

ANNUAL REPORT 2022-23

The year we
celebrated delivering
our service to the
local communities for
20 years.



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



CONTACT US

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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 2022-2023.

I am pleased to report that this year has been a successful one, especially in the manner that WNB rebounded from the worst effects of the recent pandemic and quickly resumed full befriending operations. In addition, WNB was able to secure sufficient funding to allow us to operate into 2023/24 and beyond.

Much of our success, as in previous years, is directly attributable to the fantastic contribution of all our volunteers, providing not just the essential befriending service but also carrying out a range of important additional roles. In addition, we continue to have the benefit of an excellent team of staff led by Pippa and including Anna, Kate (who replaced Lauren during the year) and Amanda.

During the course of the year, Richard Curtis and I were pleased to have been asked to attend a small gathering at Sandringham House to brief their Royal Highnesses the Prince & Princess of Wales on the work of WNB. In addition, we were fortunate with The Lady Dannatt MBE, HM Lord Lieutenant for Norfolk agreeing to take on the role of Patron to the charity.

Once again, I am pleased to report that membership of the Board of Trustees has remained very stable - although our Treasurer stepped down in autumn 2022 for personal reasons. He has since been replaced by a new Trustee & Treasurer who joined, effectively, at the end of the financial year. The Board continued to have the benefit of our co-opted member (Jean McGuinness) who brings the important perspective of befrienders to our board meetings. From my position as Chair, as we worked through the worst of the Covid-pandemic and into a new environment (in terms of service delivery & development and fund raising), WNB was extremely fortunate in having such dedicated Board colleagues, all of whom brought a range of experience to Board meetings and decision-making.

Despite the fact that funding (particularly long-term funding) remains a matter of concern for the Board, WNB was successful in securing a number of additional short-term funding streams that avoided the need to draw-down funds from our reserves during 2022-23. The Board has continued to adopt a prudent approach to budgeting and expenditure - although with a post-Covid return to normal service delivery there is little scope to reduce expenditure any further without significant changes to our operating model. In terms of funding, I am pleased to report that, once again, the Borough Council of King's Lynn & West Norfolk is our only source of funding from a statutory body - indeed that surety of their funding has been greatly appreciated. Furthermore, I wish to mention the support provided by the LILY Project; The Earl of Northampton's Charity (Mercers'); Norfolk Community Foundation; JJM (The Talent Fund) and many others - the full list is available elsewhere in the report.

Finally, I feel it is important to reflect upon, and appreciate the importance of our collective impact (whether as volunteers, staff members or trustees) in terms of the part we play in seeking to address the fact that, for older people especially, 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 hospitals or care facilities. In that respect, every person had played a major part!

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 2022-23 and look forward to your continued involvement and commitment, to WNB, during 2023-24.

Alan Hayes

CHAIR OF BOARD OF TRUSTEES
WEST NORFOLK BEFRIENDING

TREASURER'S REPORT

Following the retirement of the previous Treasurer, the Chair and I have been overseeing the finances of West Norfolk Befriending until we successfully recruited a new Trustee and Treasurer at the end of the financial year. This short report is completed in my capacity as Interim Treasurer until 31st March 2023.

It is pleasing to report that both income & expenditure have been closely monitored by our Chief Exec (Pippa) and our Finance Officer (Sue) throughout the year and although expenditure did increase, as expected, in line with a return to face-to-face befriending following the Covid pandemic, income exceeded expectations resulting in a surplus of funds at year end. These funds have been carried forward into the budget for 2023-24.

With the Board having recognised the importance of retaining a superb team of staff, we were able to add a small increment to staff salaries during 2022/23 and, to provide some surety of employment, contracts were first extended to the end of March 2023, and then further to the end of March 2024.

Consequently, I can report that WNB's budget for 2023-24 was built on the principle of financial prudence and although we have included a provision for a draw-down from reserves, it is hoped that additional fund raising during the year will reduce or eliminate that need.
financial position.

Richard Curtis

TRUSTEE AND INTERIM
TREASURER

CHIEF EXECUTIVE'S REPORT



The service that West Norfolk Befriending offers is unique, professional and valued by the community of West Norfolk. This year WNB celebrated twenty years of service to the most isolated older people living in West Norfolk.

In the last twenty years West Norfolk Befriending has come a long way. Working to decrease isolation, improve quality of life and well-being, making a real difference to life.

This year WNB directly helped 86 clients, and 50 unpaid family carers were supported as part of the service.

The service is only possible because of the support from the team of 45 volunteers, many have been giving their time freely to WNB for over 5 years, delivering face to face and telephone befriending, as well as other operational support. I need to thank two volunteers in particular, Dot and Linda J, who have both been supporting WNB for 20 years. Their help and commitment to the charity is invaluable.

The staff team of four, although all part-time, work for a total of 86 hours per week assessing, matching, promoting, and supporting the team of volunteers to

deliver befriending to isolated older people across West Norfolk.

Covid increased the isolation of many people and WNB has seen an increase of 50% in referrals. The clients referred are frailer and more isolated than 10 years ago. Covid enabled WNB to spend time building our database which continues to be expanded, enabling more data to be collected and analysed.

The staff team have had some changes this year, with Lauren moving off to full-time work and Amanda retiring. We welcome Kate and Helen to the team. WNB would not be what it is today without the passion that the staff team have for decreasing isolation and improving their lives.

The community groups restarted and as a result WNB was able to visit and promote the service and share the art of conversation. This included Magdalen Ladies Group, the Breathe Easy Group and Heacham Songsters.

An achievement worthy of note has been the awarding of the Quality Mark from The Befriending Network - this took 18 months of submissions and work. It involved a review of all our systems and a look at the way that WNB works. This is awarded for 3 years.

Funding this year has come from WN Health & Wellbeing Fund, Earl of Northampton Fund - Mercers, JJM Fund - The Talent Fund and Norfolk Community Foundation.

Funding has continued from KLWNBC and Downham Aid In Sickness. A small income comes from West Norfolk Wins as well as personal donations which are received through Just Giving and Amazon Smile.

James Wilde MP ran the London Marathon and we were delighted to be picked as one of his chosen charities to benefit. Over £1,000 was raised for WNB.

Big Ideas - NCF grant enabled resources to look at Wills & Legacies, producing a promotion flyer and linking with funeral directors and solicitors to encourage people to think of supporting WNB. It also involved sessions with the staff team and volunteers.

I would like to thank Sue for all her work around finances and helping with budgets for funding bids.

Social media and the website are an important promotion tool for WNB - Kate and Anna's support maintains this consistent message.

WNB has had good press coverage with articles in Your Local Paper and the KL Magazine. A national magazine My Weekly covered the work of WNB in a Christmas addition.

WNB is a delivery partner for LILY delivering volunteering and befriending. This is an important partnership for West Norfolk that supports the community in many ways and is funded by Norfolk County Council.

This year WNB was delighted to welcome Lady Dannatt MBE, HM Lord-Lieutenant of Norfolk as our new patron.

In November to celebrate 20 years of West Norfolk Befriending we held a social event at Thaxters for clients, volunteers, staff and trustees.

WNB would not be able to deliver the service without the guidance and knowledge that the board of trustees bring to the organisation ensuring that WNB continues to stay on the right track.

Pippa May

CHIEF EXECUTIVE

DEVELOPMENT WORKER'S REPORT



This year has seen some truly wonderful events for West Norfolk Befriending. We started 2022 with the great honour of being one of the community groups invited to a reception at Sandringham by Her Majesty the Queen on the eve of the 70th anniversary of her Accession. We briefly made the world news! I scrolled through social media on the day to capture our mentions and it was astonishing to see our name popping out of Tweets in Hindi and Arabic.

Later in the year James Wild MP for North West Norfolk chose West Norfolk Befriending as one of the charities for which he ran the London Marathon, raising an incredible £1,132.50 for us.

Then in November we were delighted to host The Deputy Lieutenant of Norfolk Kathryn Buscall, representing our new patron The Lord-Lieutenant of Norfolk The Lady Dannatt MBE at a tea party to celebrate our 20th anniversary. It really is very humbling to be part of an organisation that is held in such great esteem.

At the heart of it all of course continues to be our clients and volunteers, and the work there continues apace.

Over the past year I've done some longer pieces of work with people we came to know during the pandemic and who have needed more support to access our services, for example due to sensory needs or because they have been dipping in and out of illness.

Recently I've assessed more clients in the early stages of dementia and in some cases been able to carefully match them with the right volunteer. It really seems to be apparent that well supported befriending can add a new dimension to the life of a client with dementia. Professor Penny Mansfield in training we did several years ago talked about the interactions that take place in a befriending relationship being critical in helping to preserve a person's personality as they live with dementia, and I've certainly seen our client's conversation skills improve through regular chat and companionship. Something to consider going forward.

I've also begun to notice our client group changing - it's now unremarkable to meet a client living independently well into their 90's, and confidently using an iPad. When I started this job 10 years ago this would have been exceptional.

I've continued to work on our social media, alongside Kate, and this has really helped to maintain our profile, recruit volunteers and make connections both locally and nationally.

I've also reached out to our local Men's Sheds, Menscraft and some Rotary groups as part our drive to recruit more male volunteers. This continues to be a need for the organisation so please put the word out!

Currently I'm undertaking a review of our policy of matching our clients and volunteers for up to a year and the reasoning behind it. I look forward to being able to present a summary of this in next year's report.

Anna Sylvester

DEVELOPMENT WORKER

OPERATIONAL SUPPORT OFFICER'S REPORT



I joined WNB in September having had almost 20 years away from work to raise a family. I was apprehensive about returning to work, but the WNB team have been incredibly welcoming and supportive and have made my re-entry into the workplace a very easy experience.

I have never worked in the charity sector. However, I had been involved with my children's grassroots football club in the role of volunteer secretary and so was very aware of the importance of the role of volunteers and how difficult it can be to recruit people prepared to give up their time to help others. Before applying for the role of Operational Support Officer I was unaware of the work that WNB did. However, in the short space of time that I have been here I have been amazed at the effect that we have on people's lives. I can now see first hand the benefits to people's health and wellbeing our volunteers have just by spending time once a fortnight to talk and listen to those most isolated in our older communities. I have really enjoyed seeing the process through from start to finish – from the first referral to seeing our client matched with a volunteer and seeing their lives enriched by a simple friendship. Our team of volunteers really are amazing. And they find just as much enrichment from the service as

our clients do. My job allows me to meet so many wonderful people, who have some fascinating stories and experiences to share.

As well as learning to manage a team of volunteers and clients I have also learnt new skills such as editing our website, making and organising social media posts and using new computer software. I have participated in some training courses such as Network Befriending's Social Media course and qualifying in Adult Safeguarding. I have helped to organise a number of social events including our 20th Anniversary Celebrations which some of our clients were invited to. This was the first social event we had held since the pandemic and it was a great success. To hear the chatter and laughter between clients and volunteers was lovely. I also helped to organise our first coffee morning, as well as helping to continue the Volunteer face to face and Zoom meetings. I have also had the opportunity to meet with other local organisations such as Pandora, Lily and Careline who all do such amazing work within our communities.

Another aspect of my job is to provide assistance and support to Pippa, our CEO. It provides another facet to the job and listening and learning from her extensive experience is invaluable. Each member of staff has been so welcoming and always on hand to help out and offer support.

My aim for the next year is to continue to enjoy providing support for our clients and volunteers through assessing and matching and to promote the work that WNB do within the West Norfolk communities. Despite experiencing great trials and tribulations our team continues to go from strength to strength. The work we carry out is essential and so rewarding.

Kate Scott

OPERATIONAL SUPPORT OFFICER

VOLUNTEER ASSESSOR'S REPORT



Having realised that I have been volunteering with WNB for over 7 years now, I have been reflecting on the opportunities and challenges that WNB has faced over this period and how these have affected my particular role.

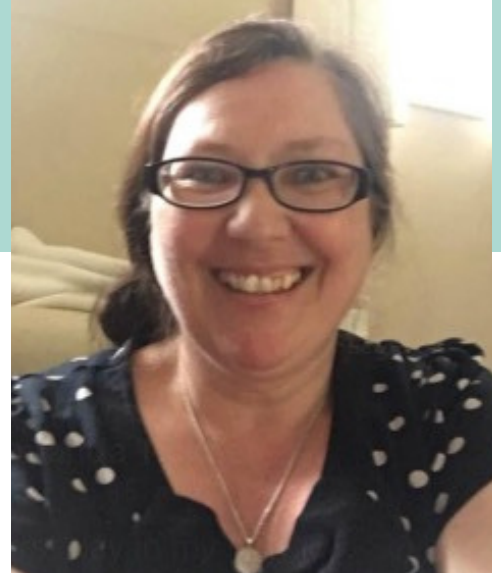
In my previous reports I have described my core role as a Volunteer Assessor, which involves visiting newly referred clients in their homes. This then evolved to include becoming a LILY Advisor (as part of WNB's support of the LILY project), to offering telephone support to clients during the first Covid lockdown, and more recently (when home visits remained suspended due to Covid) to supporting Pippa in preparing WNB's application for the Quality in Befriending Award. (Which we have now been awarded!!).

However, with the relaxation of Covid restrictions my duties have more recently returned to assisting the team with assessing newly referred clients and to helping plan how our assessment and evaluation procedures might be further improved. Whilst I find this core role particularly rewarding, equally valuable for me has been the opportunity to work alongside a very well-motivated team of staff and the stimulation of being part of a service that continues to strive to adapt and improve.

Mike Lee Evans

VOLUNTEER ASSESSOR

CLIENT ASSESSOR'S REPORT



There's a feeling of hope and optimism (and a big sigh of relief) as we come out of lock down. We are still dealing with the aftermath of lock down as we continue to abide by government guidelines and stay cautious. However, the impact of Covid has had a dramatic effect on everyone especially our clients. The number of referrals coming through has increased hugely because people are feeling even more isolated. However, the good news is that the worry of Covid seems to be easing as people try to get back to normal. Hence why we are still receiving a steady amount of people wanting to volunteer.

Whilst this is fantastic news the process of inductions can be quite time consuming. The process can take a while from receiving the initial enquiry to actually being match ready. Most of the time it's the references that take the longest. Then arranging a suitable day and time for an informal meeting can be quite tricky also, mainly due to their other commitments.

Once we have met the potential volunteer, we book them in for an induction. Once inducted they are ready to be matched. We have inducted quite a few since January with more booked in for informal chats.

I have also been assessing clients throughout the year. We had an influx of referrals so the team was busy out and about assessing people in their own homes. It has been good to get back to visiting clients again and being able to assess, match and review clients and volunteers face to face. We were also busy connecting with Freebridge and visited several of their complexes to explain our service to the residents. This was a great exercise as many residents didn't know about us and what we offer.

In January of this year I took the difficult decision to retire. I felt that it was time to spend more time with my family. However, because I wholeheartedly believe in WNB I decided to volunteer one day a week.

I will continue with volunteer inductions from start to finish and look forward to continuing to support WNB in any way I can.

Amanda Tickner

CLIENT ASSESSOR

THROUGH THE YEARS 2002-2022



Meet some of the team at West Norfolk Befriending Project, with their co-ordinator Carmel Wolverson who is in the centre front row. Picture by Ian Burt, 03/07/105

Befrienders who ease the plight of loneliness

2003

Pippa is new friendly face at society helm

THERE'S been a change of manager at West Norfolk Befriending, where Pippa May, formerly of West Norfolk Mind, has taken over from Carmel Austin, who is returning to nursing.

It's almost seven years since Carmel helped set up and co-ordinated the project through a partnership involving West Norfolk Carers, West Norfolk Deaf Association and West Norfolk Age Concern.

"I started with a blank desk and an empty filing cabinet in the ground floor office of Age Concern, when it was on the corner of Wellesley Street, Lynn," recalled Carmel, who says the success of the group is thanks to the contribution made by everyone over the years – the befrienders, committee members and the board of trustees, past and present.

The need for a scheme of this nature became apparent after a survey revealed a number of elderly people in West and North Norfolk, lived in social isolation with little or no interaction with their community.



Take good care of my 'baby' says Carmel Austin, as she hands over the reins of West Norfolk Befriending to the new manager, Pippa May, formerly of West Norfolk Mind. Picture by Paul Tibbs, 09PT10211. To order this picture call 01553 817395 or visit www.photostoday.co.uk and follow the links.

ing is now a registered charity in its own right and has about 20 trained volunteer befrienders who provide companionship and a listening ear for older people who may have health issues of their own or are carers for loved ones.

There are many reasons why elderly people become socially isolated – falling health, loss of

it's through being widowed after retiring to West Norfolk, miles away from their families with few friends.

What once seemed an idyllic rural retreat to a lifelong soulmate becomes a very lonely place and in many cases, a visit from a befriender can be an absolute lifeline and perhaps the highlight of a lonely person's week.

Carmel is taking a Return to Nurse Practice course at Lynn's Queen Elizabeth Hospital, where she did her original training.

"I just want to say a huge thank you for all the support I have received in making West Norfolk Befriending what it is today. We have a very good reputation, both regionally and nationally, and we have the Quality Standard from the National Mentoring and Befriending Foundation," said Carmel, who will retain her role as a trustee of the foundation.

In the meantime, new volunteers are always welcome for this rewarding service, which offers full training and support for the befrienders.

For details contact Pippa May on 01553 763500, email info@wnbefrienders.org.uk or visit www.wnbefrienders.org.uk

2009

WEDNESDAY, DECEMBER 4, 2002 CALL US 01553 761188 FAX 01553 770412 E-MAIL citizen@lynnnews.co.uk 15p where sold

Could you give support?

JUST a few of the ways in which befrienders can help someone to ease loneliness and isolation, providing a listening ear, offering emotional and social support, and practical help perhaps with the shopping. Befrienders do not replace nurses, home help or social workers, they do not administer medication, and must not endanger their lives or those of their clients.

And while they do not benefit financially from the befriending relationship, out of pocket expenses and travelling allowances are covered. Training is also ongoing and there is full back-up and support at every stage of the befriending.

Carmel's hand of friendship

VOLUNTEERS are being sought for an exciting new project aimed at offering a lifeline of friendship to West and North Norfolk people who feel isolated and lonely.

The West Norfolk Befriending Project has been set up as a partnership between three West Norfolk voluntary agencies – Age Concern, the Carers Project and the Deaf Association.

The groups collectively identified a need to provide a befriending service and have appointed former College of West Anglia lecturer, Carmel Wolverson as co-ordinator.

Funding has come from a British Gas and Help the Aged Partnership, Eastern Chelmsford Development Agency and Norfolk County Council Social Services.

"Without the funding, the project might never have got started, but now we need volunteers to make it all work," said Carmel, who became keen to work in the charity sector after working with disadvantaged people in South Africa two years ago.

"I knew then that my life would change and I was the adviser for this post just got it done."

Although the scheme will target areas between Dereham and Wells, some referrals will be taken from King's Lynn, where Carmel is based at the Age Concern office in Wellesley Street.

"Some people in rural Norfolk are very isolated and once they are widowed and move, they lose their support network. We hope, eventually, a lot more of West Norfolk will have 'coverage'," said Carmel, who is already contacting voluntary organisations.

"In the meantime it is important to get the recruitment of volunteers underway and I am already planning the training programme, which will be free."

Christmas is traditionally a time for giving and people might like to take part in an opportunity to make a difference in someone's life. It might be the best Christmas present of all.

The feeling of loneliness and isolation can only really be alleviated by human contact. Befriending is not just a nice idea, it only serves as a small purpose – it is a human contact that counts.

From the volunteer's point of view, befriending would give them an opportunity to make new friends, increase their self confidence and develop valuable life skills.

But maybe, best of all, is the feeling that your effort may give someone a reason to go on living and, although it may sound corny, sometimes a weekly phone call can give a person that sense of purpose.

"I know Carmel, who takes up her post full time from February.

Until then, she is at the Age Concern office on Thursdays, Fridays and Saturdays, although a message can always be left with staff at the office.

Volunteers need to have good listening skills and an openness of social contact, along with the ability to encourage independence. A good sense of humour and adaptability are also useful.

Carmel trained as a nurse at the Queen Elizabeth Hospital, King's Lynn, where she first developed a keen interest in caring for the more vulnerable sections of society. After completing her prebaccalaureate diploma in psychology, counselling and health, she joined the staff at the College of West Anglia as a lecturer in psychology, counselling and health.

For more info, call Carmel Wolverson on 01553 763500.

For a really DIFFERENT take on life...

WOMEN'S WORLD

...Watch out for the first column from the world's youngest writer!

Don't miss Friday's Lynn News

christmas eve disco

CHORALE BOWLING DANCE KARAOKE NIGHT

new years eve party

155 The Roadwood Estate, King's Lynn

Strikes

CONTACT RECEPTION FOR FURTHER DETAILS

THIS WEEK IT'S ONLY LUCY TO TIME

2002

Downham, Bressett, Comptonham, Damer, Higgs, Southey, Widdowson, Slea Bridge, Head Dersingham, Fordham, Tall Hills Bank, Haverhill, Stone Brough, February 2010

Royal seal of approval

Queen visits Befriending volunteers

Story by JO GARNER

A SMALL West Norfolk befriending charity was given a special royal seal of approval as it launched extension of its service into the Downham area.

Downham, Bressett, Comptonham, Damer, Higgs, Southey, Widdowson, Slea Bridge, Head Dersingham, Fordham, Tall Hills Bank, Haverhill, Stone Brough, February 2010

The charity offers a local befriending service to older people who are socially isolated, including those with physical disabilities or sensory impairment. The service is also offered to carers.

"We have been working since 1996, King's Lynn up to the coast, but from December 1st we will be able to take them on because we couldn't spread ourselves too thin," said West Norfolk Befriending Project Manager Pippa May.

Part of Pippa's new role will be to recruit volunteers, who will be trained and supervised along with staff training and ongoing support.

"We do ask volunteers to commit for a year and the minimum amount of work would be about one hour a week, although some volunteers have more time," said Pippa, explaining the need for commitment. "We are not an office in Downham, we are a service that is delivered by volunteers."

References come from Social Services and local support sector organisations.

"This is a small organisation that with a small number of local volunteers, we are not part of some large charity, but it is a service that we can't afford to lose in Downham," explained Pippa.

"Thankfully, West Norfolk Befriending is a charity with a good reputation, with people who are committed to the service."

For further details about West Norfolk Befriending in Downham call Pippa May on 01553 763500 or visit www.wnbefrienders.org.uk

Big turnout for mayor's service

— Pages 10 and 11

HOLLY LANDSCAPES

AUTHORISED DISTRIBUTORS FOR

Q Lawns

TURF

Downham Market

01366 384002

GRASS CUTTING AND LAWN MAINTENANCE ALSO WOOD CHIP MULCH

2010



2016



2022



Creating friendships for 20 years

West Norfolk Befriending celebrated its 20th anniversary with a tea party.

More than 30 clients, volunteers, trustees and staff enjoyed tea, sandwiches and cake at Thaxter's Coffee Shop in Dersingham.

Guest of honour was a Deputy Lieutenant of Norfolk, Kathryn Buscall, attending on behalf of The Lady Dannatt, Lord Lieutenant of Norfolk, who has recently become patron of West Norfolk Befriending.

A spokesperson for the charity said: "For many of our clients, who are all aged over 65 years old and are socially isolated, this was the first time they had been out to a social occasion for a long time."

"It was a wet afternoon but the



Kathryn Buscall, above, cutting the cake with a club member. Other photos: club members enjoying the party.



Val Gooding of King's Lynn Sugarcraft Club also attended as a guest. Val had baked and decorated a commemorative cake to celebrate the club's special anniversary. The club has supported West Norfolk

Befriending for more than 10 years and donates decorated Christmas cakes which are gifted to clients every Christmas.

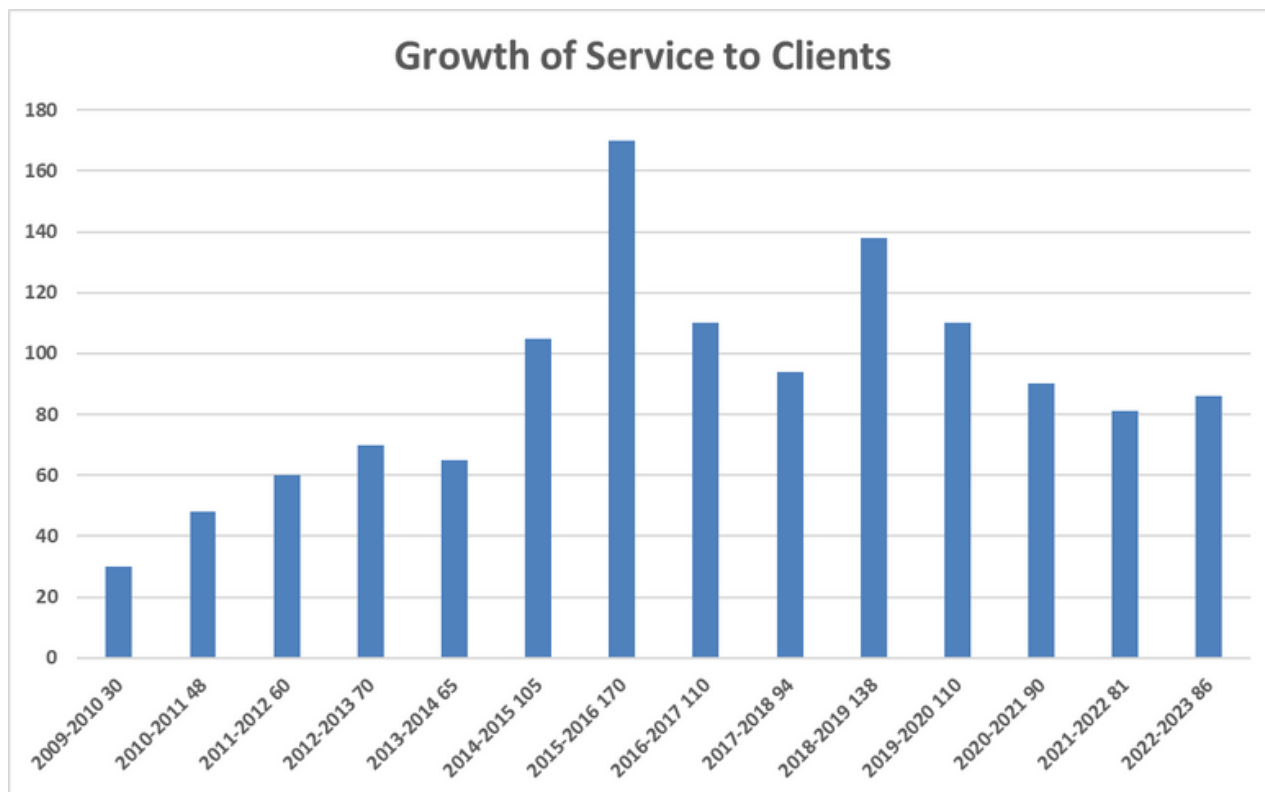
Befriending chief executive, Pippa May, said: "We are delighted to be able to celebrate 20 years of supporting isolated older people in West Norfolk."



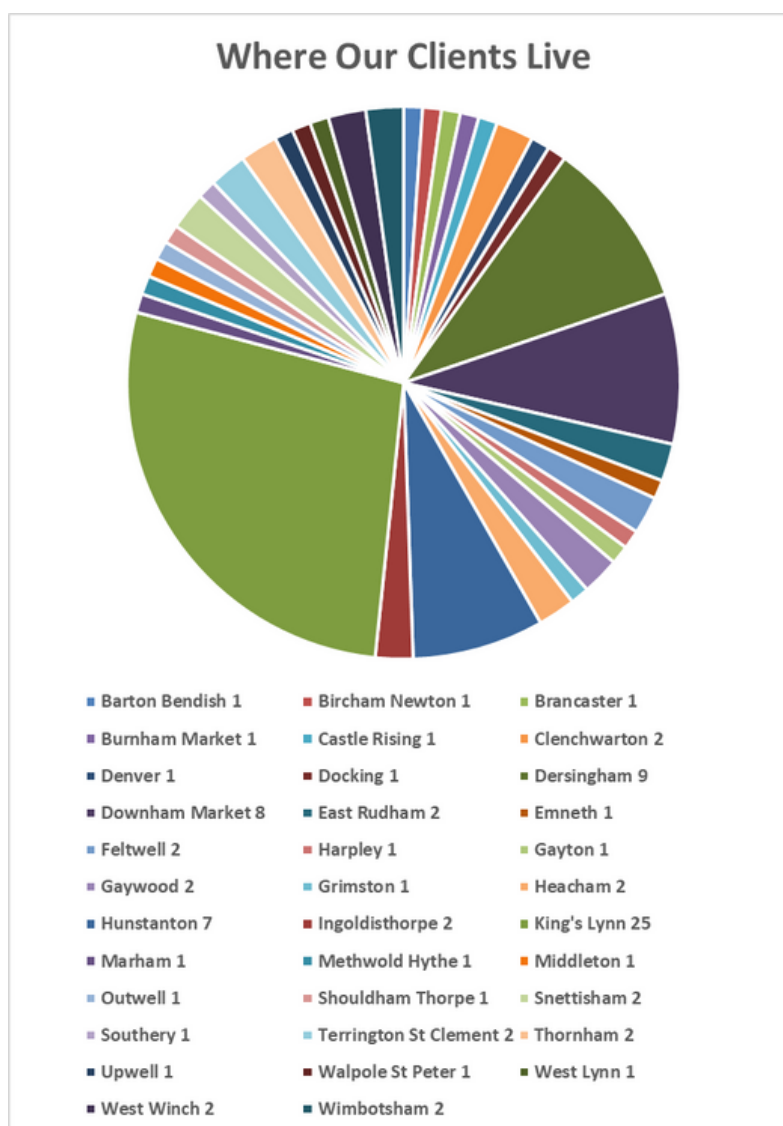
2022

OUR IMPACT

- Delivered befriending support to 86 isolated older clients across West Norfolk.
- Less isolated and lonely older people in West Norfolk.
- Supported 50 known family carers.
- Offered a choice of service delivery for the client via telephone, in person or through email.
- Grants awarded ensured full funding for 2022/23.
- Monthly volunteer support meetings delivered around a theme, using Zoom and in person at Dersingham and Downham Market.
- Monthly mailout and contacts for all volunteers.
- The staff were able to work from home or use the office, with laptops and access to the database.
- Increased awareness of WNB alongside the impact of Covid meant 85 referrals received in the year (40 in the year 2020).
- 41% of clients that we worked with were aged over 84.
- Referrals came from a broader range of professionals, with 14% from social prescribers, 14% from relatives and 17% were self-referrals meaning WNB has been reaching out further into the communities.
- WNB has increased the number of male clients that it supported to 28%.
- Covered 35 villages across West Norfolk.
- 45 volunteers freely gave their time at West Norfolk Befriending.
- 4 volunteers undertook administration tasks to support the service.
- 10 new volunteers came forward and were inducted.
- Improved data collection and reporting from the database has increased WNB's ability to review and assess the service's impact.
- Awarded the Befriending Network Quality mark.
- All delivered with just four paid staff members within a total of 86 hours per week - an increase of 10 hours per week since last year.

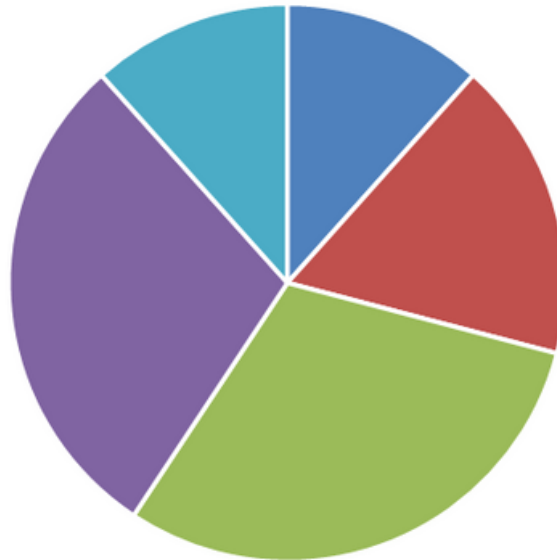


2015-2016 figures reflect group befriending delivered to Freebridge tenants via NCC Living Well Fund



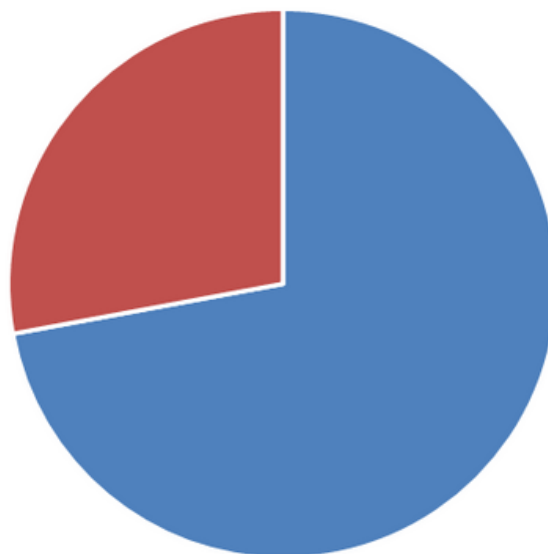
OUR CLIENTS

Age of Clients



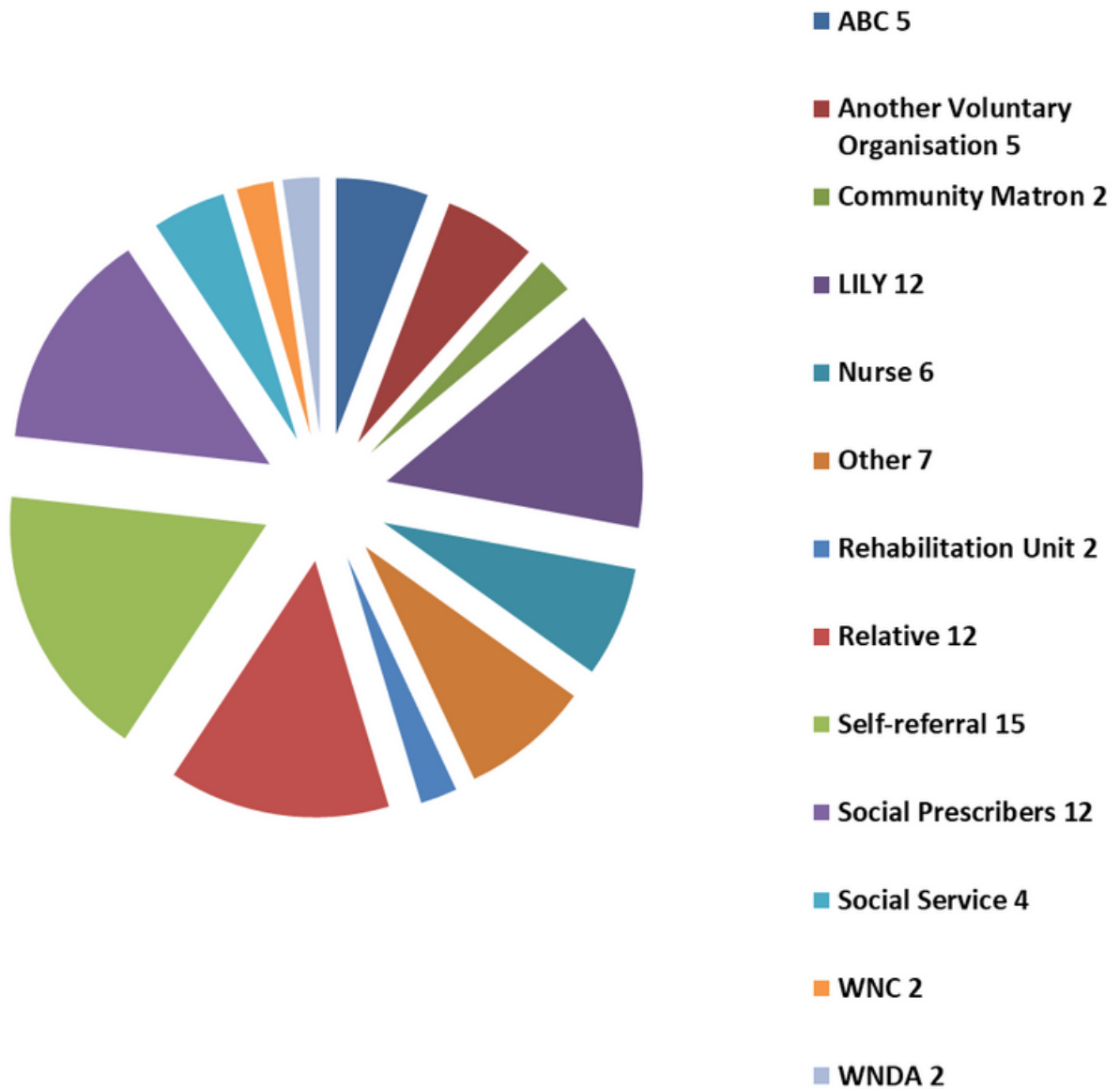
■ 55-65 = 10 ■ 65-74 = 15 ■ 75-84 = 26 ■ 85-90 = 25 ■ 90+ = 10

Client's gender

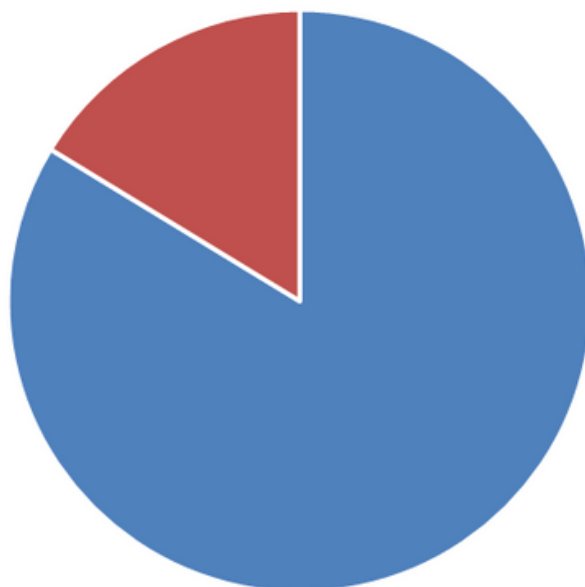


■ Female = 62 ■ Male = 24

Where clients are referred from

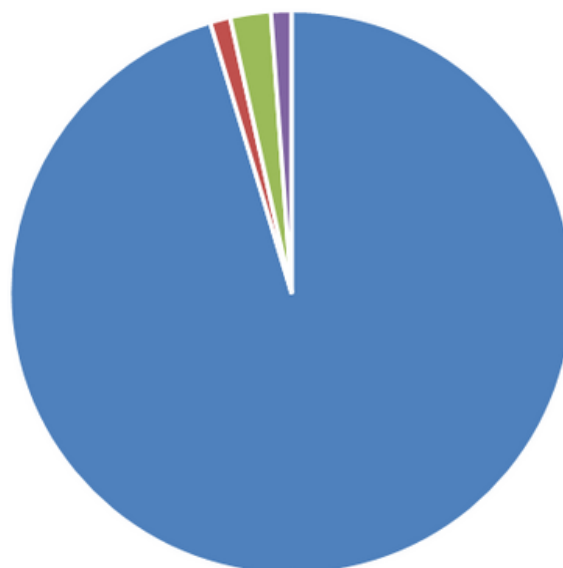


Clients identifying with a disability



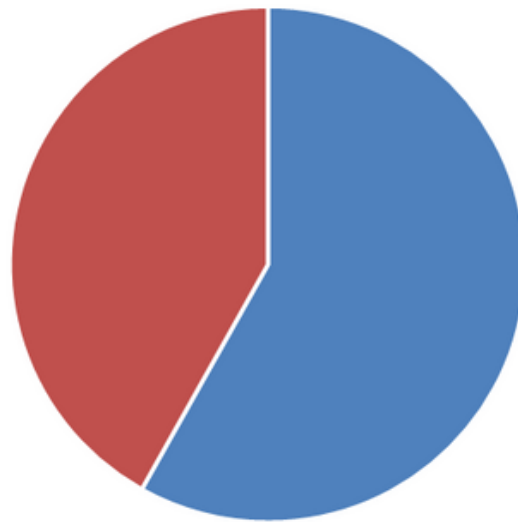
■ Yes 72 ■ No 14

Ethnicity of Clients



■ White British 82 ■ White Irish 1 ■ Other ethnicity 2 ■ Other white 1

Supporting unpaid family carers



■ Yes 50 ■ No 36

According to our records 58% of clients supported by WNB identified as being an unpaid family carer or being supported by an unpaid family carer.
42% of our clients have no identified unpaid family carer.

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 until Nov 2022)
Karl Jermyn	Trustee (Treasurer from Mar 2023)
Mike Carter-Rowlands	Trustee
Kevin Clarke, LVO	Trustee
Mike Lee-Evans	Trustee
Jean McGuinness	Co-opted Trustee
Valerie Woods	Trustee

OUR STAFF

Pippa May	Chief Executive
Kate Scott	Operational Support Officer
Anna Sylvester	Development Worker
Amanda Tickner	Client Assessor
Mike Lee-Evans	Client Assessor Volunteer & Trustee
Dot Nurse	Admin Volunteer & Trustee
Jean Ellis	Data Input Volunteer
Jean Cook	Data Input/Admin 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
Downham Aid In Sickness
Downham Market Conservative Club
King's Lynn & District Sugar Craft Club
James Wilde MP - Marathon Run
West Norfolk Carers
AOB - Archdale Lodge
St Mary's Parish Church, Holme next the Sea
Heacham Songsters
West Norfolk Wins (Community Lottery)
Tesco Extra Hardwick
Your Local Paper
Radio West Norfolk
And everybody who donated to WNB

We received grants and funding from the following:

The King's Lynn and West Norfolk Health & Wellbeing
Partnership (ICB)
Borough Council of King's Lynn & West Norfolk
Norfolk Community Fund - Your Big Idea
Earl of Northampton's Charity (Mercer's)
JJM Fund (The Talent Fund)
The Bishop of Norwich's Community Fund
Norfolk Community Foundation - Flux Family Fund
Lady Hind Trust

FINANCE OFFICER'S REPORT

West Norfolk Befriending 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.

The Charity is in a stable position as it enters the next financial year, with a second year of funding from The Earl of Northampton's Charity (Mercer's) already secured.

With the easing of restrictions post pandemic, people are beginning to accept face to face meetings once more, though social functions have yet to fully recover. The staff and volunteer travel expenses have been rising slowly, and it is anticipated that they will soon be back to normal levels. For the immediate future the Zoom licensing and some additional telephone costs remain in the budget.

Following the pandemic, and other global events which are not in our control, West Norfolk Befriending will need to keep an eye on the latest economic projections amid the cost-of-living crisis, to ensure they can continue to deliver their service long term. Charity finances are inextricably linked to the fortunes of the economy, from their ability to spend and deliver services to how much they can expect from funding and donations, some refer to the current situation as a "cost-of giving" crisis too as people struggle with the own personal commitments – therefore it could be a challenging time financially.

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 2023.

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 2023

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.

A handwritten signature in dark ink, appearing to read 'TVogel', is positioned above the printed name.

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 31.03.203

INCOME	2022-2023		2021-2022	
	Unrestricted	Restricted	Unrestricted	Restricted
Borough Council of King's Lynn & West	4,200	-	4,200	-
Norfolk LILY Project	12,330	-	11,455	-
Masonic Charitable Trust	-	-	-	2,639
NCF Norfolk Response & Recovery	-	-	-	8,323
Antelope Trust	-	-	-	-
Headley Foundation	-	-	400	-
Flux Family Fund	-	4,863	565	-
Your Big Ideas (Wills & Legacies)	-	2,745	-	-
Covid Recovery WN Health & Wellbeing	-	12,600	-	-
Earl of Northampton's Charity (Mercer's)	-	18,993	-	-
JJM Fund (The Talent Fund)	-	5,000	-	-
The Bishop of Norwich's Community Fund	-	1,000	-	-
Downham Aid in Sickness	350	-	-	-
West Norfolk Wins Lottery	506	-	150	-
Bank Interest & Other Sundry Income	56	-	648	-
Donations & Fundraising	4,167	-	36	-
Gift Aid	447	-	2,101	-
			185	-
	22,056	45,201	19,740	10,962
EXPENDITURE				
Salaries	17,546	36,965	37,212	16,000
Less Employment Allowance	-2,711	-	-2,728	-
Staff travel & expenses	-	1,038	-	540
Staff training	-	222	-	-
Property costs	896	3,160	2,827	787
Volunteer support events	-	21	-	35
Volunteer travel	236	1,500	-	627
Client support events	-	576	-	79
Telephone & Internet	466	271	400	177
Stationary, postage & other admin	278	168	313	184
costs Computer expenses	626	-	70	-
General expenses	-	136	-	-
Insurance	-	578	281	582
DBS check fees	-	-	-	23
Membership & subscriptions	-	551	-	-
Audit & financial administration	2,922	-	561	728
Recruitment & advertising	392	800	1,900	-
			-	-
NET INCOME	20,648	45,986	40,836	19,762
	1,408	-785	-21,096	-8,800

Fund Details	BBF	Income	Expenditure	Balance to carry forward
Masons Charitable Trust	2,894	0	2,894	0
Flux Family Fund (Love Norfolk)	0	4,863	4,863	0
Lady Hind Trust	0	1,000	1,000	0
Your Big Idea (NCF)	0	2,745	2,745	0
Covid Recovery WN Health & Wellbeing	0	12,600	12,600	0
Earl of Northampton's Charity (Mercer's)	0	18,993	18,494	499
JJM Fund (The Talent Fund)	0	5,000	1,683	3,317
The Bishop of Norwich's Community Fund	0	1,000	0	1,000

WEST NORFOLK BEFRIENDING

Statement of Assets & Liabilities to 31.03.2023

	2022-2023	2021-2022
Fixed Assets		
COMPUTERS, EQUIPMENT & FURNITURE	600	-
Current assets		
CAF ACCOUNT	27,641	27,627
LLOYDS TREASURERS ACCOUNT	1,241	1,174
LLOYDS DEPOSIT ACCOUNT	15,923	15,381
CASH	0	0
	45,405	44,182
-		
Prepayments	233	233
Outstanding Invoices	1,141	1,014
Total Assets	46,779	45,429
Liabilities		
ACCRUALS	385	519
Total nett assets	46,394	44,910
REPRESENTED BY		
Surplus funds	46,394	44,910
Made up of		
Balance of the Mason's Charitable Trust Fund at 31.03.2023	0	2,894
Balance of the Earl of Northampton's Charity Mercer's at 31.03.2023	499	0
Balance of JJM Fund (The Talent Fund) at 31.03.2023	3,317	0
Balance of the Bishop of Norwich's Community Fund at 31.03.2023	1,000	0
Reserves	41,578	42,016
Balance of free reserves	0	0
	46,394	44,910

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

..... Chairman

..... Date

VOLUNTEER'S THOUGHTS

"Covid and lockdown gave me an enforced moment of pause, and a chance to slow down from my busy life. It also led to a lot of isolation for some people, me included. Although I was able to pick up and carry on with my life, others were less fortunate, through a variety of reasons, whether it be advanced age, reduced mobility or illness. Having had a very busy working life, I had never considered volunteering as it was hard to find the time. After taking early retirement I found that I had some time to give to a volunteering role. I had heard about West Norfolk Befriending through word of mouth and I felt that I would be able to help someone feel a little bit less isolated.

Not only have I made a friend, I am able to help someone, just sitting with that person giving them my undivided attention and chatting, which is something I love! My visits always end in laughter and it certainly cheers up my day and we have even had a few short outings. Its very easy when we are children to make friends, but as we get older that 'skill' becomes harder and harder. I love hearing about peoples lives and to hear someone reminisce about theirs is a wonderful thing.

Volunteering has given me a sense of purpose and allows a great connection with another person. Giving to others has increased my sense of wellbeing and is good for my mind as well as stimulating the mind of a person struggling with loneliness and helping them to look forward to something."

Volunteer Befriender

VOLUNTEER'S THOUGHTS

"I support WNB as a volunteer. This entails visiting an elderly person once a fortnight at an arranged time for a cuppa and a chat. I joined about 7 years ago after looking for a volunteer role in the community and thoroughly enjoy meeting other volunteers and clients.

The stories that we listen to are heart-warming and interesting. A client is matched with a volunteer who they may have something in common such as gardening or a love of animals. The service lasts for a year with an assessment every three months to make sure you are both happy and comfortable with each other. If the client is mobile a trip to the local garden centre or out for a coffee can be arranged with the volunteer's agreement.

A friendly face once a fortnight can make a great difference to a lonely person and can be reassuring to their family if they are a distance away. Monthly meetings with other volunteers take place and give us the chance to discuss aspects of the job such as safeguarding and boundaries. There are opportunities to take part in training to help volunteers to understand the role fully. All very informative and interesting."

Volunteer Befriender

“It’s something good in
my life. I was
beginning to give up
on having good things
happen to me . I’m
glad I did it”

A Client

“If I’m miserable when she turns up
I’m not by the time she leaves. She
has changed my life.”

A Client