixed Assets	Net Current Assets	Total Assets
Restriction - Donor			
Salaries - City Bridge Trust	-	6,375	6,375
Volunteers training - The Charity of William Hobbayne	-	2,000	2,000
Restricted funds	-	8,375	8,375
Unrestricted funds	-	116,063	116,063
Total Funds	-	124,438	124,438

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2022

Bank:

CAF Bank Ltd.
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Accounts Examiner:

Martina Eyre
36 Fordhook Avenue
London W5 3LP

BEfriend

England & Wales - Charity number 1072538

Accounts

BEFRIEND

(Formerly: THE VOLUNTEER LINK SCHEME)

Charity number: 1072538

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDING

31 MARCH 2021

BEfriend

BEFRIEND

ANNUAL REPORT & FINANCIAL STATEMENTS
for the Financial Year ended 31 March 2021

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BEFRIEND

Legal and Administrative Details
for the Financial Year ended 31 March 2021

Status
The organisation is registered as a charity with the Charity Commission.

Governing document
The charity is an unincorporated association whose purposes and administration are regulated by a Constitution which was adopted in 18th September 1998 (amended by resolutions passed on 19 December 2001)

Charity Number: 1072538

Registered Address: West Ealing Library, Melbourne Avenue, Ealing, W13 9BT

Chief Executive Office: Rachel Hill

Accounts Examiner: Martina Eyre, 36 Fordhook Avenue, London W5 3LP

Bank: CAF Bank Ltd.; 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4 JQ

BEFRIEND

REPORT OF THE TRUSTEES

For the year ended 31 March 2021

The Trustees present their report and financial statements for the year ended 31 March 2021.

The legal and administrative information set out on page 2 forms part of this report. The financial statements comply with current statutory requirements and the Statement of Recommended Practice FRS 102.

Structure, Governance and Management

BEfriend is an unincorporated association which is registered as a charity with the Charity Commission (number 1072538) with a written constitution dated 18 September 1998 (copies available on request). All trustees are members of the Scheme, and volunteers are asked if they would like to be members. The Charity has documented policies in all key areas.

The responsibility for the overall strategy and management of the operations and property of the Scheme is vested in the Management Committee comprising trustees, while the CEO is responsible for the day to day administration and running of the Scheme. The CEO attends the six-weekly trustee meetings to report on progress and to participate in the discussions and decision-making process.

Trustees are recruited from members of the local community. Currently six of the nine positions are filled and embrace serving volunteers as well as experience in accounting, finance, law and the voluntary sector. Trustees are recruited via the local Volunteer Centre and by personal contacts. Such appointments are made with a view to the balance of skills and experience of benefit to the Charity's management. Any trustees thus co-opted shall hold office until the next Annual General Meeting when they will be eligible for election. At each AGM one third of the Management Committee shall retire from office but shall be eligible for re-election. The members who retire by rotation shall be those who have been longest in office from the date of their last election. The Management Committee elect from among themselves a Chair, Vice Chair(s) and a Treasurer all of which are honorary appointments. Such appointments are valid only until the conclusion of the Management Committee meeting subsequent to the next AGM but may be renewed.

A risk assessment is carried out annually as part of the business planning process and actions taken to mitigate or contain the risks identified. In terms of financial risks, the trustees review the cash flows regularly and ensure sufficient funds are available.

Financial Review

It has been a fairly good year for BEfriend on the financial front, with a surplus of £33,370. BEfriend managed to secure a number of large grants and donations, as the difference we make to the local community is increasingly recognised by a number of Trusts. Crucially, for the first time in its history, BEfriend has secured sizeable funding commitments over several years. Together with its reserves these commitments have allowed Management and the Board of Trustees to take a longer-term view and build a stronger organisational structure.

The Scheme remains firmly focused on its medium-term development as social needs in the Borough continue to grow - independently from the current pandemic.

Expenditure further increased from £169,312 last year to £195,651, partially due to COVID-19 emergency food shopping between April and September 2020 (£17,122). The latter expenditure has been partially covered by emergency donations (£13,333).

Two part-time employees joined the team, whilst 1 took a well-deserved retirement.
At year-end the Charity had 7 part-time employees working the equivalent hours of 4.6 FTE, up from 3.8 last year.

The vast majority of the Charity's expenditure (90.7%) has been devoted to the core charitable activity. The balance was spent on fundraising (6.6%) and Governance (2.7%).

The principal funding sources during the year under review are listed in Note 2 to the Financial Accounts.

Donations for the year amounted to £214,002, almost 3 times the amount raised 2 years ago. This was a result of the considerable funding effort of our staff, as well the hiring of a part-time professional fundraiser in December 2020.

Unrestricted funds are currently composed of a Closedown Reserve and general funds.
General funds had increased to £54,290 at year-end, whilst the Reserve remained unchanged at £50,000.

The Trustees keep a vigilant eye on the state of the reserves with a view to maintaining them to a level which will:

- provide for fluctuations in income and expenditure
- provide for unforeseen contingencies
- ensure the continuity and development of the services provided by the Scheme (Going Concern)

The Trustees have left the Closedown Reserve (covering the cost of closure of the organization), unchanged. It remains at £50,000, equivalent to approximately 3 months of the Scheme's expenditure. This long-term Reserve is invested in much diversified equity index-trackers. These investments have performed well since they were purchased in 2017.

Objectives and Activities

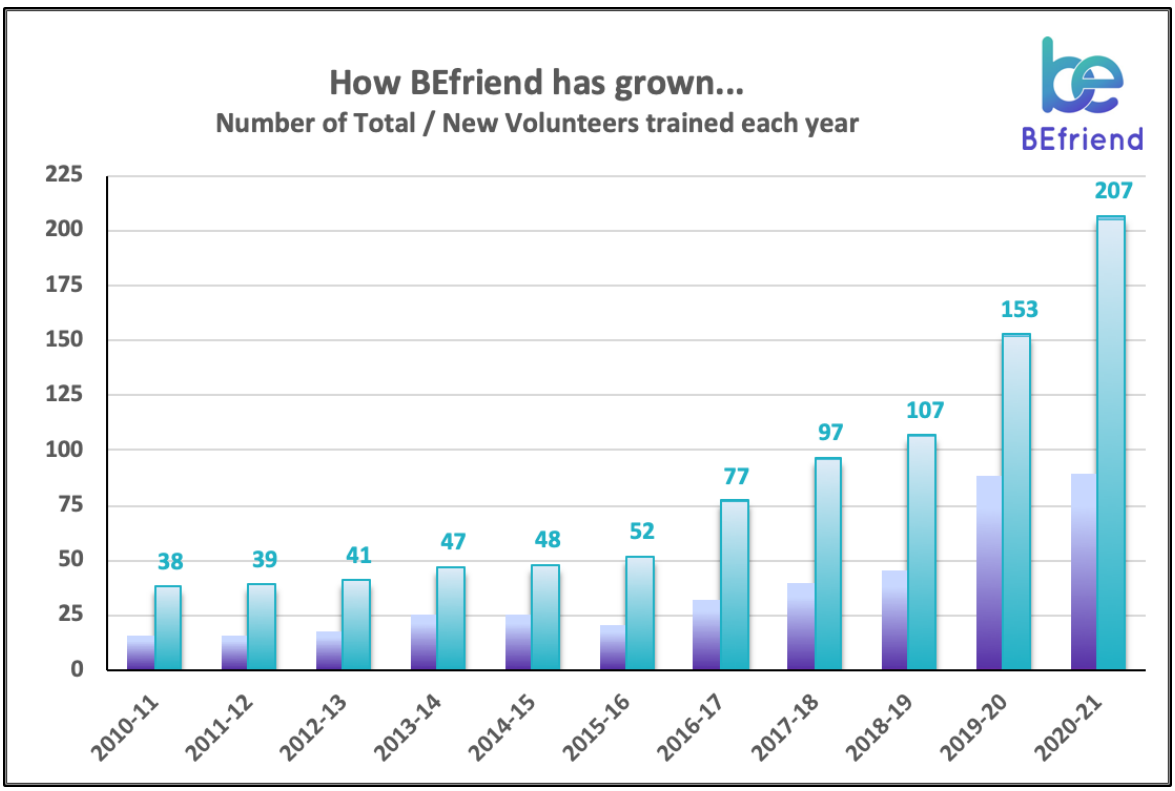
Overview

The Scheme was set up in 1994 as The Volunteer Link Scheme under the umbrella of the then Ealing Voluntary Service Council (now Ealing Community and Voluntary Service) and has operated as an independent charity since September 2002 with the sole aim of providing one-to- one volunteer befriending to people within the London Borough of Ealing who are severely isolated and housebound as a result of physical or sensory disability, infirmity or illness.

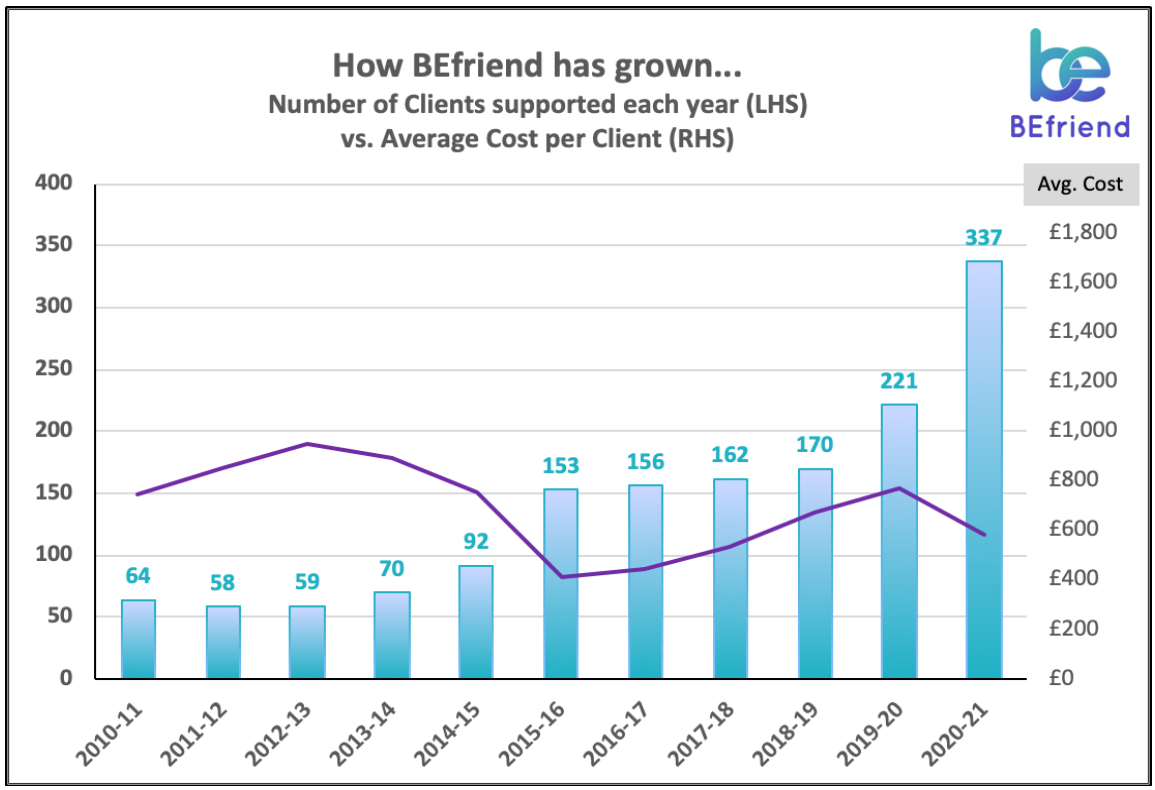
Through recruiting, training and providing quality ongoing support to volunteers, the charity aims to establish sustainable befriending relationships to support some of the most isolated and vulnerable adults. Given limited resources (including volunteer numbers) we target our service at those who are most isolated and who have little social contact and support, with the aim of improving their quality of life, access to services and physical and emotional well-being. Our service also promotes volunteering and social cohesion through providing a safe environment for people to contribute to their local community.

How we have grown over the years

Looking back over the last decade, it is clear that BEfriend has grown significantly.
The graph below shows the increase in the number of new volunteers over the year. We would have expected to see a steadier rise over the last two years, however the pandemic lead to an increase in people wanting to volunteer with us.



Similarly, we would have expected to see a more gradual rise in clients over the years, however the impact of COVID has meant we have supported many more than we would usually.



BEfriend remains very cost-conscious and operates more professionally and efficiently than it has ever done. We have improved our IT systems by upgrading to a more sophisticated version of Charitylog, which has enabled us to keep track of our support better and receive referrals directly into the system. Also, when one of our Befriending Coordinators retired in October 2020 we decided to recruit an Administrator to alleviate the admin work of the other Befriending Coordinators and allow them to focus on supporting clients and match them with volunteers. At the same time, we made the decision to recruit a part-time Fundraiser, who started in November 2020. This is a recruitment we had been considering for a while, and we decided that it was vital in order for us to continue to grow and develop in line with our Five-Year Strategy.

All of this has enabled us to support more clients than ever during this most difficult year.

Achievements and Performance 2020-2021

An Unprecedented Year

Our 2020-21 financial year began amid the hardest time most people in this country have ever faced. Towards the end of March, the Prime Minister told us all that we must stay at home due to the rapid increase of COVID-19 infections. Millions of people were plunged into isolation, and those already vulnerable became even more so. Within days, we went from advising our volunteers to be extra cautious when visiting, to telling them that they would need to stop visiting altogether. We asked all our volunteers to telephone their client each week at their usual time instead, and to let us know if that was not going to be possible, so a staff member could do this instead. It was vital that all our clients continued to be supported as much as possible.

Over the year we had to do a lot of thinking on the spot and be reactive to what was happening around us.

Providing for Basic Needs

As soon as Boris Johnson told the nation that we must all stay in, our thoughts at BEfriend turned to those who had no one to help them get essentials. Whilst many families in the country rallied around their older relatives, dropping off shopping to them, or organising an online shop, we knew that many of those we support would not have anyone to do this for them. In addition to this we knew there would be many others in the Borough who would have nobody to support them.

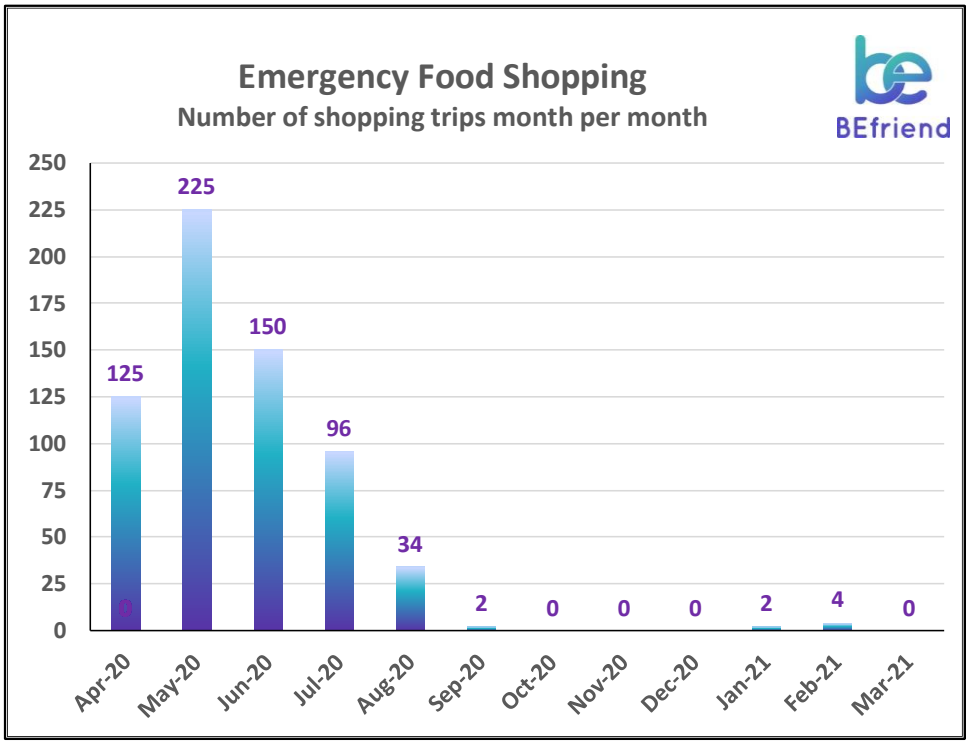


Firstly, we focussed on those already known to us. We asked all our volunteers to find out how their clients were getting their shopping, and if they would now struggle. Once we knew how many of our existing clients would need support with shopping, we then decided to open this out to others in the community. We saw a rise in helpful neighbours offering to do shopping, but people usually needed to have cash to pay them for it. This further isolated some of the most vulnerable and sadly left them more at risk of financial abuse. We dealt with this by raising funds so we could buy essentials for people if they didn't have cash to give and no access to internet banking. We very quickly raised over £5000 in donations specifically for emergency food shopping. Whilst this, and subsequent donations enabled us to purchase shopping for those who had no other options, those people who we ended up doing regular shopping for did reimburse us regularly, either via internet banking or by sending us a cheque when restrictions had lessened. We recruited 24 new volunteers specifically to do the shopping, and along with some of our existing volunteers, they were a lifeline for people. Not only did they go and get shopping for people, but were also a friendly face and a chat on the doorstep.

It has been commented that BEfriend were one of the first organisations to act at the start of the pandemic, and we are proud of the support we were able to give. Soon after we started our emergency support, Ealing Together was formed and we then became part of a network of others who were providing similar support.

At BEfriend we found a good way of working which enabled us to arrange shopping for people in a way that was both efficient and keeping with our befriending ethos. This meant that we kept the personal approach throughout, and people who we did shopping for regularly got to know us and appreciated a chat when we called them. Over the year we did over £17000 worth of shopping for vulnerable people in the community!

The need for shopping increased over the start of the pandemic and reached its peak in May when we did 225 shops over the month. By August we only did 34 and then none until the beginning of 2021 when increased restrictions meant a very small number of our existing clients needed our support with shopping.



Supporting people to move forward

We always knew that our shopping service was not going to be permanent, and because of this we needed to plan for a way to stop it. As restrictions started to lift, and the stay at home instruction removed, we decided that it was time for us to gradually phase out this service. We did this in a very careful and considered way by giving plenty of notice, and most importantly, ensuring people had other means of getting their shopping. Maggie Faley took on this important role, and helped many people sign up to Morrisons Doorstep Delivery, which was the only supermarket which set up a telephone shopping service. Once Maggie had encouraged people to sign up to this, she continued calling them for a couple of weeks to ensure they were getting their shopping ok. In this way, nobody who we had supported were left stuck.



Social Isolation

In addition to supporting people with emergency shopping, our aim was also to do something about the huge increase of isolation being experienced. Many people were suddenly left isolated after day centres closed their doors and other regular clubs and activities ceased. We set up a telephone befriending project in response to this. We recruited new volunteers and existing volunteers to be telephone befrienders. In the first 2 months we had 60 new referrals for telephone befriending. Not all of these ended up wanting a regular phone call, and some we were able to signpost elsewhere, but we did support 35 new clients with regular telephone befriending. We recruited 14 new volunteers specifically for this project as well as existing volunteers who supported an extra client.

Adapting

In June 2020, we saw a relaxation in restrictions, allowing people to meet outside. Some of our volunteers were able to visit their clients in their gardens, or chatted outside their front door for a while. Others went out for a walk in a local park. In August, with a 'pause' on shielding, volunteers could start to visit their clients indoors again. All of this was done very carefully, after a conversation with their client on the phone to discuss what their preferences were. Volunteers continued to follow social distancing while visiting. We started to open up to new referrals for befriending again from September. Unfortunately, in October 2020 we had to once again stop all face-to-face visits and resume telephone only support. This lasted until the end of March 2021, when restrictions slightly lifted and volunteers could start to meet up outside again. Indoor visits, with social distancing, were finally allowed again on 17th May 2021, and as most restrictions came to an end in July 2021 we still advised extra caution when visiting. Now, we are in a very different place, with the success of the vaccine rollout, but we are in no way back to normal. We are having to adapt to 'a new normal'. We are experiencing the effects of pandemic on the mental health of our clients, and are getting more referrals for people whose mental health has significantly deteriorated as a result of the last year.

Christmas Hampers

In the week before Christmas, we raised money in order to give hampers to those of our clients who would be alone over the festive season. We delivered 36 in total, and they were gratefully received.



What our clients have said

Here are just a few comments which we have received over the last year from our clients:

"you've all been so amazing, this has been such a frightening time and I have no idea how I would have got through it and got food without you, you're life-savers"

"The shopping service saved my life when I was suicidal"

"Thank you so much. You are bringing me food and keeping me from being worried. I appreciate it so much"

"thank you and all those who have helped to feed and support us, thank you so much I'll always remember what you've done and remember you in my prayers"

"Many thanks for your help. Please thank those kind people who are doing a great job"

"I wish to thank you for supporting me during a difficult period, which is very much appreciated"

TIMELINE OF

COVID SUPPORT

16 MARCH 2020

PM advises all to stop 'non-essential contact and travel'. **BEfriend stops all face-to-face visits in order to protect our vulnerable clients**

18 MARCH

£1200 raised for emergency shopping in one day

20 MARCH

Started providing **shopping** and **telephone befriending** for new clients

MAY

225 shops done over the month

10 JUNE

Some restrictions lifted- volunteers able to **visit in gardens or go for walks**

1 AUGUST

Shielding 'paused". **Visits allowed inside** whilst following social distancing

1 SEPTEMBER

BEfriend opened up to new referrals for befriending

17 OCTOBER

London moved into 'tier 2' restrictions. **Indoor visits stopped** and only visits in gardens or outdoor spaces allowed

5 NOVEMBER

Second National Lockdown- volunteers reverted to **telephone support only**

21 DECEMBER

BEfriend staff put together and deliver **36 hampers to clients who would be alone** during the festive period

29 MARCH 2021

Visits outside allowed again- **volunteers could meet in gardens or parks**

17 MAY 2021

Indoor visits could resume with social distancing

BEfriend

Our Impact in Numbers

This section would normally compare numbers from the previous report and note growth. However, this year has been incomparable to other years, and we hope there will never be another year like it. The numbers below show the extent of the support we have provided.

Clients

- **281** new referrals received over the year
  - **197** of these for COVID emergency support
  - **22** of these for the Core Befriending Project
  - **41** of these for Linked Minds
  - **10** of these for Carers Short Breaks
- **337 clients** received support at some point during the year
- **162** were receiving regular support at the end of March 2021 (143 last year)
  - **139** of these were linked with a volunteer
  - **23** of these were on the waiting list and having a regular phone call

We continue to support a diverse community:

- **29%** of clients were from black and minority ethnic group
- **27%** White British.

  The remainder chose not to answer this question, or is unknown. The larger number of unknowns is likely due to the high number of referrals received for emergency support during covid who may have not provided that information.

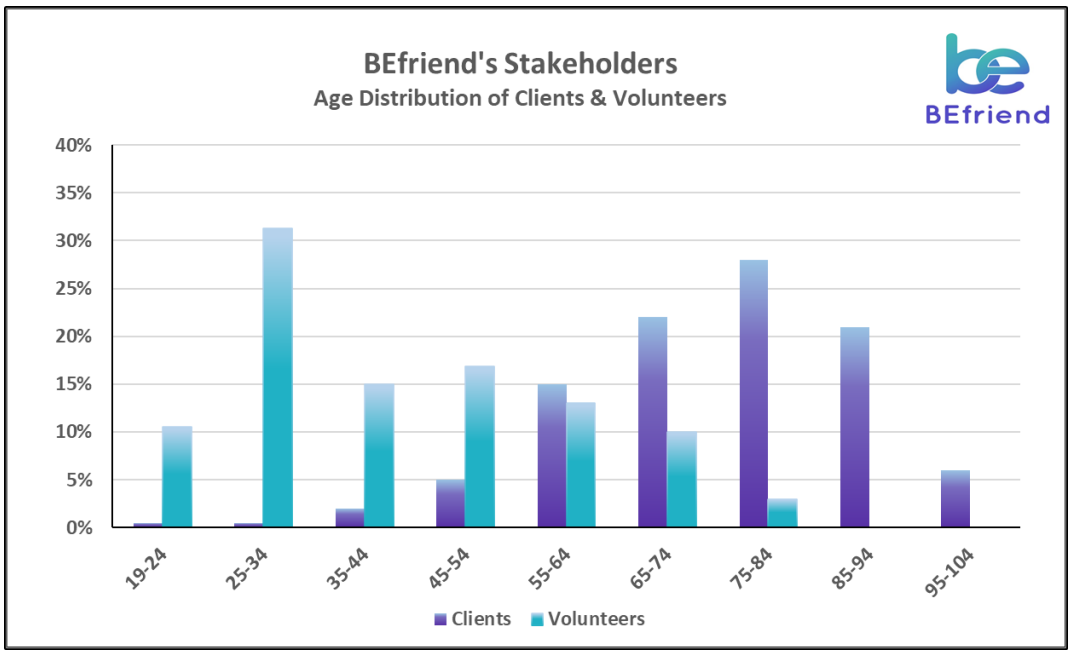
We reach out to all age groups:

- **55% of** clients were aged 75 or older with our largest age group of clients this year is 75-84. We are continuing to see a trend towards more younger clients with the number of over 75's decreasing from 60% last year and 66% the year before. This change has partly been due to our Linked Minds project, which attracts more younger people. 55% of Linked Minds clients are under 65 and 14% are younger than 45.

Volunteers

- **The number of volunteers has grown significantly:**
  - **207 *volunteers*** have been working with us during the year compared to 153 in the previous year.
  - **89 *new volunteers*** worked with us over the year.

- **Our group of volunteers is well diversified:**
  - **61%** of volunteers are from black and minority ethnic groups
  - **42%** of volunteers are 34 or younger
  - **13%** of volunteers are 65 or older



A Huge Thank You…

To our Volunteers
I am so grateful to each one of our volunteers who supported someone during this unprecedented year. For those who continued to support their clients over the phone during a time of such uncertainty; for those who got to know someone new over the phone and provided support; for those who went out in search of toilet roll in the height of panic buying. All of you have made such a huge difference, and your support will not be forgotten.

To our Staff
I also want to thank all our amazing staff, who coped with an overnight change to their way of working, and becoming a shopping delivery hub! I am so grateful to have such an adaptive and responsive team.

To our Trustees
Thank you also to our supportive group of Trustees who have been there through all the changes over this year.

To our Funders
Finally, thank you to our funders - we have seen an increase in funding over this year and we are so grateful for funders who have enabled us to do all of the above!

Rachel Hill
CEO

BEFRIEND

REPORT OF THE TRUSTEES
For the year ended 31 March 2021

Trustees' Responsibilities in relation to the Financial Statements

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial period, which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently,
- Make judgments and estimates that are reasonable and prudent,
- State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Trustees

Trustees who served during the period were as follows:
P. Jones – Chair
E. Parry-Jones – Vice-Chair
O. Uyttenhove – Treasurer
J. Macrae
G. Kloss
U. Mughal

Trustees will be in office for a period of three years and must then retire. A retiring trustee is eligible for re-election.

Signed on behalf of the trustees:

P. Jones, Chair Date: 4.11.21

BEFRIEND

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF BEFRIEND
For the year ended 31 March 2021

I report to the trustees on my examination of the accounts of BEfriend for the year ended 31st March 2021 which are set out on pages 16 to 25.

Responsibilities and basis of report

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 all 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 giving me cause to believe that in any material respect:
1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records;
or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

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

Martina Eyre

Martina Eyre

Date: 4th November 2021

BEFRIEND

FINANCIAL REPORT
For the year ended 31 March 2021

BEFRIEND - STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021
INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT
in accordance with Charities Act 2011 and SORP FRS 102

	Note	31-Mar-21 Unrestricted Funds	31-Mar-21 Restricted Funds	**31-Mar-21 Total Funds**	31-Mar-20 Total Funds
Income and Endowments (£) from:					
Donations & Legacies	2	142,295	70,790	**213,085**	136,288
Other Trading Activities		917	-	**917**	1,392
Investment Income		-	-	**-**	-
Total Incoming Resources		143,212	70,790	**214,002**	137,680
Expenditure (£) on:					
Charitable Activities	9	105,010	72,340	**177,350**	141,409
Fundraising & Publicity	9	12,955	-	**12,955**	26,078
Governance	9	5,346	-	**5,346**	1,825
Total Resources Expended		123,311	72,340	**195,651**	169,312
Realized Net Income / (Losses) on Investments		-	-	**-**	1,998
Unrealized Net Income / (Losses) on Investments		15,019	-	**15,019**	(7,394)
Net Income / (Expenditure) in FY		34,920	(1,550)	**33,370**	(37,028)
Transfers between funds	10	-	-	**-**	-
Deferred Income / Carried Forward		-	6,250	**6,250**	1,550
Depreciation of Fixed Assets		-	-	**-**	(292)
Net Movement in Funds in FY		34,920	4,700	**39,620**	(35,770)
RECONCILIATION OF FUNDS					
Total Funds at Start of FY	11	69,370	1,550	**70,920**	106,690
Total Funds at End of FY	11	104,290	6,250	**110,540**	70,920

All amounts relate to continuing activities.
All recognised gains and losses are shown above.

BEFRIEND

FINANCIAL REPORT
For the year ended 31 March 2021

BEFRIEND - STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2021			
	Note	Total Funds FY to 31-Mar-21	Total Funds FY to 31-Mar-20
Cash Flows from Operating Activities			
Net Cash provided by / (used in) Operating Activities	See below	25,980	(31,359)
Cash Flows from Investing Activities			
Interest from Investments		-	-
Purchase of Equipment		-	-
Proceeds from Sale of Investments		-	16,414
Purchase of Investments		-	-
Net Cash provided by / (used in) Investing Activities		-	16,414
Cash Flow Totals			
Change in Cash & Cash Equivalents in the Reporting Period		25,980	(14,944)
Cash & Cash Equivalents at the Beginning of the Reporting Period		25,381	40,326
Cash & Cash Equivalents at the End of the Reporting Period		51,361	25,381
Reconciliation of Net Income / (Expenditure) to Net Cash Flow from Operating Activities			
		FY to 31-Mar-21	FY to 31-Mar-20
Net income/(expenditure) for the reporting period as per the Statement of Financial Activities		39,620	(35,770)
Adjustments for:			
Depreciation Charges		-	292
Realized (Gains) / Losses on Investments		-	(1,998)
Unrealized (Gains) / Losses on Investments		(15,019)	7,394
Interest from Investments		-	-
(Increase)/Decrease in Debtors		1,000	2,422
Increase/(Decrease) in Creditors		379	(3,699)
Net cash provided by/(used in) operating activities		**25,980**	**(31,359)**

FINANCIAL REPORT
For the year ended 31 March 2021

BEFRIEND - BALANCE SHEET
AS AT FINANCIAL YEAR ENDED 31 MARCH 2021

	31-Mar-21	31-Mar-21	31-Mar-20	31-Mar-20
Assets (£)				
Fixed Assets		-		-
Financial Assets		**110,540**		**70,920**
Investment Account	59,535		44,516	
Bank & Cash	51,361		25,381	
Rent Deposit & Current Assets	2,750		3,750	
Current Liabilities	(3,106)		(2,727)	
Total Net Assets		**110,540**		**70,920**
Funds of the Charity (£)				
Restricted Funds		**6,250**		**1,550**
Restricted Funds @ Start of FY	1,550		5,000	
Movement in Restricted Funds during FY	4,700		(3,450)	
Designated Funds		**50,000**		**50,000**
Closedown Reserve @ Start of FY	50,000		60,000	
Movement in Closedown Reserve during FY	-		(10,000)	
General / Unrestricted Funds		**54,290**		**19,370**
Unrestricted Funds @ Start of FY	19,370		41,690	
Transfer from / (to) Designated Funds during FY	-		10,000	
Movement: Surplus / (Deficit) in Unrestricted Funds during FY	34,920		(32,320)	
Total Funds		**110,540**		**70,920**

P. Jones, Chair

Date: 4.11.21

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2021

1. Accounting Policies

1.1 The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards. They follow the requirements and recommendations in the Charities SORP FRS102 and the Charities Act 2011'

1.2 Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered. Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of staff time attributable to each activity. Indirect costs are allocated to Support and Management and Administration on the basis of the estimated staff time spent on each area. Management and administration costs include the management of the charity's assets, organisational management and compliance with constitutional and statutory regulations.

1.3 The charity contributes to defined contribution pension schemes. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions payable under the scheme by the charity to the fund. The charity has no liability under the scheme other than for the payment of those contributions.

1.4 Depreciation: Depreciation is provided on all tangible assets at a rate calculated to write off the cost or valuation over its expected useful life as follows:

- Desktop Computer equipment, furniture and other equipment - straight line over 3 years
- Laptops and mobile IT equipment are written off completely in the year of acquisition
- Items of equipment and furniture costing less than £50 are written off completely in the year of acquisition

1.5 Voluntary income: Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when received.

1.6 Grants: Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Activities in the year in which they are received or receivable whichever is the earlier.

1.7 Unrestricted funds: Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

1.8 Staff costs: Staff costs and overhead expenses are allocated to activities on the basis of staff time spent on those activities.

1.9 Fundraising and publicity: Fundraising and publicity costs comprise the cost incurred in producing materials for promotional purposes and in raising funds.

1.10 Support costs: Support costs of charitable activities comprise costs incurred directly in support of expenditure on the objects of the charity.

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2021

2. Voluntary Income: Donations

Ealing Council Adult Services	33,875
Emergency food donations (total)	13,333
City Bridge Trust	12,500
Catalyst/Sir H Stewart/Partners for Health	6,700
Ealing Council Adult Services	3,054
Tom Pink	1,000
Christmas Hampers	328
Restricted Grants & Donations	**70,790**
The Big Lottery Emergency Support Fund	47,850
Mercers	20,780
Independent Age	15,000
Garfield Weston	10,000
Legacy of Edmund Ralph Stow	9,998
London Community Response Fund	9,550
CAF Community Response Fund	5,000
Sobell Foundation	5,000
Field Family Trust	3,000
The Albert Hunt Trust	2,000
British Land	1,019
Catalyst Housing Ealing	1,000
Woodroffe Benton	750
Various small donations / fundraisings	12,265
Unrestricted Grants & Donations	**143,212**
Total Funds Raised	**214,002**

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2021

3. Taxation

No tax charge arises as the Scheme applies all income to its charitable objectives and is exempt.

4. Staff costs

Staff Costs (£)		
	31-Mar-21	31-Mar-20
Salaries	129,777	113,110
Social Security Costs	5,836	5,735
Pension Costs	4,120	3,570
Total Staff Costs	**139,733**	**122,415**
Average Number of Full Time Employees in FY	**4.1**	**3.8**

5. Net Incoming Resources

Net Incoming Resources (£)	5	
These are stated after charging:	31-Mar-21	31-Mar-20
Remuneration to the Examiner	-	-
Remuneration to the Board of Trustees	-	-
Expenses of the Board of Trustees	-	-
Depreciation	-	292
Sum	**-**	**292**

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2021

6. Tangible Fixed Assets

Tangible Fixed Assets (£)	6		
Office Equipment (Computers only)			
		31-Mar-21	31-Mar-20
Valuation At Cost			
At Start of FY		876	876
Additions		-	-
At End of FY		876	876
Accumulated Depreciation			
At Start of FY		876	292
Charge for period		-	292
At End of FY		876	876
Net Book Values			
At Start of FY		-	292
At End of FY		-	-

7. Debtors

Debtors (£)	7		
		31-Mar-21	31-Mar-20
Grants receivable		-	1,000
Rent Deposit		2,750	2,750
Other debtors		-	-
Payments in advance		-	-
Sum		**2,750**	**3,750**

8. Creditors: Amounts Due within One Year

Creditors: Amounts Due within One Year (£)	8		
		31-Mar-21	31-Mar-20
Taxation and social security costs		3,106	2,594
Other creditors		-	133
Accrued liabilities		-	-
Sum		**3,106**	**2,727**

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2021

9. Resources Expended

Resources Expended (£)	9				31-Mar-21
	Charitable Activities	Support Costs	Fundraising & Publicity	Governance	Total
All Funds (£)					
Rent	-	24,949	-	-	24,949
Rent	**-**	**24,949**	**-**	**-**	**24,949**
Staff - Salaries / Tax / NI / Pension Contributions	124,333	-	12,200	3,200	139,733
Staff - Training	545	-	-	-	545
Staff - Expenses	158	-	-	-	158
Staff Expenditure	**125,036**	**-**	**12,200**	**3,200**	**140,436**
Volunteers - Expenses	158	-	-	-	158
Volunteers - Training	437	-	-	-	437
Volunteers - Motivation Events	-	-	-	-	-
Office Equipm. / IT / Software Purchase	-	6,268	-	-	6,268
Office Expenses - Telecom & Broadband	-	1,110	-	-	1,110
Office Expenses - IT Support & Hosting	-	1,395	-	-	1,395
Office Expenses - Stationary & Other	-	702	-	-	702
Miscellaneous	-	103	-	-	103
Emergency Food Shopping	17,122	-	-	-	17,122
Operational Expenditure	**17,717**	**9,579**	**-**	**-**	**27,295**
Fundraising	-	-	133	-	133
Recruitment	-	-	197	-	197
Publicity	-	-	2	-	2
Memberships	-	-	423	-	423
Research	-	-	-	-	-
Development Expenditure	**-**	**-**	**755**	**-**	**755**
Examiner Fees	-	-	-	-	-
DBS Checks	-	-	-	1,094	1,094
Governance Expenditure	**-**	**-**	**-**	**1,094**	**1,094**
Bank Charges	-	69	-	-	69
Insurance - BEfriend & Trustees	-	-	-	1,052	1,052
Financial Expenditure	**-**	**69**	**-**	**1,052**	**1,121**
Total Funds (£)	**142,753**	**34,597**	**12,955**	**5,346**	**195,651**
Percentage Split	73.0%	17.7%	6.6%	2.7%	100%
Resources Expended (£)					
Restriction (Donor)					
Carers Short Breaks (Ealing Council Adult Services)	33,875	-	-	-	33,875
Salaries (City Bridge Trust)	12,500	-	-	-	12,500
Linked Minds (Catalyst / Sir Stewart / Partners for Health)	6,700	-	-	-	6,700
Linked Minds (Ealing Council)	3,054	-	-	-	3,054
Linked Minds (Tom Pink)	1,000	-	-	-	1,000
Christmas Hampers Appeal (Individual Donations)	328	-	-	-	328
COVID-19 Emergency Funding (Individual Donations)	14,883	-	-	-	14,883
Restricted funds	72,340	-	-	-	72,340
Unrestricted funds	70,413	34,597	12,955	5,346	123,311
Total Funds (£)	**142,753**	**34,597**	**12,955**	**5,346**	**195,651**

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2021

10. Funds Analysis

Funds Analysis (£)	10				
	Balance at Start of FY	Movement Incoming (*)	Movement Transfers	Movement Outgoing (**)	Balance at End of FY
Restriction (Donor)					
Carers Short Breaks (Ealing Council Adult Services)	-	33,875	-	33,875	-
Salaries (City Bridge Trust)	-	18,750	-	12,500	6,250
Linked Minds (Catalyst / Sir Stewart / Partners for Health)	-	6,700	-	6,700	-
Linked Minds (Ealing Council)	-	3,054	-	3,054	-
Linked Minds (Tom Pink)	-	1,000	-	1,000	-
Christmas Hampers Appeal (Individual Donations)	-	328	-	328	-
COVID-19 Emergency Funding (Individual Donations)	1,550	13,333	-	14,883	-
Restricted Funds	1,550	77,040	-	72,340	6,250
Unrestricted Funds	69,370	143,212	-	108,292	104,290
Total Funds	70,920	220,252	-	180,632	110,540

Movement Incoming includes realized gains/losses on investments + prepayments / restricted funds carried forward

****Movement Outgoing includes depreciation + unrealized gains/losses on investments***

11. Analysis of Net Assets between Funds

	Tangible Fixed Assets	Net Current Assets	Total Assets
Salaries (City Bridge Trust)	-	6,250	6,250
Restricted funds	-	6,250	6,250
Unrestricted funds	-	104,290	64,670
Total Funds	-	110,540	70,920

BEFRIEND

NOTES TO THE ACCOUNTS
For the year ended 31 March 2021

Bank:

CAF Bank Ltd.
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Accounts Examiner:

Martina Eyre
36 Fordhook Avenue
London W5 3LP