

ANNUAL REPORT 2021-22



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

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You can also follow us on Twitter: [@WNBefriending](https://twitter.com/WNBefriending)

Or Facebook: www.facebook.com/westnorfolkbefriending

Or LinkedIn: www.linkedin.com/company/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 checked, trained and supported volunteer befrienders, who will visit or call 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 2021/2022.

As I indicated in my last report, this year continued to present a number of challenges, many reflected right across the charity sector, for West Norfolk. Opportunities for funding have reduced in number and fundraising activities were prevented due to the impact of Coronavirus.

Nevertheless, it is a pleasure to report, that due to the superb efforts, of Pippa, Lauren, Anna & Amanda, WNB has continued to provide a befriending service across West Norfolk.

As we move, hopefully, out of the worst of the Covid-pandemic, the Board feels it is important to recognise and record the steps taken to respond to the varying Covid-restrictions. Consequential to the strict restrictions of the 'first-lockdown' in March 2020, the Board immediately set up a virtual sub-group (involving various Board members, the Chief Exec & our co-opted befriender representative) to consider and adapt to those restrictions.

That sub-group immediately took positive steps to enable staff to work effectively from home – these steps included the provision of laptops, mobile phone and the development of a new database system – and determined that befriending should continue where possible, using telephones and emails as a means of contact with clients. In addition, the sub-group agreed that WNB should take up an offer from UK Power Networks for the use of a number of their staff to enhance our capability for delivering a telephone befriending. The sub-group continued to meet virtually and later in-person, throughout the pandemic and took steps to embed the delivery of telephone befriending in our standard operating procedures alongside incremental methods of returning to in-person befriending as/when permitted by Covid-restrictions. Whilst the Covid-Sub-Group has now been stood down, WNB stands ready to reconvene it for Covid, or indeed any similar emergency should the need arise. As Chair, it was reassuring to work with fellow Board members and staff that were all fully prepared, able, adaptable in their working practices and innovative to ensure the continued delivery of a befriending service.

The charity remains very fortunate in having a superb team of staff (Lauren, Anna & Amanda) supporting Pippa (our Chief Exec). In addition, fellow Board members (Dot & Mike) provide regular admin support and lead on LILY respectively). We are also very fortunate in having a stable membership of the Board of Trustees, with many having been involved for a significant number of years. Jean McGuinness (once) again agreed to be co-opted to the Board to represent the views of befrienders. As has been the case over many years, Board members are actively involved with all aspects of WNB.

In terms of finance, the Board have adopted an extremely prudent approach to budgeting and expenditure, designed to ensure (despite the sector-wide difficulty experienced in trying to secure funding) that WNB remains solvent and able to deliver its service into the future. The Borough Council of King's Lynn & West Norfolk, once again is our only source of funding from a statutory body and for that ongoing support we are very grateful. In addition, we are very appreciative of the financial and other support from other sources, including: the LILY Project; Norfolk Community Foundation (Covid 19 Telephone Support); the Masonic Charitable Trust; Antelope Trust; Hedley Foundation; and many others - the full list is available elsewhere in the report.

With the difficulty in accessing long-term funding coupled with an increasing need for a befriending service across the Borough and beyond, the Board felt it appropriate to commission Lauren to carry out a scoping study to advise the Board of future opportunities. This detailed study considered aspects of possible expansion including: new ways to deliver the service; geographic expansion; and the provision of a service to younger individuals. The Board will be considering the recommendations during the course of 2022/2023.

Having mentioned out staff and Trustees, it is very appropriate that I acknowledge the fantastic support of our cadre of Volunteers, whose flexibility & dedication enabled WNB to function throughout the pandemic, and whose ongoing input is the prime reason why WNB is often the befriending charity of choice in West Norfolk.

As in previous reports, I feel it is always important to remember the fact 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. In that respect everyone has played a role in helping our clients, particularly through the worse of the Covid-pandemic.

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 2021/22 and look forward to your continued involvement and commitment, to WNB, during 2022/2023.

Alan Hayes

CHAIR OF BOARD OF TRUSTEES

TREASURER'S REPORT

My first full year as a Trustee and Treasurer and one of the most difficult for the charity (and many others) due to Covid.

However, thanks to close, continued monitoring of every aspect of income and expenditure by the board (in particular Pippa) we ended the year strongly with some large grants confirmed going into 2022-23.

I am pleased to say that we also managed to give our hard working staff a much deserved pay rise.

Income, due to restrictions caused by the pandemic, was almost £40k down on the previous year. Expenditure, with volunteer expenses similarly reduced, was just over £1k less. Despite this obviously having a detrimental effect on our bank balances, we maintained an adequate level of Reserves throughout - and continue to do so.

Keith Stedman

TRUSTEE AND TREASURER

CHIEF EXECUTIVE'S REPORT



Wow what a year! West Norfolk Befriending survived a second year of Covid and thrived.

So many achievements -

Continual service delivery

The volunteers went above and beyond to support the clients when we were unable to visit in person maintaining contact through phone calls. Telephone befriending has now become a main service offer as some clients do not want visitors at home.

WNB piloted email befriending.- see Anna's report.

WNB can now offer **in person, telephone or email befriending**, giving an individual better choice and a more holistic service.

New Risk assessments and systems were developed for Telephone Befriending, and then once safe to do so a Risk Assessment at home to enable home visits to commence. This ensured the safety of all.

The team made a decision early on that no service should end during Covid. This meant that in reality fewer clients were supported over the year.

The staff team **moved all systems online** (using dropbox) so that we were able to continue working from home, and the office phone was diverted out to staff mobiles.

For many years WNB has drowned under paper files and thanks to Chris White for all his patience we **moved to an online database**. The staff dedicated a week's hours to populate it, with Dot manging the phone in our absence. It was started with client files and with work from the team and admin volunteers built online files. Chris White volunteer built and supported this at no cost to WNB.

It has made a real difference to our work, accurate **data collection** with no one having to count files or decipher my handwriting. Lauren has worked on the reporting data.

Throughout the year team meeting continued online using zoom or in person when safe to do so, and we all worked much closer together.

Volunteers are at the heart of the organisation and continued to show their support by changing to telephone befriending (a very different way to work). Monthly volunteer team meeting continued but moved to zoom and bi-monthly in person when able to. Thus, enabling volunteer to access support while feeling safe.

New Volunteers came forward through the website, with inductions held via zoom.

Befriending Networks proved invaluable with shared resources and practical sessions delivered online. Staff have also accessed their training sessions.

A new way of dealing with **increasing referrals** meant a review of working practise. All clients on the waiting list are contacted to keep them updated before they are assessed.

All the staff team continued their client work but also took of new areas of work. This included a valuable scoping exercise – Lauren, email befriending – Anna and volunteer recruitment – Amanda.

Quality Mark- this was worked on for the year, reviewing all parts of the service and was very thorough and intense. (Mike has reported on this.) It has changed some of WNB's working practise and enabled it to move forward.

Funding - This was very different - no fundraising or community engagement events. These all help increase WNB profile as well as raising funds.

KLWNBC renewed their contract. Lily work increased and brought in more funding. During lockdown up to 8 weekly calls were undertaken to support clients referred through Covid support. WNB now have a two year contract for befriending through Lily.

Norfolk Community Foundation distributed grants to help Covid support delivery that WNB was awarded.

King's Lynn & District Sugarcraft Club donated over 70 Christmas cakes that were distributed throughout West Norfolk thanks to a small team that achieved this as Covid restrictions limited visiting. The cakes were part of a hamper with donations from Tesco and Morrisons.

Finance - Online banking proved invaluable. Keith and I reviewed all the current financial systems and policies to ensure they were fit for purpose. Thank you to Sue and Keith for all their work and support keeping WNB on track.

Media - The website became of increased importance as a tool for communication so work was undertaken to ensure that it remains up to date and relevant. WNB increased its social media presence.

I would like to mention Janet Davies who passed away during the year and had been a loyal volunteer befriender for over ten years.

Thank you to our incredible staff, volunteer and trustee teams that all adapted and supported WNB enabling it to continue to work with isolated older people. With many taking on very different roles.

Pippa May

CHIEF EXECUTIVE

DEVELOPMENT WORKER'S REPORT



Firstly I'd like to acknowledge our amazing volunteers who have stayed with us throughout the upheaval and uncertainty of the pandemic. It's truly humbling to realise that despite everything we've all been through, our volunteers have continued to make supporting us and our clients part of their lives. Thank you!

The theme of the past year for me has been learning.

We were awarded funding by Norfolk Community Foundation to explore and pilot an email befriending service, which I led on. We had to consider some of the bedrocks of our service – confidentiality, boundaries and safeguarding – and learn how to apply them in a completely new context. Although the email befriending take up was slow, we are continuing to see more and more clients embracing technology – I met a lady in her 90's who enjoyed watching YouTube videos on her tablet, and we now have several clients who are keeping in touch with our office via email rather than the phone. We're proud to say we now have an 'oven ready' email befriending service set up and piloted which we can offer to clients who have been assessed and would benefit from this. Thank you to volunteer Jean for all the time she gave to this project, and to Norfolk Community Foundation for funding us to do it.

I attended a very thought provoking Zoom session co-run by Time To Talk Befriending in Brighton and Dementia Pathfinders in Wolverhampton called “At Home With The Seasons”, which explored the value of “nature connectedness” in enhancing the mental well-being of people who are isolated. We all experience nature in so many ways, such as seasonal food, through chat about the weather or childhood memories of collecting conkers for example. Tapping into those experiences and memories can open up whole areas of conversation and help people to feel connected to the seasons and the outside world again. I fed back about this session to a volunteer meeting, and this has helped our volunteers to open up enriching conversations with clients.

Another useful Zoom session I took part in was a Self Neglect and Hoarding seminar run by Lofty Heights CIC, an Ipswich based social enterprise that offers a decluttering and help with hoarding service. As we have an open referral system where people and their families can refer directly to us we are occasionally the first service “on the ground” in a client’s home, so this learning was very useful to share with the whole team.

Of course a major development for WNB this year has been the launch of our office database, technology at the forefront once more! This was a huge piece of work for all of us as we populated it, worked out new systems and how to use them. It’s been a learning curve for us all and has absolutely transformed how we work.

I’ve continued with my core tasks of assessing and matching clients with volunteers. As we’ve been working differently over the past couple of years we’ve been able to engage with people who have been hard to reach in some cases, or have been living in complex circumstances. It’s always about the individual person, and learning how to best support them.

Anna Sylvester

DEVELOPMENT WORKER

OPERATIONAL SUPPORT OFFICER'S REPORT



It has been another incredible year at West Norfolk Befriending as we've learnt to live and work with Covid.

I enjoy my work with clients, meeting them and matching them with a volunteer befriender and then continuing to support them throughout the service. It's very rewarding to see the difference befriending can make to them and their worried family carers. This year, we carefully returned to face-to-face befriending once it was safe to do so and following all government guidance. Full risk assessments were undertaken for both clients and benders. Guidance was issued including following social distancing guidelines, testing before visits, and using PPE. Following the success of telephone befriending during the pandemic we now offer both telephone and face to face befriending services, offering our clients more choice to have a service which is right for them. It also offers our volunteers more ways to volunteer and support clients.

This year the operational aspects of my role have continued to be very important. The setting up and use of the database instead of paper files to manage our client work has been invaluable. It enables all of us in the small team to be able to check details and answer enquiries. It has also allowed us to develop systems to keep in touch with clients on our waiting list. It's also brilliant for tracking data and ultimately allows us to provide a better service.

A focus of my work continues to be communicating with and supporting our volunteers. We have re-introduced face to face volunteer support meetings in both Downham Market and Dersingham every two months. These are balanced with zoom meetings on alternative months allowing us to offer both options to our volunteers and to also attract guest speakers and a range of topics for our meetings. This year we have been joined by Natwest Community Bankers to talk about fraud and scams and Arthritis Action sharing information about Arthritis and the support that they can offer. We have also covered important befriending topics including safeguarding, boundaries, confidentiality, and topics of conversation. I continue to send out a monthly email and/or letter which is an effective way of communicating with and supporting our wonderful volunteers.

This year I was asked by the Trustees to undertake a Scoping Study to explore the potential future of WNB. As part of this I looked at the history of the charity, ran a SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis of the organisation and looked at other organisations offering befriending services both locally and nationally. This was a very useful exercise emphasising the uniqueness of our service as a local organisation offering a range of services. I look forward to being part of WNB as we help more and more clients in our local community.

Lauren Ephithite

OPERATIONAL SUPPORT OFFICER

QUALITY STANDARDS REPORT



The Covid restrictions and consequent reorganisation of our befriending services caused a suspension of the need for my role as a face-to-face Volunteer Assessor. Consequently most of my voluntary work during this year focussed on helping Pippa prepare WNB's application for the Befriending Networks Quality in Befriending Award.

WNB recently joined Befriending Networks which was first established in Scotland in the 1980s to offer support, training and guidance to befriending services. It has since grown to cover the whole of the UK and now has over 360 members of which 238 are in England and 99 in the south east region. Befriending Networks has been described as the only UK organisation to offer specific befriending advice, information and training, and a recognised Quality in Befriending (QIB) award.

To gain the QIB award an organisation has to be able to demonstrate that it satisfactorily meets the requirements of 61 quality indicators. These cover 7 general areas of practice: 1) The way in which the service is organised, funded and promoted; 2) its policies and procedures; 3) the management of staff; 4) how the service is monitored and evaluated; 5) the clients' journey; 6) the befrienders' journey; and 7) the ways in which the befriending relationship is prepared and supported from matching to ending.

For each of the 61 quality indicators we have to first state how we believe we have met its requirements and secondly attach documentary evidence to support this. Such documentation might include a) screenshots from our website or computerised records, b) copies of policies, documents and the forms we use, and c) copies of minutes or papers from meetings. In every case great care has had to be taken to ensure that the attachments are appropriately cross-referenced, anonymised and highlighted to show those sections most relevant to the indicator's requirements.

We have now completed this work, submitted our application and await its outcome. Whilst we have had some informal positive feedback, Pippa will have to submit some case studies before any formal decision is made. However, at this stage we are agreed that the very process of preparing our application has been beneficial in helping us recognise not only what WNB already does well, but also what further improvements we might seek.

Mike Lee Evans

VOLUNTEER ASSESSOR
TRUSTEE

CLIENT ASSESSOR'S REPORT



I have embraced my new role as Client assessor! Fortunately, as part of my old role with Care Home Connectors I had already had experience of assessing clients, so the transition was made easier.

My working days went from 4 to 3, and with my new role comes additional tasks such as, volunteer recruitment via email and phone enquiries.

I co ordinate the process from enquiry right through to induction. The process can take a while as we wait for application forms and references to come back. Once the volunteers have had their induction, they are then ready to be matched with clients from the referral waiting list.

We as a team, work very closely together to make the database work. We are continually communicating to improve and adapt the database to suit our needs, and marvel at how much easier life is with it.

I continue to support review and reassess my clients and volunteers. The feedback from clients is, that our volunteer has made such a difference to their lives, they do not feel so isolated as they did before our service. That is proof that what we do is effective. The volunteers also when asked if they feel supported in their role always say “yes” and say, “there is nothing about their role they don’t like.” Again, it reassures me that we are “getting it right.”

I look forward to continuing in my role and supporting people who require our service. to continuing to work with a team who is supportive and conscientious, working with a wonderful group of volunteers who dedicate their spare time to help others.

Amanda Tickner

CLIENT ASSESSOR



In memory of Janet Davies, who sadly passed away in September 2021. She had volunteered as a befriender for 10 years.



'Together Again' Dersingham Flower Festival, September 2021



Christmas cakes for clients made by King's Lynn Sugarcraft Club



Dersingham Christmas Tree Festival



Greenfingers Gardening Club



West Norfolk Befriending was honoured to be invited by Her Majesty The Queen to a small gathering at Sandringham House on the eve of the anniversary of her accession to the throne.

Pippa May, Dot Nurse and John, a befriending client, attended. The Queen spent time chatting with each guest.

Image copyright: Getty Images ©

OUR SUPPORTERS

The following organisations and individuals supported us this year:

Chris White
Doug Beebee
King's Lynn & District Sugar Craft Club
Tesco Extra - King's Lynn
Tim Vogel
Maxview Aerials
Morrisons - King's Lynn
West Norfolk Carers
West Norfolk Wins (Community Lottery)

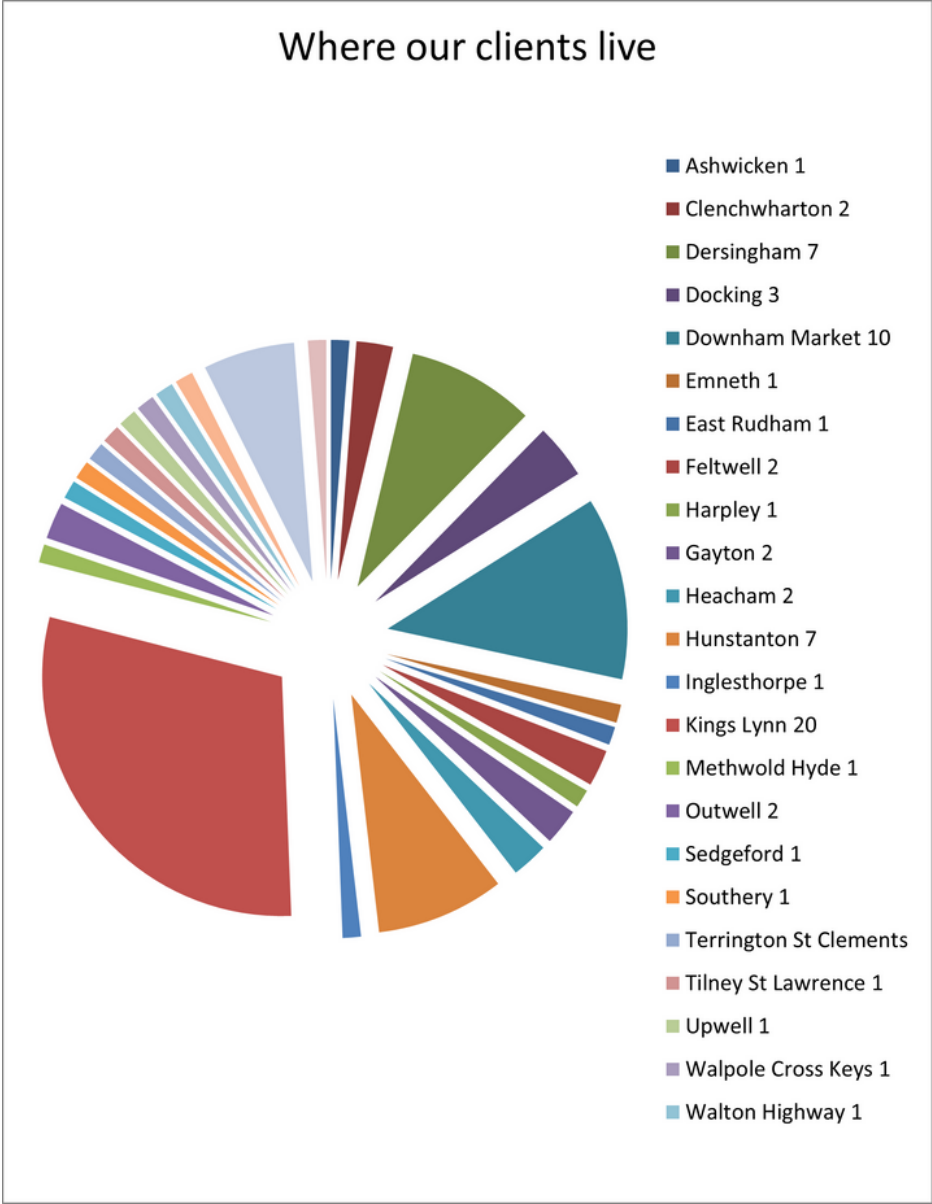
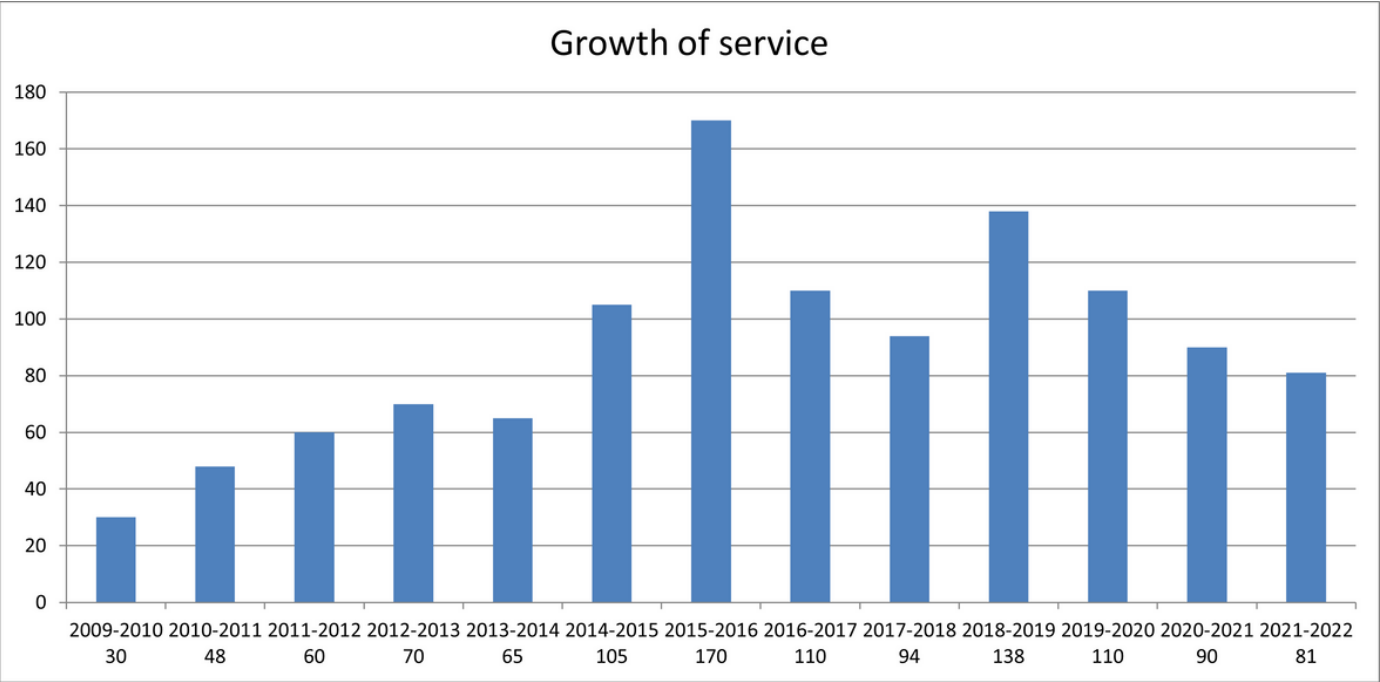
We received grants and funding from the following:

Antelope Trust
Deborah Stewart Catering Services
Downham Aid in Sickness
Greenfingers Gardening Club
Hedley Foundation
Heacham Songsters
King's Lynn & West Norfolk Borough Council
Lady Hind Trust
Lincolnshire Co-op
Masonic Charitable Trust
National Lottery Community Fund
Norfolk Community Foundation

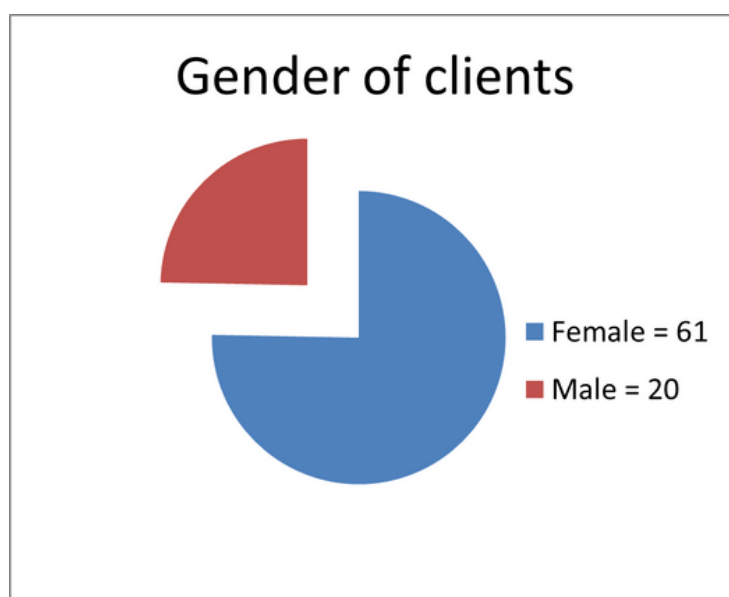
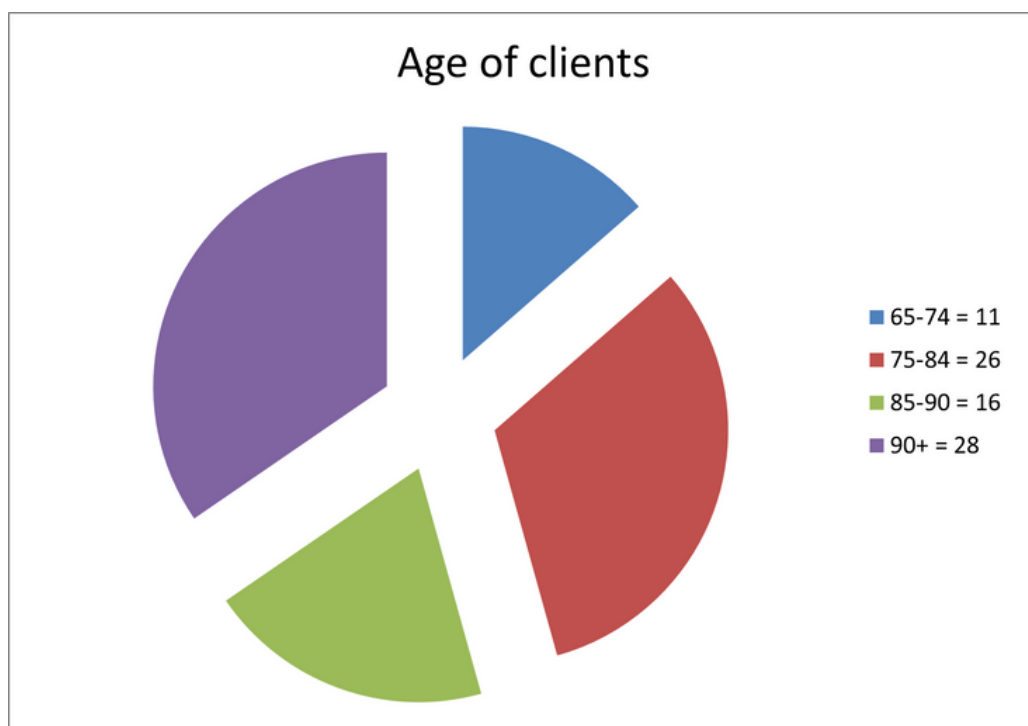
A donation was made in memory of Janet Davis, long serving volunteer.

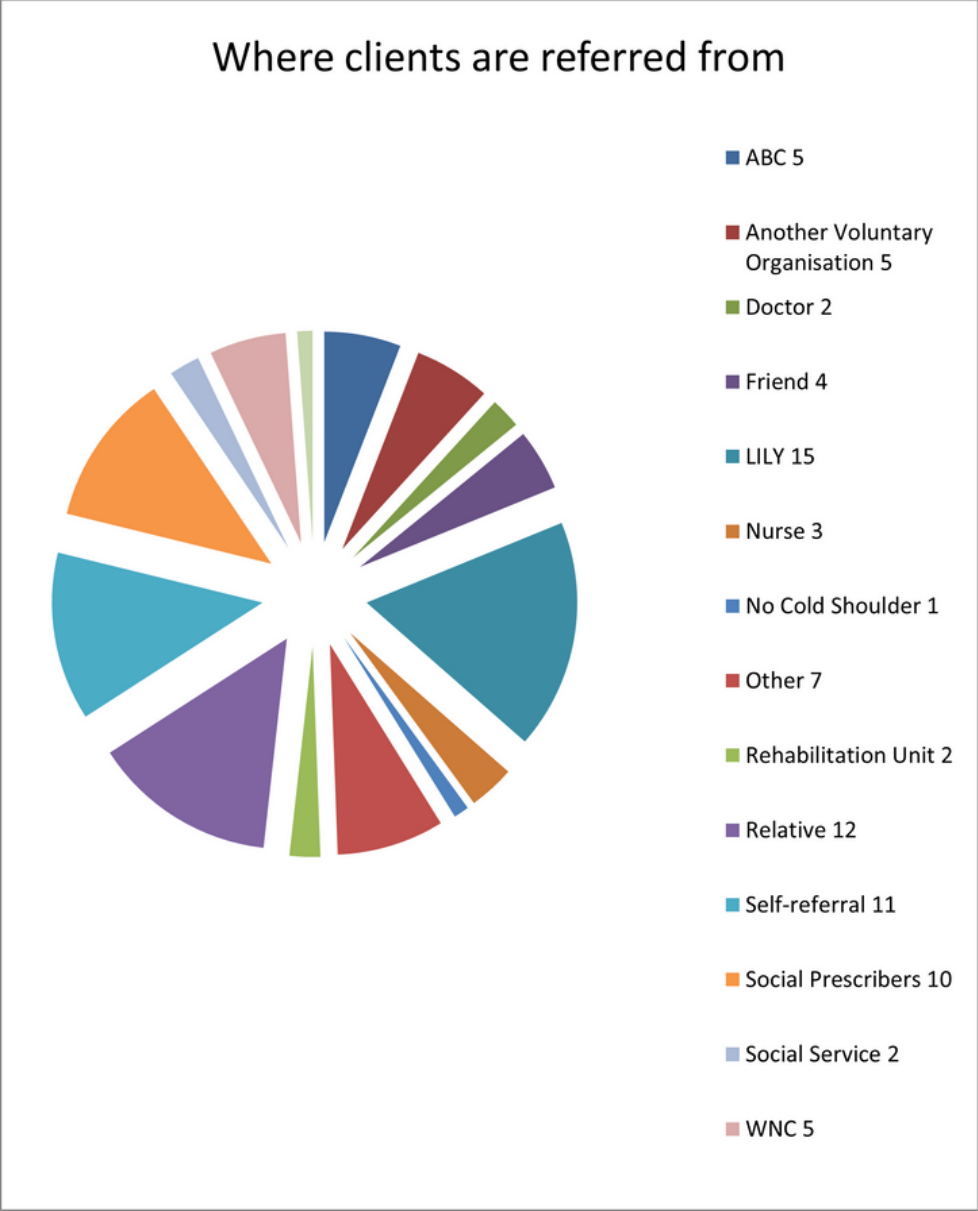
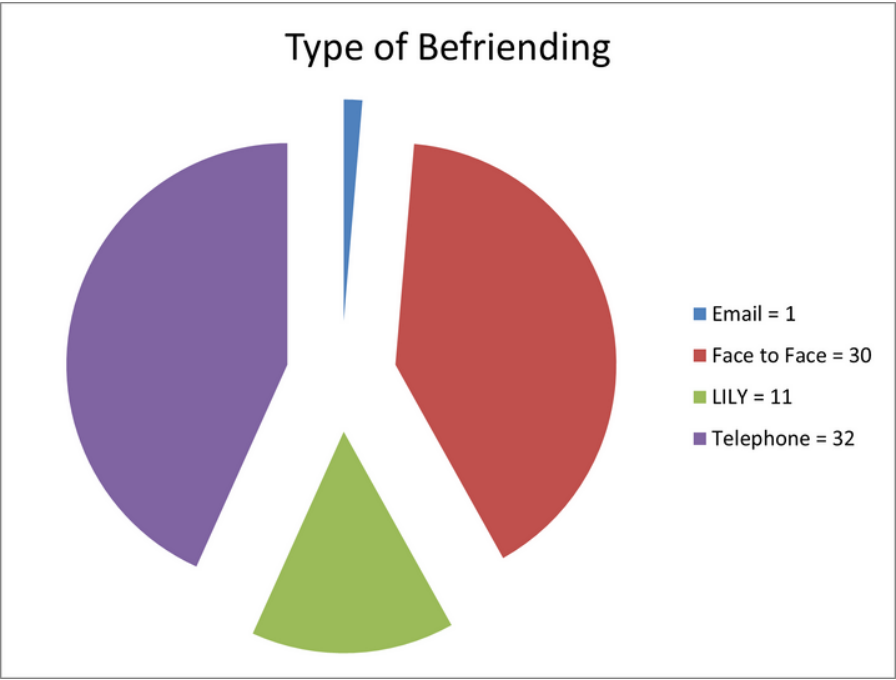
OUR IMPACT

- Delivered befriending support to 81 isolated older clients across West Norfolk in a pandemic.
- Less isolated and lonely older people.
- Achieved continuous service delivery throughout 2021-22.
- Supported family carers.
- Set up and ran a pilot for email befriending.
- Introduced choice of service delivery for the client, telephone, in person or through email.
- Grants awarded ensured full funding for 2021/22.
- Monthly volunteer support meeting delivered around a theme using zoom and in person at Dersingham and Downham Market.
- Monthly mailout and contacts for all volunteers.
- The staff team were able to work from home, with laptops and access to the database.
- Increased awareness of WNB alongside the impact of Covid meant 70 referrals received in the year (40 in the year before).
- Referrals came from a broader range of professionals, meaning that WNB has been reaching out further.
- 35 volunteers freely gave their time at West Norfolk Befriending.
- 4 volunteers undertook additional admin tasks to ensure that services continued.
- 8 new volunteers came forward and started befriending.
- Improved data collection and reports from the database has increased WNB's ability to review and assess the service's impact.
- Worked on the Befriending Network Quality mark.
- All delivered with just four paid staff members with in total 76 hours per week.



OUR CLIENTS





OUR BOARD OF TRUSTEES

Alan Hayes	Trustee (Chair)
Richard Curtis, MVO	Trustee (Vice - Chair)
Linda Woodley	Trustee (Vice - Chair & Befriender)
Dot Nurse	Trustee (Secretary & Befriender)
Keith Stedman	Trustee (Treasurer)
Mike Carter-Rowlands	Trustee (Befriender)
Kevin Clarke, LVO	Trustee
Mike Lee-Evans	Trustee (Volunteer Assessor)
Jean McGuinness	Co-opted Trustee (Befriender)
Jackie Powell	Trustee (Resigned July 2021)
Valerie Woods	Trustee

OUR STAFF

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

FINANCE OFFICER'S REPORT

No one can say quite what the longer-term impact of the coronavirus pandemic will be, but we do know that the past 2 years have concentrated public attention on the ways in which charities have responded in a time of crisis. West Norfolk Befriending has worked tirelessly throughout.

WNB has continued to work with BCKLWN as one of the delivery partners for the LILY project, which reaches out to people who may be socially isolated, the charity is further supported by the Borough Council and this generates some much-needed unrestricted income.

Because of the pandemic, the usual social functions have sadly not taken place again 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 we would have wanted, in financial terms it has reduced the outgoings in these areas. The savings have been offset by the need for additional telephone capacity and Zoom licensing.

WNB 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 2022. 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 WNB 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 2022

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 31.03.202

INCOME	2021-2022		2020-2021	
	Unrestricted	Restricted	Unrestricted	Restricted
Borough Council of King's Lynn & West Norfolk	4,200	-	14,200	-
LILY Project	11,455	-	9,025	-
Clan Trust	-	-	-	1,000
NCF Covid 19 Telephone Support	-	-	-	8,885
Masonic Charitable Trust	-	2,639	-	4,961
NCF Norfolk Response & Recovery	-	8,323	-	-
Antelope Trust	400	-	400	-
Headley Foundation	565	-	-	-
West Norfolk Pop-In	-	-	625	-
Care Home Connectors Project (Big Lottery)	-	-	-	23,272
No Cold Shoulder Project (CAN)	-	-	-	5,000
Downham Aid in Sickness	150	-	200	-
West Norfolk Wins Lottery	648	-	715	-
Tesco (Groundworks - Bags for Life)	-	-	1,000	-
Bank Interest & Other Sundry Income	36	-	45	-
Donations & Fundraising	2,101	-	429	-
Gift Aid	185	-	937	-
	18,740	10,982	27,678	43,118
EXPENDITURE				
Salaries	37,212	16,000	17,256	36,714
Less Employment Allowance	-2,728	-	-3,127	-
Staff travel & expenses	-	540	-	46
Staff training	-	-	-	50
Property costs	2,827	787	1,085	1,863
Volunteer support events	-	35	-	747
Volunteer travel	-	627	-	338
Client support events	-	79	-	265
Telephone & Internet	400	177	313	325
Stationary, postage & other admin costs	313	184	22	622
Computer expenses	70	-	145	1,105
General expenses	281	-	19	12
Insurance	-	582	-	622
DBS check fees	-	23	-	-
Membership & subscriptions	561	-	550	-
Audit & financial administration	1,900	728	900	1,755
Recruitment & advertising	-	-	-	-
	40,838	19,782	20,280	44,484
NET INCOME	-21,098	-8,800	10,418	-1,348

Fund Details	BBF	Income	Expenditure	Fund transfer	Balance to carry forward
Care Home Connectors Project (Big Lottery)	8,627	0	8,627	-	0
Clan Trust	1,000	0	1,000	-	0
Masonic Charitable Trust	2,067	2,639	1,812	-	2,894

WEST NORFOLK BEFRIENDING

Statement of Assets & Liabilities to 31.03.2022

	2021-2022	2020-2021
Fixed Assets		
COMPUTERS, EQUIPMENT & FURNITURE	-	-
Current assets		
CAF ACCOUNT	27,627	27,596
HSBC CURRENT No 2	0	4,863
LLOYDS TREASURERS ACCOUNT	1,174	2,170
LLOYDS DEPOSIT ACCOUNT	15,381	39,265
CASH	0	0
	44,182	73,894
	-	-
Prepayments	233	246
Outstanding Invoices	1,014	245
Total Assets	45,429	74,385
Liabilities		
ACCRUALS	519	421
	-	-
Total nett assets	44,910	73,964
REPRESENTED BY		
Surplus funds	44,910	73,964
	Made up of	
Balance of the Mason's Charitable Trust Fund at 31.03.2022	2,894	2,067
Balance of Care Home Connectors Project at 31.03.2022	0	8,627
Balance of Clan Trust Fund at 31.03.2022	0	1,000
	Reserves	47,500
Balance of free reserves	0	14,770
	44,910	73,964

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

..... Chairman

..... Date

“Well you’re sitting here and I know it’s nice and I’m very lucky, but you get lonely. You lose the art of conversation and you don’t know how to join in or what to talk about. My volunteer is absolutely lovely. She’s getting to be a real friend and we have a good laugh too. It really gives you something to look forward to.”

A Client

A Client was asked if they would recommend our service:

“Oh my word I would. OH YES. No other word for it, YES YES YES”