

TROWBRIDGE AREA COMMUNITY LINK SCHEME

England & Wales · Charity number 1075506

Details

Other names TACLS

Status Registered

Legal form Other

Registered 1999-05-14

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

Contact

Address Upper Dunge Bungalow
Bratton Road
West Ashton
Trowbridge
Wiltshire
BA14 6AX

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Activities

Objects: TO RELIEVE DISADVANTAGED, SICK, ELDERLY OR DISABLED PERSONS IN WILTSHIRE COUNTY COUNCIL'S COMMUNITY AREA 9, EXCEPT WINGFIELD PARISH, BY PROVIDING OR ASSESSING IN THE PROVISION OF SERVICES CALCULATED TO REDUCE THE NEED, HARDSHIP OR DISTRESS OF SUCH PERSONS. PARISHES COVERED IN AREA 9 ARE AS FOLLOWS BULKINGTON, GREAT HINTON, HILPERTON, KEEVIL, NORTH BRADLEY, SEMINGTON, SOUTHWICK, STAVERTON, STEEPLE ASHTON, TROWBRIDGE AND WEST ASHTON...

Activities: Trowbridge Area Community Link Scheme is a team of Volunteers, who help the community by offering care and transport to people in need.

Classification

- **How:** Provides Human Resources, Provides Services
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** BULKINGTON, GREAT HINTON, HILPERTON, KEEVIL, NORTH BRADLEY, SEMINGTON, SOUTHWICK STAVERTON, STEEPLE ASHTON, TROWBRIDGE AND WEST ASHTON.
- Wiltshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£64,149	£55,320	-	-
2024-03-31	£66,466	£44,347	-	-
2023-03-31	£47,766	£42,815	-	-
2022-03-31	£29,951	£27,892	-	-
2021-03-31	£11,118	£11,640	-	-

Trustees

Name	Role	Appointed
PAUL BOYCE	Chair	2017-05-11
MARGARET GOODALL		2012-08-16
MAUREEN BRENT		2017-05-11
Sandra Elizabeth Fry		2023-07-12
Sarah Elise Sneesby		2026-01-01

TROWBRIDGE AREA COMMUNITY LINK SCHEME

England & Wales - Charity number 1075506

Accounts

TROWBRIDGE AREA COMMUNITY LINK SCHEME

Minutes of the 24th Annual General Meeting held on Wednesday 2nd July 2024 at 7.00 pm at Trowbridge Rugby Club, Hilperton, Trowbridge BA14 6JB.

Present: Paul Boyce (Chair) Nicola Blackmore (Deputy Chair), Maureen and Chris Brent, Sandra Fry (treasurer) Margaret and Peter Goodall, John and Sarah Sneesby, Brett Davies, Steve Lilley, Ann Smales, Julian Calvin, Peter Binns, Dave Watson, Mike Sheppard, Mike Burrows, Kevin Foster, Carol McCaw, Steve Roberts, Peter Richardson

1. Introduction and Welcome

Paul welcomed everybody to the meeting. He thanked everyone for all their hard work and support over the last difficult year.

2. Apologies

Trevor Carbin, Sue Collins, Christine Hayter, Sue Holt, Les Huntley, Peter Champlin

3. Minutes of the 23rd AGM held 3rd July 2024

The minutes, which had been previously circulated, were approved and signed.

No other matters arising.

4. Presentation

Mike Burrows gave a presentation on 'South Korea through the lens'. It was an interesting talk about his time working in South Korea and showed us places of interest that he visited during his time there.

5. Chairs and Trustees Annual Report

The AGM is here once again, This is my 7th AGM although we missed 2020 because of lockdown. This is my opportunity to thank you all for the extremely hard work that you do and the wonderful support you give the committee and coordinators.

We continually receive praise for the service we provide to the Trowbridge area, not only from clients but from surgeries, hospital clinics and the clubs the clients attend. This is encouraging for the coordinators and minibus management and make our efforts worthwhile.

As the only voluntary organization of its type in the BA14 area, it does mean that we are not only taken for granted particularly by the medical profession, but we are also taken advantage of by them.

Furthermore we are a victim of our own success in that word of mouth continues to bring a steady stream of new clients. Raleigh Court, Florence Court and others must by now see almost all of their residents being our clients.

We are blessed with a number of new volunteers joining us over the last year. This relieves much of the pressure of work particularly at times when a number of drivers and coordinators are not available due to holidays, family commitments or illnesses. The minibuses and car transport and the coordinators are constantly looking for new recruits.

Once again the minibuses have proven to be a resounding success. Nicola will provide a more detailed report.

Future plan to migrate our database over to the Wiltshire County cloud-based system has been on hold this year due to ongoing pressures this is still under planning.

If the new IT system does get up and running it will enable the drivers to access and complete their expenses online and submit them to the Treasurer at the end of the month. Training will be provided.

The transfer of our link phone to a new contract was completed last year. With each coordinator having their dedicated mobile, early hiccups had to be overcome.

Our overall financial situation in the year 2024 to 25 has been satisfactory and stable. We have just about broken even.

I must emphasize that certain aspects of training must be given to ensure the safety of clients, drivers and escorts. Primarily, training in manual handling is essential in that some of the walking aids and wheelchairs can be very heavy and unwieldy posing a risk to the handler. Safeguarding handouts have also been distributed. Please note all aspects of safeguarding must be passed directly to Sarah.

Our aim is simply to help people in need, mostly the elderly and those with disabilities, for whom using public transport and taxis is not a feasible option. Our clients remain our priority with considerate compassionate and caring drivers, with escort when in the minibus and with a much reduced time for them because their driver is ready to take them home with the minimum delay time.

Many of our clients are lonely and the link coordinator and driver can often be the only person they've spoken with or seen for a while.

For clients going to hospital appointments, this can be stressful for them without them having to worry about transport there and back again, so I think a major impact we provide is to distract them from their transport worries.

In addition to providing volunteer drivers to take the client to doctor's dentist's physio, optician's and hospital appointments we also offer minibus drop-offs to and collecting from

clubs, shopping trips, picking up food packs from the food bank and even a befriending service for people who suffer from loneliness.

The subject of donations is something we've chatted about quite a few times.

We inform our clients of the approximate cost of the trip that we pay our drivers and add that if they can cover that cost it would help us to continue our service. We do emphasize that if they can't afford this then simply put what they can into the envelope. We do understand how some suffer from financial hardship it is still vital we continue to provide them that service we shouldn't judge their situation. We are a charity and the money given is a donation not a charge.

Contrary to the Good Practice Guide which states that link may operate a tariff system for long drives outside Wiltshire County we rarely actually do so.

Our Coordinators What do they do?

Clients phone in with a request for a volunteer driver giving appointment details. Coordinator takes details selects drivers from those available phone the driver gives details of trip then phones client to confirm driver's name and pickup time. That's how it works on a good day! It's not always straightforward but it usually works out in the end.

We do have enough coordinators to cover each day of the week and things can turn a bit pear shaped when holidays and illnesses require individual coordinators to work two or even three days in a week. In short we are constantly looking for new coordinators and despite encouraging noises from interested people we are not very successful. One of our drivers, Sue Collins has stepped in a few times after a couple of training and practice sessions, when we were desperate for someone to help us with coordinating.

I would like to give my thanks to all the coordinators and to Sue too for the often long days sitting at the laptop and trying to keep cheerful when the phone rings.

Our Drivers

These committed devoted volunteers are those at the front line of our service. Those who use their own cars and their time, and those that drive the minibus and act as escorts, deliver our service direct to our clients. As I mentioned just now the clients regularly state their appreciation of the charm and friendliness of these devoted volunteers along with gratitude for the quality service that our drivers provide.

Occasionally a driver will bring to our attention that a client is suffering from hardship or a challenge they may face in caring for themselves in their own home. For times such as this we have a Safeguarding policy, thanks to Sarah that the drivers should all have a copy of.

Drivers also run foul of parking and clean-air zone wombles, resulting in the imposition of fines. It is the committee responsibility to provide all the support that the drivers require.

All the coordinators and members of the Committee will join me in thanking our Drivers and the minibus escorts for their sterling efforts in covering the tasks that we ask of them. Despite the pressure, they make our work as coordinators a pleasure.

Our Management Committee is a cohesive team that meets every quarter, They conduct a vast number of hours in the management of the scheme, as you can see on the audit form in your AGM pack, including advising me of the problems and successes.

Paul thanked all the members of the committee for all their hard work over the year, individually. Special thanks to Sue Holt retiring after 17 years for all her help with publicity setting up new web site and the new leaflets. Wishing her all the best for the future. Also Christine Hayter due to her commitments resigning from committee for now. We hope to see her return once her commitments come to an end.

A copy of the Chair's full Report is available for those unable to attend the meeting. A copy of mileages, trips and donations for Trowbridge Area Community Link Scheme is also available.

Aside from the link volunteers, I would like to mention the external organisation that give us so much advice and support: The Link Project Team – it is based with Community First in Devizes. Its website is www.wiltshirelink.org.uk

Paul would like to thank all members of TACLS who make his post as Chairman enjoyable and fulfilling.

6. Vice Chair Report /Community Minibus Report

Unfortunately my position as vice chair has mainly been to sort out parking fines. Our drivers continue to receive them even though the car reg no are registered at some hospitals this is mainly due to drivers over staying the time limit parking. Although very frustrating and time consuming they have all been cancelled.

By the end of October we would have been running our new minibus for a year a total of 3 years now since the service started. For those who don't know despite fundraising and raising a large sum of money to enable us to purchase our own bus it was decided to lease on a 5 year term as we managed to negotiate a very good deal which covers servicing and safety checks. This also takes the pressure off as we would need to keep raising money to replace the vehicle in the future but this way we will have a new vehicle every 5 years. Our day to day transport of running users to clubs continues to increase in numbers. We have a few regular groups that hire the bus at weekends. We also have a steady flow of bookings to take groups on day trips.. I can't thank all the drivers and escorts enough for all their help often giving a full day to assist wheelchair users on day trips. And also thank you all for filling in since Tony had his knee replacement surgery and hopefully all being well will be back in September. I have been very lucky to have recruited a new driver/escort Sheila who

is standing in as and when needed. A problem that has occurred this year is a driver trying to get his licence renewed after hitting 70. Due to medical reasons it has been along laborious process taking nearly a year to get this resolved. Unfortunately I think we will have more problems ahead as more drivers renew theirs in the near future. The minibus proves to be a huge commitment and gives me very little free time as I am on the bus daily either driving or escorting and there are rotas, cleaning inside and out, record keeping, fuel claims, attending CTA meetings and grant applications which are ongoing. But as the service is so important and means so much to the people we help it is their gratitude and thanks we receive daily that keeps us all going.

7. Treasurer's Annual Accounts & Report /Minibus Treasurer Report

We had a fairly smooth year and the only big expense paid out was for 5 new mobiles for the Co-ordinators, this also has incurred more expense in the way of telephone bills.

There are plans in the future to update the computer laptop and convert to a new system. This will obviously incur expenses in updating equipment etc.

I have a copy of the expenses for last year with me if anyone would like to glance at them, but must point out that these are still for verification by the Auditor.

Our balance as at the 31st March 2025 was

Current Account £19,335.42 Deposit Account £18,356.67

The balance at 2nd July 2025 was

Current Account £19,738.52 Deposit Account £18,356.67

Minibus

In the last year the minibus has taken on a new minibus and things are running smoothly due to the hard work of small number of volunteer drivers. The funds have increased from the previous year due to funds raised by Nicola and the rise in passengers.

I have a copy of the expenses for the last year with me if anyone would like to glance at them, but must point out that these are still waiting or verification by the Auditor

The balance of the Minibus Account as at 31st March 2025

Current Account £17,588 Deposit Account £10,000

The balance of the Minibus Account as at 2nd July 2025

Current Account £18,294.68 Deposit Account £10,000 (interest to be paid August 2025)

8. Chief Co-ordinator's Report

A big thank you to all the coordinators and drivers. We now have 5 coordinators so every day is covered. We all help each other when we have illness, holidays. It works well. Thank you all for your patience, good humour thank you for the anti-social hours you do going that extra mile waiting at the hospitals and taking trips at short notice. We have lots of requests for local trips but find it hard to get drivers for them the local trips are just as important as the hospital trips. Thank you once again for all you do.

9. Recruitment and Volunteer Support Officer's Report

We have taken on 4 new drivers this last year but have lost 2 because of illness. Had a few enquiries sending out applications but nothing happening. So it is an ongoing process we need new drivers. Word of mouth seems to be the best way.

10. Election of Officers

The following nominated Officers were proposed and were elected

Chair:	Paul Boyce
Vice Chair:	Nicola Blackmore
Treasurer:	Sandra Fry
Deputy Treasurer:	Peter Champlin
Secretary:	Maureen Brent
Chief Co-ordinator:	Margaret Goodall
Minibus Operations Manager	Nicola Blackmore
Recruitment & Volunteer Support:	Maureen Brent/Margaret Goodall
Health and Safety Adviser:	Sarah Sneesby
Safeguarding Office:	Sarah Sneesby
Communication Officer:	Brett Davies
Minibus Treasurer:	Sandra Fry
Committee Member:	Sue Collins
Committee Member:	Dave Watson

11. Appointment of our Independent Examiner

Need nominations for new Independent Examiner as John Freeman retiring. Paul will look into this.

12. Review of the Constitution

No current changes to be made to the Constitution

13. Any other business

Questions were asked about the new system whether we would be able to email details to drivers about trips etc. This we will be able to do. Full training will be given to everyone once it is up and running. The setting up of the Whatsapp group by Rick Owen link driver has proved a great success.

14. Date of 25th AGM

Thursday 2nd July 2026 at 7.00pm venue to be arranged

15. Date of next Committee Meeting

Thursday 31st July 2025

The meeting closed and refreshments were served.

	Description	Credit	Debit	Month-end Balance	Ref.	Notes	Amount
	Opening Balance			16843.86			
April 2024							
	Client Donations	50.00			3		50.00
	Client Donations	3065.00			3	CAC000601	3065.00
	Client Donations	28.00			3		28.00
	Driver Claims (mileage)		3118.90		9	R3	-3118.90
	Aerial Direct	4.00				R2	4.00
	Cash - In Charge		24.54			R1	-24.54
	Bank charges		5				-5.00
		3147.00	3148.44	16842.42		Statement 241 checked OK	
May 2024							
	Client Donations Thomson	50.00			3		50.00
	Client Donations	3190.00			3	BACS000562	3190.00
	Client Donations Thomson	20.00			3		20.00
	Client Donations MS	84.00			3		84.00
	Driver Claims (mileage)		2547.46		9		-2547.46
	Driver Expenses S Roberts		100.80		9		-100.80
	Insurance		607.7		11		-607.7
	PMCC Hall hire (coffee)		27.00		10		-27.00
	Trowbridge Rugby Hall		250		10		-250
	Trowbridge Link Web Site		354.00		15		-354.00
	Cash - In Charge		23.29				-23.29
	Account Fee		5.00				-5.00
		3344.00	3915.25	16271.17		Statement 242 checked ok	
June 2024							
	Client Donations	2835.00			3	BACS000563	2835.00
	Client Donations MS	56.00			3		56.00
	Driver Claims (mileage)		2461.19		9		-2461.19
	Mobile phone		72.68		12		-72.68
	Interest received	8.34	0.00		8		8.34
	Transfer B Davies phone bill		109.01		12		-109.01
	John Freeman web site		57.60		15		-57.6
	PMCC Hall hire (coffee)		27.00		10		-27
	P Boyce Stationery		162.85		13		-162.85
	Account Fee		5.00		17		-5.00
	Cash - In Charge		22.99			R4	-22.99
		2899.34	2918.32	16252.19		Statement 243 checked ok	
July 2024							
	Client Donations	2519			3	BACS000565	2519
	Driver Claims (mileage)		2161.38		9		-2161.38
	Client Donation MS	112			3		112
	Transfer Minibus St James Grant		500		2		-500
	Town Hall Grant	2500			1		2500
	Transfer Minibus Grant		2000		2		-2000
	Hall hire (coffee morning)		27		10		-27
	Admin P Boyce Toner Stationery		112.77		13		-112.77
	S Fry Stationery		17.99		13		-17.99
	Cash - In Charge		23.74		17		-23.74
	Bank Fee		5		17		-5
		5131	4847.88	16535.31		Statement 244 checked ok	
August 2024							
	Client Donations	3241			3	BACS000569	3241
	Driver Claims (mileage)		2608.02		9		-2608.02
	Wesley Road Donation	72.5			2		72.5
	Client Donations MS	112			3		112
	Stallard Charity Raffle	100			2		100
	Stallard Donation	300			2		300
	Stallard Transfer to Minibus		200		2		-200
	Don Houghton test	0.01			3		0.01

Trowbridge Area Community Link Scheme
Receipts and Payments TACLS Year ended 31.3.25

	Year ended 31/3/2025	Year ended 31/3/2024	category
			don't print column
RECEIPTS	0	0	
Grants Received			
Town Council	2500	1000	
Other Grants	-2227.5	0	
Total Grants	272.5	1000	
Donations			
Donations - Clients	3799.43	35656	
Donations - Volunteer Drivers		0	
Donations - Other	250	3699	
Total Donations	4321.93	39355	
Other Income			
Fundraising/proceeds from events	30	27	
New Year Meal	412	487	
Bank Interest (current + deposit a/cs)*	26	846	
Total Other Income	468	1360	
Bequests		0	0
TOTAL RECEIPTS	4321.9	0	41715
PAYMENTS			
Volunteer Driver Expenses	30647.14	32517	
Meetings & Events	522	345	
Insurances	607.7	500	
Telephone Expenses	1265.01	311	
Admin. - Postage, Printing and Stationery	1261.12	1172	
Miscellaneous expenditure	724.86	393	
Advertising and Publicity	411.6	0	
Examiner's Fees and Accountancy	100	38	
Bank Charges (current a/c)	278.39	301	
New Year Meal	713.65	692	
Equipment		0	
TOTAL PAYMENTS	36531	36269	
SURPLUS/(DEFICIT) for the year	-36531	5446	

*Current a/c interest £26, Deposit a/c interest £216.40

	Bank Fee		5		17		-5	17
	Interest	8.78			17		8.78	17
	Cash - In Charge		21.38		R43		-21.38	17
		2811.48	2692.09	17967.83		Statement 249		
						<i>checked ok</i>		
January 2025	Client Donations	3860			3	BACS000607	3860	3
	Driver Claims (mileage)		2905.88		9		-2905.88	9
	Coffee morning - half hire (Nov)		27		10		-27	10
	Mobile phone		102.96		12		-102.96	12
	Sheppard Meal	26.75			18		26.75	18
	S Scott Meal	10.00			7		10	18
	C Haytor meal	13.9			7		13.9	18
	J Sneeby Meal	33.75			7		33.75	18
	S Scott Meal	12.9			7		12.9	16
	SD Lilley Meal	21.85			7		21.85	18
	K Foster Meal	29.75			7		29.75	18
	Client donation Thomson	15			3		15	3
	S Fry Computer software		59.99		13		-59.99	13
	M Brent software and toner		87.18		13		-87.18	13
	P boyce handles com stamps		225.7		13		-225.7	13
	J free,man Auditor fee		100		16		-100	16
	Meal payment	266.5			18	BAC000616	266.5	18
	Cash -In Charge		27.41		17	R48	-27.41	17
	Bank Fee		5				-5	17
		4290.4	3541.12	18718.31		Statement 250		
						<i>checked ok</i>		
February 2025	Client Donations	3055				BACS000620	3055	3
	Driver Claims (mileage)		2870.58		9		-2870.58	9
	Donation North Bradley	50			3		50	3
	Donation E Archer	270			3		270	3
	Coffee morn - half hire Inv ,3402		29		10		-29	10
	Admin Stationery S Fry labels		11.98		13		-11.98	13
	Admin Stationery S Fry labels		22.76		13		-22.76	13
	Paul Walton meat cost		513.65		7		-513.65	7
	S Collins T shirts	16			14		16	14
	Raffle proceeds	30			6		30	6
	Mobile phone		102.96		12		-102.96	12
	Bank Fee		5		17		-5	17
	Cash In Charge		19.61		17	R56	-19.61	17
		3421	3575.54	18561.77		Statement 251		
						<i>checked ok</i>		
March 2025	Client Donations	2890.00				BACS000621	2890.00	3
	Driver Claims (mileage)		2041.64		9		-2041.64	9
	Donation Thomson	10			3		10	3
	Donation Thomson	45			3		45	3
	Donation Thomean	10			3		10	3
	S Fry Admin		11.96		13		-11.96	13
	Cash - In Charge		28.95		17	R62	-28.95	17
	Mobile Phone		102.96		12		-102.96	12
	Bank Fee		5		17		-5	17
	Bank interest	9.16			8		9.16	8
		2984.16	2190.51	19335.42		Statement 240		
							0	
			Opening	16843.86			2491.56 TOTALS	
			Receipts	41250.53				
			Payments	-38758.97				
				19335.42				

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	Opening Balance			16843.86			
April 2024							
	Client Donations	50.00			3		50.00
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	Bank Fee		5		17		-5
		5131	4847.88	16535.31		Statement 244 checked ok	
August 2024							
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	Driver Claims (mileage)		2608.02		9		-2608.02
	Wesley Road Donation	72.5			2		72.5
	Client Donations MS	112			3		112
	Stallard Charity Raffle	100			2		100
	Stallard Donation	300			2		300
	Stallard Transfer to Minibus		200		2		-200
	Don Houghton test	0.01			3		0.01

	Don Houghton test	0.01			3	0.01	3
	Hall hire (coffee morning)	27			10	-27	10
	Design & Print Invoice 3263	238.8			14	-238.8	14
	Mobile phone	73.09			12	-73.09	12
	Bank Fee	5			17	-5	17
	Cash - In Charge	21.26			17	-21.26	17
		3825.52	3173.17	17187.86			
						Statement 245	
						checked ok	
Sep-24	Client Donations	2680			3 BACS00071	2680	3
	Driver Claims (mileage)	2183.72			9	-2183.72	9
	N Blackmore Inv: WGB19307	89.04			13	-89.04	13
	Client Donation FP Houghton	530.21			3	530.21	3
	P Boyce stationery & stamps	93			13	-93	13
	Hall hire (coffee morning) Inv.3291	27			10	-27	10
	Mobile phone (end contract)	293.51			12	-293.51	12
	Mobile phone Vodaphone	102.96			12	-102.96	12
	Bank Fee	5			17	-5	17
	Interest	8.5			8	8.5	8
	Cash - In Charge	18.89			17 R26	-18.89	17
		3198.71	2813.12	17573.25			
						Statement 246	
						checked ok	
October 2024	Client Donations	2860.00			3 BACS000573	2860.00	3
	Driver Claims (mileage)	2774.66			9	-2774.66	9
	Donation G S Lodge	500			5	500	5
	Donation MS	84			3	84	3
	Donation MS	56			3	56	3
	Minibus donation half Freemasons	250			5	-250	5
	Minibus donation half FP Houghton	250			3	-250	3
	M Brent Stationery	60			13	-60	13
	Clint Donation G Thompson	30			3	30	3
	Hall hire (coffee) Inv ; 3301	27			10	-27	10
	Mobile phone	102.96			12	-102.96	12
	Bank Fee	5			17	-5	17
	Cash - In Charge	0				0	17
		3530.00	3488.62	17633.63			
						Statement 247	
						checked ok	
Nov 2024	Client Donations	3689.2			3 BACS000576	3689.2	3
	Drivers Expenses	3023.97			9	-3023.97	9
	Recognition Exp RENL 1668	44.86			14	-44.86	14
	TL Community re Minibus Ins	110.67			3 BAC000614	110.67	3
	Transfer to above	110.67			3	-110.67	3
	Transfer to P Weatton - Meal	200			7	-200	7
	M Brent Stationery	78.75			13	-78.75	13
	Mobile phone	102.96			12	-102.96	12
	Bank Fee	5			17	-5	17
	Cash - In Charge	19.65			17 R39	-19.65	17
		3799.87	3585.86	17847.64			
						Statement 248	
						checked ok	
Dec-24	Client Donations	2755			3 BAC000615	2755	3
	Client Donations G Thompson	15			3	15	3
	Driver Expenses	1848.94			9	-1848.94	9
	P Boyce Meal	32.7			18	32.7	18
	Hall Hire (coffee) Inv.3348	27			10	-27	10
	Hall Hire (coffee) Inv.3328	27			10	-27	10
	Mobile phone	102.96			12	-102.96	12
	P Boyce Stationery Toner	174.12			13	-174.12	13
	S Fry stationery stamps etc	28.49			13	-28.49	13
	N Blackmore Blue badges	30			14	-30	14
	Recognition Express T Shirts	427.2			14	-427.2	14

Mimibus Account(2024/25)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
66		V S Trip Payment		110										Ref.49
67		V S Trip Payment		40										Ref.50
68		MW Trip Payment		64										Ref.51
69		MG Trip Payment		72										Ref.52
70		D iver Exp T Ryan					93.55							Ref.53
71		TTC Grant	200											Ref.54
72		C S Fire Pro			34									Ref.55
73		CWV World			420									Ref.56
74		Trickle-B	30											Ref.46
75		Trickle-B	30											Ref.46
76		Bistol Hydro					4E4.32							Ref.57
77		Kivates					4C8.22							Ref.58
78		Pild Into Dep A/c							10,00.00					Ref.46
79		Telephone H3G					8.74							Ref.46
80														
81		CATEGORY TOTALS	260	935.36	1195.6	454	320.78	872.54	10.00.00		11647.52	-8804.6	18739.67	Ref.46
82														
83	Sep-24	Wills Council Payment		709.86										Ref.60
84		Fuel Genia					190.73							Ref.61
85		Sbc Camera				69.96								Ref.62
86		S3 Trip Payment		120										Ref.63
87		Trickle-B	25	120										Ref.63
88		MW Trip		48										Ref.64
89		Telephone					8.74							Ref.59
90		CATEGORY TOTALS	25	877.86	902.86	69.96	199.47	0			289.46	633.4	19373.09	Ref.59
91														
92	Oct-24	Wills Council Payment		709.86										Ref.66
93		Fuel Genia					301.64							Ref.67
94		S Trip Payment		36										Ref.68
95		MG Trip Payment		44										Ref.69
96		V S Trip Payment		32										Ref.70
97		MW Trip Payment		36										Ref.71
98		D iver Exp T Ryan					46.65							Ref.72
99		G allagher Ins						463.28						Ref.73

Minibus Account(2024/25)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
167		MC Trip Payment												Ref.119
168		Driver Exp.T Ryan	5				96.1							Ref.120
169		Car Van & Minibus					997.14							SO Ref.111
170		Telephone					10							SO Ref.111
171		CATEGORY TOTALS		876.55	876.55	5.09	1328.64	16.98	8.49	0	1360.71	-474.16	17543.99	Ref.111
172														✓
173														
174														

Agreed 22/8/25 *[Signature]*



[Redacted area]

Report to the trustees/ members of

TROWBRIDGE AREA COMMUNITY LINK SCHEME

On accounts for the year ended

Charity no (if any) 1075506

Set out on pages

Responsibilities and basis of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended... As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act"). I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:
- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records
I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.
* Please delete the words in the brackets if they do not apply.

Signed: [Signature]

Date: 22/8/23

Name: MICHAEL BOFFIN

Relevant professional qualification(s) or body (if any): NOT APPLICABLE

Address:

1, BROOK ROAD TROWBRIDGE BA14 9DY

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

**Independent examiner's report
on the accounts**

**Report to the trustees/
members of**

TROWBRIDGE AREA COMMUNITY LINK SCHEME

**On accounts for the year
ended**

Charity no (if any) 1075506

Set out on pages

**Responsibilities and basis
of report**

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

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

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

**Independent examiner's
statement**

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in any material respect:

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

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

* Please delete the words in the brackets if they do not apply.

Signed:

[Signature]

Date:

22/3/25

Name:

~~Michael Boman~~
Boman

MICHAEL BOMAN

**Relevant professional
qualification(s) or body (if
any):**

~~No~~
~~Accounting~~

NOT APPLICABLE

Address:

1, BROOK ROAD
TROWBRIDGE
BA14 9DY

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

**Give here brief details of
any items that the
examiner wishes to
disclose.**

TROWBRIDGE AREA COMMUNITY LINK SCHEME

England & Wales - Charity number 1075506

Accounts

TROWBRIDGE AREA COMMUNITY LINK SCHEME

Registered Charity Number 1075506

CHAIR'S AND TRUSTEES' ANNUAL REPORT 2023/2024

The AGM is upon us once again, this being my opportunity for me to thank all of you volunteers for the hard work and wonderful support you give us. It's always encouraging for the coordinators when we are regularly complimented by our clients for the service you drivers, with your smiling faces, provide to the Trowbridge area. Being the only voluntary organization of its type in the BA14 area does mean that we are not only taken for granted by the medical profession but also taken advantage of. Typical phone calls from surgeries and even from the community and district hospitals, saying "We have a patient who needs transport," adds to the pressure.

Furthermore, this year has proven just how much we are a victim of our own success in that word of mouth continues to bring a steady stream of new clients. The large residential blocks, such as Raleigh Court, Florence Court and others, must by now see almost all of their residents now being our clients. We've been blessed with a number of new volunteers joining us over the last year. This relieves much of the pressure of work, particularly at times when a number of drivers and coordinators are not available due to holidays, family commitments or illnesses. Therefore, both the minibus and the car transport workstreams, and the coordinators, constantly see new recruits.

Once again this year, the minibus has proven to be a resounding success. Nicola will provide a more detailed report on the minibus workstream shortly.

Future plans were mentioned in my report this time last year. These included the transferring of our database over to the Wiltshire County cloud-based system. Due to ongoing pressures, this is still under planning. Similarly, transferring our Link phone to a new contract is currently under review while the current contract with O2 is proving to be an obstacle. Some minor problems arose with the Link mobile where we were only able to accept incoming calls, following these up with replies on our own mobiles - annoying but not that great a difficulty. If the new IT system does get up and running, it will enable the drivers to access and complete their Expenses online and submit them, virtually by the press of a button, to the Treasurer at the end of the month. You'll also be able to log on at any time to check your own trip list and to check your own absences. Training in its use will be provided.

Our overall financial situation in the year 2023 to 24 has been satisfactory and stable. We have just about broken even, I believe, thanks in part to the annual core funding provided by the town council. Sandra will give further details of our financial status for 2023 to 24 shortly. I must emphasize that certain aspects of training must be given to ensure the safety of clients, drivers and escorts. Primarily, training in manual handling, as given by Jane earlier, is essential in that some of the walking aids and wheelchairs can be very heavy and unwieldy, posing a risk to the handler. For the AGM Minutes, any volunteer not here today will still be required to attend Jane's presentation.

#

The reason we're here - For Our Clients

Our aim is simply to help people in need, mostly the elderly and those with disabilities, for whom using public transport and taxis is not a feasible option. Our clients remain our priority, after all it's the reason we are providing this door-to-door transport facility at an affordable for them, with considerate, compassionate and caring drivers, with escort when in the minibus, and with a much-reduced time for them because their driver is ready to take them home with the minimum delay time. Many of our clients live a lonely, as you'll be aware, and the Link coordinator and the driver, and escort, can often be the only person they've spoken with or seen for a while, hence their deep breath and you, the driver, giving them a thorough listening-to during their journey. For clients going to hospital appointments, they can be stressed enough for them with their impending appointment without them having to worry about transport there and back again, so I think a major impact we provide is to distract them from their transport worries.

In addition to providing volunteer drivers to take the client to doctor's, dentist's, physio, optician's and hospital appointments, we also offer minibus drop-offs to, and collection from clubs, shopping trips, picking up food packs from the food bank and even a befriending service for people who suffer from loneliness.

The subject of donations is something we've chatted about quite a few times. We inform our clients of the approximate cost of the trip that we pay our drivers and add that if they can cover that cost it would help us to continue our service. We do emphasize that if they can't afford this then simply put what they can afford into the envelope. We do understand how some suffer from financial hardship. It is still vital we continue to provide them that service, no matter their financial situation - we shouldn't judge their situation. We're a charity and the money placed in the envelope is a donation, not a charge. Contrary to the Good Practice Guide, which states that Link may operate a tariff system for long distance drives outside of Wiltshire County, we rarely actually do so.

#

About our Volunteers Our Coordinators.

What do they do? Client phones in on the Link phone with a request for a volunteer driver with a car, giving the appointment details. Coordinator answers, takes the details; selects drivers that may be available that day, phones the drivers in turn until one agrees, gives details to driver, phones client to confirm driver's name and pick-up time. # That's how it works on a good day! It's not always that straightforward but it usually works out in the end. Rare are the times we can't arrange a driver. We don't quite have enough coordinators to cover each day of the week, and things can turn a bit pear-shaped when holidays and illnesses require individual coordinators to work two or even three days in a week. In short, we are constantly looking for new coordinators and despite encouraging noises from interested people, we are not very successful. However, the good news is that a nice lady called Penny has recently said she will join us very soon. One of our drivers, Sue Collins, who only recently joined us, has stepped in a few times recently after just a couple of training and practice sessions, when we were desperate for someone to help us with co-ording. I would like to give my thanks to all the coordinators, and to Sue, too, for the

often-long days sitting at the laptop and trying to keep cheerful when the phone rings.

#

Our Drivers.

These stalwart, dedicated volunteers are those at the front line of our service. Those who use their own cars and their time, and those that drive the minibus and act as escorts, deliver our service direct to our clients. As I mentioned just now, the clients regularly state their appreciation of the charm and friendliness of these stalwart volunteers, along with gratitude for the quality service that our drivers provide. Occasionally, a driver will bring to our attention that a client is suffering from hardship or a challenge they may face in caring for themselves in their own home. For times such as this we have a Safeguarding policy, thanks to Jane, that the drivers should all have a copy of.

Drivers also run foul of parking and clean-air zone wombles, resulting in the imposition of fines. Therefore, as our volunteer drivers are pivotal in delivering high-quality services to the clients, as such, it is the Committee's responsibility to provide all the support that the drivers require, including trying to overcome these random challenges that changes to hospital parking gives us. All the coordinators and members of the Committee will join me, I'm sure, in thanking our Drivers and the minibus escorts, for their sterling efforts in covering the tasks that we ask of them. Despite the pressure, they make our work as coordinators a pleasure.

#

Introducing you to the members of the Management Committee:

Our Management Committee is a cohesive team that meets every quarter. They conduct a vast number of hours in the management of the scheme, as you can see on the audit form in your AGM pack, including advising me of the problems and successes. Presently the committee is comprised of: -

The Chairperson: That's me! I took over the position 7 years ago and have been privileged to chair the 3-monthly committee meetings. I started off as a driver in 2012, had to stop due to health constraints so became a coordinator in 2015. I have been fortunate to experience just about all the aspects of the Link scheme. I would like to personally thank the Committee and Coordinators for being patient with me in these few years, and all you volunteers for making my position pleasurable. When coordinating, I take the opportunity to pass on driving tasks to my wife Jane. Both supporting me and, more importantly, supporting all of you, are:

Our Vice-Chair, Nicola Blackmore continues to demonstrate her valuable knowledge and experience. However, her crowning glory is the challenge she originally took on when taking over the community minibus. She shows tireless dedication and perseverance with her primary appointment as **Minibus Operations Manager**, often under extremely challenging conditions. Towards achieving this success, she receives regular valued support from Sandra. Nicola is also a minibus driver. Despite passing over her driver recruitment post to Margaret and Maureen, Nicola continues to doggedly pursue the hospital parking

issues despite receiving conflicting or changing messages from the hospital parking wombles. Ably assisted by Sandra, she has accessed a plethora of funding sources.

Our Treasurer, Sandra Fry, in her first year in post has been challenging for her, particularly with her support to the minibus, and I have seen how she has risen to the pressures admirably. Sandra has been able to secure our access to the deposit account, at last, after problems encountered by the previous treasurer. She ably supports both streams of Link activities, those being the minibus operators and the car drivers, she has ensured that all expense payments are made promptly, client donations are banked regularly, and proper records are maintained, while supporting the challenging financial aspects relating to the minibus management. Overall, this demanding post has been pivotal for TACLS in ensuring finances are managed and claims are paid promptly.

Our Secretary, Maureen Brent, often works tirelessly redirecting emails from me, taking the minutes at our AGM and the quarterly committee meetings, and writing out the excellent minutes of our meetings. Together with Sandra, they provide us with the vittles at our coffee mornings. Maureen also fits in coordinating once a week, meanwhile loading poor Chris, her husband, with driving tasks. She efficiently manages the responsibilities of **Recruitment and Volunteer Support Officer**, which includes organizing the interviews, DBS aspects, and more

Our Chief Coordinator, Margaret Goodall, continues in the post as our Chief Coordinator while driving as a volunteer too. Her many years with the scheme make her the most ideal person to hold the post where she leads from the front with a tenacity that keeps the business of coordinating so effective. She is also in the enviable position of being able to load her husband, Peter, with driving tasks.

Our Deputy Treasurer. This post was held by Bill Cox, although he recently retired due to personal reasons. On behalf of the Committee and members, we thank him for his contribution both as the deputy treasurer and, of course, as driver, a position he held on and off for many years. and wish.

Our Minibus Facilities Officer, Tony Ryan, apart from being a valued minibus driver, also holds the vital appointment that ensures the minibus' maintenance, thus ensuring its optimum availability.

Communications Officer, Brett Davies juggles his time between being a trainer for the Samaritans, coordinating for TACLS and somewhat demanding family matters. While assisting Sandra, he showed his quality when the feasibility of upgrading the Link database and migrating it onto the County website was first proposed. Meanwhile, he has been looking into upgrading the current mobile phone arrangement.

Our Safeguarding Officer, Jane Boyce. She developed this post of Safeguarding Officer since being co-opted onto the Committee as a result of the pandemic. Before her retirement from the NHS, her degree qualifications and appointment as the Health and Safety Services Manager at the RUH gave her immense knowledge and experience that she has since used to our benefit. She stepped back from the committee membership, continuing to provide valuable safeguarding advice to the committee until such time a nomination for the

Safeguarding Officer is received. She has produced the written safeguarding policy and has provided training documentation.

Health and Safety Adviser, Jane Boyce. She developed this post of H&S Adviser since being co-opted onto the Committee as a result of the pandemic. Before her retirement from the NHS, her degree qualifications and appointment as the Health and Safety Services Manager at the RUH gave her immense knowledge and experience that she has since used to our benefit. She will continue to offer H&S advice, ensuring the risk assessments are managed and followed.

Our Other Committee Members: Lynn Hitchcock has been very busy as a driver until recently, taking on local trips with a few a little further afield from time to time. She willingly helped with TACLS events as well as providing ideas and support at our committee meetings. Unfortunately, she is suffering from health problems at the moment. Our thoughts and best wishes go with her.

Press and Publicity Officer, Sue Holt. Although she's not actually a committee member because of her many other commitments, she continues to promote TACLS through letters and articles in the Wiltshire Times and has been instrumental over recent years in having leaflets and posters produced. So effective have they been that our coordinators often hear from new clients and, on occasion, from prospective volunteers that discovered us thanks to these leaflets and newspaper articles. Her efforts has greatly assisted Nicola, and then Maureen, in recruiting more volunteers.

#

Open Forum: I shall hold a brief Open Forum in a moment (I stress 'brief'). We shall do our best to answer any questions or concerns you may have. Aside from the Link volunteers, I would like to mention:

John Freeman, our independent examiner and the external organization that give us advice and support should we request it:

The Link Project Team -It is based with Community First in Devizes. Its website is www.wiltshirelink.org.uk. Finally: I would like to thank all members of TACLS who make my post as Chairman enjoyable and fulfilling.

THANK YOU, EVERYONE.

Trowbridge Area Community Link Scheme

Balance Sheet as at 31st March 2024

	As at 31/03/2024		As at 31/03/2023	
	£	£	£	£
FIXED ASSETS				
Computer: Cost	2261		2261	
Computer: Cumulative depreciation	2260		2260	
		1		1
Equipment: Cost	545		545	
Equipment: Cumulative depreciation	544		544	
		1		1
NET FIXED ASSETS		2		2
CURRENT ASSETS				
Cash at Bank: COIF Deposit Account	17687		16867	
Cash at Bank: CAF Current Account	16844		12218	
Cash at Bank: Minibus Account	21251		4578	
NET CURRENT ASSETS		55782		33663
TOTAL ASSETS		55784		33665
Surplus/(Deficit) for Year (Link)		5446		373
Surplus/(Deficit) for Year (Minibus)		16673		4578
BALANCES CARRIED FORWARD				
Link		34533		29087
Minibus		21251		4578
TOTAL		55784		33665

Trowbridge Area Community Link Scheme

Receipts & Payments Report for the Year Ended 31st March 2024

	Year ended 31/03/2024	Year ended 31/03/2023	category
RECEIPTS			don't print
Grants Received			
Town Council	1000	1000	1
Other Grants	0	0	
Total Grants	1000	1000	
Donations			
Donations - Clients	35656	35614	3
Donations - Volunteer Drivers	0	0	4
Donations - Other	3699	0	5
Total Donations	39355	35614	
Other Income			
Fundraising/proceeds from events	27	15	6
Expenses overpayment (21/22)		122	4
New Year Meal	487	581	7
Bank Interest (current + deposit a/cs)*	846	316	8
Total Other Income	1360	1034	
Bequests	0	700	700
TOTAL RECEIPTS	41715	38348	
PAYMENTS			
Volunteer Driver Expenses	32517	32758	9
Meetings & Events	345	437	10
Insurances	500	461	11
Telephone Expenses	311	325	12
Admin. - Postage, Printing and Stationery	1172	718	13
COVID-19 expenses		55	19
Miscellaneous expenditure	393	239	14
Advertising and Publicity	0	86	15
Examiner's Fees and Accountancy	38	28	16
Bank Charges (current a/c)	301	257	17
New Year Meal	692	851	18
Equipment	0	1760	21
TOTAL PAYMENTS	36269	37975	
SURPLUS/(DEFICIT) for the year	5446	373	

*Current a/c interest £26, Deposit a/c interest £820

TACLS Community Minibus

Receipts & Payments Report for the Year Ended 31st March 2024

	Year ended 31/03/2024	Year ended 31/03/2023
RECEIPTS		
Grants Received	8279	4650
Donations	2201	300
Client Payments	14271	4468
TOTAL RECEIPTS	24751	9418
PAYMENTS		
General Costs (Insurances, training etc.)	2111	1890
Running Costs (petrol, mileage)	3432	1846
Maintenance/repairs	2273	963
Administration (stationery, printing etc.)	262	141
TOTAL PAYMENTS	8078	4840
SURPLUS/(DEFICIT) for the year	16673	4578



Section A

Independent Examiner's Report

Report to the trustees/ members of

TROW BRIDGE AREA COMMUNITY LINK SCHEME

On accounts for the year ended

MARCH 2024 Charity no (if any) 1075506

Set out on pages

BALANCE SHEET, TWO R+P REPORTS

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

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 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 (other than that disclosed below*) in connection with the examination which gives me cause to believe that in, any material respect:

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

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

* Please delete the words in the brackets if they do not apply.

Signed: J G Freeman

Date: 27/01/2025

Name: J G FREEMAN

Relevant professional qualification(s) or body (if any):

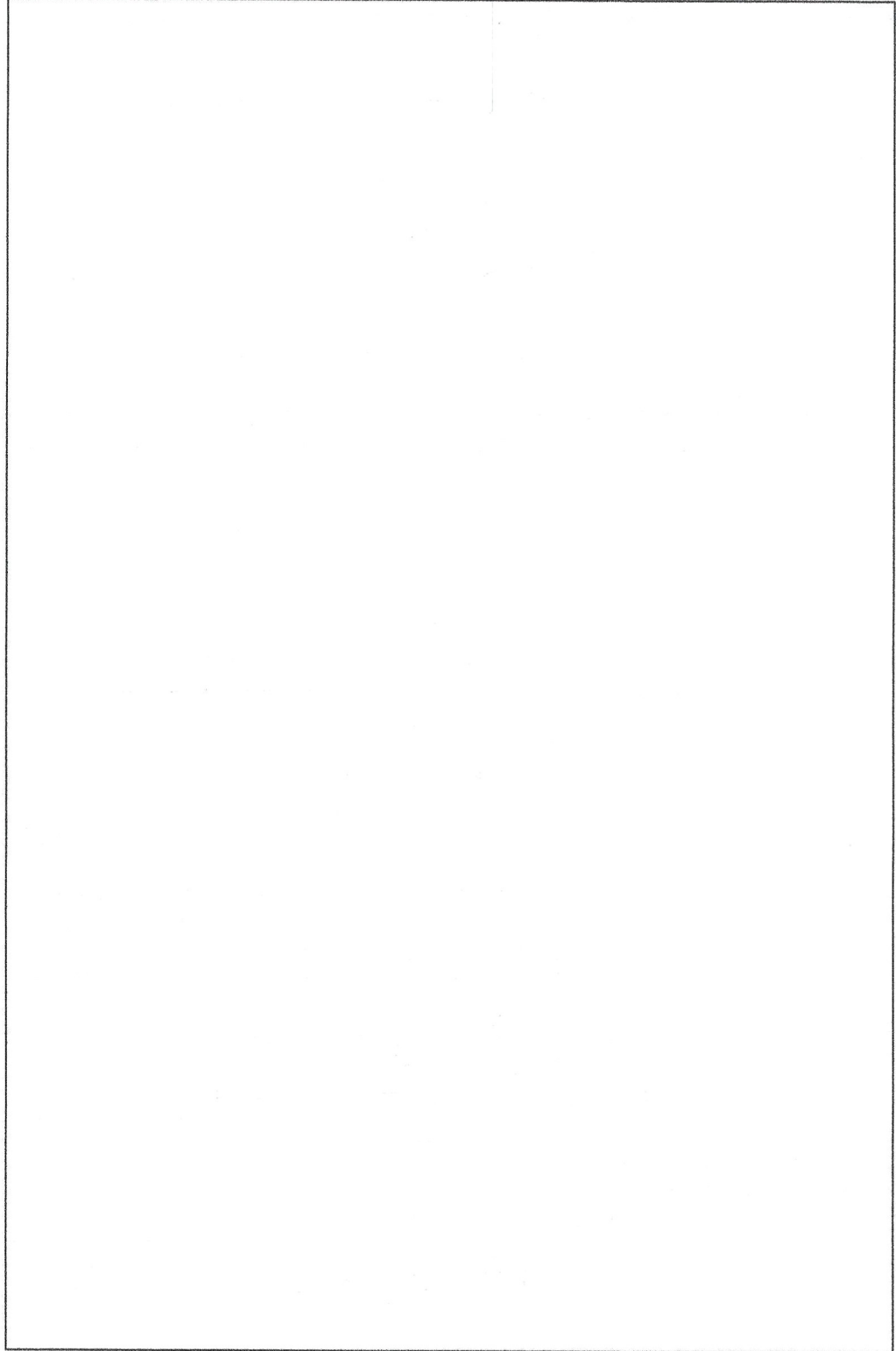
—

Address:

17 BERKELEY ROAD
TROW BRIDGE
WILTS BA14 9DX

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.



Trowbridge Area Community Link Scheme

Balance Sheet as at 31st March 2024

	As at 31/03/2024		As at 31/03/2023	
	£	£	£	£
FIXED ASSETS				
Computer: Cost	2261		2261	
Computer: Cumulative depreciation	2260		2260	
		1		1
Equipment: Cost	545		545	
Equipment: Cumulative depreciation	544		544	
		1		1
NET FIXED ASSETS		2		2
CURRENT ASSETS				
Cash at Bank: COIF Deposit Account	17687		16867	
Cash at Bank: CAF Current Account	16844		12218	
Cash at Bank: Minibus Account	21251		4578	
NET CURRENT ASSETS		55782		33663
TOTAL ASSETS		55784		33665
Surplus/(Deficit) for Year (Link)		5446		373
Surplus/(Deficit) for Year (Minibus)		16673		4578
BALANCES CARRIED FORWARD				
Link		34533		29087
Minibus		21251		4578
TOTAL		55784		33665

Trowbridge Area Community Link Scheme

Receipts & Payments Report for the Year Ended 31st March 2024

	Year ended 31/03/2024	Year ended 31/03/2023	category
RECEIPTS			don't print
Grants Received			
Town Council	1000	1000	1
Other Grants	0	0	
Total Grants	1000	1000	
Donations			
Donations - Clients	35656	35614	3
Donations - Volunteer Drivers	0	0	4
Donations - Other	3699	0	5
Total Donations	39355	35614	
Other Income			
Fundraising/proceeds from events	27	15	6
Expenses overpayment (21/22)		122	4
New Year Meal	487	581	7
Bank Interest (current + deposit a/cs)*	846	316	8
Total Other Income	1360	1034	
Bequests	0	700	700
TOTAL RECEIPTS	41715	38348	
PAYMENTS			
Volunteer Driver Expenses	32517	32758	9
Meetings & Events	345	437	10
Insurances	500	461	11
Telephone Expenses	311	325	12
Admin. - Postage, Printing and Stationery	1172	718	13
COVID-19 expenses		55	19
Miscellaneous expenditure	393	239	14
Advertising and Publicity	0	86	15
Examiner's Fees and Accountancy	38	28	16
Bank Charges (current a/c)	301	257	17
New Year Meal	692	851	18
Equipment	0	1760	21
TOTAL PAYMENTS	36269	37975	
SURPLUS/(DEFICIT) for the year	5446	373	

*Current a/c interest £26, Deposit a/c interest £820



TACLS Community Minibus

Receipts & Payments Report for the Year Ended 31st March 2024

	Year ended 31/03/2024	Year ended 31/03/2023
RECEIPTS		
Grants Received	8279	4650
Donations	2201	300
Client Payments	14271	4468
TOTAL RECEIPTS	24751	9418
PAYMENTS		
General Costs (Insurances, training etc.)	2111	1890
Running Costs (petrol, mileage)	3432	1846
Maintenance/repairs	2273	963
Administration (stationery, printing etc.)	262	141
TOTAL PAYMENTS	8078	4840
SURPLUS/(DEFICIT) for the year	16673	4578



TROWBRIDGE AREA COMMUNITY LINK SCHEME

England & Wales - Charity number 1075506

Accounts

TROWBRIDGE AREA COMMUNITY LINK SCHEME

Registered Charity Number 1075506

CHAIR'S AND TRUSTEES' ANNUAL REPORT 2022/2023

The AGM is the one opportunity I get to thank each of you face-to-face for your positive approach in providing the service for the benefit of those that rely on what is the only transport facility available in the Trowbridge area.

This has been an eventful year for TACLS. It's no surprise that Covid hasn't gone away and, like a hairy wart on the end of a nose, it's still managed to raise its ugly head amongst some of us. Some of our drivers have needed to step back to maintain their own safety and that of the clients too.

The minibus has been the biggest and resounding success thanks to the Team Minibus. Although a few of our drivers have been diverted from the core Link driving tasks, its impact has been minimal. Nicola will give us more details on the project. Financial support for the minibus has been discussed at the Management Committee meeting and agreed that the core TACLS Account will provide a sum of money towards its eventual purchase. It will be confirmed at a future Management Committee meeting and the members will be formally informed in the minutes to that meeting.

We've had an influx of new volunteers which has taken away much of the pressure. A few clients now take advantage of telephone consultations with their GPs which have seen some reduction in local trips to their GPs. Flu and covid vaccination programmes have seen an increase in requests to a bewildering variety of venues and, with the impact of the cost-of-living pressures, we see the occasional request for food bank deliveries.

We shall be saying cheerio and thanks to John Freeman who has been our Treasurer for some years. His, what for me are the perplexing array of spreadsheets, have ensured the financial stability of TACLS. I can't thank you enough, John, for everything you have done.

A feasibility study has been carried out by Sandra and Brett into transferring the transferring the TACLS database onto the web-based Wiltshire County Link database. This will allow not only the coordinators to log onto this centralized database from their own laptop, along with a dedicated mobile phone, without the need to take the current laptop and mobile phone from one house to the next.

It will also enable the drivers to access and complete their Expenses and submit them to the Treasurer at the end of the month. You'll also be able to log on at any time to check your own trip list and to check your own absences. Although at present, this is still a work-in-process, we are almost there. I had a

cruise around this new system today. Good!

Our overall financial situation in the year 2022 to 2023 has been satisfactory and stable. We have just about broken even, I believe, thanks in part to the annual core funding provided by the town council.

Some of our clients, including the estate of Gordon Schwarz and a personal donation from the lovely Brenda Dixon, have been generous. Most clients are known to be generous with their envelope donations, despite these being anonymous at the time they're handed to the driver, on opening the envelopes the money given sometimes significantly exceed the expenses relative to the miles the trip had taken.

John will give further details of our financial status for 2022 to 23 shortly.

Our Clients. Our objective is simply to help people in need, mostly the elderly and those with disabilities, for whom using public transport and taxis is not a feasible option. Our clients remain our priority, after all it's the reason we are providing this service after all, and it is primarily their door-to-door transport needs at a cost that is affordable for them, and with a much-reduced time because their driver is ready to take them home straight away.

Many of our clients live alone, as you are aware, and the Link coordinator and the driver may be the only person they've spoken with or seen for a while. This is probably why the driver must give the clients a thorough listening-to during their journey.

We don't just provide volunteer drivers to take the client to doctor's, dentist's and hospital appointments, we also offer shopping trips, minibus drop-offs to clubs, picking up food packs from the food bank and even a befriending service for people who suffer from loneliness.

Clients going to hospital appointments can be stressed enough with their impending appointment without having to worry about transport there and back again, so I think the biggest impact we provide is to take away their transport worries.

Now for the subject of donations. We inform our clients of the approximate cost of the trip for our drivers and that if they can cover that cost it would help us to continue our service. We do stress that if they can't afford this then simply put what they can afford into the envelope. We do understand how some suffer from financial hardship, particularly during this time of financial hardship. So it is still important we continue to provide that service no matter their financial situation – we shouldn't judge their situation. We are a charity and the money placed in the envelope is a donation, not a charge. Contrary to the Good Practice Guide,

which states that Link **may** operate a tariff system for long distance drives out of Wiltshire County, we rarely actually do so.

Our Coordinators. The process is that a client phones the coordinator on the Link mobile number and requests the help of a volunteer driver with a car to take them to their appointment. The call is answered by the coordinator, who at that point is the hub of the Link Scheme. At times, I've answered the phone to people asking, "I want a Link Taxi this afternoon" or "tomorrow morning". I then give 'em them the news update!

Generally, we request at least 48 hours' notice for local trip requests, even more for RUH and Bristol if we're lucky. Short notice requests aren't unusual even at the very last minute at the end of the day when We're about to close down. Food bank requests are virtually all made on the morning they are needed – the food bank closes at 12.30pm. Thank goodness for the patience of our drivers.

We don't quite have enough coordinators to cover each day of the week, and things can turn a bit pear-shaped when holidays and illnesses require individual coordinators to work two or even three days a week. In short, we are constantly looking for new coordinators and despite encouraging noises from interested people, we are not very successful. However, the good news is Kim Young has recently said she will return to cording after a lay-off for a while which helps tremendously.

I would like to give my thanks to all the coordinators for the often-long days sitting at the laptop and trying to keep cheerful when the phone rings.

Our Drivers. Our stalwart and dedicated, front-line volunteers deliver our service direct to our clients. Thanks purely to their dedication and flexibility, our scheme continues to provide an efficient and effective service. Our clients regularly state their appreciation of the charm and friendliness of our drivers, along with gratitude for the quality service that our drivers provide.

I know that a couple of our volunteers also provide befriending and support services in addition to the trips they carry out, many of which are not recorded as separate tasks, nor even added to the overall number of hours recorded by our volunteers.

Drivers have occasionally commented on the challenge a client may face in caring for themselves in their own home. For times such as this we have a Safeguarding policy, thanks to Jane, that the drivers should all have a copy of. Drivers also run foul of parking and clean-air zone wombles, resulting in the imposition of fines. Therefore, as our volunteer drivers are pivotal in delivering high-quality services to the clients, as such, it is the Committee's responsibility to provide all the support that the drivers require, including trying to overcome these

random challenges that changes to hospital parking gives us.

All the coordinators and members of the Committee will join me, I'm sure, in thanking our Drivers for their sterling efforts in covering the tasks that we pass on to them. Despite the pressure, they make our work as coordinators a pleasure.

Introducing you to the members of the Management Committee:

Our Management Committee is a cohesive team that, before the pandemic, met for a meeting every second month. They conduct a vast number of hours in the management of the scheme, including advising me of the problems and successes. Presently the committee is comprised of: -

The Chairperson: I took over the position 6 years ago and have been privileged to chair the 2- or 3-monthly committee meetings – and I still strive to get it right! I started off as a driver in 2012, had to stop due to health constraints so became a coordinator in 2015. I have been fortunate to experience most of the aspects of the Link scheme.

I would like to personally thank the Committee and Coordinators for being patient with me in these 5 years, and all the volunteers for making my post pleasurable. Both supporting me and, more importantly, supporting all of you, are:

Our Vice-Chair, Nicola Blackmore continues to demonstrate her valuable knowledge and experience. She doggedly pursues the new hospital parking requirements despite receiving conflicting messages from the parking rottweilers at the hospitals. She efficiently manages the responsibilities of Recruitment Volunteer Support Officer including the DBS aspects. However, her crowning glory is the challenge she took on when she had the idea of taking over the community minibus. Aply assisted by Sandra, the gamble paid off. She accessed a plethora of funding sources and she now fronts the minibus project. She has an extremely busy appointment on the Committee.

Our Secretary, Maureen Brent, often works tirelessly redirecting emails from me, taking the minutes at our AGM and bi-monthly committee meetings, when covid allows us to hold them, and writing out the excellent minutes of our meetings. Together with Sandra, they provide us with the vittles at our coffee mornings. Maureen also fits in coordinating once or twice a week, loading poor Chris, her husband, with driving tasks.

Our Chief Coordinator, Margaret Goodall, continues in the post as our Chief Coordinator while driving as a volunteer too. Her many years with the scheme make her the most ideal person to hold the post where she leads from the front with her innovative ideas that keep the business of coordinating ticking over.

She is also in the enviable position of being able to load her husband, Peter, with driving tasks.

Our Treasurer, John Freeman, has carried out the job most efficiently and effectively for quite a few years, and despite being there in the background, he has ensured that all expense payments are made promptly, client donations are banked regularly, and proper records are maintained; his demanding post has been pivotal in ensuring finances are managed and claims are paid promptly. From all outward appearances, he has made the job look easy especially when producing the mind-boggling annual spreadsheets.

I'd like to give John our warmest thanks and appreciation for a job well done and wish him all the very best for the future.

After several years in post, John now hands over the post to Ken Foster. On behalf of the committee, I wish Ken the best of success for the future as Treasurer for TACLS.

Our Deputy Treasurer, Mike Mortimer, has ably supported, John particularly on the cash counting and banking, and on payment of expenses. Although he spends much of his time caring for his dear wife, Angela, he still fits in the bank transfer payments to our drivers and other committee members on behalf of the Treasurer.

Safeguarding Representative, Jane Boyce. She was co-opted in 2020 as the H&S committee member primarily as a direct result of the covid pandemic but she developed the post of Safeguarding Officer since then. Before her retirement, her degree qualifications and appointment as the Health and Safety Services Manager at the RUH gave her immense knowledge and experience that she could use to our benefit. She stepped back from the H&S role on the committee but will continue providing valuable safeguarding advice to the committee until such time a nomination for the Safeguarding Officer is received. She produced the written safeguarding policy and has provided training documentation.

Our System Support & Events Officer, Sandra Fry arranges the big events that occur during the year, including the New Year lunch, our monthly coffee mornings (with Maureen) and the occasional Sunday lunches. Together with Brett, they have investigated the migration of the TACLS database onto the secure Wiltshire Council web-based Wiltshire Link website. She combines this demanding post with that of coordinator, occasionally stepping in when one or more other coordinators, including yours truly, are away on holiday.

Communications Officer, Brett Davies soon settled into the task of coordinator but promptly showed his quality when the feasibility of upgrading the Link

database and migrating it onto the County website was first proposed. The plan is moving forwards step by step.

Our Other Committee Members:

Lynn Hitchcock is very busy as a driver, taking on local trips with a few a little further afield from time to time. She willingly helps with TACLS events as well as providing ideas and support at our committee meetings.

Press and Publicity Officer, Sue Holt. Although she's not actually a committee member because of her many other commitments, she continues to promote TACLS through letters and articles in the Wiltshire Times and has been instrumental over recent years in having leaflets and posters produced. So effective have they been that our coordinators often hear from new clients and, on occasion, from prospective volunteers that discovered us thanks to these leaflets and newspaper articles. Her efforts have greatly assisted Nicola in recruiting more volunteers. Her work to have the database developed for TACLS has given us wider publicity.

We shall shortly be discussing the establishment of the post of Minibus Manager.

Open Forum:

I shall hold a *brief* Open Forum in a moment (I stress 'brief'). We shall do our best to answer any questions or concerns you may have.

Aside from the Link volunteers, I would like to mention the external organization that give us advice and support should we request it:

The Link Project Team –It is based with Community First in Devizes.
Its website is www.wiltshirelink.org.uk.

Finally:

I would like to thank all members of TACLS who make my post as Chairman enjoyable and fulfilling.

THANK YOU, EVERYONE.

Trowbridge Area Community Link Scheme

Balance Sheet as at 31st March 2023

	As at 31/03/2023		As at 31/03/2022	
	£	£	£	£
FIXED ASSETS				
Computer: Cost	2261		2261	
Computer: Cumulative depreciation	2260		2260	
		1		1
Equipment: Cost	545		545	
Equipment: Cumulative depreciation	544		544	
		1		1
		2		2
NET FIXED ASSETS		2		2
CURRENT ASSETS				
Cash at Bank: COIF Deposit Account	16867		16568	
Cash at Bank: CAF Current Account	12218		12144	
Cash at Bank: Minibus Account	4578		0	
NET CURRENT ASSETS		33663		28712
TOTAL ASSETS		33665		28714
Surplus/(Deficit) for Year (Link)		373		2059
Surplus/(Deficit) for Year (Minibus)		4578		0
BALANCES CARRIED FORWARD				
Link		29087		28714
Minibus		4578		0
TOTAL		33665		28714



Section A

Independent Examiner's Report

Report to the trustees/ members of

TRONBRIDGE AREA COMMUNITY LINK SCHEME

On accounts for the year ended

MARCH 2023

Charity no (if any)

1075506

Set out on pages

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

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 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 (~~other than that disclosed below~~*) in connection with the examination which gives me cause to believe that in, any material respect:

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

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

* Please delete the words in the brackets if they do not apply.

Signed:

M R Houghton

Date:

4/08/2023

Name:

MARTIN RICHARD HOUGHTON

Relevant professional qualification(s) or body (if any):

MCM I
CHARTERED MANAGEMENT INSTITUTE

Address:

11 THE MOORLANDS

DEVIZES

WILTSHIRE. SN10 5HF

TROWBRIDGE AREA COMMUNITY LINK SCHEME

England & Wales - Charity number 1075506

Accounts

TROWBRIDGE AREA COMMUNITY LINK SCHEME

Registered Charity Number 1075506

CHAIR'S AND TRUSTEES' ANNUAL REPORT 2021/2022

Thanks to Covid, this is the first AGM since 2019. Much has happened and there have been many changes to the way in which we carry out our day-to-day business. The AGM is the one opportunity I get to thank every one of our volunteers face-to-face for the often-demanding work of providing the service for the benefit of those that rely on the only door-to-door transport available in the area.

By far the biggest influence of TACLS business for the last 2 years has been Covid-19. Many of us volunteers have been caught in its steely grip causing challenges for us all. So far, I am lucky enough to have been spared but Jane, my wife, has only recently tested negative after 10 awful days.

As with previous years, the year 2021-22 has been an immensely challenging time for everybody and TACLS has to constantly adapt to the ever-changing conditions imposed by the pandemic. This has meant that our volunteers, particularly our drivers, have needed to take personal precautions to ensure not just their own safety but that of the clients too.

Over the last 2 years, a few of our drivers wisely stepped back from driving, considering the risk being too much to bear when taking into account their age. The shortfall in drivers, for a while, was a cause of some concern with Margaret, the Chief Coordinator. However, an influx of new volunteers has taken away much of that pressure. The first lockdown had resulted in few drivers being available for a while, at which time we were fortunate that the Nicola Blackmore's daughter stepped in temporarily to do a vast number of shopping trips for those clients that were unable to go to the shops themselves. Since then, this last year has seen things beginning to return almost to as it had been before the pandemic.

Many clients now take advantage of telephone consultations with their GPs which has seen some reduction in local trips to their GPs. The flu and covid vaccination programmes then saw an increase in requests to a bewildering variety of venues.

Another aspect of our service, driven by the pandemic, has been the collection of food parcels for those in need of them as a result of requests from the Trowbridge Foodstore, the CAB or from Social Security. We don't request donations from these clients as they are clearly under enough hardship and we are delighted to consider this as our contribution to a local charity. Last year's audit shows that we have conducted 71 food parcel collections from the food store and deliveries to the recipients.

A long-standing committee member, Doug Ross, has recently resigned from the committee, having been active throughout the life-time of TACLS. He had been instrumental in the development of the scheme since its inception in 1999 and had worked tirelessly throughout that period. Since interviewing me in 2012 to become a driver, then training me as a coordinator in 2015 to mentoring me as Chairperson in 2017, I feel he contributed much in my own development in TACLS. An incredibly tough act to follow, I do my best to live up to the high bar that he set. On behalf of the Committee, I offer my heartfelt thanks to Doug.

Sadly, we lost two of long-standing members since the last AGM, before the pandemic. Our very good friends, George Goodwin and Tony Buckingham passed away after long illnesses. They both gave many years of sterling service to TACLS and are stalwarts that are both sadly missed. Our thoughts go to their families.

Our overall financial situation in the year 2021 to 2022 has been fairly satisfactory and stable. We have broken even thanks despite the annual core funding donation the town council having been stopped. Some of our clients are generous with their donations and despite these being anonymous at the time the donations are handed to the driver, on opening the envelopes the money given sometimes significantly exceeds the expenses relative to the miles the trip had taken. Other donations have also benefitted the scheme during the year, including £150 from the family of the late Gordon Schwarz, a long-standing client.

Our treasurer, John, will give a much more detailed presentation of our financial status for 2021 to 22.

Our Clients. Our aim is simply to help people in need, in particular the elderly and those with disabilities, in a personal and helpful way. Our clients remain our priority, after all it's the reason we are providing this service after all, and it is primarily their door-to-door transport needs at a cost that is affordable for them, and with a much-reduced time because their driver is ready to take them home straight away.

Additionally, the Link driver may be the only person they've seen for a while, so it's not all about the driving, it's also about the social contact. As you know, the Link scheme isn't just about providing a driver to take the client to an appointment, we also offer shopping trips, drop-offs to clubs, picking up food packs from the food bank and even a befriending service for people who suffer from loneliness.

For clients going to hospital appointments, they're stressed enough with the appointment without having to worry about transport there and back again. It is worth saying the clients are probably stressed enough with forthcoming trips to hospitals, GP and dental appointments, so we take away their worry about

getting there.

Therefore, our volunteer drivers are pivotal in delivering our services to the clients and, at this difficult time of the pandemic, and as such, the Committee's responsibility is to provide all the support that the drivers require, including trying to overcome the random challenges that changes to hospital parking gives us.

As an aid to this support, last year we recruited an experienced person to provide Safeguarding guidance and Health and Safety advice to our drivers. Jane Boyce has extensive experience in both of these aspects and has been instrumental in providing some advice to Community First which has benefitted all of the Link schemes within the county of Wiltshire.

Whilst we encourage our clients to make their donations cover the cost of their trips, we do understand how some suffer from financial hardship and it is still important we continue to provide that service no matter their financial situation. We mustn't lose sight of the fact that we are a charity and the money placed in the envelope is a donation, not a charge. Contrary to the Good Practice Guide, which states that Link may operate a tariff system for long distance drives out of the county, we rarely actually do so, merely pointing out the amount it costs us to pay our drivers for the journey and, as such, their contribution towards us meeting those costs will be of great benefit to us.

Our Coordinators. The process is that a client phones the coordinator on the Link mobile number and requests the help of a volunteer driver with a car. The call is answered by the coordinator, who at that point is the hub of the Link Scheme. Is that all there is about it? We wish!

At times, I've answered the phone to people asking "I want a Link Taxi this afternoon" or "tomorrow morning". I then have to give them the news update! Generally, we request at least 48 hours' notice for local trip requests, even more for RUH and Bristol if we're lucky. It's not unusual for the coordinator to receive short notice requests, even at the very last minute. Food bank requests are virtually all made on the morning they are needed – the food bank closes at 12.30pm. Thank goodness for our drivers.

The pandemic has affected the scheme in such a way as to change many of the ways in which we operate. All drivers are now risk-assessed with the over-70s having a personalized risk assessment. All drivers agree to the **Protocol**, a document produced by our H&S representative and agreed by the committee, that supports the risk assessment and is primarily for reference by the coordinators when allocating drivers' tasks and for the drivers carrying out these tasks.

This last year has thankfully welcomed a new coordinator, Brett Davies, joining Margaret's team. He has taken to Coording like a duck to water and has quickly

settled in and has become a valuable member of the team.

Although we have enough coordinators to cover each day of the week, things can turn a bit pear-shaped when holidays and illnesses require individual coordinators to work two or even three days a week. In short, we are constantly looking for new coordinators and despite encouraging noises from interested people, we are not very successful.

I would like to give my thanks to all the coordinators for the often-long days sitting at the laptop and trying to keep cheerful when the phone rings.

Our Drivers. These stalwart volunteers deliver our transport services straight to our clients and it is thanks purely to their dedication and flexibility that our scheme can deliver this service as efficiently and effectively as we do. Our clients regularly state their appreciation and gratitude the quality service that our drivers provide.

I know that a couple of our drivers have also provided befriending and support services in addition to the trips that they carry out, which are often not recorded as separate tasks or even added to the overall number of hours recorded by our volunteers.

All the coordinators and members of the Committee will join me, I'm sure, in thanking our Drivers for their sterling efforts in covering the tasks that we pass on to them. Despite the pressure, they make our work as coordinators a pleasure.

Introduce you to the members of the Management Committee:

Our Management Committee is a cohesive team that, before the pandemic, met for a meeting every second month. They conduct a vast number of hours in the management of the scheme, including advising me of the problems and successes. Presently the committee is comprised of: -

The Chairperson, I took over the position 5 years ago and have been privileged to chair the committee meetings – and I still strive to get it right! I started off as a driver in 2012, had to stop due to health constraints so became a coordinator in 2015. I have been fortunate to experience most of the aspects of the Link scheme.

I would like to personally thank the Committee and Coordinators for being patient with me in these 5 years.

Both supporting me and, more importantly, supporting all of you, are:

Our Vice-Chair, Nicola Blackmore continues to demonstrate her valuable knowledge and experience. She was successful in recently persuading Wiltshire Council to secure the updated blue badges. She doggedly pursues the new

hospital parking requirements despite receiving conflicting messages from the parking wombles at the hospitals. She efficiently manages the responsibilities of Recruitment Volunteer Support Officer including the DBS aspects. Furthermore, because the Chairperson has appalling *internet* limitations at home, she has been representing the Scheme at the Community First Link Chairs' Zoom meetings. She has an extremely busy appointment in the Committee.

Our Secretary, Maureen Brent, often works tirelessly redirecting emails from me, taking the minutes at our AGM and bi-monthly committee meetings, when covid allows us to hold them, and writing out the excellent minutes of our meetings. She also fits in coordinating once a week and loads poor Chris, her husband, with driving tasks.

Our Chief Coordinator, Margaret Goodall, continues in the post as our Chief Coordinator while driving as a volunteer too. Her many years with the scheme make her the most ideal person to hold the post, with her innovative ideas that keep the business of coordinating ticking over. This year has seen her training Brett, not that much training was needed because he took to it like a duck to water. She is also in the enviable position of being able to load her husband, Peter, with driving tasks.

Our Treasurer, John Freeman, has carried out the job most efficiently and effectively for quite a few years, and despite being there in the background, he ensures that all expense payments are made promptly, client donations are banked regularly and proper records are maintained, his demanding post is pivotal in ensuring finances are managed and claims are paid promptly. From all outward appearances, he makes the job look easy especially when producing the mind-boggling annual spreadsheets. Furthermore, without his help, I would not be able to complete the annual Audit.

Our Deputy Treasurer, Mike Mortimer, ably supports John particularly on the cash counting and banking, and on payment of expenses. He also fits in occasional driving tasks, particularly with those at the foodbank.

Safeguarding and Health & Safety Representative, Jane Boyce. She was co-opted in 2020 as a committee member primarily as a direct result of the covid pandemic but she has developed the post since then. Before her retirement, her qualifications and appointment as the Health and Safety Services Manager at the RUH gave her immense knowledge and experience that she now puts to our benefit. She provides the valuable safeguarding advice and written policy and plans to provide training documentation in safeguarding. This was demonstrated with the recent implementation of the Risk Assessment process and distribution of personal protective equipment, in line with the Control of Substances Hazardous to Health Regulations. She has also recently become one of our team of drivers.

Our Events Officer, Sandra Fry arranges the big events that occur during the year, covid permitting, including the New Year lunch, our monthly coffee mornings and the occasional lunches. Unfortunately, the pandemic had put a stop to some of these activities but they are now being reinstated. She combines this post with that of coordinator, stepping in when one or more other coordinators, including yours truly, are away on holiday.

Our Other Committee Members:

Lynn Hitchcock is very busy as a driver and willingly helps with TACLS events as well as providing ideas and support at our meetings.

Brett Davies is a recent addition to our team of coordinators and he quickly settled into the task. As a new committee member, he is already proving to be pro-active.

Our System and Support Officer, Ena Watts, although not a member of our committee, she looks after our database and hardware matters relating to the laptop. Without her skill and expertise, we would struggle with our system. On behalf of the Committee, I would like to give her our appreciation and thanks.

Our Press and Publicity Officer, Sue Holt, although she's not actually a committee member because of her many other commitments, she continues to promote TACLS through letters and articles in the Wiltshire Times and has been instrumental over recent years in having leaflets and posters produced. So effective have they been that our coordinators often hear from new clients and to prospective volunteers that discovered us thanks to these leaflets and newspaper articles. Her efforts have greatly assisted Nicola in recruiting more volunteers. Her work to have the website developed for TACLS have given us wider publicity.

Aside from the Link volunteers, I would like to mention the external organisation that give us so much advice and support:

The Link Project Team –It is based with Community First in Devizes. Its website is www.wiltshirelink.org.uk.

Samantha Lloyd, at Community First, has been in regular contact with TACLS over a number of different aspects.

THANK YOU:

I would like to thank all members of TACLS who make my post as Chairman enjoyable and fulfilling.

Trowbridge Area Community Link Scheme

Receipts & Payments Report for the Year Ended 31st March 2022

	Year ended 31/03/2022	Year ended 31/03/2021
RECEIPTS		
Grants Received		
Town Council	1000	
Other Grants	0	0
Total Grants	1000	0
Donations		
Donations - Clients	28252	11099
Donations - Volunteer Drivers	0	0
Donations - Other	0	0
Total Donations	28252	11099
Other Income		
Fundraising	45	0
New Year Meal	652	0
Bank Interest (deposit a/c)	2	19
Total Other Income	699	19
Bequests	0	0
TOTAL RECEIPTS	29951	11118
PAYMENTS		
Volunteer Driver Expenses	25261	10223
Meetings & Events	161	0
Insurances	510	493
Telephone Expenses	263	264
Admin. - Postage, Printing and Stationery	407	200
COVID-19 expenses	18	259
Miscellaneous expenditure	30	47
Advertising and Publicity	37	37
Examiner's Fees and Accountancy	32	28
Bank Charges (current a/c)	183	69
New Year Meal	860	0
Equipment	130	20
TOTAL PAYMENTS	27892	11640
SURPLUS/(DEFICIT) for the year	2059	(522)

Trowbridge Area Community Link Scheme

Balance Sheet as at 31st March 2022

	As at 31/03/2022		As at 31/03/2021	
	£	£	£	£
FIXED ASSETS				
Computer: Cost	2261		2261	
Computer: Cumulative depreciation	2260		2260	
		1		1
Equipment: Cost	545		545	
Equipment: Cumulative depreciation	544		544	
		1		1
NET FIXED ASSETS		2		2
CURRENT ASSETS				
Cash at Bank: COIF Deposit Account	16568		16566	
Cash at Bank: CAF Current Account	12144		10087	
Petty Cash	0		0	
NET CURRENT ASSETS		28712		26653
TOTAL ASSETS		28714		26655
Surplus/(Deficit) for Current Year		2059		(522)
BALANCE CARRIED FORWARD		28714		26655



Section A

Independent Examiner's Report

Report to the trustees/ members of

TROWBRIDGE AREA COMMUNITY LINK SCHEME

On accounts for the year ended

MARCH 2022

Charity no (if any)

1075506

Set out on pages

Remember to include the page numbers of additional sheets

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

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 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 (~~other than that disclosed below~~ *) in connection with the examination which gives me cause to believe that in, any material respect:

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

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

* Please delete the words in the brackets if they do not apply.

Signed:

M R Houghton

Date:

16/06/2022

Name:

MARTIN RICHARD HOUGHTON

Relevant professional qualification(s) or body (if any):

CHARTERED MANAGEMENT INSTITUTE

Address:

11 THE MAORLANDS

DEVIZES.

WILTSHIRE. SN10 5HF

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

<p>10/10/2018</p> <p>March 2018</p>	<p>Region to the trustees</p> <p>Trust name</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>On account for the year ended</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>Set out on pages</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>I report to the trustees on my examination of the accounts for the year ended</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>As the chief officer of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the Act).</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>I report to you on my examination of the Trust's accounts for the year ended 31/03/2018 in accordance with the requirements of the Charities Act 2011 (the Act) and in accordance with the requirements of the Charities Commission's guidance on the examination of charity accounts.</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>I have completed my examination. I confirm that in my opinion the accounts for the year ended 31/03/2018 are true and fair and that the trustees have prepared the accounts in accordance with the requirements of the Charities Act 2011 (the Act) and in accordance with the requirements of the Charities Commission's guidance on the examination of charity accounts.</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>I have no concerns and have done so as far as I am aware in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached. Please check the words in the boxes if they do not apply.</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>Accounting records were not kept in accordance with section 38(1) of the Act.</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>The accounts do not accord with the accounting records.</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>I have no concerns and have done so as far as I am aware in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached. Please check the words in the boxes if they do not apply.</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>Signed: <i>[Signature]</i></p>
<p>10/10/2018</p> <p>March 2018</p>	<p>Name: Martin Kumar Houshvar</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>Relevant professional qualification(s) or body (if any): Chartered Management Institute</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>Address: 11 The Woodlands</p>
<p>10/10/2018</p> <p>March 2018</p>	<p>11 The Woodlands</p>