

# ANNUAL REPORT 2021

The year we adapted  
and innovated.

Now we are looking  
towards a better future.



West Norfolk Befriending works with socially isolated older people living in West Norfolk and aims to reduce isolation and improve overall health.



Charity number 1111735

# CONTACT US

---

## Office address:

West Norfolk Befriending,  
12 Thoresby College,  
Queen Street,  
King's Lynn  
Norfolk.  
PE30 1HX

Telephone: 01553 763500

E-mail [info@wnbefriending.org.uk](mailto:info@wnbefriending.org.uk)

Website [www.wnbefriending.org.uk](http://www.wnbefriending.org.uk)

You can also follow us on twitter @WNBefriending  
Or Facebook <https://en-gb.facebook.com/westnorfolkbefriending>

NB: We welcome personal callers to the office, but given that the majority of our work takes place out in the community, please phone first to make an appointment to ensure that someone is in the office when you arrive.

## **West Norfolk Befriending's Aims and Objectives**

West Norfolk Befriending aims to reduce social isolation and improve quality of life by matching isolated older people with trained and DBS-checked volunteer befrienders, who will visit them on a regular basis.

The objectives of the organisation are:

- To reduce social isolation and loneliness
- To improve quality of life
- To assist clients in maintaining their independence
- To improve the physical and mental well-being of clients, thus reducing demands on statutory services, including Adult Social Services and the NHS

# CHAIRMAN'S REPORT

---



It gives me great pleasure to present this annual report for 2020/21.

In common with many other charities this has been an unusual and, in many respects, a quite challenging year. We had to postpone and then hold a virtual AGM last year to comply with Covid-restrictions – nonetheless I am pleased to report that we have been able to maintain contact with many clients through telephone befriending and as I write, WNB is well placed to resume face-to-face befriending once rules and regulations permit and it is deemed safe to do so.

We are in that fortunate position, largely due to the ongoing involvement & commitment of volunteers well-supported by Pippa, Lauren, Anna and Amanda, to have carried out excellent work in helping to transform the existing service and develop new methods of service delivery.

Commencing in 2002, WNB has been very effectively providing various forms of befriending support to clients across the west of the county. As we have adapted our service to comply with the restrictions understandably imposed as a result of the Covid-19 pandemic, we have re-introduced and re-developed a telephone befriending service.

In terms of staffing, Pippa has had exceptional support from Lauren, Anna (who carries out assessments and assists with activities in general), Amanda (Care Home Connector), Mike (a fellow-trustee and befriender who leads on the LILY project), Dot, Linda, Anne (who provide admin support). WNB continues to have access to primary care advice, from our Medical Advisor, Chris McKenzie a local GP.

In terms of the Board membership, Noel McGivern resigned from the Board of Trustees in December 2020 after many years as a Trustees; most recently as Treasurer. Not only was Noel an extremely active member of the Board he was also a valued Befriender & his involvement across the organisation will be missed. We were then joined on the Board by Keith Stedman, who fortunately agreed to take on the role of Treasurer. Apart from these changes membership of the Board has remained consistent, with Jean McGuinness once again agreeing to be co-opted to the Board to represent the views of Befrienders. As in previous years Board members are actively involved in all aspects of the charity with a number of sub-groups set up to deal with: finance; funding; bid-writing; and policy development.

As has been the case for a number of years, the Borough Council of King's Lynn & West Norfolk has been our only source of funding from a statutory body – and we remain very grateful for this ongoing funding. In addition, we are appreciative of the financial and other support from other sources, including: The National Lottery; Norfolk Community Foundation; King's Lynn & District Sugarcraft Club; Deborah Steward Catering (Sandringham); Downham Aid in Sickness; West Norfolk Pop In; Masonic Grand Lodge; King's Lynn Lions Club; the Clan Trust and many others – the full list is available elsewhere in the report.

Although I mentioned this in the last report, I feel it is important not to lose sight of the need to adapt & develop as we move further into uncharted territory in the aftermath of the pandemic. Consequently, we will be reviewing how WNB can further develop its already effective range of service delivery to ensure we are best placed to meet the needs of an expanding client base with a wider range of needs. Linked to this, efforts will continue to find funding that will provide greater surety of service delivery in the new post-Covid social environment.

In addition, It is also important to reflect upon and acknowledge that without the continued help and support of our volunteers, it would have been impossible to operate during these periods of 'Covid rules & restrictions' and in fact that support will be even more crucial in future, if WNB is to remain the befriending charity of choice in West Norfolk. It is important to remember, what has become our ethos:

*That the collective activities of Volunteers and Staff play a major part in addressing the fact that for older people, social isolation and extreme loneliness can have a major adverse impact on health and well-being and if not...prevented or effectively dealt with... can result in medical intervention, early admission, or re-admission, to hospital or care facilities.*

On behalf of fellow Trustees, I wish to record my sincere thanks to each and every Volunteer and member of Staff for all your hard work and support during 2020/21 – but particularly during the difficult times arising from the pandemic - and look forward to your continued involvement and commitment to WNB during 2021/2022.

## Alan Hayes

CHAIR OF BOARD OF TRUSTEES



# TREASURER'S REPORT

---

Having joined the charity during the latter half of the last financial year (in December 2020), I will keep this report brief and concentrate only on the main numbers as I see them.

The finances have been reviewed regularly during this period and I want to extend my grateful thanks to Finance Officer Sue Gardner and Pippa May our CEO for their help in enabling me to understand the world of Finance within WN Befriending. In addition, thanks for their patience while I change many things, both reporting wise and process wise (hopefully both for the better).

Income last year was £73,821 (an increase of £1,481 over the previous year). Income is currently forecast to be somewhat less this year due to COVID (around £60k), but there are still opportunities to pursue. Expenditure was £64,754 (£63,138 in 2019/20) giving a surplus in the year of £9,067.

The bank balances at year end remained healthy at almost £74k, which includes an adequate level of reserves.

## Keith Stedman

TRUSTEE AND TREASURER

# CHIEF EXECUTIVE'S REPORT

---



This year the pandemic came and all face to face visits had to stop and the office closed. However the teams of staff and volunteers did not stop, far from it.

All clients and volunteers were contacted to explain that face to face befriending had to stop. Then the staff and volunteers spent the time designing and developing a new service delivery model using the telephone.

The volunteers took on the challenge and adapted and delivered the service, while the staff developed new role descriptions and working practises. All of the current clients were offered the service and took it up. Once this was established we started to look at the waiting list and made contact with all clients on it. The waiting list was then divided up as some clients were unable to take up telephone befriending (mainly due to hearing loss or dementia) and decided to wait for face to face. A protocol was established of maintaining contact with clients on the waiting list. This helped to establish a rapport prior to service delivery.

The other clients on the waiting list were then offered telephone befriending which was initially thought to be short term. However, as time went on it was clear that this would be a long term way of working, so regular three monthly reviews were introduced.



I know that telephone befriending is not always easy and latterly the volunteers had not met the clients before building their telephone relationship, but it worked and eased isolation for many older people. During the pandemic it was decided that no service should end.

WNB was proud to be delivering telephone befriending through Lily as Norfolk County Council's response to supporting isolated people. A volunteer undertook this work and at one point was making 8 calls a week. Throughout the pandemic new referrals continued to come in, particularly from the GP social prescribers.

As communication was key to keep all the work continuing, and meetings in person had to stop WNB started to use zoom- a learning curve for us all. Volunteer meetings continued monthly with training and mailouts were introduced that were emailed or posted out to all volunteers.

Just prior to the pandemic WNB bought three new laptops using the money raised by Andrew Curtis, this enabled the staff team to be set up to work from home. All files were added online for ease of access via Dropbox. This enabled WNB future working to be more effective and efficient.

Clients continued to receive letters, thanks to the admin teams supporting this from home. The office phone was diverted out as it is important that people can keep in touch with WNB.

The staff team met regularly using zoom and this has been really important to enable all the changes to be shaped. Supervision also took place using zoom.

At the end of the year a new database was established thanks to Chris White who developed this. It will mean an end to all paper files and can be accessed online from anywhere securely. All volunteer and client files have been added. The teams took on this challenge to another change of working and embraced it. This has been a huge step forward for WNB and its future including collection of data and monitoring.

Volunteer applications still continued to come in and be processed with Inductions taking place via zoom. Now we have volunteers from other parts of Britain supporting WNB as services are not delivered in person.

Funding to transform the service to telephone befriending came via Norfolk Community Foundation. The Masonic Foundation also funded staff hours this year to deliver a befriending service. Lily continues to bring in an income as does KLWNBC. Online banking enabled WNB to continue to manage finances and pay the bills. We were pleased to welcome Keith as the new treasurer who helped review all financial procedures. No fundraising or community engagement events took place due to Covid restrictions.

Having established the telephone befriending service, the staff team then addressed the clients that we found who could use email. This service is now being developed as we know of three 90 year old clients who email. Another way to deliver a service using letter Pen Pals was developed.

Sadly the service delivery Care Home Connectors funded by the Community Lottery Fund had to stop as Care Homes stopped all visitors. However the staff hours were diverted into the core team of WNB.

I became an expert at risk assessments as at every change we have had to develop new ones or review old ones. There will be many more to do before commencing face to face befriending.

In the last year WNB has completely transformed the organisation, the service choices and the systems that support it. None of this would have been possible without the dedicated staff team and volunteers who took on the challenges around change. However it ensured a stable base for the future increasing the choice of befriending delivery on offer; including face to face, telephone, email, penpals and video.

I look forward to the year ahead, looking at digital delivery with further database development and continuing to ease the isolation increased by the pandemic.

I would like to thank everyone who has supported WNB in anyway during this year.

## Pippa May

CHIEF EXECUTIVE

# DEVELOPMENT WORKER'S REPORT

---



On 17th March 2020 following guidance from our Board I was given the job of telephoning all our clients to explain that we were suspending our face to face services due to COVID-19. It was an extremely surreal afternoon and something I'd never anticipated doing in my working life. What struck me was the stoicism of our clients. All understood and supported our decision, no one complained. "I'm used to being on my own" was the main message we got back. We told everyone we'd review the decision in a month's time, not knowing what 2020 had in store for us all.

This has been a year of phenomenal change for West Norfolk Befriending as we've responded to the pandemic, and something I'm proud to have been a part of. As a team we've had the unprecedented opportunity to unpick the whats, hows and whys of what we do and to try new ways of delivering the individual service we always provide to each of our clients. Our wonderful volunteer team have ridden the wave with us, most of them 65+ themselves and learning on their feet how to Zoom!

Technology is definitely part of the future for West Norfolk Befriending and we've identified that many clients email, and so that this is an area I'm leading on in the coming year by piloting an email befriending service. I also jointly work on our social media and this has enabled us to showcase what we do, as well as linking up and learning from other organisations across the country.

In the early days of lockdown UK Power Networks staff reached out to us to offer their time to volunteer – and I've enabled a volunteer who lives near Bury St Edmunds to telephone befriend an isolated carer in a very rural location in West Norfolk, despite none of us ever meeting.

We may have been in isolation this year but we're more connected now than we've ever been!

## Anna Sylvester

DEVELOPMENT WORKER

# OPERATIONAL SUPPORT OFFICER'S REPORT

---



West Norfolk Befriending has been through so much change this year and I'm very proud to have been part of it. I'm pleased that despite the restrictions caused by Covid-19 we have been able to support so many clients and to ease the isolation they experience.

This year the operational aspects of my role have been very important to ensure that we could continue our work. We have overhauled our ways of working to ensure that we could continue to work from home and without all getting in a room together! It's been great to work on the database which is another great step forward in working efficiently and helping more people.

Another one of my priorities this year has been communicating with our volunteers. After a short interlude we restarted our monthly meetings over zoom. This is an opportunity for us to come together, share news, learn things from guest speakers and have a little fun! I also send out a monthly email and/or letter and I hope that this has been effective in communicating with and supporting our wonderful volunteers who have embraced telephone befriending.

Something I'm particularly proud of is that thanks to the members of the King's Lynn Sugarcraft Club we were still able to deliver Christmas cakes to our clients. Usually befrienders take a cake for their clients, but that wasn't possible this year. Arranging deliveries to clients all over West Norfolk was an operational mission! I also arranged some extra gifts including puzzle book, tea and biscuits to try and ease some of the extra isolation they had experienced due to the pandemic.

I'm looking forward to the year ahead – developing the database further, continuing to improve the operations of WNB and supporting many clients through a range of befriending services.

## Lauren Ephithite

OPERATIONAL SUPPORT OFFICER



# SUPPORTING LILY

---



In last year's annual report, I described LILY and my role as a LILY Advisor in visiting elderly clients and helping them access the information they required from the LILY on-line Directory. To recap briefly: LILY is a service that is provided by KLWNBC. It was originally developed to help elderly clients to maintain their independence in the community. However, its success has led to its expansion to include everyone over 18 yrs. and its core function is now to help combat loneliness and social isolation in adults of all ages. West Norfolk Befriending was invited to be one of the Voluntary Sector Partners to support the delivery of LILY and several of us acted as LILY Advisors available to visit and advise older LILY clients in their homes.

The Covid19 Lockdown meant that the roles of both WNB befrienders and LILY Advisors were no longer possible, as both involved face-to-face meetings with older people, and now potentially highly vulnerable clients. Whilst Pippa, Anna Lauren and Amanda focussed on developing WNB's telephone befriending services, I was tasked with providing WNB's input to the Council's arrangements for supporting isolated clients during the initial lockdown period. This involved phoning clients referred by the LILY office, and was a two-stage process:

1) Initially all recent LILY clients that had been seen by WNB LILY Advisors were contacted. This was to check that they had received the Council's letter on lockdown and to ensure that they were aware of the contact number to phone if they ran into any difficulties. At the same time I checked to ensure that they had arrangements in place for obtaining shopping and medication, established if they should be shielding and if they had any support available from relatives or neighbours. This information was reported to the LILY office so that they could recognise when further support was needed.

2) Subsequently I maintained regular telephone contact with isolated older individuals who had not been referred previously to WNB but were later identified by the Council as requiring special support during the initial lockdown period. This has involved a 'check and chat' call to 10 different clients, 7 being phoned weekly and 3 fortnightly, with calls lasting between 15 and 30 minutes. Approximately 70 such calls were made between the last week of April and the first week of August 2020, with brief notes of each being entered into the LILY clients' records.

WNB was proud to be able to deliver Lily during Covid and make such a difference in West Norfolk.

From April 2021 Lily will be delivered in a different way but still with WNB supporting the isolated older people in West Norfolk.

## Mike Lee Evans

VOLUNTEER ASSESSOR  
LILY ADVISOR

# CARE HOME CONNECTORS

---



It has been a very challenging year to say the least! Especially for Care Home Connectors. With CHC being unable to proceed with the project after March 2020, due to Covid-19.

However, after making such great links and relationships with the care homes we wanted to maintain contact. We thought of ways to assist the care homes, to ease the isolation felt even more. We did this through making new contacts with Linking Lives UK and St Martins C of E Primary school Shouldham. We created a link with Goodwin's Hall care home and the school children and introduced them all to zoom assembly. This is where the residents would gather and attend the school assembly via zoom. The link we created was so beneficial to the care home residents and the children. The children also created some wonderful 'Cards of Hope' for all residents in all four care homes, so 200 cards in total. The cards had lovely messages from the children. The Children were called upon a second time at Christmas to design some wonderful Christmas cards. These cards were distributed to all WNB clients along with a goodie bag, as well as care home residents. This new link has created an intergenerational link that will hopefully turn into face-to-face visits when guidelines allow.

At Easter we put together an Easter hamper with lots of chocolate goodies and activity packs for all the care homes. They were very gratefully received. We were also donated lots of wool, needles and patterns which have been offered to clients and care homes alike. These have now been delivered. So, although CHC has not been able to complete the project we have been supporting the care homes in different ways throughout the pandemic. As the project was a two-year project, it will end in July 2021.

April 2020 – March 2021.

My role changed completely. I went from CHC Project Co Ordinator to WNB Assessor. It was a complete change of role, one of which I have truly enjoyed. Although I missed visiting the residents and staff at the care homes, I still had contact with our clients, and that made all the difference for me.

My role as Assessor has been a real learning curve for me. We have achieved so much in one year. Transferring from paper to electronic systems, getting to grips with zoom, not always easy with intermittent signal. Being the first port of call for WNB, and now a new database. I will admit, I did find it difficult at first, getting to grips with a home-based routine, I missed my colleagues. I feel that WNB has grown so much in the last year, and I feel very grateful to be a part of it. Although the pandemic at times has been very draining mentally, I think WNB has benefitted from having the time to put new productive systems in place, which has helped the organisation grow.

## Amanda Tickner

PROJECT COORDINATOR



Card delivery at Fridhem Rest Home  
June 2020

“Befriending is such a good thing to do and it is very much a two-way thing, as I get so much from talking to my client. We discuss what is happening in their world as well as mine, and hearing about their life stories and experiences.”



James Wild MP visit September 2020





## Christmas deliveries to Clients and Care Homes

'I never would have dreamt that I would join a zoom meeting. But I would have felt so isolated without it.'

A Befriender



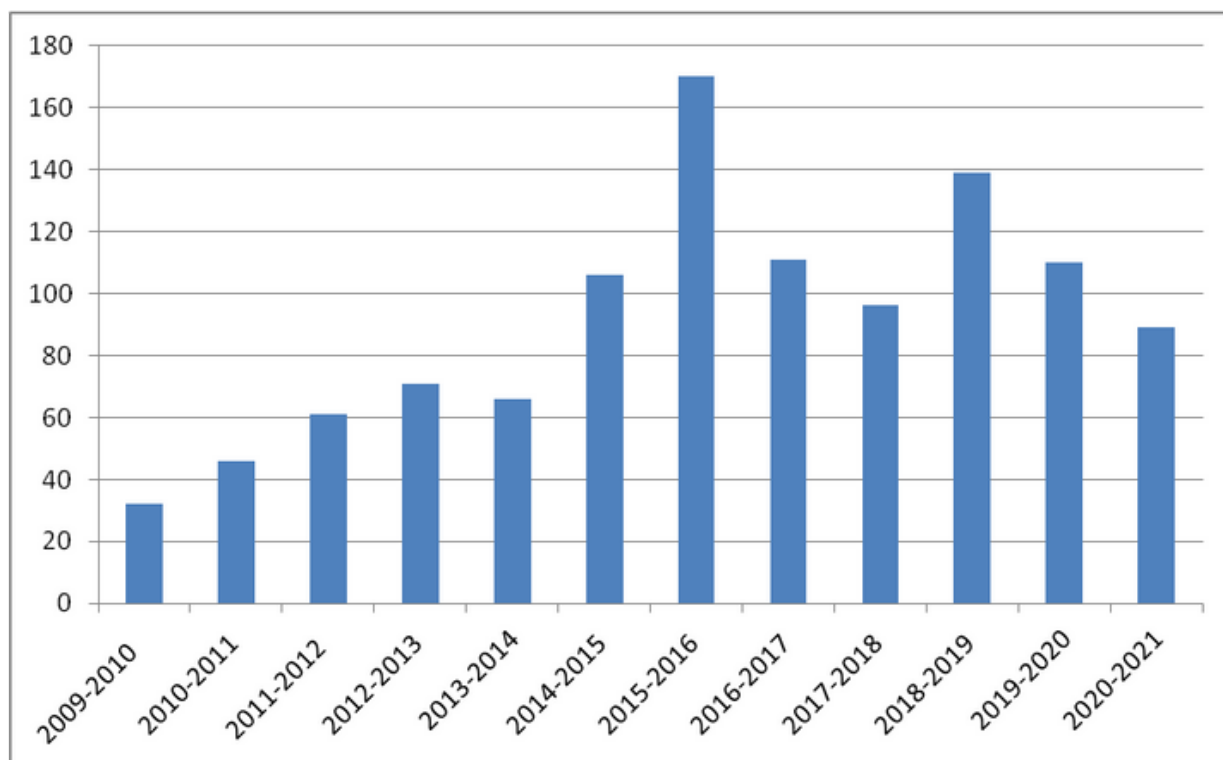


# OUR IMPACT

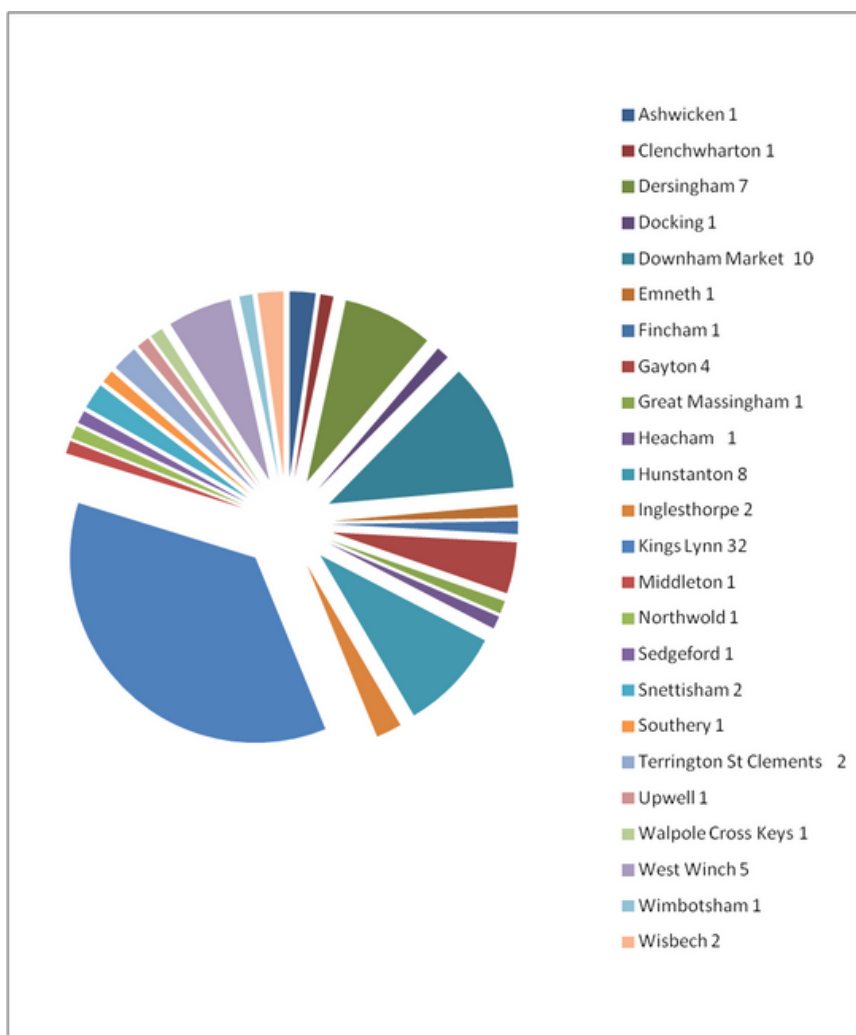
---

- Delivery of telephone befriending to 89 clients during a pandemic.
- Setting up a telephone befriending service from scratch including a training programme, and protocols.
- Supporting 20 clients with weekly calls as the Government response to isolation caused by Covid.
- Setting up new protocols for those unable to receive telephone befriending by maintaining regular contact.
- Piloting new ways to deliver through email and Pen pals.
- Transforming all our paper files (over 90) from paper to digital.
- Enabling all staff to continue working while the office closed- accessing all relevant information.
- Starting to use zoom.
- Continuing monthly volunteer meetings by using zoom.
- Ensuring that all volunteers received monthly updates via the mailouts.
- Two-monthly Trustee meetings were maintained and subgroups met more regularly using zoom.
- Processing 40 referrals received over the year.
- Inducting 9 new volunteers.
- Achieving full funding for the year 2021/22.
- Delivering 2,353 volunteer hours over the year.

## Growth of service to one to one clients



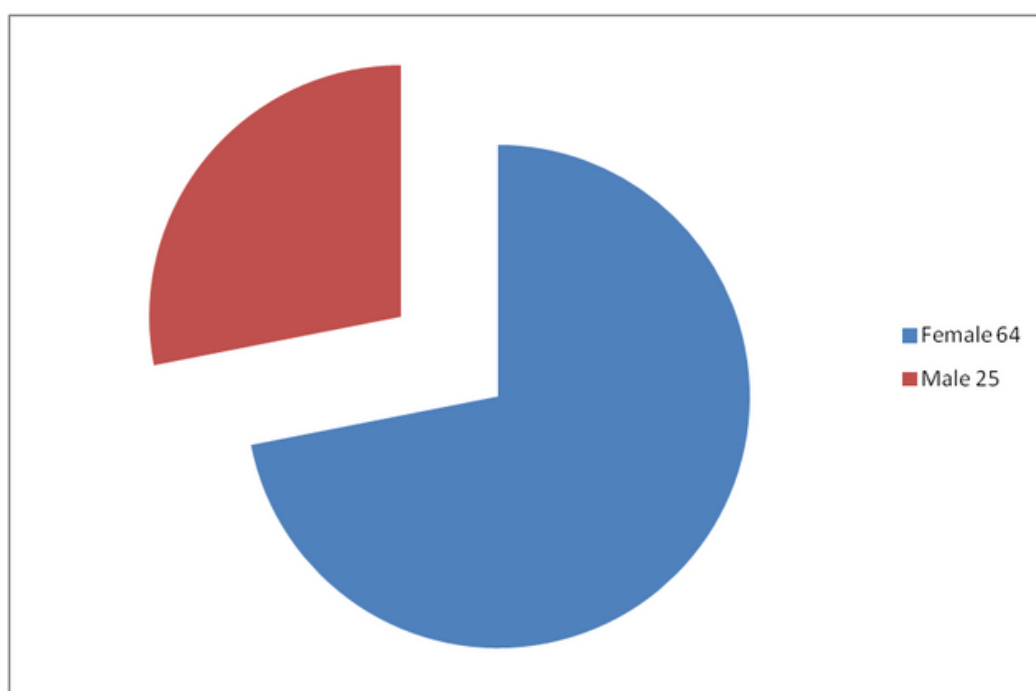
Where our one to one clients live



# OUR CLIENTS

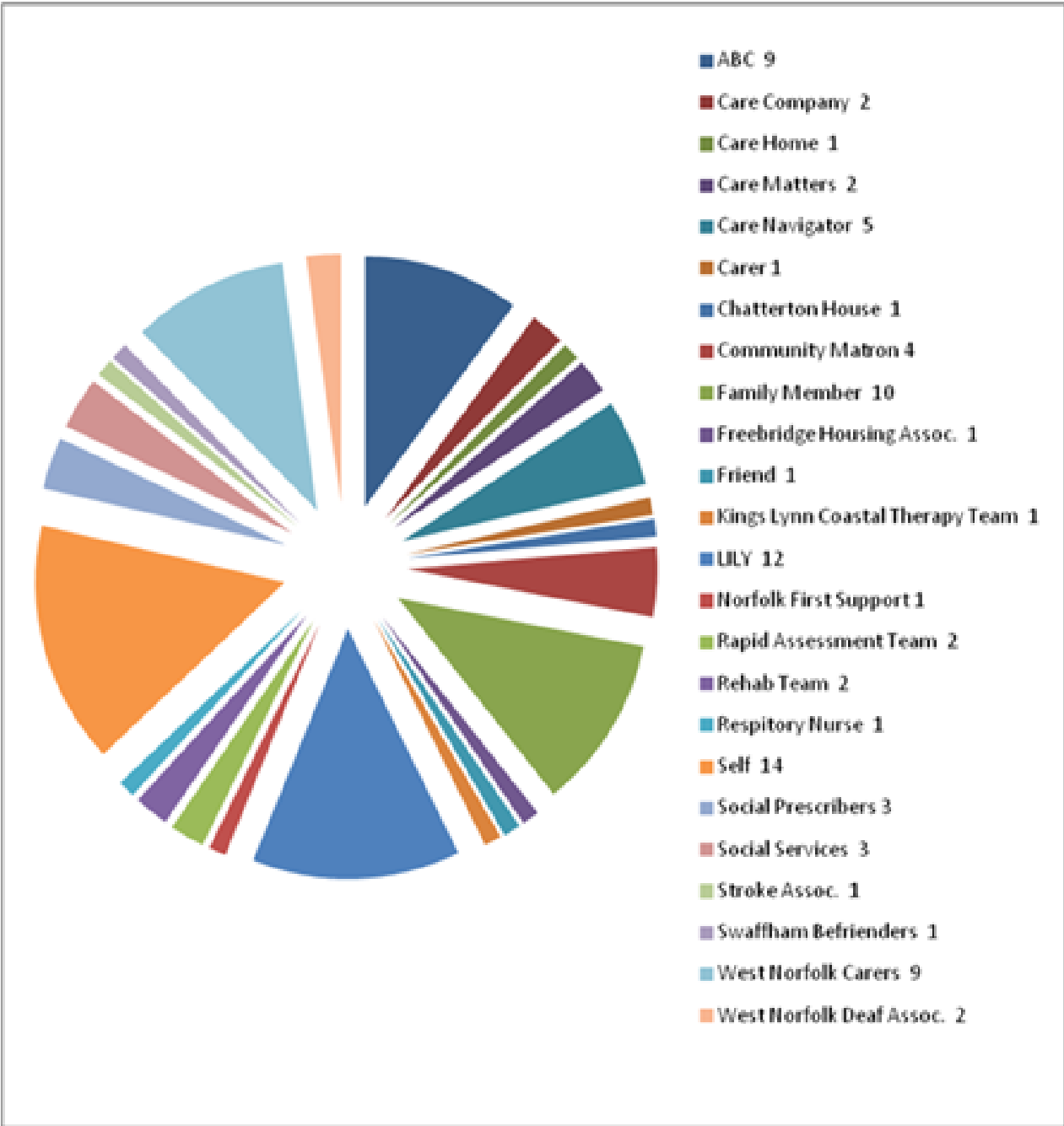


Ages of one to one clients



Number of male and female one to one clients

Where our clients are referred from



# OUR BOARD OF TRUSTEES

---

Alan Hayes	Trustee (Chair)
Richard Curtis, MVO	Trustee (Vice - Chair)
Linda Woodley	Trustee (Vice - Chair)
Dot Nurse	Trustee (Secretary)
Keith Stedman	Trustee (Treasurer from Feb 2021)
Mike Carter-Rowlands	Trustee
Kevin Clarke, LVO	Trustee
Mike Lee-Evans	Trustee
Jean McGuinness	Co-opted Trustee
Jackie Powell	Trustee
Valerie Woods	Trustee
Noel McGivern	Trustee (Treasurer resigned Sept 2020)

# OUR STAFF

Pippa May	Chief Executive
Lauren Ephithite	Operational Support Officer
Anna Sylvester	Development Worker
Amanda Tickner	Care Home Connectors Project Coordinator
Mike Lee-Evans	Client Assessor Volunteer
Dot Nurse	Admin Volunteer & Trustee
Jean Ellis	Data Input Volunteer
Chris White	Database Developer
Anne Hayes	Board Administrator
Dr Chris McKenzie, MBBS	Medical Adviser



# OUR SUPPORTERS

---

The following organisations and individuals supported us this year:

Chris White  
Doug Beebee  
Downham Aid In Sickness  
Downham Market Town Council Volunteers  
King's Lynn & District Sugar Craft Club  
Michael Ford  
TSB in King's Lynn  
UNITE  
West Norfolk Carers  
West Norfolk Pop-In  
West Norfolk Wins (Community Lottery)

We received grants and funding from the following:

Antelope Trust  
Clan Trust  
King's Lynn & West Norfolk Borough Council  
Ladbroke's Coral Trust  
Masonic Charitable Trust  
National Lottery Community Fund  
Norfolk Community Foundation  
No Cold Shoulder partnership (National Lottery Community Fund)  
Spark-Kindle- Glow (Comic Relief)  
Tesco Bags for life-Groundworks

# FINANCE OFFICER'S REPORT

---

Norfolk's charities are estimated to have lost £120m during the Covid pandemic, putting the squeeze on the county's most vulnerable people, and 12 months of restrictions have deprived West Norfolk Befriending of their traditional ways to generate income.

However, very welcome additional support for the Charity has been forthcoming from the Borough Council of King's Lynn & West Norfolk, in the form of a £10,000 discretionary Covid Resilience grant, for which the team are very grateful. West Norfolk Befriending also received the sum of £8,885 from Norfolk Community Foundation, so that they could continue to offer telephone befriending.

As the pandemic progressed, the team found new ways of working and as such were very busy. No staff members were furloughed as demand for the service actually increased over the period.

West Norfolk Befriending has continued to work as one of the delivery partners for the LILY project, which reaches out to people who may be socially isolated. This too has generated some much-needed unrestricted income for the charity. The Charity was grateful to the National Lottery, who allowed the continuation of a major project, despite the need to deliver the outcomes in a different way than was envisaged when the funds were originally granted.

Because of the pandemic, the usual social functions have sadly not taken place this past year. The staff and volunteer travel expenses have been very low as has the cost of room hire. Though this is not what any of the team members would have wished for, in financial terms it has reduced the outgoings in these areas. The savings have been offset by the need for additional telephone capacity, Zoom licensing and the need for laptops which enabled staff to work effectively from home.

West Norfolk Befriending was managed diligently throughout the financial year, with the support of its staff, volunteers and Trustees, who once again worked hard to generate a positive outcome for the financial year ending 31st March 2021.

As always, a meticulous eye is always kept on the outgoings in order to ensure the longevity of the organisation. Further funding streams will continue to be sought, in order for West Norfolk Befriending to continue to operate successfully for the foreseeable future.

## Sue Gardner

FINANCE OFFICER

# INDEPENDENT EXAMINER'S REPORT

---

## **INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF WEST NORFOLK BEFRIENDING, CHARITY NUMBER 1111735**

I report of the accounts of the Charity for the year ended 31 March 2021

### Respective responsibilities of the trustees and examiner

As the charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirements of section 43(2) of the Charities Act 1993 (the act) does not apply. It is my responsibility to state, on the basis of the procedures specified in the General Directions given by the Charities Commissioners under section 43(7)(b) of the Act, whether particular matters have come to my attention.

### Basis of the independent examiner's report

My examination was carried out in accordance with the General Direction given by the Charity Commissioners. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts prepared with those records, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

## Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements
  - a. to keep accounting records in accordance with section 41 of the act; and
  - b. to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act

have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Tim Vogel FCA  
Chartered Accountant  
Corn Exchange, 7a Market Place, Swaffham PE37 7AB

**WEST NORFOLK BEFRIENDING**
**Charity Number 1111735 Statement of income and expenditure for the year ending 31.03.2021**

<b>INCOME</b>	<b>2020-2021</b>	<b>Restricted</b>	<b>2019-20</b>	<b>Restricted</b>
	<b>Unrestricted</b>		<b>Unrestricted</b>	
Borough Council of King's Lynn & West Norfolk	14,200	-	4,200	-
LILY Project	9,025	-	10,405	-
Clan Trust	-	1,000	-	-
NCF Covid 19 Telephone Support	-	8,885	-	-
Masonic Charitable Trust	-	4,981	-	-
Antelope Trust	400	-	-	-
West Norfolk Pop-in	625	-	-	-
KL Round Table	-	-	700	-
Connecting Older People Project (NCF)	-	-	-	9,823
Care Home Connectors Project (Big Lottery)	-	23,272	-	23,272
No Cold Shoulder Project (CAN)	-	5,000	-	5,000
Spark, Kindle & Glow (CAN)	-	-	-	7,289
Norfolk Community Foundation	-	-	1,000	-
Downham Aid in Sickness	200	-	200	-
TSB Fundraising	-	-	793	-
CAF Bank – Andrew Curtis	-	-	250	-
Waitrose Community Support	-	-	580	-
West Norfolk Wins Lottery	715	-	759	-
Tesco (Groundworks – Bags for Life)	1,000	-	-	2,000
Bank Interest & Other Sundry Income	45	-	100	-
Donations & Fundraising	429	-	2,690	-
Gift Aid	937	-	788	-
Small Employer's Tax Relief	3,127	-	2,351	-
	<b>30,703</b>	<b>43,118</b>	<b>24,976</b>	<b>47,364</b>
<b>EXPENDITURE</b>				
Salaries	17,258	36,714	23,897	24,598
Staff travel & expenses	-	48	279	2,149
Staff training	-	50	-	-
Property costs	1,085	1,883	635	2,654
Volunteer support events	-	747	439	306
Volunteer travel	-	338	-	2,225
Client support events	-	265	300	306
Telephone & Internet	313	325	289	382
Stationary, postage & other admin costs	22	622	605	693
Computer expenses	145	1,105	-	397
General expenses	19	12	204	205
Insurance	-	622	528	-
DBS check fees	-	-	-	121
Membership & subscriptions	550	-	216	-
Audit & financial administration	900	1,755	559	750
Recruitment & advertising	-	-	-	641
	<b>20,290</b>	<b>44,464</b>	<b>27,731</b>	<b>35,407</b>
<b>NET INCOME</b>	<b>10,413</b>	<b>-1,346</b>	<b>-2,755</b>	<b>11,957</b>

<b>Fund Details</b>	<b>BBF</b>	<b>Income</b>	<b>Expenditure</b>	<b>Fund transfer</b>	<b>Balance to carry forward</b>
Care Home Connectors Project (Big Lottery)	8,955	23,272	21,600	-	8,627
Clan Trust	70	1,000	70	-	1,000
Masons Charitable Trust	-	4,981	2,894	-	2,087



# WEST NORFOLK BEFRIENDING

## Statement of Assets & Liabilities to 31.03.2021

	2020-2021	2019-2020
<b>Fixed Assets</b>		
COMPUTERS, EQUIPMENT & FURNITURE	-	-
<b>Current assets</b>		
CAF ACCOUNT	27,596	27,593
HSBC CURRENT No 1	0	478
HSBC CURRENT No 2	4,863	5,077
LLOYDS TREASURERS ACCOUNT	2,170	1,241
LLOYDS DEPOSIT ACCOUNT	39,265	29,504
CASH	0	3
	<b>73,894</b>	<b>63,896</b>
	-	-
Prepayments	246	246
Outstanding Invoices	245	4,159
<b>Total Assets</b>	<b><u>74,385</u></b>	<b>68,301</b>
<b>Liabilities</b>		
ACCRUALS	421	318
	-	-
<b>Total nett assets</b>	<b>73,964</b>	<b>67,983</b>
REPRESENTED BY		
<b>Surplus funds</b>	<b><u>73,964</u></b>	<b>67,983</b>
Made up of		
Balance of the Mason's Charitable Trust Fund at 31.03.2021	2,067	0
Balance of Connecting Older People at 31.03.2021	0	9,004
Balance of Care Home Connectors Project at 31.03.2021	8,627	6,955
Balance of CAN Spark Kindle & Glow Project at 31.03.2021	0	900
Balance of A Curtis Fund at 31.03.2021	0	1,000
Balance of Round Table AGM Client Party Fund at 31.03.2021	0	700
Balance of Clan Trust Fund at 31.03.2021	1,000	70
Reserves	47,500	47,500
Balance of free reserves	14,770	1,854
	<b>73,964</b>	<b>67,983</b>

Approved by the Board of Trustees and signed on its behalf by:

..... Chairman

..... Date

“My phone calls with my befriender are such a joy. You are a wonderful organisation providing a lifeline.”

A Client

"My befriender is so lovely, we have such wonderful chats. I don't feel so lonely anymore."

A Client